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# *Staff Handbook*

**BROTHERHOOD**  
BROTHERHOOD OF ST LAURENCE

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## **The Vision**

*The Brotherhood of St Laurence is a Christian Organisation committed to a just society through its identification and involvement with the poor and disadvantaged.*

## **The Mission**

*The Brotherhood of St Laurence works for social justice with and for the poorest in the Australian community to improve their personal, economic and social circumstances by:*

- *being their friend, supporter and advocate*
- *sharing goods and services such as:*
  - income supplementation*
  - housing*
  - education, training and employment*
  - health care*
  - information*
  - family support*

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# 1 Introduction

Welcome to the Brotherhood of St Laurence. This booklet has been designed to answer some of the questions asked by new and existing staff.

## ***Who Was St.Laurence?***

Laurence was one of seven Deacons in the city of Rome at the time of Pope Sixtus (AD 258-276). At that time, the Deacons were powerful ministers, concerned mainly with the material concerns of the Church and especially with collecting and distributing donations.

With the emperor Valerian, a persecution of the Church began. In due course, Laurence was ordered by the Prefect of the city of Rome to hand over the riches of the Church. In response, Laurence assembled the poor of the city, among whom he had distributed the Church's possessions. He presented them to the Prefect saying 'These are the treasures of the Church'.

For this action he was punished by being slowly roasted to death on a grid iron.

Laurence is one of the most famous martyrs of the Christian Church.

## ***How Did We Start?***

The Brotherhood of St.Laurence was founded on 8 December 1930 in the Anglican Parish Church of St. Stephen in Adamstown, New South Wales. The founder, Father Gerard Kennedy Tucker, conceived the idea of a brotherhood of like-minded men who would serve the Church and the poor.

At its founding, the Brotherhood became a religious order of the Anglican Church. At the invitation of the Archbishop of Melbourne, the organisation moved to Melbourne in 1933 to help the poor in Fitzroy. At the same time, the members of the Brotherhood also studied for the Ministry.

Today, the religious order no longer exists and the work of the organisation has expanded into broader endeavours.

In 1971 the Brotherhood was formally incorporated by Act No. 8188 of the Victorian Parliament, having operated previously as St Laurence Trust Pty Ltd.

If you want more information on our beginnings, the Library in the Metropolitan Region has copies of :

**Friends and Brothers: A Life of Gerard Kennedy Tucker**, By John Handfield

**Thanks Be**, the autobiography of Gerard Kennedy Tucker

**God & Three Shillings: The Story of the Brotherhood of St.Laurence**, by I.R. Carter

## ***What Do We Do?***

The Brotherhood of St Laurence operates a threefold set of services to assist the poorest. These services are focussed on:

- families
- the aged
- the most disadvantaged.

### **Families**

The Family Services Development Unit (FSDU) coordinates the planning and development of all Brotherhood Family Services and manages our existing service - the Napier Street Child Care Cottage.

The Unit aims to firstly provide support services which will assist families facing a variety of difficulties and then equip them with the necessary skills so that they may eventually become self reliant. The Unit also sees its role as a practical means of addressing many of society's inequalities.

The Family Services Development Unit is working in several regions in the inner and outer metropolitan areas of Melbourne to ensure adequate service provision. In these areas, representatives from the Unit are providing support and working with communities to discover service gaps and to create processes that will lead to the provision of appropriate family services. This activity is overseen by the Family Services Development Task Group - made up of Brotherhood personnel and representatives from the regions in which the Family Services Development Unit is operating.

The Napier Street Child Care Cottage provides child care for low-income families in Fitzroy, and works to enhance the social and physical skills of the children attending the Centre.

### **The Aged**

The Brotherhood policy for the care of older people is based on the

premise that the people requiring these services are able to preserve their dignity and maintain independence and control over their lives. Services are based on the conviction that older people have a positive contribution to make to other people, to the service, and to the society in general.

#### *G.K. Tucker Settlement*

The G.K. Tucker Settlement in Carrum Downs developed from 42 acres of barren land into a showpiece of housing for the aged where 200 older people now live. Approximately 150 people are housed in cottages and 50 people in Cox/Collins Court Hostel. The settlement also contains its own 12 bed private hospital.

#### *St Laurence Park*

On the other side of the bay, the Brotherhood runs St. Laurence Park at Lara as part of our Geelong Division. This is a complex with a population of over 200 people who live in cottages, flats, the hostel or in the nursing home.

#### *Metropolitan Services*

A variety of accommodation is also available to elderly people in the inner-suburban area of Melbourne. This ranges from self-contained flats for those able to remain independent, to hostels for the frail aged who require supportive services only. We also cater for those who require full nursing home facilities. The Brotherhood has group houses where people can share kitchen and communal facilities while maintaining their own rooms. Counselling and welfare support is provided to any resident who experiences difficulties.

#### *Coolibah Day Centre*

In 1936, the Brotherhood purchased a two-storey shop and dwelling in Brunswick Street, Fitzroy. This was used as a hostel for unemployed homeless youth who were offered free accommodation until they found work.

The Coolibah Day Centre, located at the Brotherhood's Fitzroy office, is funded by the State Health Department and is now an informal day club for elderly and disabled local residents. The Coolibah is their lounge room. It is a social environment where outings, activities, and arts and crafts are encouraged. A hot midday meal is available seven days a week, as well as practical help with laundry, diet, podiatry and low-key occupational therapy.

### **The most disadvantaged**

The Brotherhood in both Fitzroy and Frankston runs a service we call 'Material Aid' for the most marginated in our community. It provides free, second-hand basic furniture, clothing and household items such as linen, blankets, curtains and cooking utensils, all of which are generously donated by the public. A small shop in Fitzroy is also stocked with low-cost new goods as an alternative to second-hand goods. These services are aimed at helping people make their limited money stretch as far as possible with particular emphasis on choice and dignity.

### **Employment Action Centre**

The Brotherhood's Employment Action Centre has generated new models for tackling the issue of unemployment by working in collaboration with Government and business. The four key areas of its activity are job training, job support, job generation, and advocacy. The focus of our Job Training program is to help unemployed 15 to 19-year-olds gain the necessary skills and experience to be accepted into the Federal Government's Australian Traineeship system.

#### *Supporting our Services*

The Brotherhood undertakes a range of other activities to support its services. These include:

### **Income & Business Development**

The Income & Business Development Division is concerned with generating independent funds to supplement government grants and public donations.

The core activities of this division include the collection, disbursement and recycling of donated goods; auxiliaries and retail shops; and fundraising.

Our Donated Goods Division section contributes significantly to the income of the Brotherhood and is an important source of ongoing revenue.

Donated Goods receives clothing from the green "Brotherhood bins" scattered around Melbourne and Geelong. High quality donations are given to low income families through our Material Aid Centres or sold through the Brotherhood's network of 25 shops. The balance of clothing is exported to South East Asia and the Middle East for recycling.

The annual turnover of goods is approximately 7500 tonnes, making Donated Goods the largest operation of its type in Australia.

### **Social Policy and Research Centre**

Our Social Policy and Research Centre undertakes high quality research on a wide range of topics and issues. It is committed to maintain a public voice for the underprivileged. It develops policy papers in response to government action and to urge action by government. Copies of our papers and research documents are available in the library located in Fitzroy.

### **Administration & Finance**

The Administration & Finance Division is responsible for the Brotherhood's administration, accounting, budgeting and financial activities. The division manages the investments of our organisation together with controlling all capital expenditure.

The maintenance, purchasing and payroll departments also form part of the administration and finance function within our organisation.

### **Development & Planning Division**

The Development & Planning Division is relatively new. The Brotherhood recognises the need to plan its future services and has established the organisational Development & Planning Division to guide us into the next phase of growth.

The Development and Planning Division also includes Human Resources, Education and Communications.

### **Community Aid Abroad**

Father Tucker founded the Food for Peace campaign with residents of the Carrum Downs settlement in 1954. This led ultimately to the formation of Community Aid Abroad (CAA) in 1963, now an independent organisation and a leader in the field of overseas aid and development.

CAA expresses a concern for justice beyond Australia and focusses its activities particularly in Third World countries. The Brotherhood maintains close links with CAA, including a contact person at the Fitzroy office who keeps everyone informed on CAA functions and activities. Donations to Community Aid Abroad and to the Brotherhood are tax deductible and can be deducted directly from your salary.

## ***How Are We Set Up?***

### **The Membership**

The Brotherhood of St Laurence is governed by the Brotherhood Membership. Each of these 30 people is distinguished in the church and the community and accepts the values of the Brotherhood. They meet annually and are chaired by the Anglican Archbishop of Melbourne. The Membership elects new members of the Brotherhood Board when vacancies arise.

### **The Board**

The Board is established under the provisions of the Victorian Parliament Act No.8188, 1971. It is responsible for ensuring that the work of the Brotherhood is directed under the objectives stated in the Act. The Board bears the ultimate responsibility for all decisions taken in the name of the Brotherhood. There are twelve Board members, nine of whom must be outside persons, two of whom are elected by the staff, and the Executive Director. There is also a minimum of two clerks in Holy Orders of the Anglican Church of Australia on the Board. Other working Directors attend all Board Meetings as expert consultants.

In order to keep in touch with the community at large, the Board appoints a number of Consultative Committees which are to represent the community to the Brotherhood and vice versa.

### **The Directors**

In practice, the Board delegates much of its authority to the Executive Director, who in turn shares this with the other Directors who make up the Brotherhood Executive. The Executive is made up of the Directors of Administration and Finance, Development and Planning, Income Development, Social Policy and Research, and Community Services. The Executive meets weekly and shares information and responsibility within their specialised areas.

### **Our Goal**

The Brotherhood's primary goal is the establishment of a society in Australia which is just and compassionate, and which supports its people, especially those who are poor, disadvantaged, or excluded from its ranks.

The Brotherhood will therefore make distinctive contributions to the

development of policies and programs which will improve the economic and social circumstances of those who live in impoverished conditions.

This involves two related actions. The first is to run services which exemplify how things could be done in achieving our goals in the wider society. The second is to change the attitude, behaviour and priorities of those in power through social policy, research and education.

In this way, our primary organisational goal of social action can be realised to the fullest extent.

### **Our Volunteers**

Other than staff, almost all the people associated with the Brotherhood are volunteers in some capacity. Committee members, auxiliary members, service volunteers, board members and advisors, donors and contributors all give their time, resources and expertise.

The work performed by Volunteers is a very valuable contribution which has a distinctive value to the Brotherhood and to society generally. These individuals, as members of our organisation, have rights and entitlements similar to paid staff. The Brotherhood is committed to ensure volunteers have clear job descriptions, access to support and supervision, clear lines of responsibility and accountability, and information regarding their work. Volunteers are welcome to attend meetings, activities and take part in all aspects of the Brotherhood's work. In addition, volunteers have access to staff training and staff development opportunities according to their needs and the work they are doing.

The Brotherhood maintains a management position fulfilling the role of Co-ordinator of Volunteers. There are approximately 2,500 volunteers on our volunteer register.

## **2 You And Your Job**

### ***Your Manager***

Your Manager is the person who advises you on the day-to-day work expected of you as a member of your department. Any need for clarification of this handbook should be directed to your Manager.

### ***Induction***

An important part of your development within the Brotherhood is the initial introduction to your job responsibilities and the people who can assist in your ongoing tasks. Your Manager is responsible for ensuring you are given the support to learn your new job as easily and as quickly as possible.

### ***Orientation Day***

We spend a day giving you an overview of the Brotherhood's services, facilities and working structures to help you understand how your job fits into the total picture. People from the various areas of the organisation speak about their work, there is a film on the Brotherhood, and a tour of some of the local workplaces. Visits to Lara and Carrum Downs are also organised on a regular basis.

### ***Unions***

The Brotherhood recognises and supports every staff member's right to union membership. To arrange deductions for union fees, enrolment forms are available from the pay offices in each Region.

Copies of Awards are available for you to read at each work location, in the Human Resources Department and in most tea rooms.

The majority of staff are employed according to the terms and conditions of one of a number of State or Federal Industrial Awards. These Awards constitute the basis for remuneration, conditions and entitlements.

Some members of staff come under a specialist category known as the Brotherhood Scale. Details of this scale are determined by the Executive Committee.

## ***Equal Employment Opportunity Policy***

As a human service organisation with a public profile and strong commitment to finding solutions to inequality, the Brotherhood is concerned about the quality of its employment practices. Because it is an organisation which aims at improving the conditions of people in poverty and the socially disadvantaged, the importance of maintaining consistency between external activities and internal practices becomes particularly significant.

Therefore, the Brotherhood is committed to the principle of equal employment opportunity (EEO). This means that all people shall be given an equal chance to obtain work or to move within the organisation, in compliance with the Equal Opportunities Act 1984 (Victoria), the Racial Discrimination Act (Commonwealth) and the Sex Discrimination Act (Commonwealth).

## ***Staff Association***

The Staff Association was formed in the metropolitan region to improve consultation between managers and staff on important issues affecting conditions of work. The Association also offers opportunities for staff to get to know each other through social functions. The Association can be contacted through any member of the committee and details are posted on most staff notice boards.

## ***Position Description***

Before your interview, you will have read your Position Description. This is a description of the duties involved and skills needed to do your job. It also includes a summary statement as to why the job exists and what you are expected to do. As you progress in your job, some of your tasks may change. You should ensure your Position Description is kept up to date.

## ***Letter of Offer***

Your Letter of Offer gives you details of your position and confirms your job at the Brotherhood. This letter will also confirm your hours, conditions and salary, and tell you under which Award you are working.

## ***Your Personnel File***

The Human Resources Department maintains basic confidential information completed by staff on commencement. Typically, this file contains a copy of your Letter of Offer, your initial application form and your Position Description. Any staff member has access to their own file by contacting the Human Resources Department or your Regional Manager.

This centralised filing applies to the Metropolitan Division and to some senior positions at the other Regions.

## ***Next of Kin***

It is your responsibility to keep the personal information on our files up to date so, if we need to contact you or your next of kin urgently, we have the correct details.

## ***Working Hours***

Hours, holidays and rest intervals are affected, and in part determined, by your relevant Award. Generally, our normal working hours are 38 hours per week. The Brotherhood offers the flexibility of working a nineteen-day month as per agreement with your Manager.

As a rule, accrued days off should be taken within each month. Accrual beyond two days is not possible and may result in a loss of both days. Consult your Manager if you are not able to take your accrued days.

## ***Absences***

Please let your Manager/Supervisor know as early as possible on the day of your absence that you are ill or unable to come to work for any other reason.

## ***Morning/Afternoon Tea***

The majority of Awards allow two rest intervals of ten minutes each day. This is counted as time worked.

Unless stated otherwise in your Award, there will be a meal interval of not less than 30 minutes and not more than 60 minutes each working day. This interval is not counted as time worked. This break should be taken after a maximum of five hours worked.



## ***Transport Strikes***

We regret we cannot pay staff for time lost due to transport strikes. In order to assist staff in getting to work during days when the public transport system goes on strike, each work unit endeavours to keep a list of staff by suburbs. We hope that this can help people car-share in order to get to work on such days.

## ***Emergencies***

It is the responsibility of all staff to know the location of fire exits and fire extinguishers in their area. For more information on evacuation procedures in your particular work unit, consult your Manager.

## ***Your Personal Possessions***

Any personal possessions you bring on to Brotherhood premises remain your responsibility. We suggest that valuables be locked in a cupboard or cabinet at all times. Your Manager can assist you in this regard.

## ***Security After Hours***

When you leave your workplace during/or at the end of the day, please ensure that the windows and doors of that workplace are secure.

Some work units have specific security arrangements. Check with your Manager to ensure you understand what is required of you.

## ***Internal Vacancies***

In order to promote staff development and job satisfaction, each vacancy that arises within the Brotherhood is advertised internally as well as externally.

Before applying for an internal vacancy, consult your Manager or Supervisor. Applications should then be made in writing to the Human Resources Department or your Regional Manager. This application should include the following information: name; current position and salary; length of time in current position; position applied for; reason for applying. If you are selected for an interview, you will be notified accordingly.

# **3 Getting Paid**

Salary payments are handled by pay offices at Fitzroy, Carrum Downs, Lara and Coolaroo. Pay days are normally fortnightly in arrears and occur on a Wednesday. Unless special arrangements are made, your salary will be paid by transfer to a bank, building society or credit union.

Apart from regular taxation deductions, you can have other deductions made from your salary. These could include Credit Union payments, donations to Community Aid Abroad or the Brotherhood, union subscriptions, and contributions to the Superannuation Fund.

Private medical and hospital insurance can be deducted directly from your salary for a limited number of companies.

The pay offices keep records which relate to salary and usage of entitlements such as annual, long service and sick leave.

## ***Overtime***

There may be infrequent occasions when you are asked to work overtime. You should not independently work overtime without the prior approval of your Manager or Director. This overtime will be paid in accordance with the provisions in your Award.

## ***Time Off in Lieu***

Time off in lieu is an alternative means of compensating staff who are officially required to work overtime. This arrangement must be agreed to in advance between yourself and your Manager. Again, this arrangement follows the conditions in each particular Award.

## ***Accrued Days Off***

Staff working 38 hours per week are offered the option of working 8 hours per day to enable them to take one day off after working 19 days. This accrued day off (ADO) should be taken before the next one falling due.

## **Leave**

### **Annual Leave**

Annual leave forms are available within your department and are to be submitted to your pay office at least three weeks before you take leave. Annual leave is available to you as stipulated in your Award. Your decision to take leave should be made in consultation with your manager and take into consideration the workload in your department.

### **Sick Leave**

Most staff are entitled to accrue sick leave according to the terms and conditions of the Hospital and Benevolent Homes Award. This Award provides that a staff member may be absent through sickness for one day without furnishing evidence of such sickness on not more than three occasions in any one year of service. Sick leave on either side of a public holiday without a medical certificate or statutory declaration, will not be paid. Please let your Manager know, in advance of your normal commencement time, if you are unable to come to work.

### **Long Service Leave**

Long service leave in the Brotherhood is accrued for all staff according to the Hospital and Benevolent Homes Award. On the completion of 15 years continuous service, six months long service leave may be taken. Thereafter, a staff member is entitled to an additional two months long service leave on the completion of each additional five years service.

### **Study Leave**

Study leave is available to a staff member if a particular course is approved by the Brotherhood and is related to the work of the staff member. If you wish to apply for study leave, you should talk to your Manager first and refer to the conditions of your relevant Award.

### **Maternity Leave**

All full-time and part-time staff who have completed 12 months continuous service may apply for maternity leave. The amount of leave available is an unbroken period from six to fifty-two weeks including six weeks

compulsory leave immediately following confinement.

Staff are required to give notice in writing ten weeks prior to the presumed date of confinement, and four weeks notice in writing before commencement of maternity leave, stating the period of leave to be taken.

Following expiration of maternity leave, a staff member is entitled to the position she held immediately before taking leave. If this position no longer exists but there are other positions available for which the staff member is qualified, she is entitled to a position as comparable in status and salary to that of her former position as it is possible to offer her.

For the procedure to be followed when applying for leave, or to obtain more detail on maternity leave, please contact the Human Resources Department in Fitzroy.

## ***Group Certificates***

Your Group Certificate will be given to you in July of each year. Should you leave the Brotherhood at any stage during the year, it is important that we have your current address so that your Group Certificate can be forwarded.

## ***Superannuation***

The Brotherhood is committed to the principle of superannuation and urges all staff to participate in a superannuation scheme.

Membership to an industry fund is provided to all new staff. Additional Superannuation is available through:

- membership of the Brotherhood fund, or
- membership of a private fund.

New staff with private superannuation who wish to also join the Brotherhood fund are invited to discuss the taxation implications with the Administration and Finance Department located at Fitzroy.

The Brotherhood Superannuation Fund is operated for staff working more than 20 hours a week. The fund provides benefits on retirement, death, permanent disablement and resignation.

An invitation to join and details of the Fund will be given to you on commencement. If you have any queries, please contact the Administration and Finance Department.

Contributions by members are based on five per cent of base salary as

of the date of joining the fund. Contributions are reviewed and adjusted in July each year.

An additional amount of superannuation is provided in the form of industry-based Superannuation. This amount, currently equivalent to three per cent of your ordinary salary, is paid into the Health Employees Superannuation Trust fund (HESTA) by the Brotherhood. This is part of your Award. The benefits, however, are not available until you retire. Employees of the Donated Goods Division and located at Coolaroo have their contributions paid into the Labour Union Co-operative Retirement Fund. Voluntary contributions can also be made which may provide taxation advantages.

### **Petty Cash**

Prior approval is required for the purchase of any goods for Brotherhood use (stationery etc). Reimbursement is then available through Petty Cash. Before such funds are reimbursed, a receipt and Petty Cash docket signed by your Manager must be presented to your local Administration office.

## **4 Facilities**

### ***Brotherhood Vehicles***

Fully maintained vehicles are allocated to certain management positions. The type and standard of vehicle is based on the need of the particular position as approved by the Executive Committee.

A number of these vehicles are available for Brotherhood use through a pool system. Bookings may be made through the Directors' or Regional Managers' secretaries.

Any motor accidents involving Brotherhood vehicles are to be reported promptly to the Administration Department in each Region. Claim forms will be forwarded to the insurers by that Manager or Director.

When you have approval to drive your own vehicle on Brotherhood business, you are automatically insured in the same way as you are when you are driving a Brotherhood vehicle.

### ***Car Parks***

Limited provision is made for staff to park their vehicles on Brotherhood property. A parking area for disabled staff is allocated close to the entrance of each work unit.

At Fitzroy, a boom-gate system operates because of limited space. A deposit is required for a key to the gate. The gates to the compound at the rear of the building are locked early in the evening. People wishing to stay in the building later than this time should make arrangements with the cleaning staff.

### ***Chaplain***

In the same tradition as Father Tucker, we have a Chaplain on the staff of the Brotherhood who is available to all faiths and denominations. He travels to all departments and is based in Fitzroy. He works with staff, volunteers, donors, residents and the public. The Chaplain has an understanding of all departments and services in the Brotherhood.

As the need arises, the Chaplain performs baptisms, weddings and funerals by appointment. He also leads worship in St Laurence Chapel on the ground floor of the Fitzroy building.

## ***Human Resources Department***

The Human Resources Department assists management in dealing with the personnel aspects of their role. These include such activities as workforce planning, recruitment, staff development, staff/industrial relations, salary administration and work health.

The staff in the Department propose initiatives, policies and programs intended to improve and develop our organisation and our environment.

Specifically, with respect to workforce planning, the Department endeavours to ensure the consideration of the use of mixed staff (part-time, full-time or casual) as well as the use of volunteer support for each new vacancy.

The Department writes and distributes policies and advises on practices regarding adherence to legislation, particularly WorkCare, industrial law and equal opportunity.

The Human Resources Development function assists management and staff to develop through the Brotherhood and achieve personal and Brotherhood goals.

The Department works with management to ensure staff are consulted in the decision-making process and are kept informed as to what is happening in the organisation. If any staff member feels aggrieved or would like to discuss a particular work-related problem, the Human Resources staff will make themselves available to facilitate resolution. This may include suggestions on how to resolve the issue with the relevant Manager, a referral to our Chaplain, or personal assistance.

Assisting management also means ensuring that salaries, benefits and conditions are equitable and fair, operating within budget constraints.

The Human Resources Department is also responsible for the Human Resources Manual, this Staff Handbook, maintaining personnel files, and producing management reports.

## ***Library***

In keeping with the Brotherhood's primary goal of social action, the

Library, located at Fitzroy, provides a wide range of information services to research, service and administrative staff to assist them in decision-making and maintaining current awareness.

The Library is staffed full-time and welcomes requests for information from all staff.

The stock consists of books, periodicals, statistics and pamphlets on the subjects of social policy and welfare; poverty; employment and unemployment; aged care; housing and taxation. Most items may be borrowed for four weeks for work or personal use.

In addition, the Library holds a valuable collection of old Brotherhood photographs which date from the Depression onwards.

Other services offered include:

- Specialised catalogues of the Library's holdings, e.g. Health and the Aged; Child Care and the Family;
- Monthly catalogues of new material: printed in 'What's New' and 'Current Journal Contents';
- Monthly search requests: individually tailored information requests on the subject areas of your choice which are printed each month from new material received by the Library; and
- Inter-library loans.

We also operate a bookshop from our Fitzroy office which specialises in the sale of publications to staff, students or anyone interested in the work of the Brotherhood.

## **5 Some Procedures We Follow**

### ***Work Health***

The Brotherhood aims to provide a safe and healthy environment which minimises the risk of injury and sustains and enhances job satisfaction and productivity. We also expect that each staff member will take extra care of their own safety and that of their colleagues.

If an injury occurs at work or travelling to or from work, it is essential that full details be recorded in a Register of Injuries book. (There is one in each Department.) While an injury may not appear to be serious at the time, it is important to record it as it may develop into the basis of a later WorkCare claim. This action will protect your rights and entitlements as well as the Brotherhood.

Subsequent WorkCare claims can be made by lodging a claim form and the approved doctor's certificate with your Department Manager.

Further details on WorkCare are available from the Human Resources Department.

### ***Non-smoking Policy at the Brotherhood***

The Brotherhood is designated a non-smoking workplace. Some work units may provide particular areas for smoking. Please check with your Manager as to the practice in your area.

### ***Wills/Financial Affairs***

No member of staff should witness a will or act as executor for a resident or service user. Staff are not permitted to act as an 'authority' handling the financial affairs for residents or services users. Any requests for staff to act as power of attorney or next of kin should be directed to your manager or to the State Trustees.

### ***Gifts/Donations***

Staff should not accept gifts or money from residents or service users which are intended for the Brotherhood. Such generosity should be referred to the Income Development Department or the Regional Manager.

### ***Activities Outside the Brotherhood***

If you are involved in external activities, it is desirable that you restrict this to outside your work time. Should there be any conflict between your Brotherhood work and your outside work, it is suggested that you discuss this with your Manager.

### ***Use of Conference Rooms***

Various conference rooms are available for use in each work unit. When using any room it is expected that you will leave it as clean as you found it. These conference rooms, together with any equipment which may be required, need to be booked in advance.

### ***Shredding***

All sensitive or confidential material should be shredded instead of being put directly into a rubbish bin. Shredders are available in most work locations.

## **6 Keeping In Touch With Others In The Brotherhood**

### ***The Telephone System***

Each office has a list of the extension numbers of staff in the Brotherhood as well as codes for calling other regions.

We have systems in place that allow you to take a call from a nearby phone on your extension. There is also a system whereby an incoming call can automatically be connected to another extension.

It is important to always let the reception desk know where you are so that time is not wasted searching for you. More details on how to use the telephone system will be made available by your Manager.

### ***The Mail System***

#### **Internal**

There is a courier service which operates between and within the regions of the Brotherhood. Designated places are set aside where you can place mail for courier distribution. Mail to other Brotherhood regions should not go through the paid postal system, except in exceptional circumstances.

#### **External**

All external mail should be marked per department so that it can be charged accordingly.

Any items of mail which are personal must be accompanied by the correct amount of postage.

### ***Facsimile***

We have direct-dialling fax numbers to Brotherhood regions.

## ***Social Clubs***

The Brotherhood encourages social activities among staff. Various social clubs or groups are set up in each work unit. Social activities are advertised to staff as they are arranged.

## ***Communications***

With so many people working in different geographical locations, communication can become difficult. The Brotherhood considers communication important and so we release many publications throughout the year. We also produce a quarterly journal entitled "Action" which reports the news and activities of the Brotherhood and an Annual Report.

Some work locations produce their own newsletters and magazines which you should find interesting and informative. Also, when research reports are released by SPRC, bulletins are produced to keep staff further informed.

Brochures about the Brotherhood are available from the Library or the bookshop.

## 7 Leaving The Brotherhood

There are a number of ways in which you could possibly leave the Brotherhood: resignation; dismissal; suspension; retrenchment; redundancy; retirement; disability or death.

### ***Resignation***

The period of notice must be in accordance with your appropriate Award.

Once the decision to resign has been accepted and the final day of work agreed upon, all staff members are granted an exit interview by their Manager and/or the Human Resources Manager. All resignations must be in writing and agreed to by the responsible Manager in advance of final payment.

Certificates of Service are automatically issued and references are granted upon request. Employment Separation Certificates will be issued upon request to any staff member planning to apply for Unemployment Benefits.

### ***Dismissal***

Dismissals should take place only with the approval of the Regional Manager or Director in consultation with the Human Resources Manager. Termination of employment should take place only in accordance with the conditions of the appropriate Award.

### ***Suspension***

Suspension is an interim action to be taken pending investigation of circumstances occurring during employment. It is intended to protect the staff member and the Brotherhood to ensure appropriate action is taken.

### ***Retrenchment***

Where a number of **external influences** cause a decline in business, retrenchment may occur. This may include an internal financial crisis where, for example, there are insufficient donations to support our ventures.

Also, external influences or the need to re-organise to be more cost effective may require an immediate reduction of payroll costs in order to improve our financial stability to protect staff still in employment. The Brotherhood is committed to advanced planning, appropriate communication on change and balancing business decisions with maintaining employment.

### ***Redundancy***

A redundancy is a **management initiated change**. For example, if the introduction of new technology results in a job disappearing, then this job becomes redundant. The Brotherhood is committed to planning for the introduction of changes. For this reason, we envisage no redundancies.

### ***Retirement***

Various Award conditions dictate different methods of notice of retirement. The usual retirement age for Brotherhood staff is 65 years and early retirement is available from age 55. In some circumstances, service beyond the age of 65 years is possible in consultation with the Executive Committee.

### ***Death or Disability (Members of the Superannuation Fund)***

Lump-sum benefits on death or total and permanent disability are payable to members of the Brotherhood Superannuation Fund. Details of the Fund are available from the information given to you on your commencement.

## **8 Conclusion**

We hope that the information contained in this Handbook will be of benefit to you during your employment with the Brotherhood of St Laurence.

We have tried to give you an understanding of the organisation behind the name, and hope that through co-operation and endeavour, you will play an important part in the Brotherhood, both now and in the future.

***Welcome to the Brotherhood!***