



Complete Apprenticeship Management

# Apprentice & Trainee Handbook

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## Contents

Welcome from our General Manager .....	3
Quick Reference .....	4
History .....	5
Organisations involved in your Training .....	6
Apprentice/Trainee Responsibilities .....	7
Host Employer Responsibilities .....	7
Apprentice/Trainee Mentoring & Support Schedule .....	8
Guidelines for Work and Training .....	10
Frequently Asked Questions .....	11
Appendix 1 – Statement of Legislation & Regulations .....	15
Appendix 2 – Pay and Allowances .....	16
Appendix 3 – GATES Timesheet Guidelines .....	18
Appendix 4 – Type of Leave .....	19
Appendix 5 – Performance Management Procedure .....	21
Appendix 6 – Grievance Policy .....	23
Appendix 7 – Code of Conduct Policy .....	24
Appendix 8 – Safety Guidelines for Apprentices & Trainees .....	27
Appendix 9 – Personal Protective Equipment (PPE) .....	29
Appendix 10 – Equal Opportunity of Employment (EEO) and Anti-Discrimination Policy y...	31
Appendix 11 – Sexual Harassment Policy .....	32
Appendix 12 – Workplace Harassment & Bullying .....	33
Appendix 13 – Drugs and Alcohol Policy .....	35
Appendix 14 – Mobile Phone and Portable Communication Device (PCD) Policy .....	38
Appendix 15 – Sample Timesheet .....	39
Appendix 16 – Fair Work Information Statement .....	40
Appendix 17 – Privacy Policy .....	44
Appendix 18 – Assistance Services for Apprentices & Trainees .....	47
Apprentice/Trainee Acknowledgement .....	49

## Welcome from our General Manager

As a new employee of Riverina Group Training & Employment Ltd (GTES) we would like to welcome you to our program and the GTES family.

We are looking forward to a long and mutually rewarding relationship with you. Our aim is to ensure you work in a safe environment and one where you are encouraged and supported to learn and develop through your apprenticeship or traineeship.

We have developed this Employee Handbook to assist you through that journey. Hopefully it will provide answers to many of the questions you have at the start of your apprenticeship or traineeship and is something you can refer to if you do have an issue at any stage of that process. The policies and procedures are designed with that purpose in mind, so if at any stage you need help then please contact us.

GTES has successfully been providing apprenticeships & traineeships in the Riverina since 1985. We have helped many apprentices and trainees gain not only a qualification, but also supported them in their journey to a future career and employment.

Please keep this handbook on hand so you can use it as a reference guide to annual leave, sick leave and workplace policies and procedures that will become relevant to you over time. Again, if, you have any questions regarding your apprenticeship/traineeship which are not answered here, our team is always willing and available to assist you.

We are happy you have chosen GTES and we are looking forward to working with you as part of our GTES team.

Alison Coe

General Manager GTES

## Quick Reference

**ADDRESS:** 161 Hammond Ave  
WAGGA WAGGA NSW 2650

**ADDRESS:** 3 Stanley Street  
WODONGA VIC 3690

**TELEPHONE:** 1300 881 279 or 02 6923 3000

**FACSIMILE:** (02) 6921 8616 or 1800 819 252

**EMAIL:** admin@gtes.com.au

**OFFICE HOURS:** Monday – Friday 8:30 – 5:00 pm

<b>GTES STAFF</b>			
Alison Coe	General Manager	02 6923 3000	
Shane Sutton	Administration Officer	02 6923 3000	
Judith Neill	Finance Officer	02 6923 3000	
Jenny Kingdom	Operations Assistant	02 6923 3000	
Abby Freund	Recruitment Officer	02 6923 3008	0488 606 121
Amanda Hooper	Field Officer	02 6923 3025	0409 593 740
John Beattie	Field Officer	02 6923 3012	0418 109 528
David McDonald	Field Officer	02 6923 3031	0427 453 488

Here is a list of contacts available to support you through your apprenticeship/traineeship.

<b>GTES</b>	
Your Field Officer	Name: Phone: Email:
Work Health & Safety Contact	Name: Shane Sutton Phone: 02 6923 3011
<b>Registered Training Organisation (RTO)</b>	
Your RTO Trainer/Assessor	Name: Phone: Email:
<b>State Training Authority</b>	
Training Services NSW – hotline	Phone: 13 28 11
Victorian Registration and Qualification Authority – hotline	Phone: 1300 722 603

## History

Riverina Group Training & Employment Ltd, now trading as GATES, is a not-for-profit, 'community grown' organisation dedicated to providing members of our community with opportunities to undertake apprenticeships and traineeships and supporting host businesses and employers across the Riverina and Murray regions to initiate and provide these opportunities. Ultimately, these partnerships strengthen and ensure the future sustainability of many businesses, communities and regions. GATES recognises these important partnerships through our core values, namely being commercially compassionate and caring, having honesty and integrity and providing personalised flexible business solutions.

Riverina Group Training & Employment Ltd was formed in 1985 to provide apprenticeships and traineeship opportunities in the Riverina that would not have been available through the general local industry. It is unique in that it was the first local venture of this type between local government and private enterprise and it also receives support from both the State and Federal Governments.

The company aims to boost employment and vocational training for apprentices/trainees while at the same time, provide industry access to apprentices and trainees without the requirement of employers making a four-year commitment to apprentice employment or a one-year commitment to trainee employment.

Our trading name, GATES (pronounced G-Tess), reflects the core business of the company – we are the **Group Training Employment Specialists** that care for the individual and are willing to do what it takes to ensure that the apprentices and trainees we employ as well as our clients (the Host Employers) achieve their goals in the apprenticeship/traineeship arrangement.

Apprentice and trainees are indentured to GATES and may rotate between Host Employers during their apprenticeship or traineeship. This provides them with an opportunity to experience a variety of work in organisations of varying sizes and work experiences.

In 2002, GATES added general recruitment as an added service to clients for the recruitment of general staff. The service allows our Host Employers to elect to retain GATES as the employer even after an apprenticeship/traineeship is completed through our continuing hire system. This service is efficient and provides value by continuing to alleviate the Host Employer of employment issues and paperwork.

GATES continues to be committed to providing our clients with the highest level of professional services at realistic rates.

## Organisations involved in your training

There are several organisations involved in the training program that you need to be aware of, as well as many acronyms, which will become familiar to you in time.

- 1. GTES Group Training Organisation (GTO)** – GTES GTO is your employer and is responsible for managing your training experience. The GTO team is responsible for finding opportunities with Host Employers, identifying candidates who are suitable for a vacant position, mentoring and providing support throughout your employment as well as administrative functions like payroll.
- 2. Registered Training Organisation (RTO)** – The RTO is the group responsible for setting and assessing your coursework during the training, enabling you to earn nationally recognised qualifications upon graduation. Your Assessor will discuss with you in detail the assessment procedures for your apprenticeship/traineeship and will individually tailor a training plan for you. Whether in the worksite or in a training centre, your coursework will be assessed by your Host Supervisor and your trainer and will be monitored regularly. You are required to complete the competencies agreed in your training plan to successfully complete the apprenticeship/traineeship.
- 3. Australian Apprenticeship Support Network (AASN)** – The AASN is responsible for registering your apprenticeship/traineeship with the State Training Authority. Within your first week, a representative of the AASN will meet with you so you can complete relevant paperwork. Once your apprenticeship/traineeship is formally registered a TCID number will be issued, which then allows you to obtain a travel concession card and for your coursework to begin. The AASN will also meet with you during the apprenticeship/traineeship to check on your progress.
- 4. State Training Authority** – The State Training Authority is a government body responsible for the oversight of the vocational education program, including the quality of your coursework. In NSW the authority is called Training Services NSW, which is part of the Department of Industry and in Victoria it is called Victorian Registration and Qualification Authority and is part of the Victorian State Government.
- 5. Host Employer** – The Host Employer is the organisation who'll provide you with work experience and supervision during the apprenticeship/traineeship. Apprentices/Trainees who show dedication to both their work and studies may be offered permanent roles by their host employers once they graduate from the program.
- 6. Department of Education (DET)** – DET is a federal government authority who provides funding for traineeships and apprenticeships nationally. They provide funding to GTES to support the administration of the apprenticeship/traineeship program.

## Apprentice/Trainee Responsibilities

The responsibilities of the apprentice/trainee during the apprenticeship/traineeship are to:

- Achieve agreed competencies
- Adhere to training plan (complete all coursework by specified dates)
- Maintain the work evidence log
- Adhere to confidentiality agreements
- Work the hours determined by your employment contract
- Complete and forward authorised timesheets by the specified dates
- Comply with the Host Employer's dress code
- Comply with GTES and host procedures
- Successfully complete all reviews
- Report any injuries immediately to GTES, or any existing medical condition that would affect how you work, your safety or the safety of others who work with you.

## Host Employer Responsibilities

The responsibilities of the Host Employer are to:

- Appoint a workplace Host Supervisor who is responsible for providing work direction and support your training needs whether they are an on or off the job
- Commit to the full duration of the apprenticeship/traineeship placement
- Provide induction relevant to the business and site
- Advise GTES of apprentice/trainee site details and supervisor details
- Support the training needs of the apprentice/trainee by providing a minimum of 3 hours of study time per week in the workplace
- Assess and record competencies according to the training plan
- Approve timesheets of hours worked and approved leave
- Immediately notify GTES of any breach of employment conditions
- Notify GTES of performance or attendance concerns
- Provide a safe working environment in accordance with Workplace Health and Safety (WH&S) regulations
- Notify GTES immediately of any serious injuries or health issues
- Provide documentation of potential WHS hazards identified by the Apprentice/Trainee.

## Apprentice/Trainee Mentoring & Support Schedule

Below is a formal schedule of meetings and contact points that will occur during an apprenticeship/traineeship. In addition, your Field Officer will contact you regularly and the trainer/assessor will contact and meet with you regarding your coursework. If you experience challenges in your workplace that you can't resolve with your Host Supervisor, then contact your Field Officer. It's always easier to address problems early rather than after they escalate.

### Apprentice

<b>Week/Month*</b>	<b>Activity</b>
Prior to start date	Induction meeting with GTES' Field Officer Australian Apprenticeship Centre will meet with you to complete TCID# documentation
Day 1	Field Officer to contact Apprentice to check how you've settled in, any transport issues, hours of work, resources at work whether you have any questions.
Week 4	TCID# should be issued by State Training Authority, then: -Apprentice to apply for travel concession card -Trainer/assessor will contact you to arrange a meeting with Apprentice and Host Supervisor to introduce coursework -Field Officer will call/visit you for a mid-probation contact to see how you are progressing on the job.
Month 3	Field Officer will review successful completion of probation period with Apprentice and Host Supervisor and has been contacted by RTO
Month 4-5	Field Officer to contact and review progress versus action plan from 3-month review
Month 6	Field Officer to hold a formal performance review/evaluation with Apprentice and Host Supervisor. Australian Apprentice Support Network representative will schedule a monitoring visit to check on your progress.
Month 9	Field Officer to hold a formal performance review/evaluation with Apprentice and Host Supervisor. <i>*Last year of apprenticeship - We will also have a discussion with Host on whether they are interested in offering you a permanent position.</i>
Month 12	Field Officer to contact Apprentice and Host Supervisor to notify of progression to 2 <sup>nd</sup> year/3 <sup>rd</sup> year/4 <sup>th</sup> year.
Last month of Apprenticeship	Final contact at/before completion call about 1 month prior to booking visit + check no training outstanding, new job contract secured/ provide job seeking advice, conduct exit interview. Graduation from Apprenticeship and Completion certificate issued.

\*Note: This 12-month schedule is extended and followed through to 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year of apprenticeship.



## Traineeship

<b>Week/Month*</b>	<b>Activity</b>
Prior to start date	Induction meeting with GTES' Field Officer Australian Apprenticeship Centre will meet with you to complete TCID# documentation
Day 1	Field Officer to contact Trainee to check how you've settled in, any transport issues, hours of work, resources at work whether you have any questions.
Week 4	TCID# should be issued by State Training Authority, then: -Trainee to apply for travel concession card -Trainer/assessor will contact you to arrange a meeting with Trainee and Host Supervisor to introduce coursework -Field Officer will call/visit you for a mid-probation contact to see how you are progressing on the job.
Month 2	Field Officer will review successful completion of probation period with Trainee and Host Supervisor and has been contacted by RTO
Month 3	Field Officer to hold a formal performance review/evaluation with Trainee and Host Employer
Month 4-5	Field Officer to contact and review progress versus action plan from 3-month review
Month 6	Field Officer to hold a formal performance review/evaluation with Trainee and Host Supervisor. Australian Apprentice Support Network representative will schedule a monitoring visit to check on your progress.
Month 9	Field Officer to hold a formal performance review/evaluation with Trainee and Host Supervisor. We will also have a discussion with Host on whether they are interested in offering you a permanent position
Month 12	Final contact at/before completion call about 1 month prior to booking visit + check no training outstanding, new job contract secured/ provide job seeking advice, conduct exit interview. Graduation from traineeship and Completion Certificate issued.

\*Note: The schedule is extended for 24-month traineeships

## Guidelines for Work and Training

This apprenticeship/traineeship is the beginning of your successful career. GTES have implemented some important guidelines to assist you to establish and maintain a good employee relationship. Please read these thoroughly to give you a better understanding of the way in which to operate.

### **Co-operation**

We expect apprentices/trainees to communicate with us on a regular basis, this means giving us feedback on how you are finding the work. We would like to know how you are performing on the job, how you are getting along with your workmates, if there are any difficulties you are encountering or any other information you'd like to tell us or would like us to know. GTES can support you. Your Field Officer can assist with any concerns or enquires you may have and can be contacted on (02) 6923 3000.

To ensure an effective working relationship, we would like your co-operation throughout the apprenticeship/traineeship and agree to have any workplace disputes raised with your Field Officer first, before approaching the Host Employer.

### **Punctuality**

We expect our employees to be ready to work at the contracted start time. Ideally your arrival at work should be 10 minutes before you are due to start. Attention should also be paid to returning from your breaks promptly. This displays your ability to be well organised and manage time effectively as well as your motivation to work which are important characteristics for any workplace.

### **Reliability**

As an apprentice/trainee, you are expected to work for the contracted hours per week. Remember that you are under a legal contract to attend work for a specified period. Unexplained absences will not be tolerated and may result in disciplinary action, up to and including termination.

### **Behaviour**

In the workplace apprentices/trainees need to behave in a professional manner towards their fellow employees and their supervisors.

### **Personal Appearance**

As you are now an employee of GTES, you are a representative of not only our company but also your host employer. We would like our employees to be professionally presented and groomed with a neat and tidy appearance in accordance with Host Employer dress code policy.

## Frequently Asked Questions (FAQ)

### **Q. What is a TCID# and how do I get one?**

A. Your TCID# is a tracking and identification number issued by the State Training Authority. On your first day of employment, or shortly after, GATES will arrange for you to meet with an Australian Apprenticeships Centre who will complete the relevant application form. If you're aged under 18, then your parents will also need to sign the form. Once completed the form will be submitted to the State Training Authority and it will take around 2-4 weeks for them to issue the TCID#

### **Q. Can I get a travel concession card?**

A. Yes, you can apply for a concession card once your TCID# has been issued. GATES will provide you with an application form. You will need to include a passport size-photo as well as the application in an envelope and send it to the address found on the back of the application form.

### **Q. When will my coursework begin?**

A. You cannot be formally enrolled into a course until after the TCID# is issued. Within days of the TCID# being issued, a trainer/assessor from the Registered Training Organisation will contact you to schedule a meeting to introduce the coursework and the requirements. Your Host Supervisor will also be included in this meeting.

### **Q. How do I select my course units?**

A. Each course consists of some core units and several electives. When the trainer first meets with you and your supervisor, we'll be able to explain the units and together we can tailor the course, so it is most suitable for your workplace and your interests.

### **Q. Can I do coursework at home?**

A. You will be allocated at least 3 hours per week to complete your coursework in your workplace, and this should be enough for you to complete your course on time. However, you are welcome to also work on it at home if you choose.

### **Q. How long does it take for my coursework to be marked?**

A. Once your assessments are submitted it may take up to two weeks for the trainer to mark it and provide feedback. In some cases, the next course unit may not be provided until an assessment has been marked.

### **Q. Is there a probationary period for my employment?**

A. All apprenticeships/traineeships have a probationary period, which is like a trial period. At the end of the probationary period the Host Employer will formally decide whether to retain you. The probationary period depends on the course you're completing:

- Traineeships lasting 24 months or less have a 2-month probationary period
- Traineeships lasting more than 24 months have a 3-month probationary period
- Apprenticeships lasting 4 years or less have a 3-month probationary period.

**Q. How much do I get paid?**

A. Your Letter of Offer will specify your wage. As an apprentice/trainee you will be paid in accordance with the relevant award for the industry you work in for the duration of the apprenticeship/traineeship.

The wage depends on several factors:

- The level of schooling you completed e.g. Year 10 or Year 12
- How many years it has been since you completed school (note years count from 1st January in the year after you left school)
- The type of course you're completing e.g. Certificate III or IV
- Apprentices only: whether you qualify for an adult rate, which is over 21.

**Q. Can I complete my training early?**

A. It may be possible to complete the apprenticeship/traineeship early under special circumstances if (1) you have completed all your coursework and (2) your Host Supervisor considers that you have gained sufficient workplace experience. However, all requests for early completion must be submitted to the State Training Authority, who may or may not approve your request.

**Q. What happens if I fall sick?**

A. If you are sick then you need to **call** both your Host Supervisor and GATES' Field Officer no later than your usual start time. Please note that SMS messages are not acceptable. If you are sick, then you should always see a doctor and request a medical certificate. Refer to Appendix 3 "*GATES Apprentice/Trainee Personal/Carer's Leave Procedure*" for the full procedure.

**Q. Who can I contact for help?**

A. In most cases the first person you should contact is the Field Officer from GATES. If the issue relates to your coursework, then contact the trainer/assessor from the Registered Training Organisation. If you feel like you're not getting the support, you need these two contacts then you are able to contact Training Services NSW or Victorian Registration and Qualification Authority. Contact numbers are in the Key Contacts section of this handbook. Please note if you are unsure about your safety in the workplace do not hesitate to call GATES for full support.

**Q. Can I access my mobile phone, the internet and social media for personal use during business hours?**

A. Each workplace will have their own policy, but GATES policy in relation to the use of mobile phones is detailed in Appendix 12. We discourage accessing mobile phones, the internet and social media for personal use during business hours. Instead we encourage Host Employers to provide internet access in their lunchrooms, so apprentices/trainees can use them during their specified break times.

**Q. My Host Employer requests that I operate equipment I am not sure about, what do I do?**

A. Never operate any equipment, machinery or device you have not been trained to operate. If in doubt, please call GATES for our full support.

**Q. What is a USI number and how can I get one?**

A. The USI is a mandatory reference number that is made up of numbers and letters and is unique for each individual student. To get a USI go to <https://www.usi.gov.au/students> and follow the steps. A USI is a legal requirement for all students undertaking nationally recognised training.

# Appendices

## Appendix 1 – Statement of Legislation, Regulations & Relevant Websites

GTES' Group Training Organisation is compliant with the legislation and regulations listed below. Further details regarding GTES' specific policies and procedures are contained in the following appendices.

Legislation or Regulation or Website	For Further Information
The Fair Work Act 2009	<a href="https://www.fairwork.gov.au/about-us/legislation">https://www.fairwork.gov.au/about-us/legislation</a>
National Employment Standards	<a href="https://www.fairwork.gov.au/employee-entitlements/national-employment-standards">https://www.fairwork.gov.au/employee-entitlements/national-employment-standards</a>
Modern Awards	<a href="https://www.fairwork.gov.au/awards-and-agreements/awards">https://www.fairwork.gov.au/awards-and-agreements/awards</a>
Racial Discrimination Act 1975	<a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a>
Sex Discrimination Act 1984	<a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a>
Australian Human Rights Commission Act 1986	<a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a>
Workplace Gender Equality Act 2012	<a href="https://www.legislation.gov.au/Details/C2016C00895">https://www.legislation.gov.au/Details/C2016C00895</a>
Disability Discrimination Act 1992	<a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a>
Age Discrimination Act 2004	<a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a>
Anti-Discrimination Board of NSW	<a href="http://www.antidiscrimination.justice.nsw.gov.au/">http://www.antidiscrimination.justice.nsw.gov.au/</a>
Work Health and Safety Act 1987	<a href="https://www.legislation.nsw.gov.au/#/view/act/2011/10">https://www.legislation.nsw.gov.au/#/view/act/2011/10</a>
Workers Compensation Act 1987	<a href="https://www.legislation.nsw.gov.au/#/view/act/1987/70">https://www.legislation.nsw.gov.au/#/view/act/1987/70</a>
Workplace Injury Management and c Act 1998	<a href="https://www.legislation.nsw.gov.au/#/view/act/1998/86">https://www.legislation.nsw.gov.au/#/view/act/1998/86</a>
Privacy and Personal Information Protection Act 1998	<a href="https://www.legislation.nsw.gov.au/#/view/act/1998/133">https://www.legislation.nsw.gov.au/#/view/act/1998/133</a>
Children and Young Persons (care and Protection) Act 1998	<a href="https://www.legislation.nsw.gov.au/#/view/act/1998/157">https://www.legislation.nsw.gov.au/#/view/act/1998/157</a>
Apprenticeship and Traineeship Act 2001	<a href="https://www.legislation.nsw.gov.au/#/view/act/2001/80">https://www.legislation.nsw.gov.au/#/view/act/2001/80</a>
Smart and Skilled	<a href="https://smartandskilled.nsw.gov.au/">https://smartandskilled.nsw.gov.au/</a>
USI – Unique Student Identifier	<a href="https://www.usi.gov.au/students">https://www.usi.gov.au/students</a>
Training Services NSW	<a href="https://www.training.nsw.gov.au/">https://www.training.nsw.gov.au/</a>
Mental Health	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
Australian Apprenticeships	<a href="https://www.australianapprenticeships.gov.au/">https://www.australianapprenticeships.gov.au/</a>
Disability	<a href="https://www.humanservices.gov.au/">https://www.humanservices.gov.au/</a>

## Appendix 2 – Pay and Allowance

### **Rates of Pay**

As an apprentice/trainee you will be paid the relevant Award wage to your vocation. Unless otherwise agreed, you are expected to work the relevant hours, which includes time allocated to your training.

Normal penalty and overtime rates apply as per the Modern Awards. If you need further details or have any questions, please contact payroll on 1300 881 279 or email [payroll@gtes.com.au](mailto:payroll@gtes.com.au).

### **Pay**

In all incidences, GTES will pay wages directly into your bank, building society or credit union nominated. You will be required to give the Company your branch and account details and Tax File number within one week of commencement of employment. All details are required for payment and will be held in strict confidence. Pay day will fall on Wednesday for the week completed on the previous Sunday.

### **Timesheets**

At the commencement of employment, you will be given a timesheet booklet, which needs to be completed weekly and submitted in to GTES by 4pm Monday each week and approved by your Host Supervisor. Please take the time to read the instructions carefully to ensure that you receive the correct wages. If we do not receive your timesheet on time, this may result in your pay being delayed until following week. Make sure you mark TAFE, sick or annual leave, RDO's, Worker's Compensation etc. in the spaces provided. Pay slips will be emailed to you and you will be paid weekly. Please advise the GTES office or your Field Officer if you change your email or postal address.

### **Superannuation**

GTES will contribute the required statutory amount into the fund of your choice or if you do not wish to choose a specific fund your contribution will be paid into CBUS, the GTES nominated fund. If you have, prior to joining GTES done a work trial or worked with an employer who used a different superannuation fund, you might want to track that superannuation and transfer it into your new CBUS account. You can find your superannuation by:

1. Creating a myGov account at [www.my.gov.au](http://www.my.gov.au), then link the ATO to your account.
2. If you already have a myGov account, the just log into that and click on the ATO section.
3. Go to the 'Super' tab. In this section, you can see detail of all of your super accounts including any that you might have forgotten about.

### **Lunch Breaks**

You will be permitted time off for lunch, and a mid-morning break. These times may vary from workplace to workplace. Please be aware that lunch breaks are unpaid and are not part of the total working hours per week.



### **Overtime**

On occasions the Host Employer may request you to work extended hours to meet their business needs. A Host employer may offer you Time Off in Lieu (TOIL) or pay you overtime for the extended hours. Any adjustment to working hours requires your agreement and should be documented e.g. by email. Notify GATES at least two working days in advance. Please ensure you are able to travel safely if outside normal hours.

### **Allowances**

Awards have different allowances. These allowances are for you to be able to pay for items necessary for your job. For example, tool allowances are intended for you to collect your own tool kit for your trade.

## Appendix 3 - GTES Timesheet Guidelines

1. Timesheets must be received by **4.00 pm** each **Monday**.

**\*Timesheets received after this deadline may not be processed until the following week.**

2. Please ensure that your name and your host's name is clearly written on the timesheet
3. Please ensure all of the following lines are completed on your timesheet
  - a. THE DATE – each day
  - b. START TIME – each day
  - c. LUNCH START TIME – each day
  - d. LUNCH FINISH TIME – each day
  - e. FINISH TIME – each day
  - f. HOURS ON THE JOB – this means hours actually worked with the lunch break deducted
4. TAFE days should be clearly indicated
5. Annual leave and sick days should be clearly shown on the correct line. If no leave is indicated, then the shortfall in hours will be paid as annual leave or Rostered Hours Off where applicable.
6. If you are entitled to Rostered Days Off, then should also be clearly shown on the correct line.
7. If a full day is not worked, please indicate the reason. E.g. went home sick, requested to leave early or arrived late.
8. If you have an injury at work, which results in time off work, please show the hours lost in the Workers Compensation line on your timesheet

**It is important that you advise GTES on 1300 881 273 as soon as possible after the accident.**

9. Ensure that you and your host have signed the timesheet

\*Timesheets that do not have both signatures will not be processed, until we have received a confirmation timesheet with both signatures

### Remember!

If you are away from work or TAFE because you are sick a doctor's certificate must be obtained for the following:

- Away for 2 or more days in a row
- Sick either side of the weekend (Monday or Friday)
- Sick before or after a public holiday

If you are unable to attend work you must notify your Host as soon as possible. If you are unable to attend TAFE you must tell your Host, TAFE and GTES as soon as possible.

**TIMESHEETS THAT ARE COMPLETED PROPERLY WILL  
HELP US TO PROCESS YOUR TIMESHEET CORRECTLY AND ON TIME**

## Appendix 4 – Type of Leave

### Annual Leave

As an employee, you are entitled to 4 weeks annual leave; this is accrued on a pro rata basis. When applying for annual leave you are required to obtain approval from your host supervisor and GATES **in advance**. Apprentices/Trainees are required to use the Form 1 - Holiday/Annual Leave Form. Once approval is obtained, email your completed leave form through to your Field Officer.

Annual Leave Loading of 17.5% will be paid on each occasion Annual Leave is taken where adequate leave has been accrued. It is calculated based on the number of Annual Leave days taken in each pay period and paid accordingly. Any unused leave entitlement plus 17.5% annual leave loading (of that annual leave) will be paid on the completion of your apprenticeship/traineeship.

The **GATES Annual Leave procedure** is as follows:

1. You must seek approval from your Host Supervisor for the dates you have selected. The leave should be requested 4 weeks in advance of the leave commencement date, however it is strongly advised to give as much notice as possible to increase the chances of the leave being approved;
2. Once the leave has been approved by your host you must complete a Holiday/Annual Leave Form signed by your Host Supervisor to confirm approval, this must then be sent through to your Field Officer for approval;
3. In case of workplace shut down you may be given four weeks' notice to take leave. If you do not have enough leave accrued, it may be taken as LWOP (leave without pay) or other possible leave arrangements organised through Host Employer. If you have any queries around shutdown periods i.e. Christmas Periods, please contact payroll on [payroll@gtes.com.au](mailto:payroll@gtes.com.au) or 1300 881 279.

*\*Also, please note any leave must be noted on your timesheet.*

### Public Holidays

Apprentices/Trainees are paid for all gazetted public holidays that fall on a day where they are usually rostered to work.

### Rostered Day Off (RDO)

Being eligible for RDO's depends on the hours you work and the Award you are employed under. Your Field Officer will tell you if you are entitled to RDO's. RDO's are accrued at 0.4 hours per day or 2.0 hours per week. They must be taken when they are due and cannot be saved up.

### Personal/Carer's Leave

Personal leave is a means by which a genuinely unwell employee may take time off work to recover from an illness without incurring any financial loss. Personal leave is for cases of genuine illness only. Personal leave in these instances must always be supported by a

doctor's certificate and an application for leave form covering each day. GTES will not authorise payment without these forms.

Carers leave enables an employee to take time off work to care for a genuinely unwell member of their immediate household. Carers leave must have the approval of the Field Officer, and supporting documents will be requested, along with a Holiday/Annual Leave Form.

A full-time /apprentice/trainee is eligible to take up to 10 days paid personal/carer's leave per year, and this is accrued on a pro rata basis. A full-time apprentice/trainee is also entitled to a further two days unpaid carer's leave as required, (approval from the GTES Field Officer, and supporting documents will be requested).

### **GTES Apprentice/Trainee Personal/ Carer's Leave Procedure**

Any instance that you are unable to attend work due to genuine unforeseen illness of either yourself or a member of your immediate household the following procedure must be followed;

1. Phone your host supervisor and advise them of your illness at the earliest possible time (this must be prior to your start time);
2. Phone your Field Officer to advise them of your illness (if this is before 8:30am please leave a voicemail message at reception);
3. Make a Doctor's appointment to address your illness and attain a Medical Certificate for the day;
4. On your return to work, phone your Field Officer to advise them of your return.
5. Email/ Fax your Medical Certificate and Leave Form (signed by your supervisor) through to Payroll.

*\*Also, please note that any leave must be noted on your timesheet.*

### **Compassionate Leave**

In the event of a death or serious threat to life in your immediate family you will be entitled to 2 days compassionate leave.

Compassionate leave must have the approval of the Field Officer, supporting documents will be requested.

### **Jury Service**

If you are required to attend court for jury service, you will be paid according to the court allowances. Wages will be amended to allow for the difference and supporting documents will be requested.

Apprentices/Trainees called to attend jury service are required to:

- Notify GTES as soon as possible of the date on which they are required to attend jury service

- Give GTES proof of attendance and the duration of the attendance
- Give GTES proof of the amount of payment received for the jury service, or evidence that all reasonable steps have been taken to obtain jury service payments.

If an apprentice/trainee is absent because of jury service for a period, or a number of periods, of more than 10 days in total then GTES is only required to pay the apprentice/trainee for the first ten days of absence.

Apprentices/Trainees that are not empanelled and not required to serve on a day they would have worked at GTES are required to attend work as usual.

GTES reserves the right to make application to excuse an apprentice/trainee from jury service due to operational reasons or concerns.

### Leave Forms

An application for leave form must be completed and approved by your Host Supervisor, and returned to GTES, for any of the above types of leave (except public holidays).

## Appendix 5 – Performance Management Procedure

The Company's experience has been that nearly all staff perform well, conduct themselves reasonably, and overcome minor problems without the need for intervention. Initially, problems are dealt with in the expectation that staff will give of their best once a deficiency is pointed out and that any difficulties can be overcome at the workplace level.

Where the company has cause to believe that a satisfactory standard of performance has not been reached and maintained, or that the code of conduct has otherwise been breached, formal performance management procedures need to be invoked.

In undertaking disciplinary action, the company will follow established **principles of procedural fairness and natural justice**<sup>1</sup>. These include:

- i. An employee must receive notice of the inadequate performance or specific allegation of misconduct and of the likely consequences should the allegation be established.
- ii. There must be a real opportunity for the employee to explain or respond to the allegation.
- iii. There must be proper and unbiased consideration of the explanation.
- iv. The Apprentice/Trainee will be given the opportunity to improve within a specified timeframe.

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<sup>1</sup> Procedural fairness (sometimes referred to as natural justice) is when an employer gives an employee a fair and reasonable opportunity to respond to matters or evidence that the employer suggests justifies employment termination.

Natural Justice involves the following principles:

- the hearing rule, which requires the decision-maker to give the person adversely affected by the decision the opportunity to be heard concerning matters relevant to the decision; and
- the no bias rule, which requires the decision-maker to approach the matter with an open mind, free from prejudgment and bias.

(Portner Digital, 2019)

## **Warnings**

Unless a matter is so serious as to warrant instant dismissal, staff are entitled to be warned about disciplinary breaches and inadequate performance and told of how their conduct or performance must improve. Warnings may be given orally or in writing, but the company will ordinarily confirm formal warnings in writing. It is usually appropriate to give at least two warnings although some circumstances may call for one first and final warning.

A formal warning will include:

- i. A statement of the specific problem.
- ii. The company standard or policy breached.
- iii. The corrective action required.
- iv. The period within which the corrective action must be taken.
- v. Reference to the meeting(s) with the staff member and any explanation given by the staff member.
- vi. The company's decision.
- vii. The consequences of failure to take the required corrective action or any further breach.
- viii. Reference to any prior warnings.

## **Suspension**

The company may need to insist that a staff member not remain at work while the matter of concern is being investigated. GATES may direct an Apprentice/Trainee to take leave without pay whilst on suspension to investigate the matter. In the event of termination of your arrangement with a host employer, GATES may attempt to provide an alternative Host employer. In the case of poor performance or any performance management dispute GATES can direct an Apprentice/Trainee to take leave without pay for a set period agreed in the effort to consider redeployment to another host. If GATES deem they are unable to secure a suitable host, or the Apprentice/Trainee is no longer willing or able to conduct themselves to a level of GATES satisfaction, GATES may terminate the Apprentice/Trainees employment and subsequently their Apprenticeship/Traineeship.

## **Termination of employment**

Termination of employment is governed by legislation. If an apprentice/trainee's work performance remains unsatisfactory after the warning and performance management process has been completed, it may lead to a termination of their employment.

Termination of a hosted apprentice/trainee requires two weeks' notice. However, in exceptional circumstances a host employer may prefer the apprentice/trainee not to serve their two weeks' notice. If an offence is determined and evidenced to be a serious offence as per the Fair Work Act 2009 and where termination can be immediate without notice.

## **Rights of staff in cases of disciplinary action**

Where the company institutes formal disciplinary action and conducts interviews with the staff member for that purpose, the staff member is entitled to bring a support person to the meeting/s.

A staff member who is dismissed or otherwise penalised as a result of disciplinary action has the right to a written appeal to the CEO within 14 days of the action being taken.

## Appendix 6 – Grievance Policy

A grievance is any type of problem, concern or complaint related to work or the work environment which causes concern or distress, and which is believed by the person raising them to affect their work or progress. A grievance may arise from any decision, act or omission which is perceived as wrong, unjust or discriminatory.

GTES is committed to providing a fair and just working environment. Accordingly, GTES will ensure that all staff has access to processes for the resolution of genuine grievances in the work place. GTES will take all grievances seriously and deal with them in a prompt, confidential manner.

It is GTES' preferred option to try and resolve any difficulties or grievances through informal processes. The mechanisms are explained in the Grievance Procedure with the intent to resort to the formal mechanism if use of less formal methods is unable to achieve a suitable resolution.

GTES will make every effort to ensure that no party involved in a grievance is victimised or prejudiced to any outcome. All issues raised are treated with strict confidence.

### **Grievance Procedure**

Any grievance an Apprentice/Trainee has with their Apprenticeship/Traineeship in all instances should be first communicated to their Field Officer; they are the first point of contact. The Field Officer will work with the Apprentice/Trainee directly to overcome and/or resolve the grievance.

Where an Apprentice/Trainee seeks a change within his/her job, the conditions of the workplace or is dissatisfied with the training component then observe the following steps to resolve the issue:

- i. Communicate verbally to the Field Officer the grievance with the Apprenticeship/Traineeship. The Field Officer will work with all parties involved to find a resolution.
- ii. If unresolved, the General Manager will become involved, and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sort.

### **Continuation of normal job functions**

GTES expects that employees resolve grievances using the procedure and under the principles of the GTES Grievance Policy. As such, GTES expects that employees do not allow any grievances to disrupt their normal job functions, job duties or working relationships.

### **Confidentiality**

All parties involved in handling grievances (including the person making the grievance) are required to treat all information and personal opinions as private and confidential. Any discussions related to grievances should be discussed as part of the resolution process itself only.

### **Dispute Resolution**

If difficulties arise between the Host Employer and apprentice/trainee, that GTES is unable to resolve, we will contact the State Training Authority for assistance. A Training Advisor (TA) from State Training Authority can visit the workplace to discuss the issues, give advice and attempt to resolve the dispute.

If the TA is not able to resolve the dispute, the matter will be referred to the Vocational Training Tribunal (VTT) for resolution. The VTT will convene a hearing at which it will attempt to reach a settlement that is acceptable to all parties or make a determination if an acceptable settlement cannot be reached.

The VTT determines complaints either by dismissing the complaint or resolving it (depending on its merits) and may order the parties to take a particular course of action.

The VTT is a statutory body established under the provisions of the Apprenticeship and Traineeship Act 2001 to provide for the regulation of apprenticeships and traineeships and other purposes. It is chaired by the Commissioner for Vocational Training (or the Commissioner's delegate). The VTT consists of members who represent the NSW Government, employers and their associations, industry groups, unions and public and private registered training organisations.

## **Appendix 7 – Code of Conduct Policy**

This **Code of Conduct** governs the way all GTES employees should behave towards host employers, customers, suppliers, clients, co-workers, company management and the general public.

The policy sets out the expectations of GTES staff and the reciprocal commitments of the organisation. All apprentices and trainees will be required to read, sign and date the document and return it to GTES.

### **Definitions**

Whenever 'GTES' is used it is intended to apply to host employers as well.

### **Principles**

Underlying the establishment of a Code of Conduct are the company values, particularly Respect, Trust, Accountability, Innovation and Integration.



The employment relationship establishes mutual obligations between the organisation and its staff.

The code of conduct is intended to:

- Inform employees of the standard of behaviour required of them
- Define breaches of conduct and
- Provide a framework for disciplinary action.

### **Staff Obligations**

Apprentices/Trainees are required to act honestly, conscientiously, reasonably and in good faith at all times having regard to their responsibilities; the interests, mission and values of GTES; and the welfare of colleagues and clients.

### **Apprentices/Trainees have an obligation to GTES to:**

- Be present at work as agreed
- Be absent from the workplace only with proper authorisation.
- Carry out their duties in an efficient and competent manner and maintain specified standards of performance and customer service.
- Comply with lawful and reasonable employer instructions and policies and to work as directed.
- Work safely, minimising risk to themselves and others by following Work Health and Safety procedures.
- Not to harass other staff, volunteers or clients.
- Remaining unaffected by alcohol or non-prescribed drugs at work.
- Respect the privacy of individuals and use confidential information only for the purposes for which it was intended.
- Work co-operatively with other staff and volunteers, support and learn from each other and accept appropriate differences in personal style.
- Respect, and seek when necessary, the professional opinions of colleagues in their area of competence and acknowledge their contribution.
- Neither use, nor allow the use of, company property, resources, or funds for other than authorised purposes.
- Respect the property of other staff, volunteers and clients.
- Incur no liability on the part of, or publicly represent the company, without proper authorisation.
- Assume responsibility for continually acquiring knowledge and skills relevant to personal and occupational effectiveness
- Not demand, claim or accept without declaration, any fee, gratuity, commission or benefit from any person or persons other than the company in payment for any matter or thing concerned with their duties and responsibilities, nor to accept any gift or favour from any source which could be seen as influencing a business relationship.
- Declare at the earliest opportunity and appropriately manage any conflicts of interest, such as participating in any decision which could benefit themselves, their family or close friends.
- Notify any additional employment, particularly work which may be in competition with GTES or your Host employer.

## **GTES' Obligations**

GTES undertakes to make the following provisions for staff:

- Provide an employment under a contract established between GTES and individual staff, either through an Award or industrial agreement.
- Publish clear conditions of employment.
- Give support through Staff Development to assist staff to keep skills and qualifications up to date.
- Adhere to company Grievance Policy to provide a framework to resolve disputes.
- Being guided by the Company Mission and Values in making decisions affecting staff.
- Provide a fair and impartial hearing in complaints and disciplinary matters.
- Maintain a safe system and environment of work.
- Provide access to basic induction and policy and procedures documentation.
- Provide a flexible workplace accommodating personal and family needs when possible in line with published policies.
- Not withhold approval for external work unless the work is in direct conflict with GTES interests.

## **Code of Conduct Breaches**

Misconduct involves contravention of the above obligations. If established, misconduct may lead to a reprimand and a written warning. Serious misconduct involves serious and/or repeated contravention of the above obligations. Serious misconduct, if established, may lead to dismissal. Serious misconduct is behaviour which undermines the contractual relationship between employee and employer, and/or threatens the wellbeing of the organisation, or its staff and clients. Serious misconduct includes, but is not confined to, the examples below:

- Assaulting or threatening to assault any employee, client, or visitor on GTES premises.
- Behaving in a manner causing safety risks to clients or staff, such as smoking in areas specifically designated as hazardous or unauthorised use of fire protection or safety equipment.
- Being affected by alcohol or non-prescription drugs while at work.
- Having unauthorised possession of, or removing property belonging to the company, another staff member, client or visitor.
- Attempting to defraud the company or staff, such as by wilfully submitting a false claim on a timesheet, expense reimbursement, or any other deliberate falsification of a company record.
- Sexually harassing other staff or clients.
- Contravening anti-discrimination legislation.
- Deliberately acting, or failing to act, in a manner resulting in serious damage to company property.
- Refusing to perform specified duties or to carry out lawful and reasonable instructions of managers or supervisors.
- Repeatedly contravening the Code of Conduct and/or other GTES policies.

## Appendix 8 – Safety Guidelines for Apprentices & Trainees

### **Safety & Conduct**

This is your personal copy of the Safety Guidelines for employees. It explains GTES' Safety Guidelines, general safety rules and regulations and your rights to Worker's Compensation Insurance benefits if you are injured on the job.

Accidents can be avoided. It is everyone's responsibility to identify and report any hazards or potential dangers, to ensure safety to both staff and you. You have a duty to comply with the following requirements to make the workplace safe for yourself and fellow employees.

You must:

- Know the safe practices for the general work area and for your job.
- Comply with safe work practices and personal protective equipment requirements for your job.
- Report all unsafe work conditions to your Host Supervisor and your Field Officer or GTES Group Training Organisation representative immediately.

We hope that you will never be injured. However, if you are injured, we want you to receive the best medical care without delay. Report all accidents immediately to your job-site supervisor and your Field Officer. Report the accident even if medical treatment is not necessary.

### **Guidelines**

Safety prevention shall be considered of primary importance in all phases of our operation and administration.

It is always the intention of GTES to provide safe and healthy working conditions and to establish and insist upon safe practices by all employees.

Federal and State Work Safety and Health Acts and good safety practice require that all employers provide safe and healthy working conditions for all their employees. This requirement is especially difficult for a Group Training Organisation because we have little direct control over the facilities where most of our employees are assigned to work that is free of unsafe working conditions and/or hazards.

To meet these obligations, every GTES staff member must undertake the responsibility of ensuring that apprentices/trainees are not knowingly sent to companies whose premises or work areas are unsafe or present an undue hazard to our employees.

## **General Safety Rules**

To reduce the risk of accidents in the workplace the following general safety rules and procedures are preventive measures to be observed by all apprentices/trainees.

1. Know your job and follow instructions. If you do not know the safe way to do the job, ask your job-site supervisor.
2. If the office equipment is not working properly report the malfunction to your job-site supervisor immediately.
3. Worn electrical wiring, overloaded outlets or defective equipment should not be used.
4. Do not stand on any chairs, tables or desks to obtain any articles that may be out of reach. Ask for assistance.
5. Do not obstruct pathways to work areas with materials or objects.
6. No smoking, no alcohol or illegal drugs rules should be observed whilst on a worksite.

## **Manual handling**

Apprentices/Trainees must ensure that safe handling techniques are practised within the workplace to minimise the risk of apprentice/trainee injuries.

Manual handling is any task where apprentices/trainees physically move, handle or shift materials and objects within the workplace. Manual handling is a part of almost every occupation and everyone is exposed to the risk of manual handling injuries - injuries are preventable and usually occur because of overexertion, repetitive actions, poor housekeeping, poor workplace layout, and incorrect manual handling techniques.

In the event of an accident/incident occurring apprentices/trainees must inform their host supervisor straightaway; Host supervisors must inform their Field Officer immediately to ensure that WHS procedures are enacted.

## **Emergency Procedure**

GTES will enrol you in a Worker's Compensation scheme. This is to ensure against accidents and personal injury. If you are accidentally injured at work, you should notify your workplace and your Field Officer. You will be required to complete a WHS Incident Report Form as soon as possible, which is available from your Host Supervisor. In case of serious injuries requiring hospitalization, your Host Supervisor will fill out the form and notify GTES. GTES will notify your nominated family contact.

## **Workplace Hazard Reporting Procedure**

If you identify any workplace hazard, please report it to your Host Supervisor and let your Field Officer know about it. They will follow it up in their monitoring visits unless immediate action is required due to risk to health and safety.

## Appendix 9 – Personal Protective Equipment (PPE)

PPE refers to anything used or worn to minimise risk to workers' health and safety. This may include, but is not limited to:

- boots
- ear plugs
- face masks
- gloves
- goggles
- hard hats
- high visibility clothing
- respirators
- safety harnesses
- safety shoes
- sunscreen.

### **Apprentice/Trainee (worker) Responsibilities**

Apprentices/trainees (workers) have duties in relation to PPE under regulation 46 of the model WHS Regulations. A worker who is provided with PPE by their business must:

- Use or wear the PPE in accordance with any information, training or reasonable instruction provided by the PCBU, so far as they are reasonably able.
- Not intentionally misuse or damage the PPE.
- Inform the business of any damage, defect or need to clean or decontaminate any of the PPE if they become aware of it.

If the PPE is uncomfortable, does not fit properly or the worker has an adverse reaction using it, they should consult their manager.

If a worker refuses to wear or use the PPE, the business can take action against the worker. A worker who does not wear or use PPE, or intentionally misuses or damages it, may face disciplinary action or even prosecution.

### **Frequently asked questions**

#### **Do PCBUs need to cover the cost of uniforms or regular shoes?**

Generally, no. The requirements to provide and pay for clothing and equipment under the model WHS Laws only apply to items that are PPE. A worker's regular clothing such as pants or jeans that are worn in a factory environment are not generally considered PPE. However some protective clothing and equipment will be such as boots, safety shoes and high visibility clothing. Businesses should check to see whether they are required to cover the cost of the clothing or protective equipment under the model WHS Laws.

Where a PCBU is required to cover the cost of clothing or equipment because it is PPE, it is an offence for them to charge or levy a worker, or cause a worker to be charged for these items. Workplace relations laws also prohibit unauthorised deductions from an employee's wage for work-related items such as PPE.

### **What things need to be considered when choosing the right PPE for the job?**

PPE used at a workplace must be:

- selected to minimise risk to work health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it.
- PCBU's are required to consult, as far as is reasonably practicable, with workers who are likely to be directly affected by a matter relating to WHS. If the PCBU and workers have agreed to procedures for consultation, the consultation must be in accordance with those.
- Consistent with this duty, a PCBU should:
- Consult with users and their representatives and include a detailed evaluation of the risk and performance requirements for the PPE.
- Ensure compatibility of all PPE items where more than one type is required (for example ear muffs with a hard hat).
- Consult with the supplier to make sure all PPE is suitable for the work and workplace conditions.

## Appendix 10 – Equal Opportunity of Employment (EEO) and Anti-Discrimination Policy

Discrimination occurs when someone is treated in a different way to others (this can be less or more favourably) because of a personal characteristic, such as one listed below. Under Federal and State anti-discrimination Laws, discrimination in employment is prohibited. The following lists the attributes contained in the New South Wales Anti-Discrimination Act 1977:

- Race - including skin colour, nationality and national or ethnic origin
- Gender – including pregnancy
- Marital status
- Disability
- Sexuality
- Age
- Transgender
- Carer's responsibility.

Discrimination may include (but is not limited to):

- Offensive 'jokes' or comments about another employee's racial or ethnic background, sex, sexual preference, age, disability or religious belief
- Displaying pictures or posters which are offensive or derogatory
- Expressing negative stereotypes of groups
- Judging someone on their political or religious beliefs etc rather than their work performance
- Using stereotypes or assumptions based on a personal irrelevant attribute to guide decision making about a person's career
- Undermining a person's authority or work performance because of an irrelevant personal attribute.
- 

Examples of other unlawful conduct/discrimination include, but are not limited to:

- Sexual harassment
- Vilification.

GTES is an EEO employer. The position of employees within GTES should be based on merit, without regard to attributes not applicable to the position. GTES is committed to promoting EEO in all employment related activities including:

- Recruitment and Selection
- Placement and job assignments
- Variations to terms of work
- Opportunities for promotion, transfer, training and other benefits
- Allocation of workload or company resources
- Remuneration and rewards
- Counseling or discipline
- Termination.

Managers and supervisors must ensure that all employees are treated equitably and in accordance with Equal Employment Opportunity principles. They must also ensure that people who make complaints or witnesses who may assist in investigations are not victimised in any way.

## Appendix 11 – Sexual Harassment Policy

Sexual harassment is any unwelcome conduct of a sexual nature that a reasonable person would consider to be offensive, humiliating or intimidating. Sexual harassment can include, but is not limited to:

- Unwelcome touching or other physical contact
- Remarks with sexual connotations
- Smutty jokes and/or remarks
- Requests for sexual favours
- Leering or the display of offensive material.

Sexual harassment can be a single incident or a series of incidents. Policy Under the Federal and State anti-discrimination Laws, sexual harassment in employment is prohibited. GATES considers sexual harassment to be unacceptable. We believe all employees have the right to work in an environment free of sexual harassment and it is the responsibility of all employees to support this goal. Managers and supervisors must ensure that all employees are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or are a witness to sexual harassment are not treated detrimentally.

### **Commitment to promptly investigate complaints**

GATES has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing sexual harassment complaints. Any reports of sexual harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to sexual harassment will not be victimised.

Employees should note that if they make a troublesome, untrue or malicious complaint that is designed to harass or annoy or for any other wrongful purpose, then disciplinary action will result.

### **Consequences of breach of policy**

Disciplinary action will be taken against anyone in breach of this policy. Employees should realise that sexual harassment is a serious offense under the Law. GATES will comply with the Law and report any incidents of unlawful conduct to external authorities. Disciplinary action will also be taken against anyone who victimises a person who has made or is a witness to a complaint.



### **Procedure to report Discrimination or Sexual Harassment**

GTES believes that everyone has the right to live and work in an environment of mutual respect, free from unfair discrimination and harassment. GTES will not tolerate any form of unfair discrimination on the basis of sex (including pregnancy), race, colour, ethnic or religious background, marital status, disability, homosexuality, age, transgender or carers' responsibilities.

Any reports of unfair discrimination or harassment will be treated seriously by GTES and will be investigated confidentially and fairly and will be treated by GTES with the strictest confidence and sensitivity.

If a GTES Apprentice/Trainee feels that they are being discriminated against or are being harassed, they are encouraged to:

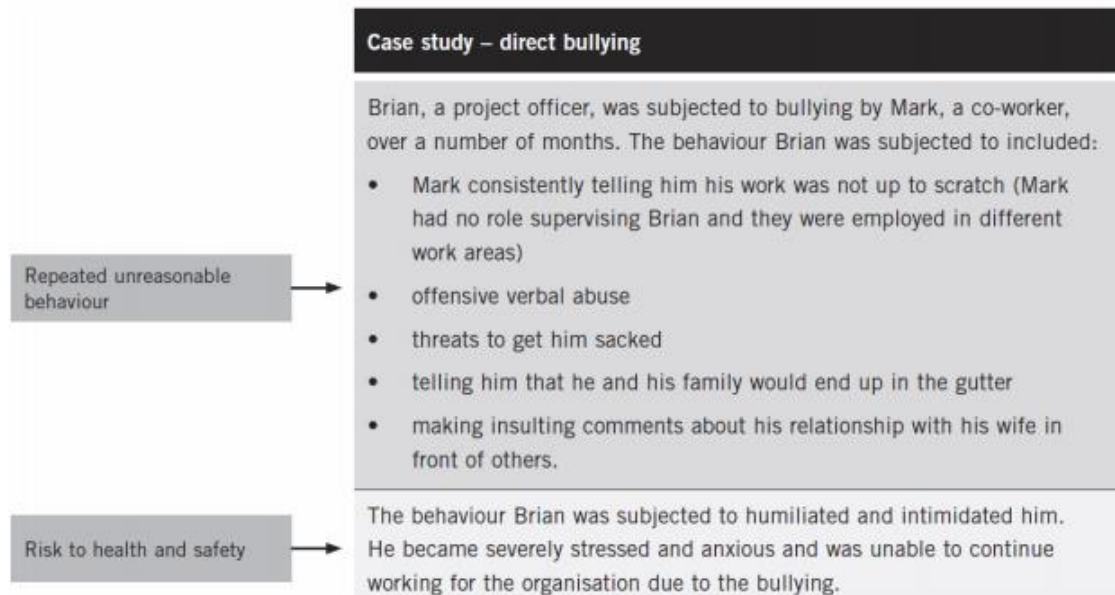
- i. Speak with their Field Officer, as they are the first point of contact for all Apprentices/Trainees regarding any issue. The Field Officer where possible, will provide guidance and support to the Apprentice/Trainee to assist them in resolving the problem firsthand. If this is not possible for whatever reason, the Field Officer will communicate the issue to the Host/ Host Supervisor and liaise with all parties to find a resolution.
- ii. If a resolution cannot be found the General Manager of GTES will become involved and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sought.

## **Appendix 12 – Workplace Harassment & Bullying**

According to the Fair Work Act bullying occurs when “an individual or group or individuals repeatedly behaves unreasonably towards a worker or workers” at work and the behaviour “creates a risk to health and safety”. It includes aggressive or humiliating conduct, belittling or humiliating comments, victimization and unreasonable work expectations. Such behaviour is unacceptable and will not be tolerated in the workplace.

Examples of bullying include:

- Behaviour or language that frightens, humiliates, belittles or degrades
- Encouragement to other employees to participate in bullying behaviour
- Physical or verbal abuse. Yelling, screaming or offensive language
- Excluding or isolating employees
- Intimidation and / or psychological harassment
- Malicious rumours, gossip or innuendo
- Giving employees impossible tasks
- Deliberately changing work hours to inconvenience employees, and undermining work performance by deliberately withholding information vital for effective work performance.
- It may even extend to customers regularly abusing an employee



Source: SafeWork Australia.

**Nature of discrimination or harassment**

Discriminating, harassing or bullying behaviour can range from serious to a less serious nature, can be exercised covertly and subtly, and may occur frequently or as one-offs which can still constitute discrimination, harassment or bullying. Such unacceptable behaviour can adversely affect the work performance of individuals, groups of employees, whole work teams and departments. Any employee with responsibility for the work of other employees should respond promptly and appropriately to such instances.

**Policy**

GTES is committed to ensuring a healthy and safe workplace environment that is free from harassment and bullying. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

**Where apprentices/trainees can go for assistance**

If a GTES Apprentice/Trainee feels that they are being harassed or bullied, they are encouraged to:

- i. Speak with the Field Officer, as they are the first point of contact for all Apprentices/Trainees regarding any issue. The Field Officer will provide guidance and support to the Apprentice/Trainee to assist them in resolving the problem
- ii. Keep a diary detailing each bullying incident. Make detailed notes of what is happening – be sure to include places, dates, times, persons involved (both those involved and witnesses), what was said or done, what attempts were made to resolve the matter and the outcome of the resolution process. Ensure that your records are accurate and factual. This information may be useful later, particularly if the matter is unresolved or escalates.
- iii. If the problem is not resolved, continue to liaise with the Field Officer. They will communicate the issue with GTES Human Resources and the Host Employer to find a resolution.

- iv. If a resolution cannot be found the General Manager will become involved and communicate the matter in writing to the Host and Apprentice/Trainee, outlining the changes sought.
- v. If the matter remains unsolved, apprentices/trainees may notify the Fair Work Commission and apply for an order to stop the bullying.

### **Commitment to promptly investigate complaints**

GTES has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing sexual harassment complaints. Any reports of sexual harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to sexual harassment will not be victimised.

Apprentices/Trainees should note that if they make a troublesome, untrue or malicious complaint that is designed to harass or annoy or for any other wrongful purpose, then disciplinary action will result.

### **Consequences of breach of policy**

Disciplinary action will be taken against anyone in breach of this policy. Apprentices/Trainees should realise that harassment & bullying is a serious offense under the Law. GTES will comply with the Law and report any incidents of unlawful conduct to external authorities. Disciplinary action will also be taken against anyone who victimises a person who has made or is a witness to a complaint. In addition, the Federal Court may impose fines of \$10,800 for individuals and \$54,000 for companies.

## **Appendix 13 – Drugs and Alcohol Policy**

### **Background and reasons for policy**

GTES has an obligation to ensure the safety, health and welfare of all employees at work. This obligation extends to ensuring that employees do not endanger themselves and others by being unfit to work safely.

The abuse of drugs and alcohol can create a range of problems, including poor work performance, adverse effects on family and social life, and impairment of physical and psychological well-being. Other consequences include lateness, absenteeism, lost time, reduced productivity and service, and damage to equipment and property arising from accidents and inefficiencies.

This policy provides guidelines for staff, volunteers and contractors at work and at work-sponsored company functions.

### **Principles**

It is intended that the work environment at GTES is free from the adverse effects of drugs and alcohol.

GTES has a duty of care to provide a healthy and safe workplace and an obligation to adhere to its legal responsibilities. It recognises the negative impact of drug and alcohol abuse in the community and endeavours to assist people dealing with these issues.

All individuals have a responsibility not to be affected by alcohol or another drug to the extent that it impacts on work performance or safety.

The term 'staff' when used in this document includes apprentices, trainee's, contractors, volunteers, and people undertaking work experience.

### **Policy**

This policy applies to all people in the workplace. GTES seeks to establish and maintain a productive work environment free from the adverse effects of drugs and alcohol by the following provisions:

- The possession, distribution, consumption or sale of illegal drugs in the workplace is not permitted at any time
- No employee, subcontractor or visitor is to consume alcohol during work hours unless it is a work function endorsed by GTES
- No employee, subcontractor or visitor is to be over the maximum legal limit for drivers during work hours or at a work function.
- Underage drinking is not allowed.

People choosing to drink alcohol provided by the company may do so only if they agree to comply with reasonable management directions regarding their consumption and behaviour.

### **Procedure**

The aim of this procedure is to control the hazards associated with alcohol and drug use in the workplace in a way that is consistent and fair to all employees. This procedure covers all employees, volunteers, work experience participants, contractors and visitors while at work or at any GTES place of work.

- No one shall possess, distribute, consume or sell illegal drugs at work or during work hours
- Alcohol may be consumed in the workplace or during work hours only at an organised company function with identified commencement and conclusion times, where alcoholic beverages are supplied or approved by management
- At organised work functions at which alcohol is provided by GTES acceptable behaviour standards are expected. Those choosing to drink alcohol on these occasions may do so only if they agree to comply with reasonable management directions regarding behaviour and consumption levels and remain under the legal limit for driving a motor vehicle.

## **Company Functions**

At any company event where alcohol is supplied, a management representative will be appointed to oversee and maintain the code of conduct and to regulate the quantity of alcohol served. The representative will advise staff of the code of conduct requirements, be available always to maintain these requirements, deal with any breaches and ensure the safe departure of any adversely affected staff.

The following guidelines are provided to control the effect of alcohol consumption at work functions:

- A management representative shall be nominated, and responsibilities clarified when the event is initially planned;
- Staff should be reminded of the code of conduct requirements;
- Food such as non-salty snacks will be provided to inhibit the absorption of alcohol into the bloodstream;
- Non-alcoholic drinks should be made available as an alternative beverage;
- Underage drinking is not allowed;
- Alcohol should be served in a responsible manner and limited to reasonable levels;
- Alcohol should be no longer provided to those who show behaviours that suggest they may be under the influence;
- No activity should be endorsed that encourages excessive drinking;
- Staff whose blood alcohol level is over the legal limit shall not drive until they are under the legal limit for drivers.
- If transportation is required for the safety of an Apprentice/Trainee and / or to return home, the Apprentice/Trainee will be required to reimburse any costs incurred by GATES in providing transport.

## **Alcohol effects on performance**

- Initial stimulation and euphoria
- Loss of inhibition
- Impairment of co-ordination, judgment, intellectual capacity and ability to act quickly
- Blurred speech/vision
- Hangover-headache, shakiness, nausea and vomiting
- Long-term use can lead to permanent damage to the brain, liver, heart and stomach.
- Drowsiness, impaired motor co-ordination, judgment, reaction time and intellectual Capacity Dizziness, fits, nausea and vomiting
- Depressed breathing (generally the cause of death from overdosing)
- Fatigue, palpitations, restlessness and insomnia
- Confusion, anxiety, disorientation, irrational or aggressive behaviour
- Short-term memory loss and disturbed sensory functions and perception
- Drug effects on performance
- Paranoia and hallucinations

## **Terms & Definitions**

**Under the influence** – Any person suffering symptoms associated with the overuse of either drugs or alcohol

**Work function** – Event organised by the management or attended by the employee as a representative of the organisation.

**Work hours** – The hours, in which the employee is rostered on for work, e.g. this would exclude lunch breaks.

## **Smoking**

To meet legislative requirements, community expectations, and to reinforce commitment to employee welfare, GATES workplaces are smoke free.

Host Employer policies may vary from site to site. Host Employers are encouraged to advise apprentices/trainees regarding site specific policies regarding smoking, designated smoking areas, smoke break during meal breaks etc.

## **Appendix 14 – Mobile Phone and Portable Communication Device (PCD) Policy**

During work periods, employees are not to use their personal mobile telephones or PCD's. The purpose is to ensure that disruptions and interference to the workplace are minimised.

Before the commencement of duties, employees must turn their personal mobile phones and PCD's off or into silent mode and secure them away from the employee's workspace (for example in a desk drawer). Employees may attend to their mobile phones/PCD's during all meal breaks.

For urgent and emergency purposes, personal mobile phones/PCD may be left on and used during work times, at the discretion of the relevant manager or supervisor with prior written approval.

Appendix 15 – Sample timesheet

\* Based on std 38hr week

EMPLOYEE NAME	Joe Bloggs							WEEK ENDING	5 / 5 / 19	
HOST EMPLOYER	ABC Pty Ltd.							Mon-Friday		
DAY	MON	TUE	WED	THU	FRI	SAT	SUN	ENTER TOTAL HOURS BELOW ↓	<b>GATES USE ONLY</b>	
DATE	29/4	30/4	1/5	2/5	3/5	4/5	5/5		TRAVEL HOURS	
START TIME	8:24	8:24		8:24	8:24	9:00			SHIFT	
LUNCH START	12:00	12:15		12:00	12:00				SHIFT	
LUNCH FINISH	1:00	1:00		1:00	1:00				PENALTY	
FINISH TIME	5:00	6:00		5:00	5:30	12:00			ON JOB	
HOURS ON JOB	7.6	8.85		7.6	8.1	3			35.15	
HOURS AT TAFE			✓						7.6	TAFE
ANNUAL LEAVE										ANNUAL LEAVE
SICK (Dr certificate attached?)										SICK LEAVE
R.D.O.									RDO TAKEN	
PUBLIC HOLIDAYS									RDO ACCRUED	
WORKERS COMP									RDO ACCRUED ANNUAL LEAVE	
HOURS - LEAVE WITHOUT PAY									OT 1.5	
TRAVEL HOURS									OT 2.0	
TRAVEL FARES (✓ days applicable)									FARES	
<b>TOTAL HOURS</b> →								42.75	OVERTIME MEAL	
<b>COMMENTS</b> * overtime was planned								INDUSTRY HOURLY		
								INDUSTRY ANNUAL LEAVE		
OVERTIME 1.5 RATE								INDUSTRY OT1.5		
OVERTIME 2.0 RATE								INDUSTRY OT2.0		
<p>ABN: 31 002 921 995                  161 HAMMOND AVENUE,                  WAGGA WAGGA 2650                  PHONE: 1300 881 279                  FAX: 1800 819 252                  EMAIL: timesheets@gates.com.au</p>								LIC/SPL/TRD HOURLY		
								LIC/SPL/TRD ANNUAL LEAVE		
								LIC/SPL/TRD OT1.5		
								LIC/SPL/TRD OT2.0		
EMPLOYEE SIGNATURE (Required)	J Bloggs						6 / 5 / 19	TOOL HOURLY		
HOST EMPLOYER SIGNATURE (Required)	A Smith						6 / 5 / 19	TOOL ANNUAL LEAVE		
<b>MUST BE SUBMITTED BY 4PM MONDAY WILL NOT BE PROCESSED WITHOUT SIGNATURES</b>								TOOL OT1.5		
								TOOL OT2.0		

## Appendix 16 – Fair Work Information Statement



**Fair Work**  
OMBUDSMAN

# Fair Work Information Statement

If you're a new employee, your employer needs to give you a copy of the Fair Work Information Statement before, or as soon as possible after, you start a job. For information tailored to you, register for an online account at [www.fairwork.gov.au/register](http://www.fairwork.gov.au/register), or call the **Fair Work Infoline** on **13 13 94**.

### ▲ **Minimum rights and entitlements**

Workers in Australia are entitled to basic rights and protections at work. If you're in the national workplace relations system, these protections include minimum pay rates and a set of entitlements called the National Employment Standards. You're also likely to be covered by a modern award or enterprise agreement, which may provide you with more entitlements.

You might also sign a contract or agreement with your employer. Contracts can set out additional conditions of employment but can't provide less than your minimum entitlements under the National Employment Standards or an applicable award or enterprise agreement.

### ▲ **Minimum pay rates**

Your minimum pay rate will usually be set in an award or an enterprise agreement. If there's no modern award or enterprise agreement covering your work, you're still entitled to at least the national minimum wage which, from 1 July 2018, is:

\$18.93 per hour for full-time and part-time adult employees

- \$23.66 for casual adult employees.

The national minimum wage is reviewed annually. You can find your minimum pay rates by using our Pay Calculator at [www.fairwork.gov.au/PACT](http://www.fairwork.gov.au/PACT).

### ▲ **Modern awards**

There are 122 industry or occupation awards that cover most people working in Australia. Awards may contain entitlements like minimum wages (pay), penalty rates, types of employment, flexible working arrangements, hours of work, meal and rest breaks, classifications, allowances, annual leave loading, and redundancy. To find out if you're covered by an award, use Find my award at [www.fairwork.gov.au/awards](http://www.fairwork.gov.au/awards).

### ▲ **Enterprise agreements**

Enterprise agreements set employment conditions that can apply to a business and their workers or a group of businesses and their workers. Enterprise agreements are negotiated ('bargained') between the employer, their employees and any employee representatives (such as a union or other bargaining representative).

Bargaining for an agreement has to follow set rules. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides the terms and conditions of employment that apply at your workplace.

For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au).

### ▲ **The National Employment Standards (NES)**

**There are 10 minimum workplace entitlements in the NES that apply to all employees:**

1. Maximum weekly hours of 38 if you're a full-time employee, plus 'reasonable' additional hours.
2. The right to request flexible working arrangements.

Parental and adoption leave of 12 months (unpaid), with the right to request an additional 12 months.

3. Four weeks paid annual leave each year (pro rata if you're a part-time employee).
4. A total of 10 days paid sick and carer's leave each year (pro rata if you're a part-time employee), two days paid compassionate leave for each permissible occasion, two days unpaid carer's leave for each permissible occasion, and five days unpaid family and domestic violence leave (in a 12-month period).
5. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
6. Long service leave.
7. The entitlement for you to be absent on public holidays and for you to be paid for ordinary hours on those days.
8. Notice of termination and redundancy pay.

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**Department:** Recruitment & Training | **Category:** GTO

**Document Name:** Apprentice & Trainee Handbook

**Version:** V1 – February 2019 | Page **40** of **49**

*Once printed, this document is uncontrolled.*



9. The right to receive this Fair Work Information Statement if you're a new employee.

Casual employees are entitled to some of the entitlements in the NES, but not all. For example, as a casual employee you're entitled to two days of unpaid carer's leave for each permissible occasion. You're also entitled to parental and adoption leave of 12 months (unpaid) – with a right to request an additional 12 months if you've worked on a regular and systematic basis for at least 12 months and have a reasonable expectation of continuing employment. In addition, you're entitled to five days unpaid family and domestic violence leave each 12 month period.

To read more about the NES entitlements that apply to you, go to the National Employment Standards page at [www.fairwork.gov.au/NES](http://www.fairwork.gov.au/NES).

### ▲ If the business you work for changes owners

If the business you work for changes owners or is sold – and you're employed by the new employer within three months of your employment with the old employer ending – some of your entitlements may carry over to the new employer. You can check what you're entitled to at [www.fairwork.gov.au/transfer-of-business](http://www.fairwork.gov.au/transfer-of-business).

### ▲ Workplace flexibility

You have the right to request flexible working arrangements under the NES if:

- you're a parent of, or have responsibility for caring for, a child of school age or younger
- you provide personal care, support and assistance to another person who needs it because of a disability, medical condition, mental illness or frailty and age
- you have a disability
- you are 55 or older
- you're experiencing family violence
- you're providing care or support for an immediate family member, or someone you live with, who is experiencing family violence, or
- you're returning to work after a period of parental or adoption leave and wish to work part-time to care for your child, or the child who you have responsibility caring for.

Your employer can only refuse a request on reasonable business grounds. If they do, they must respond to your request in writing and include details for why they refused your request.

### ▲ Individual flexibility arrangements

You and your employer can negotiate to change how certain terms in an award or enterprise agreement apply to your situation. An individual flexibility arrangement cannot be a condition of employment – it must be a genuine choice. To find out more see Flexibility in the workplace at [www.fairwork.gov.au/flexibility](http://www.fairwork.gov.au/flexibility).

### ▲ Protection from discrimination and other adverse action

You're protected from an employer taking 'adverse action' against you for certain reasons. These protections apply to casual, full-time and part-time employees.

Adverse action can include dismissing you, refusing to employ you, negatively changing your position, or treating you differently for discriminatory reasons. For example, you're protected from adverse action if you make a complaint to an organisation like the Fair Work Ombudsman, or if you take personal leave or request flexible work arrangements, or exercise your right to freedom of association (including becoming or not becoming a member of a union).

You also have the right to be protected from unlawful discrimination because of your race, colour, gender or age; and protection from undue influence or pressure from your employer about entering into an agreement in relation to your employment entitlements.

If you have experienced adverse action, discrimination or undue pressure by your employer you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission. If you have been dismissed, there might be strict timeframes that apply, so make sure you lodge an application with the Fair Work Commission within 21 days of the date of your dismissal. See the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au) for more information.

### ▲ Ending employment

Your employment might end for a number of reasons – if you resign, your position is made redundant, or you are dismissed. To find out more see Ending employment at [www.fairwork.gov.au/ending-employment](http://www.fairwork.gov.au/ending-employment).

When your employment ends, you should get any outstanding employment entitlements, including outstanding wages and unused annual and long service leave.

If you think you've been unfairly dismissed, you might be able to lodge an application with the Fair Work Commission within 21 days of the date of your dismissal. There are rules about applying, including minimum employment periods, strict timeframes for applying and special rules for small business. Go to the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au) for more information.

## ▲ Right of entry

A permit holder, often a union official, may enter the workplace in order to:

- talk to employees whose industrial interests the permit holder's organisation is entitled to represent
- look into a suspected breach of workplace laws
- look into a suspected breach of health and safety laws, in which case they must also comply with right of entry requirements of the work health and safety laws.

A permit holder must comply with certain requirements such as notice to the employer and can inspect or copy certain documents. Strict privacy restrictions apply to the permit holder, their organisation and your employer.

## ▲ The Fair Work Ombudsman

The Fair Work Ombudsman is an independent statutory agency that promotes harmonious, productive and cooperative workplace relations and ensures compliance with Australian workplace laws. The Fair Work Ombudsman provides reliable and timely information about Australia's workplace relations system as well as help resolving workplace issues.

For more information about the Fair Work Ombudsman visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or call 13 13 94.

## ▲ The Fair Work Commission

The Fair Work Commission is Australia's national workplace relations tribunal responsible for maintaining a safety net of minimum wages and employment conditions, as well as a range of other workplace functions, including agreement-making, workplace bullying and unfair dismissal. For more information about the Fair Work Commission see [www.fwc.gov.au](http://www.fwc.gov.au) or call 1300 799 675.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the Fair Work Act 2009.

## ▲ Workplace flexibility

**You have the right to request flexible working arrangements under the NES if:**

- **you're a parent of, or have responsibility for caring for, a child of school age or younger**
- **you provide personal care, support and assistance to another person who needs it because of a disability, medical condition, mental illness or frailty and age**
- **you have a disability**
- **you are 55 or older**
- **you're experiencing family violence**
- **you're providing care or support for an immediate family member, or someone you live with, who is experiencing family violence, or**
- **you're returning to work after a period of parental or adoption leave and wish to work part-time to care for your child, or the child who you have responsibility caring for.**

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You also have the right to be protected from unlawful discrimination because of your race, colour, gender or age; and protection from undue influence or pressure from your employer about entering into an agreement in relation to your employment entitlements.

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### ▲ Ending employment

Your employment might end for a number of reasons – if you resign, your position is made redundant, or you are dismissed. To find out more see Ending employment at [www.fairwork.gov.au/ending-employment](http://www.fairwork.gov.au/ending-employment).

When your employment ends, you should get any outstanding employment entitlements, including outstanding wages and unused annual and long service leave.

If you think you've been unfairly dismissed, you might be able to lodge an application with the Fair Work Commission *within 21 days of the date of your dismissal*. There are rules about applying, including minimum employment periods, strict timeframes for applying and special rules for small business. Go to the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au) for more information.

### ▲ Right of entry

A permit holder, often a union official, may enter the workplace in order to:

- talk to employees whose industrial interests the permit holder's organisation is entitled to represent
- look into a suspected breach of workplace laws
- look into a suspected breach of health and safety laws, in which case they must also comply with right of entry requirements of the work health and safety laws.

A permit holder must comply with certain requirements such as notice to the employer and can inspect or copy certain documents. Strict privacy restrictions apply to the permit holder, their organisation and your employer.

### ▲ The Fair Work Ombudsman

The Fair Work Ombudsman is an independent statutory agency that promotes harmonious, productive and cooperative workplace relations and ensures compliance with Australian workplace laws. The Fair Work Ombudsman provides reliable and timely information about Australia's workplace relations system as well as help resolving workplace issues.

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The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

## Appendix 17 – Privacy Policy

GTES is committed to protecting the privacy of your personal information. We are bound by the *Australian Privacy Principles (APP)*, contained in the current Commonwealth Privacy Act and the current *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Above all, implementation of this policy is your assurance that we take your privacy seriously and always take the utmost care in protecting your personal information.

Where we use the words ‘we’ and ‘us’ in this document, it means “GTES”. If (potential or existing) clients, employees or job seeker does not supply us with the personal information we request then we may not be able to supply the requested services.

### **Your Personal Information**

To provide you with the most appropriate service, product, training, employment and/or any associated service, we may need to collect personal information from you. GTES will make every effort to ensure that the personal information we collect, use and disclose is accurate, complete and up to date.

We do so to:

- Assist in providing the product or service best suited;
- Set up, administer and manage our products and services;
- Gather information for statistical, reporting, licensing and marketing purposes;
- Perform tasks in connection with purchasing or funding products and services;
- Manage, train and develop our employees;
- To improve and develop our products and services;
- Manage complaints and disputes and report to dispute resolution bodies;
- Collection or promotion of market research, data or promotional material.

### **Collection of personal information**

GTES may collect this information in several ways including (over the counter) pre-prepared forms, telephone or the internet. Where practical, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties or partners with or without your direct involvement. However, this will only be information you have been advised will be shared between the parties for:

- Delivery of products and or services;
- Referral to a potential Host Employee;
- Apprenticeship/Traineeship / training enrolment, registration and contact;
- Health or medical requirements; and
- Statistical information and review.

If we are unable to collect your personal information we may not be able to provide you with any, some, or all the features of our products and services. By using the GTES website,

users will be deemed to consent to us monitoring the use of the website and using the information collected for the purposes of promotion employment and group training and/or related services. If a user uses our website and do not consent to the use of their personal information for these purposes, then they should contact us.

Information will not be provided overseas recipients without the direct consent of the client, employee or job seeker.

### **Use and disclosure**

GTES will only use and disclose an individual's personal information for the purpose for which it was collected, or as reasonably expected for marketing and reporting. This includes:

- Address, Telephone/mobile numbers;
- USI - for example DOB, drivers licence details and/or health information/access/identification;
- Financial information required in the process of business or services to meet legal and taxation obligations;
- To third parties with individual consent or as legislation has provisions.

We will only disclose personal information to a third party where one or more of the following apply:

- it is authorised or required by law – for example Occupational or Work health and Safety laws;
- it will protect the rights, property or personal safety of another person;
- GTES believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.

### **Access to and Correction of personal information**

You can access your personal information at any time, except when authorities or government legislation requires the refusal of access. To access your personal information, please specify in writing the type/s of information you wish to view. You will be required to provide proof of identification. We may not provide access to the personal information where we are permitted to refuse to provide such access under the Privacy Act. We may also impose a charge of providing such access to the personal information. If we are notified that the personal information we hold is not accurate, complete or up to date then we will act to correct the information.

### **Storage & Security**

GTES has appropriate security measures in place to protect personal information from misuse or loss and from unauthorised access, modification or disclosure. We will take all reasonable steps to maintain the privacy and security of personal information. We ensure this by having security measures such as:

- storing electronic information on a secure server with restricted password only access;
- storing hardcopy documents securely on our premises.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose. These security measures are detailed in GTES's P-16 Privacy & Security of Personal Information. A copy can be obtained by contacting GTES.

### **Exemption**

**The Privacy Act and this Privacy Policy do not apply to acts and practices of the Riverina Group Training and Employment Ltd. directly or related to a current or former employment relationship between us and an employee or an employee record held by us relating to an employee.**

### **Changes to the Privacy Policy**

We may change the way we handle personal information from time to time. If we do so, we will update this Policy.

### **Resolving Privacy Concerns**

All complaints regarding a breach of the Australian Privacy Principles should be made in writing to the Privacy Officer. All complaints will be handled confidentially and in accordance with GTES's Complaints policy.

You can also contact us:

Contact: Alison Coe, General Manager (Privacy Officer)

Address: 161 Hammond Avenue, WAGGA WAGGA NSW 2650

Phone: 02 6923 3000

Email: [acoe@gtes.com.au](mailto:acoe@gtes.com.au)

## Appendix 18 – Youth and Adult Assistance Services for Apprentices/Trainees.

The purpose of this information sheet is to provide young people with resources and services to support them with some of life’s stresses and challenges. These services can assist people who experience any form of anxiety, stress or financial issues.

Your Field Officer is available and is a great source of support to assist you as well as refer you to services that may be of assistance.

### Free access to services

<p><b>Assistance with Financial Service</b></p>	<p><b>Centrelink – Free Financial Information Service</b> Ph. <b>132 300</b> <a href="http://www.humanservices.gov.au/customer/services/centrelink/financial-information-service">http://www.humanservices.gov.au/customer/services/centrelink/financial-information-service</a></p>
<p><b>Financial Ombudsman Service</b></p>	<p><b>About Service –</b> Provides dispute resolution services for Australian Banking, insurance and investments. This service helps resolve disputes through negotiation, conciliation or determination. For more information please call them on 1300 78 08 08 or search <a href="http://www.fos.org.au">www.fos.org.au</a></p>
<p><b>Counselling</b></p>	<p><b>Medicare -</b> Free counselling is available under Medicare with a Doctors referral to a mental health professional such as Psychologist, who can help in a range of areas; divorce, family issue, depression, stress, anxiety and many more areas. <b>What do I need to do?</b> You will be required to complete a Mental Health Plan with your doctor to be eligible for this rebate with Medicare. Your GP will have a list of suitable Psychologist within your local area or you can contact the Australian Psychological Society <a href="http://www.psychology.org.au/FindaPsychologist">http://www.psychology.org.au/FindaPsychologist</a></p>
<p><b>Homeless support for young people</b></p>	<p><b>Wesley Mission’s</b> Independent Living Programs provides medium-term accommodation for young people, 16 to 22 years, who are unable to reside at home. Ph. <b>(02) 9263 5555</b></p> <p><b>Youth Emergency Accommodation Line (YEAL)</b> Provides a referral and information service across NSW to young people aged 12-24 who are homeless or at risk of homelessness. Contact YEAL to speak to a member of staff on weekdays between 9am and 4 pm, on <b>(02) 9698 5833</b></p>

**Legal Aid NSW**

*Legal Aid NSW helps people with their legal problems. Call LawAccess NSW on **1300 888 529** to get started <http://www.legalaid.nsw.gov.au/>*

**Free Legal Information  
– State Library**

*State Library of NSW – has extensive legal information resources to help you with any legal question you may have accessing tool kits and easy to read practical books to assist you on how to prepare for visiting a lawyer etc. Go on line [www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au) or contact them on (02) 9273 1558 to speak to their specialist librarians.*

**Headspace**

Age: 12-25  
To talk to someone and get advice about tough issues  
**Ph. 1800 650 890** [www.eheadspace.org.au](http://www.eheadspace.org.au)

**Mindspot**

Free online and telephone support for anxiety and depression.  
**Ph. 1800 61 44 34** <http://www.mindspot.org.au/>

**Kids Helpline**

Age: 5-25  
To talk to someone about anything that's going on in your life. Kids Helpline has phone counselling 24/7 as well as an Online chat service.  
**Ph. 1800 55 1800** [www.kidshelp.com.au](http://www.kidshelp.com.au)

**Lifeline**

For support and advice in a personal crisis  
13 11 14 & Chat Online [www.lifeline.org.au](http://www.lifeline.org.au)



## Apprentice/Trainee Acknowledgement

I have received this Apprentice & Trainee Handbook document and agree to abide by the policies and procedures as outlined.

I agree to abide by the Privacy Policy as contained in this Apprentice & Trainee handbook.

I agree to take responsibility for my health and safety as well as my fellow workers by following all safety rules, procedures and instructions of both GTES and my Host Employer.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Parent/Guardian Signature (If apprentice/trainee is under 18 yrs.): \_\_\_\_\_

\_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Signed On behalf of GTES: \_\_\_\_\_