



# YOUNG REGIONAL CONSERVATORIUM

INSPIRING LEARNING CONNECTING

## POLICIES AND PROCEDURES 2022

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## INTRODUCTION

Young Regional Conservatorium (YRC) is committed to providing a safe and secure work environment. This manual is used to facilitate such environment.

By receiving this manual, you acknowledge and confirm that it contains important information and will read it carefully and refer to it during your employment.

You should consult with the Conservatorium CEO regarding any questions you may have in relation to these Policies and Procedures.

We note that some of the information described is subject to change from time to time and those changes will be communicated to you as those changes arise.

You have a responsibility to read and comply with the policies and procedures contained in this manual, together with all revisions that may be made to it and confirm your compliance with these policies and procedures are an essential part of your employment.

## BULLYING AND HARASSMENT POLICY

### 1 Introduction

Young Regional Conservatorium (YRC) is committed to promoting a fair, safe and healthy working environment in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment, as defined below, in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

These procedures serve to inform employees of the types of behaviour that are unacceptable and to provide employees who are the victims of personal harassment with a means of redress.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Bullying and Harassment Policies of YRC.

### 3 Harassment

YRC recognises that the school has a duty to implement this policy and all employees are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment.

### 4 Bullying

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying

## 5 Bullying and Harassment Complaint Procedures

### 5.1 Informal complaint

YRC recognises that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through the school's normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

### 5.2 Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of the CEO as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint, YRC will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **6 General Notes**

If the report concludes that the allegation is well founded, the bully or harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent; disciplinary action will be taken against you.

## **7 Legislation/Internal Policies**

- Fair Work Act 2009
- Fair Work Regulations 2009
- Antidiscrimination Act 1977

## CAPABILITY PROCEDURE

### 1 Introduction

YRC recognises that during your employment you may find yourself less capable of conducting your duties. This may be because either the job changes over a period of time and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer do the work.

### 2 Job Changes/General Capability Issues

If the nature of your job changes, or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally be initially discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. YRC will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and YRC cannot transfer you to more suitable work, or if your level of performance has a serious or substantial detrimental effect on the school, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming within three (3) months, you will be dismissed with the appropriate notice.

### 3 Personal Circumstances/ Health Issues

Personal circumstances may arise which do not prevent you from attending work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, YRC will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

Under normal circumstances, this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before YRC can obtain such a report and YRC will expect you to co-operate in this matter should the need arise. When YRC has obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the school in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances, YRC will need to know when your attendance record is expected to reach an acceptable level. This may again require a medical report or other appropriate investigations. circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with your current or another role.

### 4 Short Service Employees

YRC retains discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing.

## 5 Legislation/Internal Policies

- Fair Work Act 2009
- Fair Work Regulations 2009



## CHILD SAFE POLICY

### 1 Introduction

YRC is dedicated to the emotional, physical and musical well-being of children in its care. Consequently, as a major strategic concern YRC is committed to the development and management of policy that guides and governs the safety of students within its care for the teaching, administrative, volunteers and auxiliary staff who are employed or volunteer for YRC.

This policy focusses on how we can build and maintain a child safe environment which is inclusive, transparent and promotes children's participation.

### 2 Children's Participation

Our organisation supports the active participation of children in the programs, activities and services we offer through:

- Tailoring lessons to suit individual needs;
- Maintaining communication with families through the "Music Journal"; and
- Developing positive relationships between tutors and students and their families.

We provide a range of ways to allow children to provide feedback or to raise concerns. We listen to their views, respect what they say and involve them when we make decisions, especially about matters that will directly affect them.

### 3 Recruitment

#### 3.1 Statement

YRC will maintain a rigorous and consistent recruitment, screening, and selection process.

#### 3.2 Practice

All advertising will include a role description that identifies key skills and demonstrates YRC's commitment to a child-safe environment.

Short-listing will be used to evaluate experience, values, skills and qualifications, and to identify any gaps or inconsistencies.

An interview panel of at least two people, where possible one male and one female, will ask a range of pre-planned interview questions including direct, situational, values-based and behavioural types. These will be used in order to determine industry-based knowledge, past experience and likely future behaviours.

Referee checks and WWCC verification will be used to confirm applicant suitability. All offers of employment with YRC are contingent upon a satisfactory Working with Children Check.

All recruited staff will undergo an induction process which will include mandatory training in policies, procedures and practices.

### 4 Complaints Management and Reporting

Refer to the attached Policy.

### 5 Training, support and supervision of workers

All new workers will receive a copy of all child safe policies and procedures and the CEO will set up a meeting to discuss the policies and allow the new worker to ask questions and clarify their understanding.

All personnel engaged with YRC will be required to adhere to the YRC's Code of Conduct and this Child Safe Policy.

Child Protection training is a fundamental requirement of employment with YRC. Training Child Protection is a legislative requirement and applies to all YRC personnel. Training in Child Protection is mandatory and will be provided at YRC's expense.

At the commencement of duties and annually thereafter this policy and training will be updated and signed off by all YRC staff as being read and understood.

Child Safe is a standing agenda item at meetings and workers are encouraged to ask questions and contribute to the continuous improvement of Child Safe policies, procedures and practices in the workplace.

## **6 Communication**

Our policy will be discussed during induction sessions for all new staff, volunteers and students.

Our policy will be discussed at staff meetings.

Our policies will be available on the YRC website for all families.

## **7 Review**

The policy and guidelines will be reviewed every twelve months, or as requirements dictate, and will incorporate comments and suggestions from our range of stakeholders (including staff, children and families).

## **8 Legislation/Internal Policies**

- Children's Guardian Act 2019
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Children and Young Persons (Care and Protection) Act 1998
- Children and Young Persons (Care and Protection) Regulation 2012
- Recruitment Policy
- Disciplinary Policy
- Codes of Conduct
- Vision, Values and Aims Statement
- Complaints and Allegations Policy
- Staffing, Employment and Salaries Policy

## CHILD SAFE CODE OF CONDUCT

### 1 Statement of Commitment

YRC provides an open, welcoming and safe environment for everyone participating in our programs.

We provide high quality programs for children that are safe and welcoming for them.

We seek advice and guidance from children, parents and colleagues to maintain these standards.

### 2 Codes

Everyone participating in Young Regional Conservatorium programs (including staff, volunteers, students, children, parents and visitors) must adhere to the following codes of behaviour:

DO	Treat staff, students and community members with respect and honesty.
DO	Be a positive role model for children.
DO	Set and maintain clear boundaries about appropriate behaviour between yourself and the children in YRC.
DO	Follow YRC policy and guidelines for the safety of children as outlined in the Child Safe Policy and in your Child Safe training.
DO	Ensure that your one-to-one tuition takes place in locations that are easily visible.
DO	Ask permission and provide a reason for touching a child if necessary for the correction of a playing technique, and if possible, do so only when another person is present.
DO	Record and act on complaints or observations of abuse.

DO NOT	Develop any 'special relationships with children that could be viewed as favouritism such as the offering of gifts or special treatment.
DO NOT	Do things of a personal nature that a child can do for themselves, such as assisting them to go to the toilet or change clothes.
DO NOT	Communicate directly with students under the age of 18.
DO NOT	Engage with students on social media sites.
DO NOT	Keep any photographs or recordings of students made for teaching purposes on personal devices for more than 7 days.

## CHILD SAFE COMPLAINTS AND ALLEGATIONS POLICY

### 1 Introduction

Everyone at YRC should be confident that complaints will be dealt with honestly, fairly and confidentially.

Everyone at YRC should be confident in reporting inappropriate behaviour around children.

Everyone at YRC should report any concerns about the safety or welfare of a child or young person immediately.

### 2 Reporting Obligations

Any member of the community, including mandatory reporters, who suspect, on reasonable grounds, that a child or young person is at risk of significant harm should report their concerns to the Child Protection Helpline of the Department of Communities and Justice, by phoning 132 111.

IN an emergency, where there are urgent concerns for the child's health or life, the police should be called using the emergency line 000.

The Children's Guardian Act 2019 states that if an employee becomes aware of either a reportable allegation or a conviction the person considers is a reportable conviction they must, as soon as practicable after becoming aware of the matter, report the matter to the YRCCEO, or if the employee to whom the matter relates is the YRC CEO, report the matter to the Child Protection Helpline of the Department of Communities and Justice on 132 111.

### 3 Types of Complaints

The Children's Guardian Act 2019 defines reportable conduct as:

- a sexual offence;
- sexual misconduct;
- ill-treatment of a child;
- neglect of a child;
- an assault against a child;
- an offence under s43B (failure to protect) or s316A (failure to report) of the Crimes Act 1900; and
- behaviour that causes significant emotional or psychological harm to a child.

Reports must be made if there is a suspicion that the child is at risk of significant harm or if there are concerns for the child's safety, well-being or welfare, eg

- basic needs are not being met, eg food, shelter, clothing;
- necessary medical care is not being provided;
- there are suspicions that the child is being physically abused or ill-treated, eg if they have bruises or fractures that appear non-accidental;
- there are suspicions that the child is being sexually abused;

- there is a risk of physical or psychological harm through domestic violence; and
- there is risk of psychological harm eg through being ignored, threatened or humiliated.

#### 4 Responsible workers

All complaints must be reported to the Child Safety contact Office, the CEO. Wendy Brooks: 0402 245 975

#### 5 Making a complaint

A child or student, or any staff member or YRC community member can make a complaint or raise a concern by:

- Requesting a face-to-face meeting with the CEO;
- Phone call to the CEO on (02) 6382 5735 or 0402 245 975;
- Email to [wendy.brooks@yrsm.org.au](mailto:wendy.brooks@yrsm.org.au); or
- Letter to the CEO at YRC, 15-17 Campbell Street, Young 2594

#### 6 Complaint process

The complaint process is as follows:

- Employees should inform the CEO who will gather information to make a report.
- Complaints in relation to lessons in Schools will be reported to the Principals at the School for the process to be conducted as per their requirements.
- If these concerns related directly to the actions of the CEO, the employee should report these directly to the Child Protection Helpline of the Department of Communities and Justice on 132 111.
- The CEO will work through the NSW Reportable Conduct Scheme “Planning and Conducting an Investigation” to ensure compliance.

In so doing:

- The significance of the allegation will be clarified, which may require discreet questioning;
- The CEO will assess whether the child is at immediate risk which may involve securing forensic evidence or preventing contact between the child and the employee;
- The CEO will determine whether a report needs to be made to Police or to the Child Protection Helpline of the Department of Communities and Justice; and
- After making mandatory reports to Police and/or DCJ, notification must be made to the office of the Children’s Guardian within 7 days.

#### 7 Privacy and Confidentiality

YRC will treat all allegations in the strictest of confidence under the Privacy Act 1988 and the Freedom of Information Act 1982.

Information regarding allegations will be collected via confidential face-to-face meetings; telephone; email; or letter and recorded using the Complaint Record Form. Any associated documents will be kept in a locked filing cabinet in the office of the CEO.

Complaints to be disclosed to the Department of Communities and Justice Child Protection Helpline will be recorded using the Complaint Form.

Complaints to be disclosed to the Office of the Children's Guardian will be documented using the Reportable Conduct Complain Form ([Reportable conduct complaint form - NSW Office of the Children's Guardian](#)).

All YRC personnel are required to maintain strict confidentiality relating to all aspects of this policy or any case/situation/investigation falling under this policy. Any breach of confidentiality in relation to any case/situation/investigation falling under this policy will be regarded as serious and will attract disciplinary action or, where appropriate and in conjunction with legal advice, termination of contract.

YRC's CEO will inform, under confidentiality conditions of this policy, the Chair of the YRC's Board of Management any allegations made against YRC Personnel.

## 8 Communication and support for stakeholders

YRC will ensure that all stakeholders (including workers, volunteers, families, and children) know how to make a complaint and or raise a concern. This can be achieved by:

- Making Child Safe Policies and practices visible, for example in the YRC office and on the website;
- Through staff information sessions;
- Resources (including fact sheets/brochures/posters) on what to report, and who to report to made accessible in the staffroom and office; and
- Internal or externally provided training in the complaints and allegations processes for workers.

## 9 Review date

Policies will be reviewed every 12 months to ensure continuous improvement in practices and compliance with all relevant legislation and industry requirements.

## 10 Legislation/Internal Policies

- Children's Guardian Act 2019
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Children and Young Persons (Care and Protection) Act 1998
- Children and Young Persons (Care and Protection) Regulation 2012
- Private Act 1988
- Freedom of Information Act 1982
- Crimes Act 1900
- Recruitment Policy
- Disciplinary Policy
- Codes of Conduct

## CHILDREN IN THE WORKPLACE POLICY

### 1 Introduction

Young Regional Conservatorium (YRC) recognises that at times there will be children at the workplace due to parenting or carer requirements. However, staff in this situation need also to be mindful of the fact that YRC is a place of work, and that its activities should be respected and not unduly interrupted. Therefore, parents should utilise the following guidelines in circumstances that are either unforeseen or difficult to avoid, and where they are unable to make alternative arrangements. These guidelines have been put in place to ensure the safety of your children and to provide a workplace which is respectful of the needs of all staff.

This policy outlines the terms for and appropriateness of bringing children to Noteworthy House, Nonette Brown Cottage or to other YRC teaching locations. It includes the responsibilities of parents/carers in relation to their supervision, health and safety and that of others, and the right of other people to have a conducive environment for work.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Children in the Workplace Policies of YRC.

### 3 Responsibilities

#### 3.1 Responsibilities of YRC

- To provide an environment that is conducive to learning for all students
- To ensure the health and safety of staff and other persons in the school
- To undertake risk management, as per the Risk Management Policy
- To take reasonable steps to assist students, staff and visitors who may have special requirements to enable access to facilities and services.

#### 3.2 Responsibilities of the CEO

Within the scope of this policy, it is the CEO's responsibility to approve or reject the request for children to attend the workplace, taking into account:

- the particular circumstances that have led to the request;
- the likely impact on others (students, staff and visitors);
- the health and safety issues and risks to the child and others;
- the appropriateness of the child's attendance;
- the age of the child; and
- the length of time involved and the frequency of attendance requested. Requests will be treated with flexibility and sensitivity.

#### 3.3 Responsibilities of parents/carers bringing children into the workplace

- The child must be under the direct supervision of the parent/carer at all times whilst at the workplace
- To safeguard the health and safety of the child in their care whilst at the workplace
- To consider the potential risk to the health and safety of others that may come from bringing children into the workplace and to take reasonable steps to safeguard against those risks

- Be responsible for the behaviour of the child in their care so as not to endanger, inconvenience or otherwise disrupt the activities of staff, students or visitors

Time spent away from work duties in caring for the child will be unpaid.

#### **4 Approval Process**

Prior approval must be sought from the CEO for the child to attend the workplace and a valid reason must be provided. This approval may be granted due to unforeseen situations where there are sudden and unexpected difficulties in childcare arrangements. Approval will not be given if the child has a contagious or infectious illness or has been excluded from childcare due to having a contagious or infectious illness. Children showing cold or flu-like symptoms will not be permitted in the workplace (see COVID-safe Workplace Policy).

Provision for sick children should be made within the context of various forms of leave available to staff and which includes: leave relating to absence on account of illness or injury, annual leave, family leave, unpaid leave etc.

YRC does not permit parents/carers to bring children routinely to the workplace as an alternative to regular, organised childcare arrangements.

#### **5 Children as Passengers in YRC Vehicles**

Children of YRC staff must not be carried in YRC vehicles, except in extraordinary circumstances and with prior approval of the CEO.



## CODE OF CONDUCT

### 1 Introduction

Young Regional Conservatorium (YRC) recognises the importance of a work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management, and the general public.

YRC expects all employees to observe the standards set out in this Code of Conduct. Non-compliance may result in disciplinary action.

### 2 Commencement

This Code of Conduct will commence from 1 January 2022. It replaces all other written and unwritten Codes of Conduct of YRC.

### 3 Application

This Code of Conduct applies to Employees, agents, and contractors (including temporary contractors) of YRC, collectively referred to in this policy as 'workplace participants'.

The Code of Conduct does not form part of any contract between an Employee and YRC nor does it form part of any other workplace participant's contract for service.

### 4 The Code

All employees of YRC are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment. This Code provides an overview of the school's business values. It is by no means exhaustive, but summarises some of our most important policies, which are based on standards that underpin our business ethics and professional integrity, standards that apply to all workplace participants.

As representatives of YRC, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be associated with the school:

- a. Comply with all laws, policies, procedures, rules, regulations and contracts.
- b. Comply with all lawful and reasonable directions from the school.
- c. Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- d. Display the appropriate image of professionalism at your workplace by ensuring their appearance is neat and tidy.
- e. Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- f. Promptly report any violations of law, ethical principles, policies and this Code.

- g. Maintain punctuality. If you are late or cannot report for work, please telephone and let administration know as soon as possible.
- h. Do not use work time for private gain. If you are required to leave the work premises for personal reasons, advise well in advance.
- i. Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- j. Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by YRC in the interests of work health and safety.
- k. Be truthful in all dealings with persons encountered at the workplace.
- l. Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- m. Not act for an improper or ulterior purpose or on irrelevant grounds.
- n. Never demand or request any gift or benefit in connection with employment or engagement.
- o. Respect the school's ownership of all of its funds, equipment, supplies, books, records and property, and care for these items that you may be using.
- p. During employment and after the termination of employment, maintain the confidentiality of any confidential information, records or other materials acquired during the employment with the school.
- q. While employed at YRC, do not accept any employment with another organisation that is a supplier or competitor of YRC or any other employment that is in conflict with your position at YRC.
- r. Not make any unauthorised statements to the media about YRC's business (requests for media statements should be referred to the CEO).
- s. Never report for work under the influence of illicit drugs or alcohol.
- t. Do not smoke during work hours, except in prescribed breaks, and away from students.

## 5 Relevant Legislation

- Crimes Act (1900) NSW
- Anti-Discrimination Act (1977) NSW
- Age Discrimination Act (2004) Cth
- Disability Discrimination Act (1992) Cth
- Racial Discrimination Act (1975) Cth
- Sex Discrimination Act (1984) Cth

## CONFLICT OF INTEREST POLICY

### 1 Introduction

The purpose of this policy is to help board members of the Young Regional Conservatorium (YRC) to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of YRC and to manage risk.

The YRC Board (called the 'Board' in this policy) aims to ensure that Board members are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of YRC.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Conflict of Interest Policies of YRC.

### 3 Scope

This policy applies to the Board members of YRC.

### 4 Definition

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the organisation. Personal interests include direct interests as well as those of family, friends, or other organisations a person may be involved with or have an interest in. It also includes a conflict between a Board member's duty to YRC and another duty that the Board member has (for example, to another organisation). A conflict of interest may be actual, potential or perceived and may be financial or non-financial.

These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of YRC and must be managed accordingly.

### 5 Policy

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to the charity if they are openly and effectively managed. It is the policy of YRC as well as a responsibility of the Board, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to YRC.

YRC will manage conflicts of interest by requiring Board members to:

- Avoid conflicts of interest where possible
- Identify and disclose any conflicts of interest
- Carefully manage any conflicts of interest
- Follow this policy and respond to any breaches

Declaration of Conflict of Interests will be a standing item in each Board Agenda.

## 6 Responsibility of the Board

The Board is responsible for:

- establishing a system for identifying, disclosing and managing conflicts of interest across the charity;
- monitoring compliance with this policy; and
- reviewing this policy on an annual basis to ensure that the policy is operating effectively.

YRC must ensure that its Board members are aware of the ACNC governance standards, particularly Governance Standard 5 (below), and that they disclose any actual or perceived material conflicts of interests as required by Governance Standard 5.

Once an actual, potential or perceived conflict of interest is identified, it must be entered into YRC's register of interests, as well as being raised with the Board. Where all of the other Board members share a conflict, the Board should refer to Governance Standard 5 to ensure that proper disclosure occurs. The register of interests must be maintained by the secretary, who will record information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

## 7 Confidentiality of Disclosures

Information disclosed in relation to conflict of interest will be restricted to board members.

## 8 Management of Conflicts of Interest

### 8.1 Conflicts of Interest of Board Members

Once the conflict of interest has been appropriately disclosed, the Board (excluding the Board member disclosing and any other conflicted Board member) must decide whether or not those conflicted Board members should:

- vote on the matter (this is a minimum);
- participate in any debate; or
- be present in the room during the debate and the voting.

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a Board member from regularly participating in discussions, it may be worth the Board considering whether it is appropriate for the person conflicted to resign from the Board.

### 8.2 Determining Appropriate Action

In deciding what approach to take, the board will consider:

- whether the conflict needs to be avoided or simply documented;
- whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making;
- alternative options to avoid the conflict;
- YRC's objects and resources; and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, YRC.

## 9 Compliance with this Policy

If the Board has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the Board may take action against them. This may include seeking to terminate their relationship with YRC.

If a person suspects that a Board member has failed to disclose a conflict of interest, they may discuss with the person in question, and must notify the Board, or the person responsible for maintaining the register of interests.

The matter will be reported and considered at the next full Board Meeting.

## 10 ACNC Governance Standard 5

Disclose any actual or perceived conflict of interest

Responsible persons should disclose any situation where they may appear to have a conflict between their duty to act and a personal (private) interest, and should not discuss or vote on any matter where there is such a conflict. For example, if a charity is considering which company to buy its stationery from, a responsible person should declare an interest if one of the companies is owned by his relative. This is true even if there is no actual conflict.

A conflict should be disclosed whenever an independent observer could doubt that a responsible person is acting in the best interests of the charity. In general, the responsible person should disclose the conflict of interest to the other responsible persons. If there is only one responsible person or all of them have a conflict, then the conflict of interest should be disclosed to the members of the charity (if any). If none of these situations apply, [contact the ACNC](#).

## 11 Relevant Legislation/Internal policies

- Australian Charities & Not for Profit Commission Act 2012
- Australian Charities & Not for Profit Commission Regulations 2013
- Charities Act 2013

## COVID-SAFE WORKPLACE POLICY<sup>1</sup>

### 1 Introduction

This policy sets out guidelines to keep our YRC COVIDSafe and minimise the risk of COVID-19 exposure in our workplace.

### 2 Application

This policy applies to all our employees, anyone who performs work for us and anyone who enters our premises.

This policy is subject to review by YRC and may be changed or revoked at any time, in line with direction from NSW Health.

If an employee has a valid reason for not complying with this policy, they should contact the CEO to discuss their situation.

### 3 Safe Work Australia Guidelines

YRC intends to minimise the risk of COVID-19 exposure by following the guidelines issued by Safe Work Australia. All employees are expected to comply with these guidelines. They are available on the [Safe Work Australia website](#).

If any employee has concerns about whether they can meet these requirements, or needs assistance in any way, they should consult the CEO.

### 4 Workplace Hygiene

Employees must practice good hygiene at all times while in the workplace.

Employees must regularly wash their hands with soap and water for a least 20 seconds and dry them with a clean paper towel. See the [WHO's guidelines on How to Handwash](#).

Hands must also be washed:

- each time an employee enters or exits our premises;
- before and after eating;
- after coughing or sneezing;
- after going to the toilet; and
- after touching potentially contaminated surfaces. Employees must also ensure they:
- have no physical contact with others, including shaking hands;
- cover their coughs and sneezes with their elbow or a clean tissue (with no spitting);
- avoid touching their face, eyes, nose and mouth;
- dispose tissues in closed bins;
- clean and disinfect shared equipment after use;
- regularly clean personal items like glasses and phones;
- wash their body, hair (including facial hair) and clothes thoroughly every day;

- follow hygiene standards in common areas, including cleaning up after themselves, throwing rubbish in closed bins and avoiding putting items like phones on meal surfaces;
- wash crockery and cutlery in a dishwasher on the highest setting possible or hand wash it in hot soapy water.

### 5 Cleaning

Any surfaces that are touched multiple times per day should be cleaned daily using a detergent and water solution. This could include tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.

Cleaning should be more frequent if surfaces are visibly dirty, there is a spill or they are touched by different people (eg lift buttons or door handles).

Items that are not touched more than once each day can be cleaned less frequently.

We don't need to clean every surface – only surfaces that are touched need to be cleaned. There are some surfaces that are never touched (eg ceilings, walls, certain cupboards) and these do not need to be cleaned. Also, areas that have not had human contact in the last few days do not need to be cleaned.

Employees are responsible for cleaning desks, pianos and other surfaces in their own studios daily. If equipment is shared between teachers it should be cleaned between uses.

Workers who do cleaning should wear gloves and wash their hands thoroughly before and after wearing gloves.

### 6 What to do if you are unwell

Any employee who is unwell should not come to work and should stay home until they are well again.

If an employee has symptoms such as fever, cough, sore throat or shortness of breath they should seek medical advice and be tested for COVID-19. They should follow medical guidance and should be given medical clearance before returning to work.

### 7 What to do if someone may have COVID-19

If an employee suspects that someone in our workplace may have COVID-19 or may have been exposed to COVID-19 they should report it immediately to their manager. Prompt action will be taken to manage the risks and [Safe Work Australia's steps for dealing with COVID-19 at the workplace](#) should be followed.

### 8 Breaches of this Policy

An employee who breaches this policy may be subject to disciplinary action up to and including termination of their employment.

### 9 Relevant Legislation/Internal Policies

- NSW Public Health Orders as at the relevant date

## DISABILITY AND INCLUSION POLICY

### 1 Introduction

Young Regional Conservatorium (YRC) supports the inclusion of students and community members with disabilities and/or additional needs in all activities. All local residents should have access to conservatorium facilities and events. An inclusive education system enables all students to be welcomed, accepted and engaged so that they can participate, achieve and thrive in conservatorium life. Inclusive practices:

- ensure that students with disabilities are not discriminated against and are accommodated to participate in conservatorium activities on the same basis as their peers;
- acknowledge and respond to the diverse needs, identities and strengths of all students;
- occur when students with disabilities and additional needs are treated with respect and are involved in making decisions about their participation;
- benefit students of all abilities and foster positive cultural change in attitudes and beliefs about disability, in and beyond the conservatorium environment; and
- contribute to positive learning, engagement and wellbeing outcomes for student.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Disability and Inclusion Policies of YRC.

### 3 Characteristics of Inclusive Practice

Inclusive education involves students, in collaboration with their peers and/or carers, in decision-making processes as respected partners in their music learning.

Inclusive education is supported by and is the realisation of a human rights-based approach to education. International human rights principles and NSW legislation such as the Anti-discrimination Act(1977), Disability Inclusion Act (2014) and Disability Inclusion Regulation (2014) inform principles enabling all to be treated with dignity and respect and to enjoy their human rights without discrimination.

Inclusive education recognises that each child and young person is unique. It focuses on a strengths-based, personalised approach to music learning that celebrates and welcomes difference to maximise learning, engagement and wellbeing outcomes.

Inclusive education uses contemporary evidence-based practices known to be effective in responding to individual student needs and improving student outcomes.

### 4 Reasonable Adjustments

Under both State and Commonwealth laws, educational institutions must make 'reasonable adjustments' to accommodate students with disabilities or additional needs. An adjustment is a measure or action taken to assist all students to participate in education and training on the same basis as their peers without a disability. When planning an adjustment for a student, the school should consult with the parent/guardian/carer(s), the student, and the student's school or community support network.

### 5 Relevant Legislation/Internal Policies

- Anti-discrimination Act (1977)
- Disability Inclusion Act (2014)
- Disability Inclusion Regulation (2014)



## DISCIPLINARY PROCEDURE

### 1 Introduction

This policy sets out the standards of performance and behaviour expected by Young Regional Conservatorium (YRC), together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is YRC's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. YRC reserves the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing;
- you are fully aware of the standards of performance, action and behaviour required;
- disciplinary action, where necessary, is taken in a timely, fair, uniform and consistent manner;
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case;
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process;
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct; and
- if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Disciplinary Procedures of YRC.

### 3 Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Policy booklet or in the Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

### 4 Rules Covering Unsatisfactory Conduct and Misconduct

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the general health and safety rules and procedures;
- persistent absenteeism and/or lateness;
- unsatisfactory standards or output of work;

- rudeness towards customers/clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of email and internet;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property; and/or
- failure to report immediately any damage to property or premises caused by you;
- Breach of any YRC Policy and Procedure.

This list is not exhaustive.

**5 Serious Misconduct**

Occurrences of serious misconduct are very rare because the penalty is dismissal without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud;
- physical violence or bullying;
- deliberate damage to property;
- deliberate acts of unlawful discrimination or harassment;
- possession, or being under the influence, of illegal drugs at work; and
- breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

**6 Disciplinary Procedure**

<b>Offence</b>	<b>1<sup>st</sup> occasion</b>	<b>2<sup>nd</sup> occasion</b>	<b>3<sup>rd</sup> occasion</b>	<b>4<sup>th</sup> occasion</b>
Unsatisfactory conduct	Verbal warning	Written warning	Final written warning	Written Dismissal
Misconduct	Final written warning	Written Dismissal		
Serious misconduct	Dismissal			

## **7 Duration of Warnings**

### 7.1 Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six (6) month period.

### 7.2 Written warning

A written warning will normally be disregarded for disciplinary purposes after a twelve (12) month period.

### 7.3 Final written warning

A final written warning will normally be disregarded for disciplinary purposes after eighteen (18) months.

## **8 Relevant Legislation/Internal Policies**

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

## EQUAL OPPORTUNITIES POLICY

### 1 Introduction

Young Regional Conservatorium (YRC) recognises that discrimination is unacceptable. The aim of the policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. YRC will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Equal Opportunities Policy of YRC.

### 3 Recruitment and Selection

The recruitment and selection process is crucially important to any equal opportunities policy. Through appropriate training, YRC will endeavour to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with YRC will receive fair treatment and will be considered solely on their ability to do the job. All Employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other employees.

### 4 Relevant legislation/Internal Policies

- Multicultural NSW Act 2000 (NSW)
- Fair Work Act 2009 (Commonwealth)
- Disability Inclusion Act 2014 (NSW)
- Disability Inclusion Regulation 2014 (NSW)

## EQUIVALENT MUSIC STUDENT POLICY

### 1 Introduction

This policy has been developed to clarify the Young Regional Conservatorium's (YRC) policy relating to the implementation of the Equivalent Music Student (EMS) system for staff remuneration and the management of teaching hours and student numbers. YRC is committed to developing Human Resource systems that attract and retain quality staff. Additionally, for purposes of financial management, the YRC aims to manage risk and improve accountability to members, students, staff, funding bodies and the community.

Accordingly, this policy has been developed to detail the management procedures for the Equivalent Music Student system. This system has been developed to reduce all YRC activities to a single measurement unit for purposes of transparency and accountability.

All teaching activities will be accounted through the EMS system having a direct impact on staff remuneration and payroll procedures. Therefore, the system is intended to improve financial security and stability while providing staff with a single measure of workload.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Equivalent Music Student Policies of YRC.

### 3 Definitions

- a. An **Equivalent Music Student** (EMS) unit represents the equivalent of one half hour individual music lesson. This definition is based upon the industry standard music lesson as reflected across NSW Regional Conservatoriums. Accordingly, EMS becomes the standard measure of activity at YRC.
- b. All teaching activities will have an EMS weighting as negotiated with YRC teaching staff in the creation of this policy. EMS will be used to account for completed work, approved leave or approved for purposes of payment and management of workload and performance.
- c. **EMS Quota** is the allocation of EMS required to be completed each week by the EMS Salaried staff member.

### 4 Purpose of EMS

EMS will be used to measure workload and teaching hours for all teaching staff. Administrative staff will not have their workload measured in EMS. However, all teaching staff engaged in administrative duties will have administrative time measured in EMS. Salaried staff may be allocated EMS to manage projects or other administrative tasks as ongoing work or as required.

## 5 EMS Formulae

<b>TABLE A: Lessons</b>		
<b>Key</b>	<b>1 EMS = 1 x 30 minute individual lesson</b>	
<b>Individual Lesson</b>	<b>No. Students</b>	<b>EMS</b>
60 minutes (1hr)	1	2.00
45 minutes (0.75)	1	1.50
40 minutes (0.66)	1	1.33
30 minutes (0.50)	1	1.00
20 minutes (0.33)	1	0.67
15 minutes (0.25)	1	0.50

<b>TABLE B: Shared Tuition 30 Minutes</b>		
<b>Shared lesson</b>	<b>No students</b>	<b>EMS</b>
2 Share	2	1.00 EMS
3 Share	3	1.00 EMS
4+ Share	4	1.00 EMS

<b>TABLE C: Ensembles per 30 minutes</b>	
5 – 8 Members	1.14 EMS
9 – 12 Members	1.20 EMS
13 – 24 Members	1.25 EMS
24 + Members	1.50 EMS

<b>TABLE D: Curriculum Based Tuition per 30 minutes (teaching to achieve NESA outcomes)</b>		
<b>Class</b>		<b>EMS</b>
2 – 8 Students	2 – 7	1.2
9 – 15 Students	8 - 15	1.5
15 Plus Students	15 +	2

<b>TABLE F: Administrative Tasks</b>
Administrative tasks will be allocated 1 EMS for every hour of administrative work, and paid at the administration rate.

## 6 EMS General Provisions

- i) EMS Salaried contracts will be based upon completed work over a 40-week teaching period across the Calendar Year.
- ii) Attendance at YRC events will be considered hours work and reconciled against school holiday periods.
- iii) All YRC EMS Salaried Staff Members will have their remuneration based upon the agreed upon EMS Quota.

- iv) EMS Quotas are initially determined by YRC for continuing and new staff according to the following:
  - a) NEW STAFF: Offer of employment in accordance with YRC needs.
  - b) CONTINUING STAFF: EMS Quota based upon previous term's average teaching load in terms of EMS.
- v) Full Time contract quota = 38 EMS
- vi) Part Time contract quotas = 7.5 – 30 EMS.
- vii) EMS Balances will be calculated on a term-by-term basis from information recorded in the teacher's roll. For each School Term period, a balance of completed EMS will be measured. Contracted hours for future terms will be calculated accordingly.

### 7 Roles and Responsibilities

#### Tutors:

Tutors are responsible for accounting for every student on their teaching rolls and maintaining true and accurate teaching rolls clearly indicating enrolment patterns for each student to ascertain correct EMS allocations for all teaching units.

#### Administration staff:

The YRC Administrative staff are responsible for the Accounting of EMS data and data entry. EMS data must be maintained as up-to-date as possible and be updated no less than once a fortnight during the YRC Term.

The Administration Manager is responsible for compiling EMS reports as required by the CEO and for presentation to the YRC Board each month.

#### CEO:

The CEO is responsible for monitoring EMS reports no less than once a fortnight during the YRC Term.

#### YRC Board:

The YRC Board of Management will utilise EMS data to assist with forward planning and strategic management of YRC.

## GRIEVANCE PROCEDURE AND COMPLAINTS AND DISPUTE RESOLUTION

### A GRIEVANCE PROCEDURE

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your CEO any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure following this section), you should first raise the matter with your CEO, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten (10) working days of the meeting.

### B COMPLAINTS AND DISPUTE RESOLUTION POLICY

#### 1 Introduction

The procedures outlined in this Policy aim to achieve consistent treatment for staff in the handling of complaints, and to provide a procedure to follow for resolution in the event a dispute arises.

#### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Grievance Procedure and Complaints and Dispute Resolutions Policy of YRC.

#### 3 Application

This Policy does not apply to complaints related to discrimination, bullying and harassment. If such a complaint arises, please refer to the Bullying and Harassment Policy which outlines specific procedures to deal with those complaints.

#### 4 Definition

A complaint can be about an act, behaviour, omission, situation or decision relating to YRC that you think is unfair, unjustified, unlawful, and/or a breach of policy.

A complaint can be in relation to an act, behaviour, omission, situation or decision made by or involving a staff member.

#### 5 Dealing with complaints

YRC recognises that individual and group problems may arise from time to time. Accordingly, YRC will endeavour to ensure that staff have access to processes for the resolution of complaints relating to themselves and YRC.



YRC will endeavour to:

- assist staff members who come forward with complaints;
- deal with complaints in a supportive way, without victimisation or intimidation of any person connected with the complaint;
- encourage fairness, impartiality and the resolution of complaints as reasonably promptly and as close as possible to the source of the complaint.
- YRC cannot assist a staff member to resolve a complaint or dispute if the complainant remains anonymous. YRC must follow the principles of natural justice and be fair to both sides. With regard to a complaint, this means that YRC or the complainant will be required to provide the person/people who are the subject of the complaint with full details of the complaint, so they have a fair chance to respond to all allegations made against them.

If appropriate, YRC will endeavour to resolve the complaint or dispute in line with the following procedure:

### 5.1 Preliminary steps

#### *Attempt to resolve the issue yourself*

If the staff member feels comfortable in doing so, he/she should attempt to address the issue directly with the person(s) involved in the complaint. The staff member may find the other person was not aware of their complaint and the matter can be resolved directly.

#### *Report the complaint to the CEO*

If the staff member does not feel comfortable talking to the person(s) involved, or he/she has tried to and it was ineffective in resolving the complaint, or if there is no other person involved in the complaint, the complainant should report the complaint to the CEO.

The complaint must be reported to the CEO in writing, and receipt of the complaint will be logged in the YRC Complaints Register.

The CEO will decide on the appropriate course of action and will be kept informed of the process of the complaint resolution.

The CEO will use reasonable endeavours to conduct an initial meeting with the staff member(s) to:

- obtain information about the staff member's complaint and what the staff member considers will resolve it;
- explain how the complaint & dispute resolution procedure works;

- decide if they, the CEO, is the appropriate person to handle the complaint. This includes considering whether they have the necessary authority and can deal with the complaint in an impartial manner. If the CEO feels they cannot effectively handle the staff member's complaint they will consult the YRC Board, or the ANSWRC Committee, for an external body deemed to have the appropriate skills.

### *If the complaint concerns the CEO*

If the staff member feels comfortable in doing so, he/she should attempt to address the issue directly with the CEO. The staff member may find the CEO was not aware of their complaint and the matter can be resolved directly.

If the staff member does not feel comfortable talking to the CEO, or he/she has tried to and it was ineffective in resolving the complaint, or if there is no other person involved in the complaint, the complainant should report the complaint to the Staff Representative, who may facilitate the informal procedure. If the informal procedure is inadequate to solve the issue, then the Staff Representative should report the complaint to the Chair of the Board, who may facilitate informal and/or formal procedures.

### 5.2 Step One: Informal procedure

#### *Informal procedure*

The informal procedure involves a range of informal actions to resolve the complaint. Such actions will depend on the individual circumstances of the complaint. Possible actions include, but are not limited to:

- the CEO discussing the issue with the person against whom the complaint is made; and/or
- the CEO facilitating a meeting between the parties in an attempt to resolve the issue.

Many complaints are able to be resolved through the informal procedure. However, in circumstances where the CEO considers the informal procedure is not appropriate, and the complaint is sufficiently serious, the complaint may be moved to the formal procedure.

### 5.3 Formal Procedure

If the complaint is not able to be resolved through the informal procedure or the informal procedure is not appropriate, the formal procedure may be commenced. The formal procedure involves a formal investigation of the complaint and a decision about appropriate actions and outcomes.

The investigation generally involves collecting information about the complaint and then making a finding based on the available information. Once a finding is made, the CEO or an external investigator will make recommendations about the complaint. The outcomes of the process and any decisions of the CEO in regard to the complaint will be communicated to the staff member complainant and any other persons involved in the process.

### 5.4 Other Procedural Issues

#### *Access to support and representation*

The staff member and any other person involved in the complaint can seek advice from a support person at any stage during the complaint process. The staff member and others involved can bring a support person to a complaint meeting if so desired, but the support person may not take an active role in the procedure. The support person may not have any personal involvement or conflict of interest in the matter of the complaint. The support person is governed by all other directions in this policy.

#### *Participation in YRC activities*

Participation in YRC activities will continue as normal while a complaint is being dealt with under this Policy. All persons affected by the complaint are expected to cooperate with YRC to ensure the efficient and fair resolution of the complaint.

#### *Victimisation*

Disciplinary action will be taken against any person who victimises or retaliates against a staff member who has lodged or is involved in a complaint issue under this policy. Such action may include termination of employment.

#### *Confidentiality*

The CEO will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other staff members in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the complaint.

All staff members involved in the complaint must also maintain confidentiality, including the staff member who lodges the complaint. The complainant may discuss the complaint with a designated support person or representative. However, the support person or representative must also maintain confidentiality. If a person breaches confidentiality, they may be disciplined as above.

#### *Documentation*

Any documents that need to be gathered for use during the dispute resolution procedure will be stored by the CEO in a secure place. Where considered appropriate, agreed resolutions of complaints arising from the informal procedure may be recorded and signed by all parties. A copy of all documentation associated with the complaint will remain on file in YRC records.

## *Possible Outcomes*

The outcomes will depend on the nature of the complaint and the procedure followed to address the complaint. Where an investigation results in a finding that a person has engaged in conduct in breach of a YRC Policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Disciplinary measures could include but are not restricted to direction to undertake appropriate training or counselling, letters of warning, or termination of employment. Any disciplinary action is a confidential matter between the affected person(s) and YRC. YRC may take a range of other non-disciplinary outcomes to resolve a complaint. Examples include, but are not limited to:

- implementing a new policy;
- requiring an apology or an undertaking that certain behaviours will cease.

## **6 Breach of this Policy**

Once a complaint is registered in writing, and/or the dispute resolution procedure has begun, and/or a disciplinary process has begun, any person involved in the complaint or procedure will be in breach of this policy if they:

- make a complaint or allegation they knew or should have known to be untrue, vexatious, malicious or improper;
- fail to follow YRC policies and procedures;
- victimise another person for reporting a complaint;
- engage in an inappropriate relationship with a person involved in the complaint or dispute resolution procedure;
- disclose to any unauthorised person or organisation any YRC information that is of a private, confidential or privileged nature;
- fail to comply with a direction given to the person or group during the dispute resolution procedure and/or a disciplinary process;
- bring YRC into disrepute.

Disciplinary action will be taken against any person who is in breach of this policy as above. Such action may result in termination of employment. Breach of this policy may result in the suspension of any further action regarding the complaint.

## INTERNET AND TECHNOLOGY POLICY

### 1 Introduction

The purpose of this policy is to ensure that employees understand the way in which information and communication technologies should be appropriately used in the workplace. E-mail and internet usage are tools of the job and should be treated as such.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Internet and Technology Policies of YRC.

### 3 Scope

All persons using the computing and networking facilities shall be responsible for the appropriate use of the facilities provided as specified by this policy.

### 4 Definitions

*Information and Communication Technologies* refers collectively to computers, printers, facsimiles, telephones (both mobile and landlines), scanners, photocopiers, e-mail, internet, intranet, web services, blogs, twitter, wiki, social networking sites e.g. Facebook pages, portable electronic devices and any other similar resources.

*User* refers to any employee, contractor and authorised visitors to the company.

Appropriate and responsible use of the company's computing and networking facilities is defined as:

*Use that is consistent with job tasks and the objectives of the company including projects or tasks for which such use was authorised. All uses inconsistent with these objectives are considered to be inappropriate use.*

### 5 Objectionable Material

YRC's computing and networking facilities must not be used for the transmission, obtaining possession, demonstration, advertisement or requesting the transmission of objectionable material knowing it to be objectionable material including:

- a film classified RC (refused classification), a computer game classified RC (refused classification), or a refused publication;
- pornographic material of any kind;
- an article/picture(s) that promotes crime or violence, or incites or instructs in matters of crime or violence; or
- an article/picture(s) that describes or depicts, in a manner that is likely to cause offense to a reasonable adult; and/or
- an article/picture(s) that promotes or would be considered sexual or racial harassment by a reasonable adult.

## 6 Internet usage

Internet use, on Company time, is authorised to conduct YRC business only. Internet use brings the possibility of breaches to the security of confidential YRC information. Internet use also creates the possibility of contamination to YRC's system via viruses or spyware.

Access is also permitted for personal purposes provided such use is lawful and reasonable in terms of time and cost to the company. Examples of permitted personal use are:

- online banking;
- travel bookings; and/ or
- browsing.

## 7 Email

Email is to be used for YRC business only. YRC confidential information must not be shared outside of the school, without authorisation, at any time. You are also not to conduct personal business using the YRC computer or e-mail, unless authorised by the appropriate person.

## 8 Security

You are responsible for maintaining security of information and communication systems provided to you, including protection of account details, passwords and protection against unauthorised third-party usage.

## 9 Piracy

All software written for, or purchased by, YRC, is organisation property and is protected by copyright or protected by a contract that the organisation has signed. No programs or data are to be copied for personal use or given to anyone outside the organisation.

## 10 Personal calls

YRC's telephones are provided for the conducting of its business. Any use of YRC telephones for the conduct of any other business for the financial gain of any other party is expressly prohibited. Employees are expected to exercise discretion in using conservatorium telephones when making personal calls. These calls should be kept as short as possible in the interests of minimising disruption to work.

## 11 Personal Mobile Telephones

YRC discourages the use of personal mobile telephones during lessons, however, it recognises that from time to time it may be necessary for employees to be contacted through this medium, particularly when away from the main campus. *At all times, employees should keep the use of personal mobile telephones to a minimum during lessons and rehearsals.* It is the responsibility of the employee to adhere to the relevant traffic laws at all times regarding the use of mobile phones in cars.

It is acknowledged that the camera or video camera function of the phone may be useful in documenting or recording lessons, student technique, performance, etc. It is unacceptable to record a student without permission from the student (or their parent/guardian; the school in which they are enrolled, etc), or to distribute such recordings and photographs for purposes other than those expressed at the time of recording.

## 12 Misuse

Depending on the nature of the inappropriate use of YRC's ICT systems, non-compliance with this Policy may constitute:

- a breach of employment obligations;
- serious misconduct;
- a criminal offence;
- a threat to the security of the conservatorium's ICT systems;
- an infringement of the privacy of employees and other persons;
- a breach of child protection policy; or
- exposure to legal liability.

Non-compliance with this Policy will be regarded as a serious matter and appropriate action may be taken. Where there is a reasonable belief that illegal activity may have occurred the company will report the suspected illegal activity to the police.

## 13 Relevant Legislation/Internal policies

- Copyright Act 1968 (Cth)
- Privacy and personal Information Protection Act 1998 (NSW) Crimes Act (1900) NSW

## PRIVACY POLICY

### 1 Introduction

Young Regional Conservatorium (YRC) treats the handling of your personal information very seriously. The purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Privacy Policies of YRC.

### 3 Collection of Personal Information

Personal information may be collected during the recruiting process and throughout your employment with YRC. This personal information may be disclosed to other departments within the business for administrative purposes and for the progression of your application. All confidential information will be used for legitimate purposes in accordance with relevant legislation.

**Personal information** includes information relating to:

- the engagement, training, disciplining or resignation of the employee;
- termination of the employment of the employee;
- terms and conditions of employment of the employee;
- employee's personal and emergency contact details;
- employee's performance or conduct;
- employee's hours of employment;
- employee's salary or wages;
- employee's membership of a professional or trade association;
- employee's trade union membership;
- employee's recreation, long service, sick, personal, maternity, paternity or other leave, and
- employee's taxation, banking or superannuation affairs.

All reasonable attempts will be made to keep this information relevant, complete and current. You must ensure that any personal information provided is accurate and current.

### 4 Responsibilities

In light of the above objective, every employee is responsible for the appropriate handling of such information and to prevent unlawful disclosure. If you have access to this information or such any personal information belonging to another employee or a client of YRC, you must ensure that you maintain the confidentiality of any information to which you have access or become aware.

You will not use the confidential information for any purpose other than for the relevant and related YRC processes during or after your employment.



## PROFESSIONAL DEVELOPMENT POLICY AND PROCEDURES

### 1 Introduction

The purpose of the Professional Development Policy is to encourage and support employees to actively pursue their professional development as an integral element of their employment with YRC. YRC acknowledges that professional development may contribute to job satisfaction and workplace productivity. YRC recognises and acknowledges staff members' significant contributions to the successful implementation of the various programs and operations within the school. YRC also recognizes that music education is a dynamic field, and acknowledges that staff members must undergo both formal and informal learning to remain abreast of current, best practice

All staff are encouraged to reflect upon, and seek opportunities to develop, their existing knowledge and skills, and to consider the types of learning and experiences that would enable them to contribute more effectively and more broadly to the activities of YRC. This learning may be sourced within the school, or externally, through ANSWRC and beyond.

YRC recognizes that conferences promoting a greater understanding of music and music education are extremely valuable as a means of professional development and can contribute to the future development of the school, and its programs. YRC encourages staff to attend conferences and conventions that will improve the school's capacity to provide quality music education and performance opportunities.

YRC values professional development of its staff and allocates finances toward this.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Professional Development Policy and procedures of YRC.

### 3 Aims and Objectives

YRC aims to:

- encourage staff to realise their full personal and professional potential through the planning and implementation of individual and collective professional development;
- foster a culture in which individual and collective learning is valued and encouraged;
- provide equitable opportunity through allocating funding according to hours of work per week;
- provide opportunities for the enhancement of existing individual skills and the development of additional skills;
- support all staff members wishing to attend professional workshops, conferences and other professional development activities as suited to their employment at YRC;
- provide collective professional development experiences for the staff to ensure compliance;
- enhance existing knowledge and skills; impart new knowledge and skills; and promote teamwork.

## 4 Procedure

YRC will:

- provide access to compulsory, approved Child Protection training and First Aid training for all staff;
- ensure that all employees complete the annual Performance Review documentation and interview, including discussion of identified needs;
- advise staff of PD budgetary allocation at the beginning of each calendar year;
- provide information to staff regarding professional development opportunities;
- assess applications for professional development;
- provide financial and logistical support for professional development directly relating to employment;
- ensure equitable allocation of the annual professional development budget;
- facilitate on-site professional development in areas of music education theory, practice and pedagogy;
- provide complimentary concert tickets to all YRC events.

## 5 Types of Professional Development that may be appropriate

*Coaching:* focuses on building competence or skills to achieve a specific goal. The process can be formal or informal, with the person to develop in a particular area. Coaching is results-orientated and focused on the 'here and now'. Coaching can be provided by a supervisor or manager or by an experienced peer. eg tuition on a 2<sup>nd</sup> instrument.

*Mentoring:* can enhance performance, support development and assist the realisation of career goals. Mentoring tends to be broader and more future-focused than coaching. Mentoring can involve a more experienced person supporting the development of a less experienced person by providing guidance, helping refine judgement and supporting the development of strategic relationships and activities.

*Peer networks:* involve a group of fellow employees communicating together for mutual benefit. Peer networks can be formal or informal, and individuals may meet face-to-face, speak on the phone, chat online and/or be part of a discussion forum group. Peer networking is useful for staff to questions, gain insight from others and share ideas in a non-hierarchical environment. eg string teachers within ANSWRC.

*Professional development workshops:* are organised around a particular development theme and are led or facilitated by an individual who is highly-experienced in the area being explored. Those participating in the workshop have the opportunity to discuss and explore the issues under the leadership of the workshop facilitator. eg a conducting workshop

*Professional development conferences:* offer a multitude of opportunities for development. In addition to the opportunity to hear leading researchers and practitioners present their work, conferences create opportunities for networking, discussing and exploring the ways in which the learning can be applied in their own practice.

### 6 Restrictions

This policy will only cover approved professional development activities. YRC will not contribute funds towardstoward personal or professional library development.

An application form must be submitted and approved prior to the PD being undertaken (see Staff Handbook).

An evaluation form must be submitted within two weeks of completion of the PD being completed(see Staff Handbook).

Staff must have worked for YRC for more than 12 months before being eligible to apply for ProfessionalDevelopment financial assistance.

## RECORDS MANAGEMENT POLICY

### 1 Introduction

The purpose of this Records Management Policy (the “Policy”) is to ensure that necessary “records” (as defined below) of Young Regional Conservatorium (YRC) are adequately protected and maintained, and that records no longer needed or of no value are disposed of appropriately. The law requires YRC to maintain certain types of records, usually for a specified period of time. Failure to retain those records for those minimum periods could subject YRC to penalties and fines or charges of destruction of evidence or contempt, cause the loss of legal rights, or significantly impair YRC’s ability to defend itself in litigation.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Records Management Policies of YRC.

### 3 Administration

The CEO shall be responsible for developing, implementing, and revising this policy governing the retention and disposal of YRC’s records. The CEO will designate others, including the Administration Manager and staff, to assist in implementing this policy, including the following:

- identifying and evaluating which records should be retained;
- publishing an appropriate retention and disposal schedule;
- monitoring local, state, and federal laws affecting record retention;
- annually reviewing the record retention and disposal program;
- developing a training program for personnel responsible for record storage and maintenance;
- monitoring for compliance with the record retention and disposal program.

### 4 Application

This policy applies to all records generated in the course of YRC’s operations, including both originals and reproductions. It also applies to records stored on computer, electronic mail, and electronic voice mail.

When multiple copies of records exist, either in paper or electronic form, only one copy of each record need be retained. Likewise, if there are multiple drafts of a particular record, only the final record need be retained, unless such drafts reflect a course of communication by and between YRC and other persons.

## 5 Definition

A “record” is any piece of information that has been documented from the business activities of YRC, whether in written or electronic form. Examples of “records” include:

- financial data, statements, and associated work papers;
- analyses;
- agreements;
- books;
- contracts;
- charts or tables;
- data;
- correspondence and communications that are created, sent, or received;
- diagrams;
- electronic messages (e-mail, text messages, and voicemail);
- images;
- invoices;
- letters;
- logs;
- maps;
- memoranda;
- plans;
- projections;
- studies; and
- research and any other thing containing information. Examples of what may not be “records” for records retention policies are:
  - superseded drafts of documents, including memoranda, financial statements, or regulatory filings;
  - notes on superseded drafts of memoranda, financial statements, or regulatory filings that reflect incomplete or preliminary thinking;
  - previous copies of work papers that have been corrected for typographical errors or errors due to training of new employees; or
  - duplicates of documents.

A “record” may exist in various forms, including printed, electronic, or recorded format — for example, letters, e-mail messages, text messages, and voice-mail messages. “Records” stored electronically also include records that are stored using equipment located within YRC property or on other devices (whether or not owned by YRC) such as: mobile telephones, laptop or other portable computers. The term “record” includes all copies of records made to enable YRC personnel to work outside YRC’s building.

## 6 Retention periods

From time to time, YRC will establish retention or disposal schedules for specific categories of records in order to ensure legal compliance and to accomplish other objectives, such as preserving intellectual property and managing costs. The table below indicates the length of time that records must be stored.

## Retention Periods (cont)

Item	Retention Period
Accident Reports/Claims (Settled Cases)	7 Years
Accounts Payable Ledgers and Schedules	7 Years
Accounts Receivable Ledgers and Schedules	7 Years
Archive of All Website Content	7 Years
Audit Reports	Permanently
Bank Statements	7 Years
Bank Reconciliations	2 Years
Bond Issuances and Ledgers, Transfer Registers, Stubs Showing Bond Issuances, Debt Issuances, etc.	Permanently
Charts of Accounts	Permanently
Cheques (Cancelled Cheques for Important Payments, Special Contracts, Purchase of Assets, Payment of Taxes, etc.) Cheques should be filed with the papers pertaining to the underlying transaction)	Permanently
Cheques (Cancelled except those noted above)	7 Years
Child Protection Incident Register	6 years
Contracts and Leases (Expired)	7 Years
Contracts and Leases (Still in Effect)	Permanently
Board Minute Books/ minutes	Permanently
Correspondence, General and Schedules	3 Years
Correspondence, Legal and Important Letters	Permanently
Correspondence, Routine with Customers/Vendors	3 Years
Deeds, Mortgages, and Bills of Sale	Permanently
Depreciation Schedules	Permanently
Duplicate Deposit Slips	3 Years
Employee Personal Records (After Termination)	3 Years
Employment Applications (Non-Hires)	3 Years
Financial Statements (Year-end, Other Months Optional)	Permanently
Financial Statement (Other)	7 Years
General Ledgers, Year-End Trial Balances	Permanently
Insurance Records, Policies, etc.	Permanently
Internal Audit Reports (Miscellaneous)	3 Years
Invention/Innovation Journals (or any other documents or information evidencing creation, modification, or ownership of intellectual properties or other company property)	Permanently

**(Retention Periods cont.)**

Inventory Records	7 Years
Invoices to Customers or from Vendors	7 Years
Payroll Records, Summaries, and Tax Returns	7 Years
Petty Cash Vouchers	3 Years
Property Records, Including Costs, Depreciation Reserves, Year- End Trial Balances, Depreciation Schedules, Blueprints, and Plans	Permanently
Purchase Orders	3 Years
Retirement and Pension Records	Permanently
Safety Records	7 Years
Sales Records	7 Years
Subsidiary Ledgers	7 Years
Tax Returns, Revenue Agents' Reports, and Other Documents Relating to Determination of Income-Tax Liability	Permanently
Trademark Registrations, Patent Letters, and Copyright Registrations	Permanently
Transcripts	Permanently
Voucher Register and Schedules	7 Years
Vouchers for Payments to Vendors, Employees, etc. (Includes allowances and reimbursements of employees for travel and entertainment expenses)	7 Years

## RISK MANAGEMENT POLICY

### 1 Introduction

Risk is inherent in all corporate and personal activities, and it is essential to continuously analyse and manage risks. Formal and systematic approaches to managing risk have been developed and are integral with sound business practice. The adoption of a formal and systematic approach to risk management will improve decision-making, performance and accountability. A systematic approach to risk management will also facilitate the ongoing review and continuous improvement, and also the ongoing identification and analysis of operational risks, and implementation of actions and strategies to address risk.

It is not possible to eliminate all risks. YRC's goal is to control and manage risks to ensure that opportunities are maximised and negative risk outcomes are minimised. Risk management requires achieving a balance between the costs of managing a risk and the anticipated benefits.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Risk Management Policies of YRC.

### 3 Policy

Young Regional Conservatorium (YRC) will maintain procedures that provide it with a systematic view of the risks it faces across the breadth of its activities. Where appropriate, these procedures will be consistent with the Australian Risk Management Standard AS/NZS 4360.

### 4 Definitions

*Risk:* Risk is a measure of the outcome of a hazard, event or issue that may occur during operational activities of YRC. Risk is measured in terms of consequence and likelihood associated with the hazard, event or issue.

*Risk assessment:* Risk assessment is the process used to measure a risk rating associated with a hazard, event or issue. This risk measure is used to determine risk management priorities by evaluating and comparing the level of risk against predetermined acceptable levels of risk.

*Risk management:* Risk management is the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, assessing, controlling and monitoring risk.

### 5 Responsibilities

Everyone in or at YRC is responsible for the effective management of risk. All staff members are responsible for identifying actual or potential risks.

The Board and Management are responsible for developing risk mitigation plans and implementing risk reduction strategies. The risk management process should be integrated with other planning processes and management activities. The CEO is responsible for ensuring that a risk management system is established, implemented and maintained in accordance with this policy. Assignment of responsibilities in relation to risk management is at the discretion of the CEO.



## 6 Risk Assessment

The CEO and Board will work to develop procedures to ensure that all activities undertaken by YRC are managed within a suitable risk rating. Where necessary, documents to assess risk and to determine appropriate actions maybe implemented, for example see APPENDIX 2.

The CEO and Administration Manager will also review and update a Risk Register to ensure that all identified risks are recorded, assessed and prioritised. Urgent or serious risk will be reported to the Board.

## 7 Hierarchy of Controls

A hierarchy of controls applies to the management of safety risks. These are described in the Work Health and Safety Regulation 2017 (NSW) and includes the following in order of priority:

1. Elimination of the risk
2. Substitution (wholly or partially) of the risk
3. Isolation of the hazard
4. Implementing engineering controls
5. Implementing administrative controls
6. Issuing personal protective equipment (PPE)

The hierarchy of controls will be applied to the assessment of safety risks and controls to manage safety risks.

## 8 Reporting

The CEO will receive reports from staff or other appropriate sources on the identification and treatment of risk and will advise the Board as necessary.

All perceived risks may be reported to the administration from the community, staff or students. YRC will develop an appropriate system of recording and dealing with perceived risks as they arise.

Staff will be provided with the opportunity to report risks and WH&S concerns to all Board meetings via the CEO.

## SOCIAL MEDIA POLICY

### 1 Introduction

All staff will be provided a copy of the NSW Department of Education Social Media Policy, and should refer to this for more detailed recommendations regarding social media use.

### 2 Personal profiles

The employee's social media activity (for example, Facebook profile and page) must remain appropriate for viewing by the students and families of YRC in that it does not show or promote violence, racism, sexual harassment, extreme political views, or contain material that is likely to cause offense to a reasonable adult. It is acknowledged that parents of prospective students may search a teacher's social media prior to, or during enrolment. Employees should consider restricting viewing from clients of YRC through the use of privacy settings.

Employees should be aware that they could be identified as an employee of YRC from their online activities. Therefore, they should not post about their work, colleagues, students or official information for the work-related purpose it was intended. Any identifiable information can be deemed a breach of privacy.

### 3 Communication with Students via Social Media

Students of YRC must comply with the terms of service of social media networks. Teachers need to take this into account when considering communications with students through these platforms, ensuring they are inclusive across the cohort. For example, Facebook and Instagram do not allow any child under the age of 13 to have a personal account.

Communication and content shared between teachers and students should directly relate to an agreed educational purpose and not be personal in nature.

Staff should not have contact with a student via social media, text messages, email or other electronic means without a valid context and written permission from the parent or guardian and CEO.

In some circumstances, school-based staff have personal connections with families. This could create a valid context for social media, text messages, phone calls, email or other electronic means of communication between the staff member and a student. For the sake of transparency this should be discussed with the CEO.

Staff should avoid direct messages or private spaces when communicating with students.

Audiences will be reminded at YRC performances that posting videos to social media sites is only permitted with the express agreement of ALL parties shown within the footage. Teachers should encourage students to only post videos of performances to safe sites, such as a private YouTube account.

### 4 Relevant Legislation/Internal Policies

- Privacy Act 1988 (Cth)
- Relevant Social Media Platforms Terms of Use
- NSW Department of Education Social Media Policy

## STAFF REPRESENTATIVE POLICY

### 1 Introduction

Historically, Young Regional Conservatorium's (YRC) staff representative attended monthly Board meetings to provide a staff perspective to inform policy and decision-making and reported back to the staff. As Head of Agencyroles and Funding Agreement requirements have evolved, staff representation to ANSWRC Boards has been deemed inappropriate and unnecessary. However, Young Regional Conservatorium (YRC) values the two-way communication facilitated through the continuance of the Staff Representative position.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Staff RepresentativePolicies of YRC.

### 3 The YRC staff representative

- Will be elected at the first full staff meeting each year (usually the Staff Development Day prior to TermOne)
- Is a voluntary role. However, at the discretion of the Board and according to the demands of the position, a small paid hourly allowance may be provided
- Liaises with the CEO to ensure clear and regular communication about staff employment and welfareissues
- May offer items for the CEO's monthly report to the Board
- May bring issues to the attention of the CEO on behalf of another member of staff – for example, issuesconcerning day-to-day YRC operations eg resourcing, staff disputes, employment issues, pay enquiries
- May act as a contact person for any YRC staff member who has a grievance and may be required to act as a witness (silent observer) for a member of staff at a grievance discussion
- Must act in accordance with all YRC policies

### 4 Election of the staff representative

Nominations for Staff Representative are called for from members of staff. Should there be more than one nomination, a nominee may decide to withdraw his/her nomination or an election by secret ballot will be conducted.

## STAFFING, EMPLOYMENT AND SALARY POLICIES

### 1 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Staffing, Employment and Salary Policies of YRC.

### 2 Joining the Staff of Young Regional Conservatorium

#### 2.1 Probationary period

Your employment is subject to an initial probationary period, as set out in your contract of employment. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, YRC may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment. We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

#### 2.2 Employee Training

At the commencement of your employment, you will receive Child Protection training as part of your induction. As your employment progresses, your role may be extended to encompass new activities within the business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards; for example First Aid training.

#### 2.3 Induction

At the start of your employment, you are required to complete an induction program, during which all of our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

#### 2.4 Job Description

Amendments may be made to your job description from time to time in relation to the YRC's changing needs and your own performance.

#### 2.5 Performance and Review

It is YRC's policy to monitor your work performance on a continual basis so that we can maximise your strengths and help you with any development areas. YRC has an annual staff appraisal process in place for the purpose of monitoring employee performance levels with a view to maximising the effectiveness of individuals.

#### 2.6 Mobility

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites within a reasonable travelling distance. This mobility is essential to the smooth running of YRC.

## 2.7 Convictions and Offences

During your employment, you are required to immediately report to YRC any convictions or offences with which you are charged.

## 2.8 Child Protection and Duty of Care

YRC aims to support children and young people, and to identify where problems arise that may put their safety, welfare or wellbeing at risk. All employees have a duty of care to the students enrolled at the Conservatorium. Employees must be aware that their interaction with students creates a special, trusting relationship. Employees are not to engage in any behaviour that would breach that professional relationship or trust. Similarly, all staff have responsibility to report risk of harm concerns about children and young people within their roles, and to provide support to children and young people.

Young Regional Conservatorium's commitment to the Child Protection Policy is reflected below:

- Teachers are cautioned against touching a student's hands, face or ribcage to demonstrate correct technique or posture. Inappropriate touching of a student of any age will not be condoned *and may result in immediate disciplinary action*.
- Physical contact for the purposes of demonstrating correct technique or posture should be kept to a minimum and must be preceded by seeking permission from the parent and student, preferably in writing, and the parent invited to be present at the student's lesson.
- Employees must ensure, as part of their Duty of Care, that infants and children do not leave the YRC building until a parent or person designated by the parent comes to collect them. Parents are requested to ensure that their infant or child is aware that they must not leave until their parent or person designated by the parent comes to collect them. In particular, parents of Early Childhood Music students must ensure that their child understands the importance of the reasons why they must remain in the Studio until they are collected.
- All employees must undertake annual Child Protection Training as a condition of employment.
- All employees must hold a Working with Children Check registration. In accordance with the Working with Children Check process, new employees are required to register themselves and lodge their registration number with their employer. Please go to the following website for further information [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au) and follow the links to 'New Working with Children Check'.

## 3 Salaries and Wages

### 3.1 Administration

#### *Payment*

Employees are paid weekly for work completed. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax, superannuation and other agreed deductions. Any pay queries that you may have should be raised with the administration or finance manager.

## *Overpayments*

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment. If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

## *Tax*

At the end of each tax year, the Australian Tax Office will have been given details regarding your paid salary and paid taxes. These details are accessed via [www.ATO.gov.au](http://www.ATO.gov.au).

## *Pay reviews*

Pay is reviewed annually. However, there is no guarantee of an increase in your pay as a result of any review.

### 3.2 Lateness/ Absenteeism

You must attend work punctually at the time(s) specified in your contract of employment or as otherwise agreed. You are required to comply strictly with any time recording procedures relating to your work. All absences must be notified in accordance with the sickness reporting procedures set out in this Handbook. Lateness or unauthorised absence may result in disciplinary action and/or loss of pay

### 3.3 Superannuation

You will be paid superannuation in accordance with the YRC's statutory obligations.

## **4 Annual Leave Entitlements and Conditions**

### 4.1 Annual leave

Full time and part time employees are entitled to four weeks' annual leave. This must be taken during YRC's closure over the Christmas break. Casual Employees are not entitled to paid annual leave.

### 4.2 Public Holidays

Your entitlement to public holidays is in accordance with the National Employment Standards, unless otherwise stated in your individual contract of employment.

## **5 Personal Leave**

### 5.1 Entitlements

Fulltime employees are entitled to ten days of personal leave per year. Part time employees accrue personal leave on a pro-rata basis. Casual Employees are not entitled to paid personal leave.

### 5.2 Notification of Personal Leave

You must notify the Conservatorium by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than before your usual start time. The office will notify any affected student of your incapacity to attend any lesson and reschedule the lesson with the student for an appropriate time.

E-mails and voice mails are not an acceptable method of notification to the school. Other than in exceptional circumstances notification should be made directly to the Administration Manager or CEO, and will receive a response indicating that your message has been received.

You should try to give an indication of your expected return date and notify the YRC as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a doctor's medical certificate.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed

### 5.3 Evidence of Incapacity

A doctor's certificate or statutory declaration is required for all personal leave, unless otherwise agreed by YRC in specific circumstances.

### 5.4 Return to Work

You should notify YRC Administration as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.

On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

### 5.5 General

Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to YRC.

In deciding whether your absence is acceptable, YRC will take into account the reasons for your absences and extent of them, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces YRC's ability to operate successfully.

YRC will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken.

If considered necessary, we reserve the right to ask your permission to contact your doctor and/or for you to be independently medically examined.

## 6 Other leave

### 6.1 Parental Leave and Pay

If you or your partner become pregnant or are notified of a match date for adoption purposes, you should notify management at an early stage so that your entitlements and obligations can be explained to you.

Under the National Employment Standards (**the NES**), Employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by YRC on reasonable business grounds.

Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52-week period.

You must give the YRC at least 10 weeks prior notice of your intention to take unpaid parental leave. This can be done using the standard leave form.

When advising of your intention to take unpaid parental leave you must provide the following:

- a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement;
- an expected return date; and
- details of any parental leave your partner intends to take.

## 6.2 Long Service Leave

You are entitled to long service leave in accordance with the relevant laws of NSW. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

## 6.3 Community Service Leave

You are entitled to community service leave in certain circumstances.

Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting.

Other than for the first 2 weeks of jury service leave, where YRC will top up the pay of a permanent Employee, community service leave is unpaid.

## 6.4 Time Off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons.

Where possible, such appointments should be made outside normal working hours. If this is not possible, you should submit an application for time off for these purposes to the CEO and time off required may be granted at the discretion of the CEO and will normally be without pay.

## 7 Termination of Employment

### 7.1 Resignations

All resignations must be provided in writing, stating the reason for resigning your post and date from which the resignation will take effect.

### 7.2 Terminating your Employment Without Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.



### 7.3 Return of YRC Property

On the termination of your employment, you must return all YRC property which is in your possession or for which you have responsibility. Failure to return such items within seven (7) days will result in the cost of the items being deducted from any monies outstanding to you.

## VEHICLE AND TRAVEL POLICY

### 1 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Vehicle and Travel Policies of YRC.

### 2 Vehicles

Young Regional Conservatorium (YRC) will provide a motor vehicle(s) for work use by staff travelling to schools and other teaching centres located some distance from Young.

#### 2.1 YRC Responsibilities YRC will ensure:

- the vehicle is inspected and maintained on a regular basis;
- the vehicle is registered and comprehensively insured;
- the vehicle has roadside assistance; and
- the first aid kit is kept fully stocked.

YRC will not require workplace participants to drive under conditions that are unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc (refer to the Fatigue Management Procedure).

#### 2.2 Employee Responsibilities

- Obeying all relevant road rules and legislation
- Not driving the vehicle if the employee is taking any medication that may adversely affect the employee's ability to drive or where the employee is intoxicated through alcohol consumption or illegal drug use
- If an employee is involved in any accident as a result of medication use, intoxication, unlawful drug taking, negligence or recklessness, the employee will be responsible for paying any excess on the insurance and any other amount not covered by the insurance
- Taking good care of the vehicle
- Must hold a full valid drivers' license for driving in New South Wales Licence. An employee must notify Young Regional Conservatorium immediately if their licence is suspended or cancelled. If it is a requirement of an employee's employment to drive a motor vehicle, the suspension or cancellation of the employee's licence may cease the employment. No person with a restricted license will drive the car
- Not allow the vehicle to be driven by anyone other than the employee. Written permission must be obtained from the CEO - Young Regional Conservatorium for any other person to use the vehicle
- Not fitting any accessories to the vehicle without prior written approval from YRC
- Paying all parking and traffic infringement penalties relating to use of the vehicle incurred by the employee and provide timely nominations to the appropriate authority for parking and traffic infringement penalties not incurred by the employee
- Ensuring that the vehicle is securely locked when left unattended and alarmed
- Ensure that the vehicle is available for use by other employees when required



- Driving and using the vehicle only for the purpose for which it is intended
- Ensuring that the vehicle is properly garaged when not in use and that the keys are in the safe
- When required by law, immediately reporting any accidents involving the vehicle to the police
- Maintaining a logbook as provided by YRC for all use relating to the vehicle
- Immediately informing YRC of any faults or damage to the vehicle
- Keeping the vehicle clean and in good order
- Re-fuelling the car before returning it to YRC if it shows one-quarter or less tank of fuel. Young Regional Conservatorium may inspect the motor vehicle at any time without notice.

### 2.3 Use of the vehicle while on leave

While the employee provided with the vehicle is on authorised leave, YRC may, at its absolute discretion, allow the employee to use the vehicle subject to any conditions it may impose from time to time. For example, YRC may require the employee to refuel the vehicle at the employee's own expense whilst on authorised leave.

### 2.4 Return of the vehicle

The employee must return the vehicle when the employment is terminated, or at any other time as YRC may direct.

YRC considers the provision of a motor vehicle as a significant privilege. Accordingly, YRC reserves the right to withdraw use of the motor vehicle for any employee who is in breach of this Policy. Such breach may also result in other disciplinary action, including, but not limited to, termination of employment.

## 3 Travel

Tutors will be paid for time in transit at the base hourly rate for agreed duration of each journey in the course of their normal work duties. Travel allowance will be paid (where applicable) from YRC to teaching venues in other centres where you are scheduled to teach if you use a private vehicle as conveyance (only if a car is unavailable). This will be at the rate recommended by the Australian Tax Office.

If you are allocated to use the YRC Vehicle to travel to outlying centres for scheduled lessons, then the vehicle must be used and an hourly allowance will be paid for each trip undertaken by a tutor. In this case, the travel allowance for private vehicle use will not apply.

## 4 Breaches of the Policy

A breach of this Policy may lead to disciplinary action including, but not limited to, termination of employment.

## WHISTLEBLOWERS POLICY

### 1 Introduction

The *Corporations Act 2001 (Cth)* provides protections for persons that make a disclosure of Reportable Conduct. This policy has been put in place to ensure employees and other disclosers can raise concerns regarding any misconduct or improper state of affairs or circumstances of the Young Regional Conservatorium (YRC) without being subject to victimisation, harassment or discriminatory treatment.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Whistleblowers Policies of YRC.

### 3 Application

The protections in this policy apply to Disclosers, which means anyone who is, or has been, any of the following with respect to YRC:

- employee
- director
- officer
- contractor (including employees of a contractor)
- supplier (including employees of suppliers)
- associate
- consultant, or
- a relative, dependent, spouse, or dependent of a spouse of any of the above.

The protections in this policy will also apply to any person who has made a disclosure of information relating to YRC to a legal practitioner for the purpose of obtaining legal advice or legal representation in relation to whistleblowing protection laws.

If you believe that YRC or any of its employees is involved in any form of wrongdoing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above;

you should in the first instance report your concerns to the CEO who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the police, the Environment Protection Agency or Work Cover.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including dismissal.

#### 4 Responsibility to Report

YRC relies on its employees to maintain its culture of honest and ethical behaviour. To this end, it is expected that any employee who becomes aware of Reportable Conduct will make a formal report.

#### 5 Investigation of Reportable Conduct

The investigation may be conducted internally or via an externally appointed investigator.

The particular investigation process and enquiries will be determined by the nature and substance of the report. All investigations will be conducted in an objective and fair manner, and will be reasonable and appropriate having regard to the nature of the Reportable Conduct and the circumstances.

Where a Discloser wishes to remain anonymous, the Discloser's identity will not be disclosed to the investigator or to any other person. Information that is likely to lead to the identification of the Discloser can be disclosed without the Discloser's consent, provided that the disclosure of the confidential information is reasonably necessary for the purposes of investigating the conduct disclosed by the Discloser, and all reasonable steps are taken to reduce the risk that the Discloser will be identified.

Where appropriate, the Eligible Recipient or appointed investigator will provide feedback to the Discloser regarding the investigation's progress and/or outcome. This will be subject to privacy and confidentiality considerations.

#### 6 Confidential Reporting

All reasonable steps will be taken to protect a Discloser's identity following a report of any matter that is considered Reportable Conduct.

Information about a Discloser's identity and information that is likely to lead to the identification of the Discloser may be disclosed in the following circumstances:

- where the information is disclosed to ASIC, APRA or the Australian Federal Police
- where the information is disclosed to a legal practitioner for the purpose of obtaining legal advice in relation to the operation of applicable whistleblowing protection laws, or
- where the Discloser consents.

All information, files and records that form part of an investigation into Reportable Conduct will be retained securely.

#### 7 Protection and Support Available to Disclosers

A Discloser will not be subject to any civil, criminal or disciplinary action for making a report that is covered by this policy, or for participating in any subsequent investigation by the Employer.

The Employer will not tolerate any retaliation against any Discloser. Retaliation occurs where a person causes or threatens detrimental treatment to another person as a result of making a report of Reportable Conduct. Detrimental treatment may include, but is not limited to:

- dismissal
- injury of an employee in their employment
- alteration of an employee's position or duties to their disadvantage
- discrimination between an employee and other employees of the same employer

- harassment or intimidation of a person
- damage to a person's property
- damage to a person's reputation
- damage to a person's business or financial position, or
- any other damage to a person.

Detrimental treatment by any employee will be deemed a serious breach of this policy and may result in disciplinary action up to and including termination of employment. Retaliatory conduct may also attract civil or criminal liability.

The Employer will connect the Discloser with internal and external support providers as necessary.

## WORK, HEALTH AND SAFETY POLICY

### 1 Introduction

A healthy and safe working environment is vital to the successful functioning of Young Regional Conservatorium (YRC). Promotion and maintenance of a safe working environment is a responsibility shared by all. This policy informs employees, visitors and other relevant parties that Work, Health and Safety (WHS) is an integral part of all our operations.

The purpose of the WHS policy is to:

- provide a safe and healthy workplace to employees, students, visitors, contractors and other parties;
- prevent accident, injuries and disease in the workplace;
- ensure that appropriate standards of workplace safety are maintained at all times;
- raise the profile of WHS issues within YRC;
- create a team approach to health, safety and wellbeing issues; and
- achieve continuous improvement and ensure compliance with all relevant health and safety legislation.

### 2 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Work, Health and Safety Policies of YRC.

### 3 Responsibilities

WHS is a shared responsibility of the YRC Board and all employees, contractors, sub-contractors, visitors and other relevant parties.

Employees, contractors and sub-contractors are responsible for:

- fulfilling their duties under WHS legislation, including acting in a safe manner, taking reasonable care of their own health and safety and that of others affected by their actions or omissions and complying with the safety procedures and directions of YRC;
- not wilfully interfering with or misusing items or facilities provided in the interests of health, safety and welfare of YRC employees, visitors and students; and
- acting in accordance with agreed YRC procedures for accident and incident reporting and reporting potential hazards to the CEO.

YRC will:

- use WHS resources available from SafeWork NSW, and consult SafeWork as necessary;
- maintain the required number of first aid trained personnel at all times;
- maintain, so far as is reasonably practicable, a school that it is safe and without risks to physical and mental health;
- provide adequate resourcing to ensure that control plans and recommendations resulting from the WHS safety audits can be fully investigated and implemented;
- provide adequate facilities for the welfare of all employees and students;

- provide information, training and supervision for employees and contractors enabling them to work in a safe and healthy manner;
- communicate issues relating to WHS, for example works being conducted at the YRC buildings, to all employees as required;
- communicate procedures relating to the correct use of equipment and substances to all employees and ensure these procedures are adhered to;
- investigate and report to the CEO all accidents and incidents and near misses;
- refer all SafeWork and rehabilitation issues to the CEO as necessary;
- ensure that a formal process of reporting, recording and investigating incidents, including a First Aid Register and a Hazard Alert Register, is well known, adhered to and maintained; and
- the CEO will conduct regular 'walk through' safety audits and inspections using appropriate checklists and draft reports.

#### 4 Safety

You are entitled to a safe workplace. The health and safety of all employees, contractors and visitors are the highest priority and cannot be compromised.

You must not take any action that could threaten the health or safety of yourself, other employees, customers/clients or members of the public. At all times you must comply with any and all state and federal workhealth and safety laws and hygiene regulations. If you have any concerns about safety or hygiene in the workplace you should raise them directly with management without delay.

You should report all accidents and injuries at work, no matter how minor, via YRC's incident reporting procedure.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

#### 5 Evacuation Procedures and Accident Reporting

##### 5.1 Emergency Evacuation Procedure

It is recommended that everyone using the building(s) is aware of the position of fire extinguishers and EXIT routes. Maps are displayed at strategic points throughout the building.

It is the teacher's responsibility to ensure everyone in their studio is accounted for when leaving the building in the event of an emergency. Employees must again check that those people in their care are accounted for after evacuation.

If there is time during any Emergency, turn off all equipment (except lights) and remove personal belongings. Stay calm and move with haste. Administration staff or a teacher will call 000.

Exit the building in an orderly manner and gather near the YRC sign, adjacent to the footpath. Take personal possessions if time allows.

Do not leave the grounds until instructed by the CEO/ Administration manager or the Emergency Services Officer (Fire, Police or Ambulance personnel).

Do not re-enter the building without an all clear being given by an Emergency Service Officer.



## 5.2 *In The Event Of An Accident*

Ring 000 for Ambulance if necessary.

Start First-Aid Procedures, if possible. Please ensure you are aware of the location of the First Aid kit. Complete an Incident Report form as soon as possible and return it to the Office.

Notify the Office of any use of the First Aid Kit as it needs to be kept correctly stocked.

## 6 Refreshment

YRC provides refreshment making facilities for your use, which must be kept clean and tidy at all times. Refreshment making facilities may only be used during authorised breaks.

Please note that it is not acceptable to have hot beverages in the teaching studios when you have students with you, or to walk through the building carrying hot drinks when there are students present.

## 7 Drugs and Alcohol

The use of drugs or alcohol jeopardises a safe work environment.

YRC recognises its responsibility under Health and Safety legislation to provide a safe work environment for all Employees, contractors and visitors regarding the prohibition of drugs and alcohol. Non-compliance with this policy and any associated procedure by Employees, contractors or visitors, may place the person in non-compliance with YRC's duty of care provisions for the workplace and such non-compliance may result in disciplinary action up to and including dismissal.

YRC recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups. Employees, contractors and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely. Employees found to be in breach of this policy will be subject to disciplinary procedures.

Alcohol may be consumed at some YRC events. Where this is the case, YRC encourages responsible alcohol consumption and you should at no time be drunk or behave in a manner which is inappropriate. YRC will at times cover the cost of meals for employees, but will not contribute to the purchase of alcohol for social events.

Employees who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify the CEO as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

YRC may request random drug and/or alcohol testing across all levels of employees. You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you. If you are believed to be under the influence of drugs or alcohol at work, you will be required to cease work immediately and sent home. Any resulting time off will be taken either as personal leave or unpaid leave.

## 8 No Smoking Policy

Smoking on YRC premises is not permitted. You are only permitted to smoke during breaks, and you should be conscious of the lingering smell of cigarettes on your body and clothing when considering the comfort of your students in small teaching rooms.

## **9 Hygiene**

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor. Please consider taking sick leave if you have a cold or flu, to restrict the spread of germs. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## **10 Manual Handling**

You are required to advise us of any condition which may make you more vulnerable to injury whilst manual handling.

## **11 Fitness for Work**

If you arrive for work and, in the CEO's opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

## WORKING FROM HOME POLICY

### 1 Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Working From Home Policies of YRC.

### 2 Definition

A home worker is someone who is employed by to work at or from their home on a regular basis. An employee who occasionally works from home is not classed as a home worker.

### 3 Health and Safety

Your working environment and working practices are subject to the same working standards that are applied to working at the Young Regional Conservatorium premises regarding confidentiality, access to YRC documents and Health and Safety.

YRC will ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees, including home workers.

A risk assessment of the proposed area of work and the equipment in your home will be carried out to evaluate the risk to your health and safety, as well as the health and safety of your family and members of the public. Thereafter, it is essential that this is routinely checked as often as if you were based at the Employer's premises.

You are responsible for the health and safety of any visitors, children or family members who may come into contact with any property or equipment supplied by YRC for home-working. If there are any faults in the YRC equipment, the equipment should not be used at any time until it has been inspected and any necessary repairs have been carried out by the appropriate specialists. You are responsible for ensuring that any damaged equipment is reported promptly to YRC.

### 4 Confidentiality

You should note that all YRC business information is regarded as confidential. Therefore, where YRC documents are used in the course of working at home you must take steps to protect those records at all times against loss, unauthorised access, alteration or destruction.

You are required to take special care to secure all records and to prevent unauthorised disclosure of any YRC or other business information. Customer contact information is particularly sensitive as YRC students have a legal right to expect personal information held about them to be held in utmost confidence. It is your legal obligation to ensure these rights are protected.

Precautions must be taken to ensure third parties, including members of your family, visitors or other persons visiting or residing in your home do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

You must take responsibility for destroying safely any paperwork containing confidential YRC business that is no longer required. Where necessary, papers can be brought to the YRC offices for confidential shredding. If you have any reason to believe that Employer information is lost, altered or has been accessed by any unauthorised person, you must report this to the CEO without delay.

## 5 Provision of YRC Equipment

YRC will identify the equipment needed to work from home. This could include equipment such items as a laptop, printer, mobile telephone, internet connection and/or telephone line. If equipment is supplied by the YRC, YRC will pay for the installation and maintenance necessary for you to work at home, and pay all expenses incurred in relation to its use including costs for consumables such as paper, cartridges and toner and ongoing costs for telephone and internet usage subject to receipts, itemised bills, and other evidence that YRC reasonably requires which you incur in the proper performance of your duties.

All property which is provided to you for the purposes of home-working must be returned immediately to the Employer upon request and, in any event, immediately following the termination of your employment.

On the termination of your employment or upon the CEO's request, you must return all YRC property and equipment which is in your possession or for which you have responsibility. Failure to return such items within seven days will result in the cost of the items being deducted from any pay due to you.

You are responsible for any damage to equipment or property which YRC provides for work purposes which goes beyond ordinary wear and tear and to any damage to your home which may result from the installation or removal of YRC equipment or property.

Where any damage to YRC property or equipment is due to your negligence or lack of care, YRC reserves the right to insist on you paying for the cost of repair or replacement of the item(s) in question.

## 6 Remote (digital video) lesson delivery

When teaching via digital video, either from their own home or any other remote location, teachers must:

- use the/a YRC-endorsed video platform
- use a plain, static background that will distract neither student nor teacher
- not involve or engage any third persons at the teacher's location unless that person is authorised by YRC to be a contributor to the lesson
- inform parents of students under the age of 18 that they are welcome to observe their child's lesson at any and all times, either in person, or as a silent third party joining electronically from another location
- observe YRC's Child Protection policy and principles, and Code of Conduct, at all times.

Teachers are to be aware that:

- recordings of lessons will be kept centrally, on the YRC cloud storage, for a maximum of 7 days. Lesson recordings can be accessed by relevant teachers for the purpose of reinforcing an educational point with the student or student's parent or guardian, only as and when authorised by YRC management.
- the procedure for recording attendance for remote/digital video lessons is exactly the same as that for face-to-face lessons, that is, via Music Monitor.

## **7 Contact and Communication**

Managers will agree with home workers upon the measures that will ensure regularity of one to one supervision and other communication from the Employer.

All home working staff will attend team meetings and other events as specified from time to time by YRC. They will also maintain regular contact with their administration support staff, and their correspondence will be sent to them on a regular basis, by post or electronically.

In the event of sickness, home workers must contact their line manager as soon as possible on the first day of sickness and comply with all aspects of the Employer's sickness reporting procedures.

## **8 Management**

Management of the home worker, other than where detailed in the provisions of this policy, will not differ from the management of the Employer's office-based staff.

Managers will involve their teams in devising the most appropriate methods of maintaining team cohesion and collaboration among the home and office-based staff, paying particular attention to the working relationship between the home worker and their administrative support.