



BRISBANE POWERHOUSE EMPLOYEE HANDBOOK

CONTENTS

Chapter 1 : Recruitment and Selection	12
Position Descriptions	12
Recruitment.....	12
Selection.....	12
After The Decision.....	12
Right To Work In Australia.....	13
Unsolicited Applications	13
Privacy Provisions.....	13
Volunteers	13
Internships.....	13
Expectations on Interns	13
Expectations on Brisbane Powerhouse.....	14
Onboarding.....	14
Probation.....	14
Probationary Period	14
Probation Performance Reviews.....	15
Rehired Team Members	15
Probation Termination	15
Chapter 2 : Conditions of Employment.....	16
Employment Type	16
Full-Time Team Members.....	16
Part-Time Team Members.....	16
Casual Team Members.....	16
Fixed-Term Contract Team Members.....	18
Hours Of Work And Rosters	19
Attendance and Punctuality.....	19
Shift Swapping.....	19
Approval	19
Calling In Sick/Emergency Situations	20
3-Strike System.....	20



Reporting.....	20
Appeals.....	21
Casual Shift Cancellation.....	21
Time Off In Lieu (TOIL).....	21
TOIL Eligibility.....	22
Taking TOIL.....	22
Humanforce.....	22
Applying for Leave.....	22
Higher Duties.....	22
Flexible Working Arrangements.....	22
Options for Flexible Working Arrangements.....	23
Compressed Hours of Work.....	23
Requesting Flexible Working Arrangements.....	23
Reviewing Flexible Working Arrangement Requests.....	24
Working From Home.....	25
Contracted Work-From-Home Arrangement.....	25
Eligibility Criteria for Contracted Work-From-Home Arrangement.....	25
Contracted Work-From-Home Arrangement Request Procedure.....	26
Contract Agreement.....	26
Ad Hoc Working From Home Arrangement.....	26
Ad Hoc Working from Home Eligibility Criteria.....	26
Ad Hoc Working from Home Request Procedure.....	26
Emergency Ad Hoc Arrangements.....	26
Responsibilities.....	27
Termination of Arrangement.....	27
Pays And Pay Records.....	27
Superannuation Payments.....	27
Taxation.....	27
Accessing your payslips.....	28
Payroll Processing.....	28
Payroll Queries.....	28
Salary Sacrificing Superannuation.....	28
Employee Records.....	28
Information on your Payslip.....	28



Leave Records	29
Superannuation Contributions Records	29
Checking your Superannuation	29
Individual Flexibility Arrangement Records	30
Termination Records	30
Access to Pay Records.....	30
Privacy Of Personnel Files And Pay Records	30
Team Member Privacy	30
Storing Personal Information	31
Retaining Your Information.....	31
Outsourcing and Contracting Services.....	31
Accessing Your Personnel Files and Records.....	31
Updating Your Personnel Files	32
Privacy And Confidentiality	32
Pay Transparency	32
Privacy Complaints.....	32
Intellectual Property.....	33
Leave.....	33
Annual Leave.....	33
Annual Leave Loading	33
Cashing Out Annual Leave.....	33
Personal Leave (Including Sick Leave, Carer's Leave, etc.).....	33
Documentary Evidence Required.....	34
Compassionate Leave	35
Eligible Community Service (Including Jury Duty and Voluntary Emergency Management)	35
Cultural Leave	36
Leave Without Pay	36
Long Service Leave	36
Public Holidays	36
Christmas and New Year Closedowns.....	36
Parental Leave.....	37
Paid Parental Leave.....	37
Top Up Payments.....	37
Parental Leave Payments	38



Unpaid Parental Leave (Also Known as Maternity / Paternity / Adoption Leave).....	38
Flexible Unpaid Parental Leave	39
Unpaid Special Parental Leave	39
Where There is a Stillbirth or Infant Death.....	39
Premature Birth and Birth-Related Complications.....	40
Unpaid Pre-Adoption Leave	40
Applying For or Varying Parental Leave Applications.....	40
Extension of Unpaid Parental Leave	41
During Parental Leave	41
Keeping in Touch Days.....	42
Return to Work Guarantee	43
Pregnancy.....	43
Advising of Pregnancy	43
Safety While Pregnant at Work.....	44
Transfer to a Safe Job	44
Working Until the Birth	44
Return to Work.....	44
Breastfeeding at Work.....	45
Family-Friendly Provisions.....	45
Children at the Workplace.....	45
Disability And Reasonable Adjustment.....	45
Recruitment and Selection.....	46
Retention	46
How to Request Reasonable Adjustment.....	47
Gender Affirmation	47
Privacy and Confidentiality	47
Personnel Records	47
Use of Toilets and Facilities	47
Leave.....	48
References	48
Respectful Behaviours.....	48
Discrimination.....	48
Staff On Site.....	48
Uniforms.....	49



Staff Discounts	49
Restaurants and Bar	49
Car Park.....	49
Staff Tickets	49
Staff Tickets Eligibility	49
Staff Tickets Conditions.....	50
Last Minute Staff Tickets	50
Travel	50
Arranging Travel	50
Flights.....	51
Accommodation.....	51
Travel Expenses	51
Entertaining External Business Associates.....	52
Taxis And Ride Share.....	52
International Travel.....	52
Visas and Travel Insurance	52
Annual Leave.....	52
Smartraveller.....	52
Termination Of Employment	52
Notice of Termination by Brisbane Powerhouse.....	53
Notice of Termination by a Team Member.....	53
Offboarding.....	53
Farewell.....	54
Termination of Probationary Employment.....	54
Abandonment of Employment.....	54
Redundancy.....	54
Death of Team Members	55
Certificate Of Service	55
Performance Review.....	55
Performance Review Process	55
Remuneration Increase Policy.....	56
Types of Remuneration Increases	56
Eligibility Criteria	56
Salary Review Process.....	57



Learning And Development	57
Mandatory Training.....	57
Unsatisfactory Work Performance	57
Performance Improvement Plan.....	58
Chapter 3 : Conduct and Behaviour	59
Code of Conduct	59
Organisational Values.....	59
Your Commitment	59
Respect and Inclusivity.....	59
Personal Conduct.....	59
Alcohol and Substance Use.....	60
Photography and Recording	60
Respect Property	60
Environmental Responsibility	60
Communication	60
Compliance with Laws.....	60
Fraud and Misrepresentation.....	60
Disrepute	60
Confidentiality.....	61
Fraud Detection.....	61
Whistleblower Protection	61
Privacy.....	61
Conflicts Of Interest.....	61
Code Of Conduct – Breaches	62
Discrimination, Harassment, Sexual Harassment And Bullying	62
Who This Policy Applies To.....	62
When This Policy Applies	63
Valuing Diverse Perspectives	63
Discrimination.....	63
Harassment.....	65
Workplace Bullying.....	66
Victimisation.....	67
Vilification.....	68
Gossip And Confidentiality.....	68



Bystander Action.....	68
Worker’s Rights And Responsibilities.....	69
Roles And Responsibilities Of Leadership And Management Positions.....	70
Consequences Of Breaching This Policy.....	71
How To Make A Complaint.....	71
Frivolous, Vexatious Or Malicious Complaints.....	71
Additional Support And Advice.....	71
Alcohol And Drugs	72
Illegal or Non-prescription Drugs.....	72
Alcohol and Prescription Medicine.....	72
Out of Work Hours Consumption.....	72
Smoking.....	72
Anti-Bribery And Corruption	72
Bribes.....	73
Gifts and Hospitality.....	73
Acceptable Gifts and Hospitality.....	74
Facilitation Payments	74
Political Contributions	74
Charitable Contributions.....	74
Consequences	75
Disclosure Of Interests– Board, Executive And Leadership Team	75
Definitions	75
Disclosure.....	75
Management	76
Compliance.....	76
Reporting Concerns	76
Whistleblowing.....	76
Policy Statement	77
Policy Application	77
Personal Work-Related Grievances	78
Making a Disclosure.....	78
Eligible Recipients	78
False Report.....	78
Anonymity When Reporting	79



Protections for Protected Whistleblowers	79
Protection Against Detrimental Treatment	79
Other Protections for Protected Whistleblowers	80
How Will We Investigate Disclosures?.....	80
Communications with the Protected Whistleblower.....	81
Work Arrangements.....	81
Complaints And Investigation Procedure	81
Process Statement	81
Raising A Complaint.....	82
How To Raise A Complaint.....	82
Key Considerations When Dealing With Complaints	82
Dealing With Complaints	83
Informal Complaint Procedure.....	85
Formal Complaint Procedure.....	86
Variation To The Timeframe And Process	88
Work Arrangements.....	88
Outcomes From An Investigation.....	88
Discipline For Brisbane Powerhouse Employees.....	90
Chapter 4 : Workplace Health and Safety.....	91
Responsibilities.....	91
Managers.....	91
Brisbane Powerhouse's Safety Team.....	91
Employees.....	92
Incident Procedure.....	92
Mental Health.....	93
Employee Assistance Program (EAP)	93
AXIS EAP.....	93
The Support Act Wellbeing Helpline.....	94
Legal Responsibilities.....	94
Privacy.....	95
Adverse Action	95
Right to Disconnect.....	95
Legitimate Contact Outside of Working Hours.....	95
Reasonable Refusal.....	95



On Call.....	95
Out of Office.....	96
Other Communication Channels.....	96
Responsibilities of Employees.....	96
Responsibilities of Managers.....	96
Adverse Actions.....	97
Workplace Rehabilitation.....	97
Responsibilities.....	97
Rights.....	98
Domestic And Family Violence.....	99
Safety and Support.....	99
If You Are Experiencing Domestic Violence.....	99
Confidentiality.....	100
Unpaid Leave – Transitional Arrangements.....	100
Paid Leave.....	100
Requests for Changes to Working Arrangements.....	101
Workplace Safety Plans.....	101
Where the Perpetrator Is a Current Employee.....	102
If You Suspect Domestic Violence.....	102
Unacceptable Visitor Behaviour.....	102
Defining Unacceptable Behaviour.....	103
Aggressive, Abusive or Offensive Language or Behaviour.....	103
Escalating Aggression.....	103
General Unreasonable Demands or Vexatious Complaints.....	103
Abusive, Threatening, Or Harassing Telephone Calls At Work.....	104
Verbal Assault Or Threats From Visitors In Our Workplace.....	104
Physical Assault From Visitors In Our Workplace.....	105
Unacceptable Behaviour From Visitors In Our Workplace.....	105
Emails, Letters or Social Media Messages.....	105
Unacceptable behaviour When on-Site With A Third-Party.....	106
Unacceptable Behaviour from Vendors or Contractors.....	106
Involving the Police.....	106
Communication Restrictions.....	106
Letting The Customer Know About The Restriction.....	107



Equity and Diversity	107
Responsibilities of Employees	107
Responsibilities of Managers	108
Environment and Waste Management	108
Environment	108
Waste Management	108
Workplace Surveillance	109
Consultation.....	109
Security Cameras.....	110
Computer Surveillance.....	110
Email and Internet.....	110
Access to Surveillance Records	111
Employee Surveillance of Managers or Other Employees	111
Severe Weather and Natural Disasters	111
Action To Be Taken When Severe Weather Forecast.....	111
Weather Alerts Issued During Work.....	112
Weather Alerts Issued Before Work	112
Leave.....	112
Temporary Business Closure	112
Chapter 5 : Information Technology	114
Acceptable Use of Information Technology (IT).....	114
Reasonable Private Use.....	114
Website Monitoring.....	115
Data Breaches	115
Company Supplied Computers.....	116
Password Protection.....	116
Anti-Virus Software	116
Leaving Laptops.....	116
Limitations and Warnings.....	116
Internet And Social Media Policy.....	116
What Can You Disclose?	116
What Can't You Disclose?.....	117
Email.....	117
Email Signatures.....	117



Misuse of Email..... 117
Media..... 118



Chapter 1 : Recruitment and Selection

Position Descriptions

Position Descriptions concisely describe the role, duties, knowledge, skills, and abilities needed to perform a job successfully. Every position has a position description to ensure clarity on expected responsibilities.

Position Descriptions are not a detailed list of every task and duty, but they provide general guidance in your role. You will receive a Position Description as part of your Employment Agreement with Brisbane Powerhouse.

Recruitment

We aim to hire the best available people to perform each job and select candidates based on their skills, knowledge, and abilities. All recruitment activities at Brisbane Powerhouse are conducted via our candidate management system, Breezy HR, to ensure a fair, transparent recruitment process.

When a position becomes vacant, the Manager and the People and Culture Director will review the requirements and update the position description.

The People and Culture Director will email current employees the vacant position. The People and Culture Director will then create a job and, if applicable, post the role to external advertising job boards via Breezy HR. Brisbane Powerhouse will not advertise a rate of pay that contradicts the *Industrial Relations Act 2016* (Qld).

Selection

Our selection process is designed to help us identify the best candidate on merit. The selection panel will assess each candidate's experience against the requirements outlined in the Position Description to determine the applicants they wish to interview.

Interviews may be conducted face-to-face or via telephone or video conference. When a phone interview results in the best candidate, the Manager will meet with the applicant before confirming the appointment.

Where appropriate, various selection methods may be used to select the best candidate, such as written statements from applicants, structured interviews, role plays, job simulations, work samples, work performance and job knowledge tests, and case study presentations. Notes of all selection methods used during the selection process should be scanned and attached to the candidates' profiles in Breezy HR.

Once the preferred candidate/s has been selected, the Manager or the People and Culture Director will conduct two professional reference checks. These must be completed to confirm previous roles and responsibilities. Notes of reference checks should be written/attached to the candidates' profiles in Breezy HR.

After The Decision

Where appropriate, the Manager or The People and Culture Director will call and offer the preferred candidate the position. Where the role has mandatory qualifications or registration requirements required to practice in the role, evidence of holding the required qualifications must be supplied by the candidate before hiring.

We phone all unsuccessful candidates interviewed to inform them of the decision. Breezy HR will notify all other unsuccessful candidates.



The People and Culture Director will prepare an Employment Agreement for the approved candidate and arrange for it to be sent to them for signature before commencing with us. Where appropriate, the Manager or The People and Culture Director will send the payroll forms to the candidate.

Right To Work In Australia

It is a legal requirement that all employees have the right to work in Australia. Therefore, all employees at Brisbane Powerhouse are required to demonstrate their right to work in Australia by providing an original of one of the following documents:

- Australian passport
- Australian Citizenship Certificate
- A certificate of evidence of Australian Citizenship
- A full Australian birth certificate (the birth certificate must show that at least one parent was born in Australia. If it does not, and you were born after 20 August 1986, you will also be required to provide one parent's current Australian Citizenship Certificate or Permanent Residence Visa)
- A valid visa with permission to work

All overseas employees will have their work visas checked through the Visa Entitlement Verification Online (VEVO) service. If successful, a copy of your right-to-work document will be retained for your file. You will be instantly dismissed if you are subsequently found not to have a legal entitlement to work in Australia.

If you get a new visa or become a permanent resident of Australia, notify payroll@brisbanepowerhouse.org as soon as possible and give them evidence of the change.

Unsolicited Applications

Occasionally, people may send resumes if positions become available in the future. Please direct any unsolicited applications to the Expression of Interest section of the Employment Page on the Brisbane Powerhouse website.

Privacy Provisions

The *Privacy Act 1988* (Cth) covers an external candidate who has the right to request access to information and reports related to the selection process (including referee reports). A request will only be refused if doing so is a breach of the law relating to confidentiality.

Volunteers

Brisbane Powerhouse offers volunteer placements in Visitor Services for those wishing for a short-term commitment. Volunteer placements are intended for arts supporters who want to donate their time. Volunteers are not to be used to fill work gaps or perform duties that paid employees would otherwise do. All volunteers will be issued a Volunteer Agreement to sign before commencing with Brisbane Powerhouse.

Internships

Brisbane Powerhouse offers limited short-term unpaid internships for students undertaking tertiary education. Internships are intended to benefit the individual and community by assisting students in transitioning from study to work. Internships are not used to fill work gaps or perform duties paid employees would otherwise do.

Expectations on Interns

Individuals on placement are expected to:



- Attend Brisbane Powerhouse on the required days, at times negotiated with their Manager
- Observe all Brisbane Powerhouse policies and procedures
- Wear appropriate safety clothing and abide by Workplace Health and Safety procedures
- Notify their school/training institution of any grievance or dispute with the placement
- Notify their school/training institution and their Manager of any absence from the workplace before the absence

Expectations on Brisbane Powerhouse

Managers of interns are expected to ensure that individuals are:

- Inducted into Brisbane Powerhouse, ensuring they are aware of expectations and any relevant policies and procedures before commencing their placement
- Have read and understood the Brisbane Powerhouse Workplace Health and Safety policy
- Fully covered by intern insurance from their relevant educational institution before beginning their placement with Brisbane Powerhouse
- Provided with meaningful work that exposes them to a wide range of workplace experiences

Onboarding

The onboarding process at Brisbane Powerhouse is as follows:

- Once an employee has verbally accepted a role at Brisbane Powerhouse, the Manager will send The People and Culture Director an email with all the offer details (if applicable)
- The People and Culture Director will draft an Employment Agreement and send it to the employee to sign electronically via Adobe Sign

For contract employees, once the candidate has signed the Employment Contract, the Manager should complete the onboarding form [here](#).

For casual employees, the Department Coordinator will arrange the appropriate induction. For contractors, the Precinct department should arrange the appropriate induction.

Probation

Probationary Period

All new full-time and part-time employees under the high-income threshold complete a probationary period of six months at the commencement of their employment.

During this time, both the worker and Brisbane Powerhouse will determine if you are a good match for the position, if you are happy in the role, if your performance and conduct are satisfactory, and if employment should be continued.

You will accrue personal and annual Leave during your probationary period. In addition, you are entitled to any public holidays that occur during the probationary period (if you are a full-time or part-time employee).



Probation Performance Reviews

You will have two formal performance reviews during your probation period: one at three and one at six months. Your manager will initiate these.

Probation Performance Reviews help to:

- Ensure you have been given adequate induction information and are familiar with key aspects of working with us
- Encourage you to appraise your work and performance critically
- Give you constructive feedback on your work and performance
- Identify issues that may be impacting your ability to perform your job
- Clarify your position description
- Determine any development or support needs
- Set clear performance expectations and goals
- Allow both parties to review your suitability for the position and if employment should be continued

Rehired Team Members

If you are rehired to the same position after a break in service of less than one (1) year, you are only required to serve a new probationary period if the break in service occurred during the probationary period of your previous appointment.

If you are hired for a different position after any break in service or to the same position after a break of one (1) year or longer, you must serve a complete probationary period.

Probation Termination

If you are a full-time or part-time employee, at any time during the probationary period, your employment relationship can be terminated without cause by either you or Brisbane Powerhouse with notice of one (1) week or one (1) week's pay instead of notice.



Chapter 2 : Conditions of Employment

Employment Type

All Brisbane Powerhouse employees are full-time, part-time, casual or contract employees. Please see the *Industrial Relations Act 2016* (Qld) for precise definitions of the types of employment.

Full-Time Team Members

Work an average of 38 hours a week over four weeks, with reasonable additional hours as required. Although the actual work hours may vary from week to week, with some weeks more significant than 38 hours and others less, you will not work more than 152 ordinary hours in any four weeks.

Part-Time Team Members

Work less than 38 hours a week on regular shifts. A part-time employee's ordinary work hours are set with you when you are hired and will be set between six hours per week and 38 hours per week, averaged over four weeks. This means your work hours may vary weekly, with some weeks greater than 38 hours and others less. However, you will not work more than your ordinary hours in four weeks.

Casual Team Members

Employees are casual if they accept our job offer, knowing there is no firm advance commitment to ongoing work with an agreed work pattern.

Specifically, an employee is a casual employee if:

- The offer does not include a firm advance commitment to continuing and indefinite work and
- They would be entitled to a casual loading or a specific pay rate for casual employees

While this can vary generally, casual employees work on an irregular rostered basis, with shifts of no less than 3 hours duration up to a maximum of 38 hours per week.

Casuals are not guaranteed regular employment or entitled to Sick Leave or Annual Leave. They are paid an additional loading to compensate for these disadvantages.

To work out if the casual employment relationship includes a firm advance commitment, things considered by the Courts and Tribunals include:

- The substance, practical reality and true nature of the employment relationship
- Whether we can choose to offer or not offer the employee hours of work, and whether it's the employee's choice to work or not
- There will likely be future continuing work for the employee
- Whether there are full-time or part-time employees doing similar work to the employee
- Whether there is a regular pattern of work for the employee

Once an employee is employed on a casual basis, they continue to be a casual employee until they either a) become a permanent employee through casual conversion, or are offered and accept an offer of full-time or part-time employment, or they stop being employed by us.



Casual Employee Information Statements

All casual employees will be provided with a copy of the Casual Employment Information Statement:

- Before or as soon as practical after they start, and
- Another copy six months after they start

Casual to Permanent Conversion

If Brisbane Powerhouse and the employee agree, casual employees can convert to part-time or full-time employees. Brisbane Powerhouse may offer you conversion to permanent employment within 21 days of your 12-month anniversary with us if:

- We have employed you for at least 12 months
- You have worked a regular pattern of hours on an ongoing basis for at least the last six months
- You could continue working these hours as a full-time or part-time employee without significant changes

Our offer will be for you to convert to:

- Full-time employment, if your hours worked for at least the last six months have been the same as full-time hours
- Part-time employment (consistent with your regular pattern of hours worked for at least the previous six months) if your hours worked for at least the last six months have been less than full-time hours

We will not offer you conversion to permanent employment if:

- There are reasonable grounds for us not to make the offer
- You are not eligible

You have 21 days to respond to our offer in writing. The request will be deemed 'declined' if there is no response.

Requesting a Casual Conversion

You can request conversion to permanent employment at any time after 27 September 2021 if:

- We have employed you for at least 12 months
- You have worked a regular pattern of hours on an ongoing basis for at least the last six months
- You could continue working these hours as a full-time or part-time employee without significant changes
- You haven't refused an offer from us to convert to permanent employment in the last six months
- We haven't told you in the last six months that we won't offer you casual conversion because there was a reasonable ground not to make the offer
- We haven't already refused a request from you for casual conversion because there was reasonable ground to deny the request

The request must be for you to convert to:

- Full-time employment, if your hours worked for at least the last six months have been the same as full-time hours



- Part-time employment (consistent with your regular pattern of hours worked for at least the previous six months) if your hours worked for at least the last six months have been less than full-time.

You need to make your request in writing 21 days after your 12-month anniversary with us, using the Request for Casual to Permanent Form to ensure we consider all factors. We will discuss your application with you and review your request. We will inform you in writing of our decision within 21 days of your request.

Casual employees who believe they're eligible to become permanent can request conversion every six months. You could apply earlier than six months if you were told that you didn't get an offer in your previous application because you hadn't worked a regular pattern of work in the six months before their earlier request but now have.

If we accept your request, we will discuss with you the following:

- Type of employment (full-time or part-time)
- Hours of work as a permanent employee
- Start date as a permanent employee

We will then confirm this information in writing for you, and your start date for permanent hours will be the first day of the entire pay period following our letter to you unless we agree otherwise.

If we decide not to make an offer or refuse your request, we can only do so if there are reasonable grounds. The reasonable grounds we will rely on will be based on known or reasonably foreseeable facts. We will consult with you throughout the process if this is the case.

Reasonable grounds for deciding not to make an offer can include in the next 12 months:

- Your position won't exist
- Your hours of work will significantly reduce
- Your days or times of work will significantly change, which can't be accommodated within your available days or times

Reasonable grounds can also include the following:

- Making the offer would not comply with a recruitment or selection process required by or under a Commonwealth, State or Territory law
- We would have to make a significant adjustment to your work hours for you to be employed full-time or part-time

If you are unhappy with our decision, you have rights under *The Industrial Relations Act 2016 (Qld)* to attempt to resolve the matter using our grievance process. If you cannot resolve the issue, refer your dispute to the 21 days.

Fixed-Term Contract Team Members

Fixed-term contract team members can be full-time or part-time and are only employed for a specified period or project.



Hours Of Work And Rosters

All conditions related to your hours of work, overtime and public holiday provisions are as per (and outlined in) The *Industrial Relations Act 2016* (Qld).

Your Department Coordinator will inform casual employees how your department manages your roster. You will be paid for all hours, including opening and closing, team meetings, team training, counselling, mandatory employee functions and orientation sessions.

If you work a regular roster or have ordinary working hours, we will only change these hours after consulting you. Any changes will only be made after considering your feedback on how these changes will impact you.

Attendance and Punctuality

Once your work schedule has been determined, you are expected to be ready for work at your rostered time and work the total number of scheduled hours. Lateness or absence interferes with the daily running of Brisbane Powerhouse and places an extra workload on your fellow employees. Issues with attendance and punctuality may result in disciplinary action.

Shift Swapping

Employees who wish to swap a scheduled shift must adhere to the following procedures:

- Send an email to the relevant contact group and Front of House Manager to seek cover, outlining the day and shift time
- If a shift swap has been arranged verbally, an email must be sent to the Front of House Manager and the person swapping the shift
- The request must be sent with ample time to find cover
- A request made within 48 hours of the shift in question will not be approved
- During busy periods such as Night Feast and Brisbane Comedy Festival, requests made in the week of the shift in question will not be approved

Approval

A shift swap is not confirmed until approved by either the Front of House Manager.

The Front of House Manager will review the request and assess operational needs, staffing levels, and other relevant factors. Approval will be granted if:

- The requested shift swap does not result in staffing shortages or operational disruptions
- The proposed replacement employee is qualified to perform the duties of the original employee
- The request is made within the time parameters

An email response will be sent approving the shift swap, and the shift will be amended in Humanforce.

Employees are encouraged to use shift swapping with courtesy; last-minute and frequent shift swapping will be subject to the 3-strike policy outlined below.



Calling In Sick/Emergency Situations

If you are unavailable for a shift you have accepted, you can follow the above process.

If you cannot or would prefer not to follow the above process, given enough time, you can follow this procedure:

- Email the Front of House Manager outlining the shift you are unavailable for, advising that you cannot or prefer not to contact the group.
- The Front of House Manager will contact the group on your behalf, keeping the details anonymous or will select someone to fill this shift.
- Requests made in the week of the shift in question will not be approved.

If you need to call in sick for a shift or find yourself in an emergency, you must follow this procedure:

- Monday to Friday - Please call the Precinct Operations Manager as soon as possible so we can find a cover.
- Weekends and public holidays:
 - Call the Front of House Manager
 - If you do not get an answer, call the Floor Manager
 - If you cannot get hold of any of the above, please call the desk and let them know so they can pass it on as soon as possible
 - Please let us know as soon as possible so we can find a cover

Employees are encouraged to use these processes; shift cancellations will be subject to the 3-strike policy outlined below. Excessive or repeated instances of calling in sick without explanation may be subject to review for further action.

3-Strike System

Casual employees who commit a no-show, a last-minute shift swap or who regularly take advantage of these procedures will be subject to the following strikes system:

- First Strike – No action is taken, but the instance will be recorded
- Second strike – A second infraction within one month will result in a warning being sent via email by the Visitor Services Coordinator or Visitor Services Manager, and the instance will be recorded
- Third strike - A third infraction within one month of the first two infractions will result in a loss of shifts

The employee can be rostered again after two weeks, but any further infractions within one month of returning to work will trigger a third strike. All strikes will be erased once the employee has worked for one month without an infraction. All infractions will be assessed case-by-case across the same criteria; allowances will be made in extenuating circumstances.

Reporting

All instances resulting in a strike will be documented, kept on file, and made available to HR. HR will also maintain a record of each infraction.



Appeals

Employees can appeal a strike within 14 days of receiving it. Appeals should be made in writing to HR and will be reviewed based on the circumstances surrounding the infraction.

Casual Shift Cancellation

The policy applies to all casual employees of Brisbane Powerhouse. Management has developed this policy based on a review of a variety of factors, including:

- Market rates and rostering policies of comparable venues to provide competitive working conditions for all Brisbane Powerhouse casual staff
- The Brisbane Powerhouse's status as a non-national system employer and the applicable Queensland industrial relations framework, including *The Industrial Relations Act 2016* (Qld)
- Other industry benchmarks, including *The Live Performance Award 2020* (Cth)

Management can change this policy at any time should the above factors change.

Brisbane Powerhouse is committed to providing timely notice to casual employees if their rostered shift is cancelled. If the employer cannot provide 24-hour notice and no suitable alternative work or alternative shifts can be organised, the casual employee is entitled to be paid at their contracted minimum call and base rate. The contracted minimum calls are as follows:

- 3 hours for Visitor and Commercial Services casuals
- 4 hours for Production casuals
- 4 hours for Precinct casuals
- 3 hours for any other casual staff

A Brisbane Powerhouse representative will contact the casual employee by phone to inform them of the shift cancellation, and reasonable attempts will be made to contact each employee as soon as possible.

This may include phone calls or SMS contact in the first instance or email (e.g., late cancellations or sudden extreme weather events)

Time Off In Lieu (TOIL)

Brisbane Powerhouse recognises that as a venue, salaried employees may be required to work hours outside their standard work schedule. As such, Brisbane Powerhouse offers TOIL to salaried employees. For all TOIL arrangements, the following apply:

- If an employee is required to represent Brisbane Powerhouse at an event or function, they should attempt to alter their standard contractual hours to accommodate the time needed in the first instance
- TOIL will not apply to the viewing of shows or events
- A negative TOIL balance cannot apply
- TOIL hours will accrue on a one-to-one ratio
- Employees must take TOIL within three months of the TOIL being accrued
- For any additional hours over the maximum TOIL balance or any bulk TOIL, E.g., during festival times, the employee should notify their Manager
- Where possible, employees should take TOIL during their standard contractual hours



An informal TOIL arrangement between employee and Manager will suffice for most departments. A formal TOIL arrangement may often apply for roles outside office hours, such as Production. All formal TOIL arrangements should be recorded in the Humanforce system, where TOIL is accrued once an employee reaches 38 weekly hours worked.

TOIL Eligibility

Informal or formal TOIL arrangements will not apply to the CEO/AD, Directors or casuals.

Taking TOIL

- Employees must provide their Manager with a minimum of 48 hours of notice when requesting to take TOIL.
- Any accrued TOIL will be used as a first preference when applying for annual leave.
- TOIL may only be taken in either half days (4 hours) or full days (7.6 hours)
- TOIL cannot be cashed out
- TOIL will not be paid out upon termination
- If an employee has a TOIL balance of over 20 hours, they must book to reduce it in future TOIL.

Humanforce

The Payroll Officer or Department Coordinator will give you an employee number on your first day. These details will be used to log in to Humanforce, our timesheet and rostering system. The Humanforce link can be found in her <https://brisbanepowerhouse.humanforce.com> and the search engine favourites bar.

Applying for Leave

All applications for leave (including annual leave, TOIL, and personal leave) must be made by Humanforce using the process outlined [here](#).

Higher Duties

When an employee is identified to undertake duties exceeding their designated role within Brisbane Powerhouse, they will enter into a High Duties Agreement for a stipulated duration. During this period, the employee shall receive a Higher Duties allowance, equivalent to 15% of their base salary, for the duration of the assigned higher duties. The processing of Higher Duties allowances will align with the standard weekly pay run procedures. Superannuation will be paid as per the Higher Duties amount.

The following conditions apply during the Higher Duties period:

- The Higher Duties allowance will be factored into calculating all other allowances.
- If an employee is assigned duties at a Director level, they will not be eligible for Time off in Lieu (TOIL) during this period.
- Higher Duties allowances will not be paid during periods of TOIL or any leave (including annual or personal leave) taken by the employee.

Flexible Working Arrangements

If there is no programming in the building, the core hours for full-time and part-time staff are 6 am to 6 pm, Monday to Friday. Brisbane Powerhouse allows specific categories of employees the right to request flexible working arrangements.



You are eligible to request flexible working arrangements if you have been working with us for 12 months or more and:

- Are a parent or guardian of a child who is school age or younger
- Are a carer
- Have a disability
- Are 55 years old or older
- Are pregnant
- Are experiencing family or domestic violence
- Are caring for or supporting an immediate family or household member who requires care or support because of family or domestic violence

You can request changes such as changes in your hours of work, changes to your patterns of work or modifications to the location of your work.

Options for Flexible Working Arrangements

Flexible work options which we may consider include:

- Permanent part-time work
- Graduated return to work (for employees returning from parental leave)
- Flexible start and finish times for employees to accommodate childcare and school pickup requirements
- Working from home

Team members utilising flexible work practices will be treated no less favourably than any other employee. Flexible working is not a barrier to promotion or supervisory responsibilities.

Compressed Hours of Work

Compressed work hours are flexible working arrangements where you can work your standard fortnightly hours in fewer days and have access to a regular accrued day off. For example, you may work 76 hours over nine days, allowing you to take the tenth day off each fortnight as an accrued day off.

Not all positions are suitable for a compressed hour of work arrangement. Factors such as your work unit needs, safety and security when leaving late or arriving early, and family and care responsibilities will be considered before granting any request.

Requesting Flexible Working Arrangements

Flexible working arrangements are assessed on a case-by-case basis. If you would like to request a flexible working arrangement, you must meet the following criteria:

- If you are not a casual employee, you need to have completed at least 12 months of continuous service with us before making your request



- If you are a casual employee, you need to have been working regular and systematic shifts for at least 12 months before making your request and have a reasonable expectation of continuing employment with us on a regular and systematic basis

You must write your request to your manager, describing what you are looking for and the reasons for the change.

Reviewing Flexible Working Arrangement Requests

Once you have submitted your request for flexible working arrangements, we will meet with you and discuss your request, and wherever possible, we will genuinely try to reach an agreement with you about the details of your request.

We will consider your needs, the consequences for you if the changes you request are not made, and our business needs.

After we meet with you, we will respond in writing within 21 days of your request. Our response will:

- Grant your request, or
- If, after discussion with you, we both agree to alternate working arrangements that differ from your original request, note the agreed changes or
- Refuse your request

We will only refuse a request if:

- We have discussed your request with you and genuinely tried to reach an agreement with you about making changes to your working arrangements
- We have had regard to the consequences of the refusal for you
- There are reasonable business grounds for refusing your request

Genuine business grounds for refusing the request include:

- That the new working arrangements would be too costly for us
- There is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested
- It would be impractical to change the working arrangements of other employees or recruit new employees to accommodate the new working arrangements requested
- The new working arrangements requested would be likely to result in a significant loss in efficiency or productivity
- That the new working arrangements requested would be likely to have a significant negative impact on customer service

Where we refuse your request, we will give you our detailed reasons in writing, outlining:

- Our reasonable business grounds for the refusal
- How these grounds apply in your case
- Alternatives we may be able to offer to accommodate your circumstances better



- If you are unhappy with our decision or if we didn't provide you with a written response to your request within 21 days, you have a right to take the matter to the Queensland Industrial Relations Commission.

All requests for flexible working arrangements will be handled with the strictest confidence, and your circumstances will not be disclosed to anyone who does not have a specific need to know.

During your flexible working arrangements, we will conduct regular progress reviews to ensure that the arrangement works for you and our business.

Working From Home

This Work From Home Policy at Brisbane Powerhouse aims to provide comprehensive guidelines and procedures for employees who wish to work remotely from their homes or other suitable locations. The policy outlines two types of arrangements: a Contracted Work-From-Home Arrangement and an Ad Hoc Working From Home Arrangement.

The primary objective is to foster a flexible work environment while upholding productivity, effective communication, and strict adherence to Brisbane Powerhouse's policies and procedures.

Contracted Work-From-Home Arrangement

A Contracted Work-From-Home Arrangement entails a formal and established agreement between an employee and the organisation. It permits the employee to conduct their regular job duties and responsibilities from a remote location, typically their home or other appropriate workspaces, for an extended and pre-defined period.

Eligibility Criteria for Contracted Work-From-Home Arrangement

When considering a Work-From-Home Arrangement, the Manager will apply the following eligibility criteria:

- **Performance:** Employees must possess a proven track record of consistent performance to be eligible for a contracted work-from-home arrangement
- **Job Suitability:** The nature of the employee's role and responsibilities must be conducive to remote work. Certain positions requiring physical presence, face-to-face interactions, or access to specialised equipment may not qualify for remote work
- **Technological Requirements:** The employee must have access to the necessary technology, including a reliable internet connection, suitable devices, and any specialised software required for remote job performance
- **Communication Skills:** Employees should exhibit strong communication skills to collaborate remotely with team members, supervisors, and clients
- **Time Management:** Employees should demonstrate excellent time management skills to meet deadlines and work efficiently without direct supervision
- **Accountability and Self-Motivation:** Remote employees must display self-discipline, accountability, and motivation to remain productive in a less structured environment
- **Data Security and Confidentiality:** Employees must comply with the organisation's data security policies and maintain the confidentiality of sensitive information while working remotely
- **Health and Safety Standards:** The employee must establish a safe and ergonomically suitable workspace at their remote location, adhering to health and safety guidelines



- **Collaboration and Teamwork:** The employee should actively participate in team meetings and virtual collaborations and contribute to a positive team dynamic despite physical separation
- **Flexibility:** Employees must be open to adapting to changing circumstances and occasional on-site work if required by the organisation
- **Legal and Compliance Considerations:** The employee must abide by all relevant labour laws, taxation regulations, and other legal requirements of remote work in their region

Contracted Work-From-Home Arrangement Request Procedure

Employees must submit a formal written request to their manager to initiate a contracted work-from-home arrangement. The request should detail the specifics of the proposed remote work arrangement, providing essential details supporting the viability of the request.

Subsequently, the manager will respond to the request within ten working days, clearly indicating their decision to accept or refuse if applicable. In the event of refusal, the manager will include a rationale explaining the reasons behind the decision. This approach ensures open communication and enables employees to understand the considerations that influenced the outcome, fostering constructive dialogue for future arrangements.

Contract Agreement

If the contracted work-from-home arrangement is approved, a formal agreement will be drafted between the employee and Brisbane Powerhouse. The contract will outline the terms and conditions of remote work and working hours.

Ad Hoc Working From Home Arrangement

An Ad Hoc Working From Home Arrangement refers to a flexible and occasional work arrangement that allows employees to work remotely from their homes or alternative locations for a specific day or limited duration, subject to the approval of their department manager. This arrangement accommodates unique circumstances or situations where remote work is necessary or beneficial on a case-by-case basis.

Ad Hoc Working from Home Eligibility Criteria

All employees can occasionally request Ad Hoc Working From Home Arrangements, subject to their department manager's approval.

Ad Hoc Working from Home Request Procedure

To request an Ad Hoc Working From Home Arrangement, employees must submit a written request to their department manager at least 12 hours in advance (except for emergencies). The written request via email or text should outline the reason for the remote workday and, if applicable, assure that the employee can fulfil their job responsibilities effectively while working off-site.

Emergency Ad Hoc Arrangements

In the case of an emergency, defined as “an unforeseen or sudden and urgent event or situation” that prevents an employee from coming to the workplace, they must notify their manager as soon as possible. Submitting a written request beforehand will be waived in such cases.



Responsibilities

For both arrangements outlined above, the following responsibilities apply to all employees:

- **Data Security and Confidentiality:** Employees working remotely, under either arrangement, are responsible for maintaining the confidentiality of Brisbane Powerhouse's data and information. They must comply with all security measures and policies outlined in the Acceptable Use of Information Technology (IT) Policy
- **Work Environment:** Employees are responsible for creating a suitable and safe remote work environment
- **Brisbane Powerhouse reserves the right to conduct occasional assessments of the remote workspace to ensure compliance with health and safety standards**
- **Communication and Collaboration:** Remotely employees must maintain regular communication with their team and attend all required meetings. They are encouraged to utilise available communication tools to stay connected
- **Equipment and Technology:** Brisbane Powerhouse will provide the necessary equipment for remote employees. Employees must follow the guidelines for using, caring for, and securing such equipment

Termination of Arrangement

Brisbane Powerhouse reserves the right to terminate any work-from-home arrangement with reasonable notice if circumstances change or there are performance or policy compliance concerns.

Pays And Pay Records

All new employees must complete the following on their first day of work:

- Employee Registration and Finance Form
- Super Choice Form
- Tax File Number Declaration Form

Wages are paid electronically into your account every Tuesday. Details of your pay appear on your payslip, which can be accessed via Humanforce.

Superannuation is paid at the current superannuation guarantee contribution level to the fund stated in your Super Choice Form.

You can obtain a full copy of *The Industrial Relations Act 2016 (Qld)* via the Office of the Queensland Parliamentary Counsel.

Superannuation Payments

Brisbane Powerhouse pays superannuation into your chosen fund under the current Superannuation Guarantee legislation.

Taxation

We are legally required to deduct the correct amount of PAYG taxation from your pay each pay cycle.



Accessing your payslips

Payslips can be accessed via Humanforce using the process outlined [here](#).

Payroll Processing

You must have signed your Employee Agreement and completed and submitted the required payroll forms to ensure you receive your pay on time. In addition, all Managers must authorise their timesheets via Humanforce on Mondays.

Payroll Queries

If you have any questions about your pay or your payslip, please get in touch with payroll@brisbanepowerhouse.org.

Salary Sacrificing Superannuation

Salary sacrifice is an arrangement where an employee agrees to reduce the salary considered for PAYG tax (income tax) by electing to receive a portion of their salary as pre-tax benefits.

Permanent full-time and part-time staff can elect to salary sacrifice either a fixed amount or a percentage of their salary to sacrifice to superannuation.

If you wish to salary sacrifice to your superannuation fund, please get in touch with payroll@brisbanepowerhouse.org to complete a Request to Salary Sacrifice Super.

Employee Records

Industrial Relations legislation requires that the following records must be kept for each Employee (for seven years):

- Basic employment details, such as the name of the employer and the employee
- Commencement date
- The nature of your employment (E.g. part-time, full-time, permanent, temporary, or casual)
- Pay
- Overtime hours
- Leave entitlements
- Superannuation contributions
- Termination of employment (where applicable)
- Individual flexibility arrangements and guarantees of annual earnings

Information on your Payslip

Brisbane Powerhouse issues you with a payslip that includes the following:

- Our legal name
- Our Australian Business Number
- Your name
- The pay period to which the pay slip relates (beginning and end dates)
- The date on which the payment to which the pay slip relates was made
- The gross amount of the payment



- The net amount of the payment
- Any amount paid to you as a bonus, loading, allowance, penalty rate, incentive-based payment or other separately identifiable entitlement

If an amount is deducted from the gross amount of the payment, your payslip will also include the name, or the name and number, of the fund or account into which the deduction was paid.

For your safety, if you access Family or Domestic Violence Leave, this will not be recorded on your payslip.

If you are paid at an hourly rate of pay, your payslip will also include the following:

- The rate of pay for your ordinary hours (however described)
- The number of hours in that period for which you were employed at that rate
- The amount of the payment made at that rate

If you are paid at an annual pay rate, your payslip will include the rate as of the latest date to which the payment relates.

If we have made any deductions for you, we will include the deduction's name, the fund's name and number, or each deduction's account.

We issue an electronic payslip containing the above information to you within one day of the payment of wages.

Leave Records

If you are entitled to any leave, your records will include both:

- Leave taken (if any)
- The balance of your entitlement to that leave

If we both have agreed to cash out an accrued amount of your leave, we will keep the following:

- A copy of the agreement to cash out the amount of leave
- A record of the rate of payment for the leave cashed out and when the payment was made

Superannuation Contributions Records

If we have made superannuation contributions to your benefit, we will keep records of the following:

- The amount of the contribution made
- The dates on which the contribution was made
- The period over which the contributions were made
- The name of any fund to which a contribution was made
- The basis on which we became liable to contribute, including a record of any election you made (including the date) to have your superannuation paid into a particular fund

Checking your Superannuation

You can manage your super using ATO online services through myGov.



Individual Flexibility Arrangement Records

If we both agree in writing to an individual flexibility arrangement under the terms of your agreement, we will keep a record of the following:

- A copy of the agreement
- A copy of any notice or agreement terminating the flexibility agreement

Termination Records

Where the Employee has been terminated, we will keep a record of the following:

- Whether the employment was terminated by consent, by notice, summarily, or in some other manner (specifying the manner)
- The name of the person who terminated the employment

Access to Pay Records

Industrial Relations legislation allows employees and former employees to access the time and wage records.

You can inspect and copy time and wage records about your employment.

Privacy Of Personnel Files And Pay Records

The People and Culture Director maintains all records of your employment with Brisbane Powerhouse, and Payroll maintains all payroll processing records. No other personnel file is kept without your knowledge and approval.

Team Member Privacy

We treat as private and confidential your employee records, including your health information and personal information relating to your:

- Engagement, training, disciplining, resignation, or termination of employment
- Terms and conditions of employment
- Performance or conduct, hours of work, salary, or wages
- Membership of a professional or trade association or trade union membership
- Recreation, long service, sick, maternity, paternity or other leave

The following internal roles will have access to the personnel files:

- The People and Culture Director
- Directors and People Managers specific to the employee

No other stakeholders, including the Brisbane Powerhouse Board, will have access to personal documentation or any report identifying an employee by name.

There may be a case for external parties such as industrial inspectors, union officials, law enforcement agencies, investigative bodies, or government agencies to access your records (including personal information) to determine if



there has been an infringement of laws. We will take reasonable steps to keep personnel files confidential to the extent the law permits.

Personal information may also be disclosed where necessary to prevent or lessen a serious and imminent threat to the life or health of an individual or another person.

Except for routine verification of employment dates and most recent job titles, no information from your personnel file will be released to the public, including the press, without a written request for specific information or your approval.

Storing Personal Information

We will take all reasonable steps to ensure that we hold and store your personal information in a secure environment to protect it from loss, unauthorised access, modification, disclosure or other misuse.

No copies of your personal information will be kept or stored locally or by your Manager if there is no direct business need for the information.

However, no email or internet data transmission can be 100% secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee any information you transmit to us or receive from us over the internet or via email. These activities are conducted at your own risk. Once we receive your transmission, we will try to ensure its security.

Retaining Your Information

We will only store your personal information for as long as the information is required to support the reason it was collected or to ensure compliance with legislative requirements.

Outsourcing and Contracting Services

We may use external contracting agencies to provide payroll, recruitment, health and medical, training, superannuation, and human resource management services from time to time. All external contracting agencies must fully comply with our privacy policies about the use, access, disclosure, copying, retention, ownership and disposal of records and files.

Accessing Your Personnel Files and Records

Team members and former employees have a right to access the personal information we hold about them.

Supervised access will be granted upon request unless:

- It is determined that access would pose a severe threat to the life or health of any individual
- Access would breach the privacy of another individual
- Any law or court order does not permit access
- It is determined that access would prejudice enforcement activities about breaches of the law
- It is determined that access would prejudice investigations and dispute resolution proceedings

If your access request is refused, we will provide you with written reasons for the decision.



Updating Your Personnel Files

It is your responsibility to update your details in Time Target and notify the Payroll Officer of any change to your:

- Address
- Telephone number
- Email address
- Emergency contact details
- Essential licensing information (E.g. driver's licence if required for work, trade licence)
- Any critical health information that could potentially impact your employment

If you update your bank details, you must email payroll with a request, including your previous and new bank details.

Privacy And Confidentiality

All Brisbane Powerhouse employees have a confidentiality clause in their Employment Agreement to ensure the confidentiality of information intended for Brisbane Powerhouse uses only.

You are required to maintain such information in strict confidence. This protects the interests of Brisbane Powerhouse in safeguarding confidential, unique and valuable information.

If you are unsure of your obligations under this policy, consult your Manager. Failure to comply with this policy could result in disciplinary action, including termination.

You can help protect confidential information by taking the following preventive measures:

- Discussing work matters only with other Brisbane Powerhouse employees who have a specific business reason to know or access such information
- Not discussing work matters in public places
- Monitoring and supervising visitors to Brisbane Powerhouse to ensure that they do not have access to company information
- Being cautious of wearable devices inadvertently (or deliberately) recording or capturing information
- Shredding hard copies of documents containing confidential information that has not been filed or archived
- Securing confidential information at the end of every business day

Pay Transparency

Every employee has the right to discuss their pay and conditions with another employee (past or present). Employees also have the right not to disclose their pay rate to other employees.

Privacy Complaints

Complaints relating to managing your personal information should be made using our Complaint Handling and Investigation Procedure.



Intellectual Property

Any materials, products or research produced during your employment with Brisbane Powerhouse, including any program, strategy, or system you develop, remain the property of Brisbane Powerhouse.

Any copyright or merchandising rights to such work are the sole and exclusive property of Brisbane Powerhouse. If you wish to use, take, replicate, or share company resources or information, you must do so with the consent of Brisbane Powerhouse Management.

Leave

Annual Leave

Every Employee (other than a casual employee) is entitled to annual leave on full pay as per the *Industrial Relations Act 2016* (Qld). If you wish to take annual leave, we ask that you give us as much notice as possible.

Our policy is that we prefer that annual leave be taken as it accrues throughout the year. You will continue to be paid on the same pay cycle during your annual leave.

Annual Leave Loading

All new full-time and part-time employees employed on a standard Brisbane Powerhouse Employment Agreement will receive a further payment of 17.5% of your ordinary weekly wage during your annual leave. This additional amount will be paid during the regular weekly pay run.

Annual leave loading will be paid on any annual leave payment upon termination.

Cashing Out Annual Leave

The *Industrial Relations Act 2016* (Qld) allows you to cash out a portion of your annual leave (i.e. be paid the amount you would be entitled to instead of taking the leave). If you wish to cash out annual leave, you must have an excess of more than four weeks.

Each cashing out of annual leave must be by a separate agreement in writing. In addition, the employer must pay the Employee the total amount that would have been payable to the Employee had the Employee taken the annual leave that has been forgone. Annual Leave cannot be cashed out in the same period as an employee is taking leave of any type.

For any requests to cash out annual leave, please get in touch with payroll@brisbanepowerhouse.org.

Personal Leave (Including Sick Leave, Carer's Leave, etc.)

Personal leave effectively covers both sick and carer's leave. Therefore, personal/carer's leave is:

- Paid leave (sick leave) taken by you because you are unfit for work because of a personal illness or personal injury affecting you (including pregnancy-related illnesses) or
- Paid or unpaid leave (carer's leave) taken by you to provide care or support to a member of your immediate family or a member of your household who requires care or support because of:



- A personal illness or personal injury affecting them, or
- An emergency affecting them

You are entitled to:

- Ten days each year if you are a full-time employee
- Pro rata ten days each year if you are a part-time employee
- Two days unpaid carer's leave per occasion if you are a casual employee

Your entitlement to paid personal/carer's leave accumulates progressively during your year of service based on your ordinary work hours. For example, the entitlement to 10 days of personal/carer's leave is calculated as 1/26th of your ordinary work hours in a year.

Personal/carer's leave accumulates from year to year.

Personal/carer's leave continues to accrue when you take paid personal/carer's leave or paid annual leave. However, personal/carer's and compassionate leave do not accrue on unpaid leave.

You must personally inform your manager as soon as possible, indicating the reasons for your expected period of absence in an urgent matter.

If a pattern is developing around your absences (e.g., them falling mainly on Mondays and Fridays), your manager will meet with you to discuss why your absences seem to occur on those days.

Documentary Evidence Required

If sick leave either exceeds two (2) working days or is on the day before or after any public holiday, you are required to present either:

- A medical certificate from a registered health practitioner, or
- If it is not reasonably practicable for you to give your Manager a medical certificate – a statutory declaration made by you

If the carer's leave either exceeds two (2) working days or is on the day before or after any public holiday, you are required to present either:

- If the care or support is required because of a personal illness or injury to your immediate family or household, a medical certificate from a registered health practitioner or
- If care or support is required because of an emergency affecting your immediate family or household – a statutory declaration made by you
- Recording Personal Leave
- The Employee is responsible for informing the Manager of an intention to take personal leave. The Manager or the employee can record any dates of personal leave taken by the employee in Humanforce; however, it is ultimately the manager's responsibility to ensure personal leave is recorded in Humanforce.



Compassionate Leave

You are entitled to two days of compassionate leave for each occasion when a member of your immediate family or a member of your household:

- Contracts or develops a personal illness that poses a severe threat to their life or
- Sustains a personal injury that poses a serious threat to their life or
- Is pregnant and the pregnancy ends other than by the birth of a living child or
- Dies

Immediate family is an employee's:

- Spouse or former spouse
- De facto partner or former de facto partner
- Child
- Parent
- Grandparent
- Grandchild
- Sibling or a
- Child, parent, grandparent, grandchild or sibling of the Employee's spouse or de facto partner (or former spouse or de facto partner)

This definition includes step-relations (E.g., stepparents and stepchildren) and adoptive relations. In addition, employees can take compassionate leave for other relatives (E.g., cousins, aunts, and uncles) if they are members of the employee's household or if Brisbane Powerhouse agrees.

If the employee reasonably requires extra time to travel to and from the funeral or other ceremony for the death - an amount of unpaid bereavement leave is equal to the time reasonably required for the travel.

Compassionate leave is unpaid leave for casuals.

Eligible Community Service (Including Jury Duty and Voluntary Emergency Management)

You are entitled to attend jury duty or carry out voluntary emergency management activities (such as the SES or Country Fire Authority) as detailed in the *Industrial Relations Act 2016* (Qld).

For jury duty (and if you are not casual), you are paid the difference between the jury fees received and your ordinary time earnings as if you were working (capped at ten days).

To be paid, you need to provide proof of the following:

- Your requirement to attend jury duty
- Actual attendance
- Jury fees received for such service

You are required to give your Manager notice of the requirement to attend jury duty as soon as practicable after receiving the notification to attend jury duty.



If you are absent or due to be absent due to a voluntary community service activity, please get in touch with The People and Culture Director as soon as possible to let us know where you are and how long you expect to be away. Some conditions apply as per the *Industrial Relations Act 2016* (Qld).

Cultural Leave

Any employee required by Aboriginal tradition or Island custom to attend an Aboriginal or Torres Strait Islander ceremony may take up to five (5) days of unpaid cultural leave each year. Some conditions apply as per the *Industrial Relations Act 2016* (Qld). Please contact The People and Culture Director if you wish to take cultural leave.

Leave Without Pay

You may request leave without pay. When approving leave without pay, we must consider the following:

- The cost to replace your role, if applicable
- The disruption to the business, if applicable
- Any skill gaps during your period of leave without pay
- The reason for the leave without pay

If you are granted leave without pay, your TOIL balance must be zero before commencing leave without pay. No leave entitlements will accrue during the period of leave without pay.

Long Service Leave

Long service leave is a paid leave granted to employees to recognise a long period of continuous service with Brisbane Powerhouse. You are entitled to extended service leave per the *Industrial Relations Act 2016* (Qld).

Public Holidays

You are entitled to a day off on public holidays, and if you would usually have worked on that day, you are entitled to be paid for your ordinary hours of work on that day.

We may request you to work on a public holiday, subject to reasonable considerations. We will consider the nature of your work, your circumstances (including family responsibilities) and the amount of notice we give you.

When a public holiday occurs, we will issue a draft roster that includes the public holidays and invite you to give us your feedback. You can refuse to work on a public holiday if our request is not fair or reasonable. You will have the opportunity to tell us if you can't work on the public holiday, and the reasons why.

We will then consult with you about the request and provide feedback. If our request or refusal is fair and justified, you must work the rostered shift.

Christmas and New Year Closedowns

Brisbane Powerhouse will endeavour to run on skeleton staff; however, if there is a business requirement (i.e. a performance or an event), the relevant employees may be required to work during the Christmas and New Year period.



The CEO / Artistic Director will email all employees 28 days before the scheduled closedown, outlining the proposed timeframe. If you have not accrued sufficient leave to cover the closedown, we will notify you and outline alternative leave options such as Time Off In Lieu or advanced Annual Leave in advance. When an agreement is reached, we will confirm this in writing.

Where a Public Holiday falls on a day you would ordinarily have worked during the Christmas close, you will not be paid Annual Leave for that day. Instead, you are entitled to your base pay rate for ordinary hours that would have been worked.

If the CEO / Artistic Director grants gifted days, the following conditions apply:

- Where a full-time employee's standard contractual rostered days include a Saturday and Sunday, the employee can swap the gifted weekday for one of their weekend days as a paid day off (subject to their manager's approval)
- No additional leave will be accrued for any part-time employees due to gifted day/s if the gifted day/s do not fall on the employees' regular contractual rostered days.
- All gifted day/s will be paid to the employee at the standard pay rate during the applicable pay period.

Any swapped gifted days must be used during Christmas and New Year.

Parental Leave

Paid Parental Leave

Services Australia administers the Paid Parental Leave scheme. It provides a maximum of 20 weeks' government-funded Parental Leave Pay paid at the National Minimum Wage for working parents who become primary carers through birth or adoption.

Partnered couples can claim up to 20 weeks of paid parental leave, with each partner taking at least two weeks. Parents who are single at the time of their claim can access the full 20 weeks.

Working parents who are full-time, part-time, self-employed, casual, contract, and seasonal employees can access Paid Parental Leave Pay if they meet the eligibility criteria.

Talk to Services Australia to find out if you are eligible for Parental Leave Pay and to make a claim for Parental Leave Payments.

Top Up Payments

Full-time and part-time employees who have had at least 12 months of continuous service and are eligible for the government-funded Parental Leave pay will be entitled to a top-up payment made by Brisbane Powerhouse. The top-up payment will equal their base salary when taking parental leave minus the paid parental leave scheme amount. The top-up payment will be made for the employee receiving the paid parental leave scheme payment.

Top-up payments are subjected to the appropriate taxes and superannuation contributions.



Parental Leave Payments

While Parental Leave Pay is government-funded, Brisbane Powerhouse will usually pay you through our payroll system, and you will be paid on your regular paydays.

Payments will be taxed at the appropriate rate, but superannuation guarantee contributions concerning parental leave pay are not required to be made.

We provide Parental Leave Pay through our payroll system to an eligible employee who:

- Has a child born or adopted from 1 July 2011,
- Has been our employee for 12 months or more before the expected date of birth or adoption,
- Will be our employee for the Paid Parental Leave period,
- Is an Australian-based employee and
- Is expected to receive eight weeks or more of Parental Leave Pay. (If you are eligible for less than eight weeks' pay or have been with us for less than 12 months, then Services Australia will pay you directly).

If you are not eligible to be paid through our payroll system, then Services Australia provides Parental Leave Pay directly.

The Paid Parental Leave scheme provides Parental Leave Pay that can be received before, after, or at the same time as your paid leave, such as Annual Leave and/or Maternity Leave.

However, you can't get income from JobKeeper Payments and Parental Leave Pay simultaneously.

The Paid Parental Leave scheme provides payments and is not a new entitlement to leave. It doesn't affect your accrual of any leave entitlements (for example, Annual or Long Service Leave).

If you are on paid leave where you would accrue additional leave entitlements, the usual leave accrual rules apply (even if you are getting Parental Leave Pay simultaneously).

For more information about the Parental Leave Scheme and to make a claim, contact your nearest Services Australia Office.

Unpaid Parental Leave (Also Known as Maternity / Paternity / Adoption Leave)

Unpaid Parental Leave is leave that can be taken after the following:

- An employee gives birth
- An employee's spouse or de facto partner gives birth
- An employee adopts a child under 16 years of age

Unpaid Parental Leave applies to employees who have or will have, responsibility for caring for a child and have completed at least 12 months of continuous service with us.

This includes long-term casual employees if they have:

- Been working for us on a regular and systematic basis for at least 12 months



- A reasonable expectation of continuing work for us on a regular and systematic basis had it not been for the birth (or expected birth) or adoption (or expected adoption) of a child

Casual employees who are not long-term casuals are not entitled to Unpaid Parental Leave.

Parents who experience a stillbirth or the death of an infant during the first 24 months of life can also take Unpaid Parental Leave.

Each eligible parent is entitled to up to 12 months of Unpaid Parental Leave and can request up to 12 months of leave, meaning each parent can take up to 24 months of Unpaid Parental Leave for each child. Eligible parents can work for different employers or us.

Eligible employees can commence Unpaid Parental Leave at any time within 24 months following the birth or placement of their child.

Flexible Unpaid Parental Leave

Eligible employees can take up to 100 days of their 12-month unpaid parental leave entitlement flexibly, including as single days starting on the date of birth or day of placement of the child.

Employees can take flexible leave before, and after any period of continuous unpaid parental leave they may take.

Flexible Unpaid Parental Leave comes from the employee's entitlement to 12 months of Unpaid Parental Leave (and not in addition to the entitlement).

Unpaid Special Parental Leave

Pregnant employees who are eligible for Unpaid Parental Leave can access their Unpaid Special Parental Leave up to 6 weeks before the expected date of birth of their child if they can't work because:

- They have a pregnancy-related illness
- Their pregnancy ends after at least 12 weeks because of miscarriage or termination, and the infant isn't stillborn

Unpaid Special Parental Leave continues until your doctor certifies you can return to work. It does not affect your ability to take Unpaid Parental Leave.

If you want to access Unpaid Special Parental Leave, please notify us as soon as possible and notify us of your expected leave period. We also require a medical certificate to accompany your Unpaid Special Parental Leave request.

Where There is a Stillbirth or Infant Death

In the case of a stillbirth or an infant death during the first 24 months of life, eligible employees are still entitled to take Unpaid Parental Leave.



You can also choose to return to work if you want to. You can reduce or cancel your planned parental leave if your pregnancy ends due to stillbirth or infant death.

If the unpaid parental leave hasn't started, you can cancel the leave with written notice.

If the leave has started, you can give at least four weeks' written notice to cancel it and provide a return-to-work date. This date must be at least four weeks after we receive the notice.

Parents who experience a stillbirth or infant death may take compassionate leave while on Unpaid Parental Leave.

Premature Birth and Birth-Related Complications

If your child must remain in hospital after birth or is hospitalised immediately after birth, you can choose to put your Unpaid Parental Leave on hold and return to work until you are ready to resume your Unpaid Parental Leave. Talk with us if you are in a situation, and we will work with you to find the best possible solution.

Unpaid Pre-Adoption Leave

All employees (regardless of how long they've worked for us) are entitled to up to 2 days of Unpaid Pre-Adoption Leave to attend any interviews or examinations required to adopt.

This leave can be taken as:

- A single continuous period of up to 2 days
- Any separate periods to which the employee and employer agree

If you have other leave available, such as annual leave, you may choose to use this leave before taking Unpaid Pre-Adoption Leave.

You must notify us they are taking unpaid pre-adoption leave as soon as possible (which may be after the leave has started) and let us know the expected duration.

Applying For or Varying Parental Leave Applications

Employees can apply for Parental Leave at least ten weeks before commencing leave. The 10-week notice period may be reduced in certain circumstances if it is not practicable for the employee to give notice ten weeks before commencing leave.

To take Flexible Unpaid Parental Leave, apply four weeks before the intended flexible leave date. If this is impossible, you must notify us as soon as practicable.

If you want to extend your leave beyond the initially agreed period, you need to lodge your request form at least four weeks before the end date of your original leave period.

If you need to reduce or extend a period of Parental Leave within the initial 12 months from when your leave began, you can do so.



If you are on Unpaid Parental Leave, you can extend it to 12 months. Managers cannot refuse your first request to extend your Parental Leave. With your manager's approval, you can make additional requests to extend your Parental Leave within the first 12 months.

Extension of Unpaid Parental Leave

You can also request an additional 12 months of leave. Approval of this additional term needs your manager's approval.

Your manager will respond in writing to you within 21 days of your request, and the response will:

- Grant your request
- If, after discussion with you, we agree to an extension of your unpaid parental leave period different to the period you requested, note the agreed extended period
- Refuse your request

We will only refuse a request if:

- We have discussed the request with you and genuinely tried to reach an agreement with you about the extension of the period of unpaid parental leave
- We have had regard to the consequences of the refusal for you
- There are reasonable business grounds for refusing the request

Genuine business grounds for refusing the request include:

- That the extension of the period of unpaid parental leave would be too costly for us
- There is no capacity to change the working arrangements of other employees to accommodate the extension of the period of unpaid parental leave
- It would be impractical to change the working arrangements of other employees or recruit new employees to accommodate the extension of the period of unpaid parental leave
- That the extension of the period of unpaid parental leave would be likely to result in a significant loss in efficiency or productivity
- That the extension of the period of unpaid parental leave would be likely to have a significant negative impact on customer service

Where we refuse your request, we will give you our detailed reasons in writing, outlining:

- Our reasonable business grounds for the refusal
- How these grounds apply in your case
- Alternatives we may be able to offer to accommodate your circumstances better

During Parental Leave

Even though you may be on Parental Leave, you will continue to be protected against discrimination as an employee under the terms of our Discrimination Policy.



We respect that some employees do not want contact while on leave, and others do. Your manager should discuss what communication you would like while on leave and record this agreement.

While on Unpaid Parental Leave, Brisbane Powerhouse will ensure that you are considered and informed of significant business changes.

Where a decision will significantly affect the status, pay or location of your Pre-Parental Leave position, Brisbane Powerhouse will take all reasonable steps to inform you and discuss the effect of the decision. Employees on Parental Leave will be treated no less favourably than other employees during restructures and kept informed of the process.

If you have applied for less than 52 weeks of Unpaid Parental Leave, you can extend the leave period once to take the total leave up to a maximum of 52 weeks. You must give at least four weeks' notice before the end date of the original leave period. A period of Unpaid Parental Leave may be reduced by agreement between us.

You can resign while on Parental Leave, but you must give the required notice of resignation as set out in your Industrial Award or Agreement.

You should not undertake any activity during leave inconsistent with your employment contract, including other employment, and you should remain responsible for caring for your child.

Your position may be filled temporarily while you are on leave. We will notify the replacement employee that their employment in this role is temporary and that you have the right to return to the position.

Please notify the Payroll of any changes to your contact details, including your address, while on Parental Leave.

Keeping in Touch Days

To help you return to work after Parental Leave, employees may participate in paid work activities for up to ten Keeping in Touch Days between the time you become your child's primary carer and the end of your Parental Leave period.

If you extend your period of Unpaid Parental Leave beyond 12 months, you can take an additional 10 Keeping in Touch Days.

You cannot participate in a Keeping in Touch Day within the first two weeks following your child's birth or adoption.

Keeping in Touch Days are designed to help you:

- Transition back into the workforce,
- Refresh your skills,
- Become familiar with new or updated processes, or
- Be involved in planning discussions or a meeting that may affect your role.



All work performed on a Keeping in Touch Day counts as service, and you will receive your normal pay for those days through our payroll system.

Keeping in touch days can be worked:

- As a part-day
- One day at a time
- A few days at a time, or
- All at once.

Return to Work Guarantee

You have the right to return to the job you held before going on leave. If that position no longer exists, you will be given another available position of similar status and remuneration to the position you held before going on leave.

If you were placed in a safe work position before your leave, you are entitled to return to the position you held immediately before the safe work position.

If your pre-Parental Leave position no longer exists, we will follow our redeployment and redundancy procedures to determine if a suitable alternative position is available.

If you have agreed to contact during your leave, your manager will contact you towards the end of the leave period to confirm your intention to return on the agreed date. You may also want to discuss any requests for flexible work arrangements.

You need to provide four weeks' notice if you want to extend your leave beyond the return date that was initially advised.

Pregnancy

Advising of Pregnancy

We encourage you to inform your Manager of your pregnancy as soon as possible by providing the following:

- A doctor's certificate confirming that you are pregnant and the expected date of birth
- Any period of any parental leave sought by your spouse
- A breakdown of the leave you wish to take (E.g. annual leave, parental leave, etc.)

However, we respect that you may not wish to advise us of your pregnancy earlier than the minimum notice period of ten (10) weeks. It is important to note that if you want to apply for any government-funded scheme, you must allow a period for Brisbane Powerhouse to receive the appropriate documentation.

We also respect your wishes when telling colleagues about the pregnancy is appropriate.



Safety While Pregnant at Work

When you notify your Manager that you are pregnant, the Manager will ask you to let them know if you experience any changes to your work capacity during the pregnancy. You and your Manager will then discuss what is needed to keep you safe at work, and adjustments will be made where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair, and additional breaks are common ways to ensure your safety at work and will be considered case-by-case.

Transfer to a Safe Job

If you are pregnant and it is unsafe to do your regular job, you will be transferred to an appropriate, secure role at the same pay rate and with the same hours. With your agreement, we may also agree for you to work different hours.

If you would like to request a transfer to a safe job:

- You need to make your request in writing, setting out the details of what you are looking for and the reasons for the change
- You need to attach a copy of your medical certificate stating that you are fit to work but can't perform the functions in your regular role

If there is no safe job suitable and you are eligible for parental leave, you are entitled to paid "no safe job" leave at your regular base rate of pay until the end of your medical certificate or until your pregnancy ends. If you are not eligible for parental leave, you are entitled to unpaid "no safe job" leave.

Working Until the Birth

You may work until the expected date of birth of your child. However, if you wish to continue working in the last six weeks of your pregnancy, you must provide a medical certificate confirming fit.

If the medical certificate indicates you are not fit for work, you may be required to start parental leave or take unpaid leave.

Return to Work

If you have agreed to contact us during your leave, your Manager will contact you towards the end of the leave period to confirm your intention to return on the agreed date. You may also want to discuss any requests for flexible work arrangements.

You have the right to return to the job you held before going on leave. However, if that position no longer exists, you will be given another available role of similar status and remuneration to the position you had before going on leave. You need to provide four weeks' notice if you want to extend your leave beyond the return date that was initially advised.

If you were placed in a safe work position before your leave, you are entitled to return to the position you held immediately before the safe work position. If your pre-parental leave position no longer exists, we will follow our redeployment and redundancy procedures to determine if a suitable alternative position is available.



Breastfeeding at Work

We aim to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible, E.g. providing a private space.

Please discuss your needs with your Manager, and Brisbane Powerhouse will endeavour to make a private space available or make other arrangements made by agreement. Depending on your duties, this may include cover while you are away from your workplace.

Family-Friendly Provisions

We believe in the importance of work/life balance for our employees, so we:

- Consider your family responsibilities when rostering
- Recognise the impracticality of working excessive overtime
- Allow reasonable personal phone calls where appropriate
- Are receptive to requests for leave during school holidays and
- Meet reasonable expenses for additional child/family care arrangements made necessary if you agree to work hours over ordinary hours, overtime, or during previously approved leave

Children at the Workplace

We recognise that there may be unforeseen or exceptional circumstances where you require dependent children to accompany you to work.

Before bringing children to our workplace, we need you to:

- Make all reasonable attempts to arrange alternative childcare, or take advantage of our flexible working arrangements or leave options
- Request approval from your Manager before you arrive at the workplace
- Not bringing sick/ill or infectious children to our workplace to not expose other employees to potential illness

If your manager permits you to bring your child to the workplace, you need to supervise your child and ensure that your child does not cause significant disturbance to other employees or the workplace.

You cannot give your child access to restricted areas or dangerous areas such as workshops and places where machinery is used.

Disability And Reasonable Adjustment

We are committed to building and maintaining a diverse and inclusive workplace that encourages and supports people with disabilities to apply and work with us.

We support reasonable adjustments to remove barriers and facilitate full participation in all aspects of employment with us.

Reasonable adjustments are changes that allow people with a disability to participate in the recruitment process or safely perform the genuine and reasonable requirements of the job.



Recruitment and Selection

We encourage applications from candidates with a disability and make reasonable adjustments in all recruitment processes.

Managers are not expected to adjust where they do not know, or could not reasonably be expected to know, that an applicant has a disability. However, all applicants are invited to advise us if they need any special arrangements for their interview.

Examples of reasonable adjustments for applicants can include:

- Rescheduling the timing of an interview to suit the applicant's needs
- Arranging the meeting in a different location if the premises are hard to access or a hearing loop is required
- Adjusting the layout of the interview room for easier access
- Providing an employee to meet a candidate who is vision impaired to escort them to the interview

Recruitment to Brisbane Powerhouse is based on merit, and discussions about reasonable adjustments are made separately from considerations of the candidate's suitability for the role.

Retention

We ensure that employees who become disabled or change their impairment or health condition can remain in their role as far as is reasonably practical.

We ensure that employees with disabilities have equal access to career progression and development opportunities to maximise their professional and personal potential.

Examples of reasonable adjustments for employees can include:

- Reviewing and, if necessary, adjusting the performance requirements of the job
- Arranging flexibility in work hours to accommodate medication or to ease travel
- Training or retraining
- Providing essential information in suitable formats
- Seating the employee in a quiet area away from distracting noises
- Modifications to equipment or the supply of specialised equipment, furniture or work-related aids such as telephone typewriter (TTY) phone access for employees with hearing or speech impairments; screen reading software for employees with vision impairment; desks with adjustable heights
- Approving more regular breaks for the employee
- Redeployment to a different role if the employee cannot continue their current role

When considering reasonable adjustments, we will weigh the need for change with the expense or effort involved. If making the adjustment requires a very high cost or significant disruption to the workplace, it is not likely to be reasonable.

In some cases, it may not be feasible to make adjustments because:

- The adjustments needed are not reasonable or would cause undue hardship to us or



- The person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

How to Request Reasonable Adjustment

Applicants and employees should contact the relevant Manager to discuss their reasonable adjustment needs.

Gender Affirmation

Trans and gender-diverse people identify their gender(s) as different from the one reported for them at birth.

Gender affirmation (also known as gender transition) is the process a person takes to live and behave as a member of another gender other than their gender or sex assigned at birth.

These can include social steps (such as publicly changing their name, pronouns and appearance), medical steps (such as hormones or elective surgery) and legal steps (changing their legal gender marker and name in official documents) to live as their defined gender(s), based on what is right for them.

We recognise that people experience gender affirmation in different ways. For example, individuals may affirm their gender socially but not medically or change their name and pronouns but not their outward appearance. Each decision is valid, and the individual should do what feels right for them and have their choice respected.

For people affirming their gender, having their gender identity recognised at work is integral to living as their affirmed gender. However, gender affirmation can be an extended process that can be challenging for the employee and their work colleagues. Managers and colleagues have a responsibility to respond sensitively.

Privacy and Confidentiality

Employees undergoing or who have undergone gender affirmation have the right to privacy and confidentiality regarding their gender affirmation. No personal information about an employee's gender identity or gender affirmation will be disclosed without first discussing it with the employee.

Information that gender-affirming employees disclose will be kept confidential.

Personnel Records

Current personnel records and all other records, letters, log-in details, emails, identification cards, and documents will be amended to reflect the employee's affirmed gender and name.

They will not refer to the previous name or gender.

If records are legally required to retain a reference to the employee's gender at birth, then access to those records will be restricted to only those employees who require such details to perform their specific duties.

Use of Toilets and Facilities

Transgender or gender-diverse employees are entitled to use toilets and other facilities appropriate to their preferred gender. It is not appropriate to ask transgender or gender-diverse employees to use accessible toilets as it is not a disability.



Employees concerned about using toilets and facilities should raise these concerns with their manager. Managers will meet with employees to discuss their concerns and attempt to resolve the issue. They will also remind them of their legal obligations to prevent discrimination, including allowing transgender and gender-diverse employees to use the appropriate facilities.

Leave

Transgender and gender-diverse employees undergoing gender affirmation may access their leave following our existing leave policies to attend medical appointments or counselling or to undertake and recover from any surgery.

References

If giving a reference for a transgender or gender-diverse employee moving to a new job, managers must use the name used by the employee and not refer to a former name or gender identity.

Respectful Behaviours

All employees are expected to provide a safe and inclusive workplace where everyone can feel comfortable bringing their whole selves to work. We expect all involved in the process of a person affirming their gender will maintain integrity and show respect.

Employees should not assume that the transgender or gender-diverse employee should automatically be willing to discuss gender-affirmation-related issues or expect them to be an authority on such topics.

Behaviours including bullying, victimisation, exclusion, deliberate misuse of pronouns or names, gossip or innuendo are unacceptable, including when effected employees are absent, and will not be tolerated as part of our bullying and sexual harassment policy.

Discrimination

All provisions of our Anti-Discrimination Policy apply to transgender and gender-diverse employees. Examples of discrimination based on gender identity include:

- Deliberately using incorrect names or pronouns
- Invasive, inappropriate questioning about a person's physical characteristics or sex life
- Any forms of sexual harassment or bullying, including ridiculing, gossiping, joking, making sexual innuendos, or ignoring the employee because of their gender identity
- Denying an employee training or promotion opportunities because of their gender identity
- Changing the nature of an employee's job, such as taking them off customer service duties because of their gender identity

Staff On Site

To ensure a consistent approach to all staff, we ask that the following apply if you are on site.

If you are working, you:



- Always wear your Photo ID
- Do not overconsume alcohol
- If you are working in a supervisory or representative role or operating company equipment, alcohol is prohibited

If you are onsite in your time (including events such as after-work drinks), you:

- Do not overconsume alcohol
- Do not wear any Brisbane Powerhouse logoed items, including your staff Photo ID and Brisbane Powerhouse shirts
- Expect that the Conditions of Entry apply to you as a patron, including the requirement to have tickets or a staff armband to enter an event or show
- Appearance And Uniforms
- Brisbane Powerhouse employees are ambassadors for the Company and are expected to present themselves in appropriate attire. Work attire should be clean, neat and tidy. For some positions, appropriate attire may mean protective clothing or a uniform.

Uniforms

Front of House staff, Venue Supervisors and Security Officers must wear the provided black Brisbane Powerhouse T-Shirt with appropriate black pants and enclosed, sturdy black shoes when working.

We ask the casual technical crew to wear the provided black Brisbane Powerhouse T-Shirt during show calls where possible. Uniforms are not required for the bump ins and outs.

Other staff may sometimes be required to wear a uniform to identify Brisbane Powerhouse staff to visitors and clients.

Staff Discounts

Restaurants and Bar

All Brisbane Powerhouse employees receive twenty per cent (20%) off all food and beverages at our onsite restaurants, Bar Alto and Mary Mae's Kitchen and Bar. To receive this discount, please let the staff at the point of payment know that you are Brisbane Powerhouse staff.

Car Park

All Brisbane Powerhouse employees who hold issued security swipe cards have access to discounted parking at \$6 per day. You will need your swipe card at a discounted rate to get in and out of the car park.

Staff Tickets

Each Monday, an email is sent from the Ticketing team providing Ticketek links for staff to access Staff Tickets for shows happening within that week. Eligible employees should click on the link and follow the prompts.

Staff Tickets Eligibility

The following employees are eligible for Staff Tickets:



- Permanent full-time and part-time employees
- Casuals who have completed a shift in the last four (4) weeks, as per rosters in Human Force

Staff Tickets Conditions

- There are limited numbers of tickets available, issued on a first-come, first-served basis
- Tickets will be limited to two (2) per employee
- At times only one (1) ticket per employee may be available due to high demand.
- Tickets cannot be given to friends or family or sold
- The employee must attend the performance that they have received complimentary tickets for
- If an employee is unable to participate in a performance for any reason, they should contact Ticketing or email stafftix@brisbanepowerhouse.org
- Repeated non-collects by employees may incur a suspension or restriction of Staff Tickets
- Time spent attending performances does not constitute time off in lieu (TOIL)

Last Minute Staff Tickets

The Programming team may offer additional Staff Tickets for shows that have not sold out. If this happens, Ticketing will email to notify all staff from the stafftix@brisbanepowerhouse.org mailbox. Staff wishing to receive tickets should reply to this email with their name and the number of tickets required in the body of the email. Ticketing will detail the internal comp tracker information and notify recipients via return email. Tickets will be available for collection on the night of the event.

If additional Staff Tickets for shows have not sold out in the flat floor arrangement, staff must go to the Visitor Services desk and show their Photo ID to receive an armband for entry.

Travel

All travel requests must be submitted in advance via the Staff Request for Travel Form, with a detailed business case to the Employee's Director, Manager or CEO / Artistic Director. A report for international travel for the CEO/Artistic Director will be submitted to the Board.

Arranging Travel

All flight, accommodation and car rental reservations, including itinerary changes, must be booked by the Executive Coordinator. The Executive Coordinator will book the employee's travel and arrange per diem and airport transfers. Airport transfers for national travel are paid with Cabcharge vouchers or reimbursement for long-term parking or bus fares to a lesser or equivalent value.

The Executive Coordinator will update the Staff Request for Travel form with the travel details and request the employee's and manager's signatures. If per diems are being paid, the Executive Coordinator will also present an Expense Claim form for signing. The signed form will be provided to Finance for payment processing.

When the Employee's travel booking is complete, the Executive Coordinator will send a confirmation email to the Employee and their Manager.



Flights

Airline travel is booked with the best financial outcome for Brisbane Powerhouse in mind. Generally, Brisbane Powerhouse will book the cheapest available economy fares for an employee's travel. If an employee requests a different carrier or a seating upgrade, the employee must agree to pay the difference in cost/s. The employee will also need the manager's, CEO's, or artistic director's written approval to upgrade.

Brisbane Powerhouse will pay flight change costs only in an emergency or if the employee's flights need changing for Company business. The employee must pay for any flight changes due to an employee's circumstances. Flights must be through the airlines, not a travel agency or Webjet service.

Accommodation

Where Brisbane Powerhouse has paid accommodation, the traveller must check their account upon check out to ensure that no additional fees have been charged. Brisbane Powerhouse only pays the room rate (sometimes breakfast may be included) and pre-approved Wi-Fi access if this is an additional charge.

The employee must pay all other costs, including mini bar, in-house movies, laundry, etc. The Finance department will review the charges listed and follow up with the employee on any questionable charges on receipt of the accommodation account. The employee must supply the Finance department with a Fringe Benefits Tax form if the accommodation account includes business entertainment.

Brisbane Powerhouse has preferred accommodation suppliers. Employees who wish to stay elsewhere can consult with the Executive Coordinator, book this accommodation themselves, and claim reimbursement for the preferred supplier's accommodation cost.

Travel Expenses

Brisbane Powerhouse pays employees per diem in Australian dollars. For national travel, a meal allowance (only) is paid. This allowance is up to \$80 per day, broken down into \$20 for breakfast, \$20 for lunch and \$40 for dinner. If meals are provided on flights, at courses or as part of the accommodation, these meal rates are deducted from the total per diems paid for that day. For international travel, meal, incidental and airport travel allowances are paid.

Per diems are organised by the Executive Coordinator following the employee's travel and are paid into the employee's account by the Finance department before travel. The travelling employee pays all employee meals from these per diems. Per diems are not paid for personal components of employee travel. International per diems are paid at the Australian Taxation Office rate or an agreed lesser rate.

Per diems are not payable to company credit card employees, except when travelling to countries with limited credit card usage. In these instances, per diems will be paid at either the ATO or a lesser agreed rate. Therefore, employees with company credit cards must strive to keep their travel expenses within the recommended per diem rate/s.

Brisbane Powerhouse will meet or reimburse pre-approved costs of travel expenses for Brisbane Powerhouse employees travelling away from home (with or without an overnight absence) whilst performing business for Brisbane Powerhouse. Before travel, these expenses must be approved by the employee's manager or the CEO/Artistic Director. Approved expenses may include airfares, telephone calls, internet access, public transport, vehicle hire, parking, taxi fares or private vehicle kilometres.



Entertaining External Business Associates

Approval to entertain external business associates, customers, partners and approved service providers of Brisbane Powerhouse must be sought from the employee's Manager or CEO/Artistic Director. The names of all present must be listed on the employee's expense claim form and fringe benefits tax form.

Taxis And Ride Share

Taxis may be used for local journeys in company business. Employees who do not have a Company credit card should use Cabcharge vouchers when hiring taxis nationally. Uber's connection to a company credit card may also be utilised.

International Travel

The CEO/Artistic Director must approve all international travel no later than five weeks before the travel is required. The Brisbane Powerhouse Board must approve executive international travel.

Visas and Travel Insurance

Brisbane Powerhouse will pay for an employee's visa/s if most travel to that country is for company business.

Travel insurance for the employee on company business is covered by Brisbane City Council's Business Travel Insurance policy and is arranged by the Executive Coordinator.

Annual Leave

Up to two weeks of annual leave may be taken before or after official Brisbane Powerhouse travel upon approval of the CEO/Artistic Director, who will consider the organisation's needs at the time of the requested leave. Applications must be made in writing to the employee's manager and approved by the CEO/Artistic Director.

Smarttraveller

Brisbane Powerhouse encourages employees travelling internationally on company business to register with Smarttraveller. When travelling internationally, employees are encouraged to take the CEO/Artistic Director's mobile phone number. In the case of an emergency, the Brisbane Powerhouse CEO/Artistic Director should be contacted.

Termination Of Employment

Termination of employment is the permanent end of a working relationship or loss of employment from Brisbane Powerhouse. You may initiate termination through resignation, which may come about through the regular course of events, such as retirement or the expiration of a contract, or Brisbane Powerhouse may initiate it.

You will never be dismissed because of your:

- Race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction, or social origin
- Temporary absence from work because of illness or injury
- Trade union membership or participation in trade union activities outside working hours, or with our consent, during working hours



- Non-membership of a trade union
- Seeking office as, or acting as, a representative of employees
- Being absent from work during Maternity Leave or other Parental Leave
- Temporary absence from work to participate in a voluntary emergency management activity or
- Filing a complaint or participating in proceedings against an employer

Notice of Termination by Brisbane Powerhouse

We may terminate your employment at any time by giving you the necessary period of notice specified below.

- More than one (1) year - one (1) week
- More than one (1) year but not more than three (3) years - two (2) weeks
- More than three (3) years but not more than five (5) years - three (3) weeks
- More than five (5) years - four (4) weeks

If you are 45 years or over and have completed at least two years of continuous service with us, you will receive one additional week's notice.

Instead of providing the specified notice, we may pay you in lieu of notice.

Notice of Termination by a Team Member

When possible, we ask that you give Brisbane Powerhouse four (4) weeks' notice when resigning or retiring from your role to allow us time to organise a replacement and hand over any outstanding work. However, if that is not possible, the following minimum notice periods apply:

- More than one (1) year - one (1) week
- More than one (1) year but not more than three (3) years - two (2) weeks
- More than three (3) years but not more than five (5) years - three (3) weeks
- More than five (5) years - four (4) weeks

To resign or retire from your role, you must advise Brisbane Powerhouse in writing indicating your proposed resignation or retirement date. The notice must be submitted to your manager, who will forward it to The People and Culture Director.

Once a resignation is accepted, you cannot withdraw your notice without your Manager's agreement. Managers have the right to accept resignations immediately and pay you for the notice period rather than wait for the expiration of the notice.

Offboarding

Once The Manager has received notice of an employee's resignation or retirement, they should complete the offboarding form [here](#). Once the form is completed it will send an email notification to:

- Payroll with payroll-related information and the resignation letter (if applicable)
- Precinct with precinct/IT-related information

If termination is voluntary, It will also:



- Send a link to the exit survey to the employee
- Create a reminder at 4 pm on the employee's last day in the manager's calendar to collect the employee's BPH-issued equipment
- Create a reminder at 10 am on the employee's last day in the payroll calendar

Farewell

The departing employee's direct manager will have a budget of \$100 to spend on a farewell event. The immediate manager/exiting employee department is responsible for arranging a card to be distributed amongst the employees' colleagues to contribute to a farewell gift.

For members of the Leadership Team who are departing, the Executive Coordinator will arrange a framed Brisbane Powerhouse photo of their choice.

Termination of Probationary Employment

Your probationary appointment may be terminated at any time during the six (6) month probationary period by giving one (1) week's notice or payment/forfeiture in lieu by either party. In the case of instant dismissal, payment/forfeiture in lieu shall not apply.

Abandonment of Employment

Abandonment of employment occurs in cases where you have done something (other than a deliberate and intended resignation) that indicates the employment relationship is at an end.

If you are absent from duty for five (5) sequential working days without being excused or giving proper notification to your Manager or without apparent good cause, we will send a certified letter to your last known address.

We will also send a copy of the letter to your last known email address. The letter will ask you to explain your unauthorised absence and highlight the potential consequences (i.e. termination of employment) if you do not get in touch.

We may send the certified letter within five days if you have abandoned your employment.

If there is no response within ten (10) working days, you will be considered to have abandoned your employment and deemed resigned.

You are responsible for returning all property, materials, or written information issued to you or in your possession upon termination of the employment.

Redundancy

Redundancy is dismissal based on Brisbane Powerhouse's commercial or economic decision regarding the management of Brisbane Powerhouse. In all cases, the employee is dismissed through no fault of their own. In a redundancy situation, Brisbane Powerhouse no longer requires the position – not the person.

The Industrial Relations Act 2016 (Qld) outlines Provisions relating to redundancy.



Death of Team Members

On receipt of advice that an employee has died, the Manager will:

- Convey condolences in writing and arrange flowers, if appropriate, to the immediate family
- Advise payroll and assist them in calculating outstanding salary and leave entitlements as of the last known working day and
- Advise the relevant superannuation fund of the employee's details (date of death, name and address of next of kin, and the name and address of the person handling the estate)

Certificate Of Service

Team members and former employees may apply for a certificate of service, confirming their employment with Brisbane Powerhouse.

Upon receipt of your written, signed request, The People and Culture Director will issue a certificate that details your service and the position/s held during your employment with us.

Performance Review

Performance Reviews are conducted biannually for all permanent employees. We believe that performance reviews assist you in reaching your potential and in developing your skills. Performance reviews are one communication tool between you and your Manager and form part of your personnel file.

Performance Reviews help to:

- Review your work and performance
- Give you constructive feedback on your work and performance
- Identify issues that may be impacting your ability to perform your job
- Clarify your job description
- Determine any development or support needs
- Set clear performance expectations and goals

Performance reviews also allow you to have your say in your work with us.

Remuneration can be discussed in your performance review but is not generally related to your performance review.

Failure to meet your role's expectations will be addressed as a formal disciplinary procedure, not during your performance review.

Performance Review Process

Performance Reviews at Brisbane Powerhouse are conducted electronically and biannually. The process is as follows:

- The People and Culture Director sends a link to the online form for the employee to complete



- Once the employee completes the form, both the employee and manager will receive an email notification with an attachment containing the completed responses
- The Manager will then set up a one-on-one meeting with you to discuss the responses
- If there are any additional notes from the one-on-one by either party, they are entered into the form
- Once the process is complete, The People and Culture Director will file the completed document in the employee's personnel file

Remuneration Increase Policy

Brisbane Powerhouse is committed to recognising and rewarding our employees' hard work and dedication. This Remuneration Increase Policy establishes clear guidelines for annual salary increases. The policy ensures fairness, consistency, and alignment with the organisation's financial resources.

Types of Remuneration Increases

Salary increases at Brisbane Powerhouse fall into two categories: Market Adjustments and Consumer Price Index (CPI) Increases.

Market Adjustments refer to salary adjustments to align employee compensation with prevailing market conditions. These adjustments are typically implemented when significant changes occur in market rates or benchmarks for specific roles or industries.

CPI Increases are percentage increases applied to employees' annual salaries to account for the rising cost of living.

Both types of remuneration increases are at the organisation's discretion, considering the organisation's financial performance and budgetary constraints.

Eligibility Criteria

To be considered for any potential salary increase, employees must meet the following conditions:

- **Performance and Contribution:** Employees must consistently demonstrate satisfactory or above performance levels, as evaluated through the organisation's performance evaluation process.
- **Tenure Requirement:** To be eligible for a salary increase, employees must have completed at least 12 months of continuous employment with Brisbane Powerhouse as of July 1st and not received any salary increase, including from promotion for this period.

Employees will only be eligible for a potential CPI increase if they have received an increase within the past 12 months that is lower than the proposed increase percentage. In such cases, once eligibility is confirmed, the difference will be applied.

For example, Don currently earns \$100,000 per annum plus superannuation. Six months ago, Don received a \$2,000 increase per annum. Considering the current CPI increase set at 3%, Don will receive an additional \$1,000 per annum as part of the salary review process.



Salary Review Process

The salary review process will be conducted annually. To accommodate operational changes, a timeline will be shared with the Leadership team in March each year, outlining specific dates for the following steps:

1. Preliminary salary discussions: The Finance Director will meet with each Director during the annual financial budget process to discuss salary increase recommendations for their team members
2. Salary Review Committee: A Salary Review Committee, comprising the CEO / Artistic Director, Director of Finance, and People and Culture Director, will assess the Directors' recommendations for their teams' salary increases
3. Communication: Directors will be informed of the salary increases applicable to their respective teams and will communicate them to them
4. Documentation: Employees receiving an increase will be issued a Salary Increase Letter detailing the adjustments

Confidentiality and Data Protection: All salary information and discussions related to individual salary reviews will be treated confidentially and handled in compliance with applicable data protection and privacy laws.

Learning And Development

At Brisbane Powerhouse, we encourage any learning and development to enable you to perform your role. For any applications for Brisbane Powerhouse-funded learning and development, we would consider the following:

- The skills and knowledge connected with performing the duties of your role
- Maintaining professional expertise in your relevant occupation or discipline
- Extending professional expertise to encompass new developments in your role
- Maintaining a current professional registration related to your role
- Individual needs: job satisfaction, skill development and professional career paths

To apply for any learning and development funded by Brisbane Powerhouse, please complete a Professional Development Application via Microsoft Forms to be submitted for approval by the CEO/Artistic Director.

Mandatory Training

If training is considered mandatory for you to be able to perform your role or you are required to attend training by Brisbane Powerhouse, this will be funded by Brisbane Powerhouse, including the minimum shift allowance for casuals.

Unsatisfactory Work Performance

When an employee is not performing to an acceptable standard, we always emphasise early intervention and informal resolution. If it is identified that your work performance is unsatisfactory, the first step will generally be an informal meeting as soon as possible after the problem has been determined to discuss the matter with you and consider ways in which you might improve.



Reference will be made to your position description to clarify role expectations and responsibilities. The discussion may or may not be documented depending on the circumstances surrounding the unsatisfactory work performance. Even if the unsatisfactory performance has improved, a follow-up meeting will be held to enable both parties to acknowledge the issue has been resolved.

Performance Improvement Plan

If your performance does not improve after informal meeting/s, your manager will put you on a Performance Improvement Plan. A Performance Improvement Plan is a formal document that sets out the specific issues with your performance related to your position description, what is required to address the problems and return your performance to an acceptable level, and the expectations around the timeframe in which you will resolve the issues. In addition, the Performance Improvement Plan will detail what action the business will take if your performance does not improve. Your manager will discuss the details of your Performance Management Plan in a one-on-one discussion with you.

Working from home will not be applicable if you are on a Performance Improvement Plan and considered a reasonable request.

All documents related to Performance Improvement Plans will be recorded on your personnel file.



Chapter 3 : Conduct and Behaviour

Code of Conduct

Brisbane Powerhouse is committed to fostering an environment where all individuals feel safe, respected and valued.

The Code of Conduct outlines the expected behaviour for all individuals engaging with our venue. People who engage in any activity on or on behalf of Brisbane Powerhouse must abide by this Code of Conduct. Engagement implies commitment to abide by the Code of Conduct.

Organisational Values

Respectful

We treat everyone with kindness and consider our impact.

Gutsy

We encourage curiosity and dare to ask “What if?”. We take audiences by surprise and never stay still for long.

Inventive

We're adaptive and resourceful. We push the limits of what can be done and are guided by creativity and innovation.

Collaborative

We work together to make great things happen.

Your Commitment

Brisbane Powerhouse does not tolerate:

- Any form of assault or violence, including domestic and family violence, gender-based violence and sexual assault.
- Discrimination against people of diverse sexualities, diverse genders, diverse gender expression and diverse bodies. This includes but is not limited to homophobia, biphobia, bi-erasure and transphobia.
- Racism, sexism, misogyny, ableism, or any other behaviour that discriminates or stigmatises based on identity, race, or ability.

Respect and Inclusivity

- Treat everyone with respect.
- Be mindful of your language and actions to avoid offensive, discriminatory or harmful behaviour.
- Embrace diversity and be open to different perspectives, fostering an inclusive and welcoming atmosphere.

Personal Conduct

- Behave to ensure the safety and comfort of all attendees and participants.
- Refrain from any form of harassment, including verbal, physical, sexual or online harassment, stalking or intimidation.



- Do not engage in disruptive, dangerous, or illegal activities on the premises.
- Follow all instructions given by Brisbane Powerhouse staff and volunteers for the safety of everyone.

Alcohol and Substance Use

- Drink alcohol responsibly in compliance with the law and do not serve alcohol to minors.
- Prohibit the consumption and possession of illegal drugs or non-prescribed substances on Brisbane Powerhouse premises.
- Abstain from any form of alcohol, illegal drugs, or non-prescription drugs while on duty; this strict prohibition applies to all staff members.
- Responsible consumption of alcohol is permissible in approved hosting roles for authorised functions.

Photography and Recording

- Seek permission before taking photos or recording videos of other individuals.
- Do not use photography or recordings for commercial purposes without proper authorisation.

Respect Property

- Respect the venue's property, equipment, and facilities and be aware that any deliberate damage will result in appropriate action being taken.

Environmental Responsibility

- Dispose of rubbish and recyclables in designated bins to maintain a clean and environmentally responsible space.
- Respect the natural surroundings of Brisbane Powerhouse.
- Conserve electricity, water and minimise landfill.

Communication

- Promote positive and respectful communication in all interactions including on social media platforms.
- Resolve conflicts or disagreements in a constructive manner and, if necessary, seek assistance from Brisbane Powerhouse staff.
- Only authorised personnel may speak on behalf of Brisbane Powerhouse.

Compliance with Laws

- Abide by all applicable local, state, and national laws and regulations.

Fraud and Misrepresentation

- Do not engage in fraudulent or deceptive activities, including misrepresenting identity, credentials or affiliations.
- Do not commit financial fraud, including unauthorised use of credit cards, theft or embezzlement.
- In financial transactions, establish and uphold internal controls that segregate duties, preventing any single individual from exerting complete control over a transaction process.

Disrepute

- Do not engage in activities that could bring Brisbane Powerhouse into disrepute.



Confidentiality

- Safeguard organisational information by ensuring its strict confidentiality.

Fraud Detection

- Promptly address and take action on fraud to minimise financial losses and safeguard our reputation.
- Remain vigilant and report suspicious activities without fear of reprisal.

Whistleblower Protection

- Safeguard individuals who report concerns about unethical or illegal activities within the organisation.
- Guarantee anonymity and prohibit retaliation against whistleblowers.
- Abide by Brisbane Powerhouse's Whistleblower Protection Policy.

Privacy

Adhere to Brisbane Powerhouse's Privacy Policy, including:

- Prioritising the safeguard of personal data. Adhering to all relevant privacy regulations and ensuring the data is securely handled;
- Gathering personal information only for specific, lawful purposes and ensuring data collection practices are transparent and that individuals understand how their data will be used and
- Maintaining stringent security measures to prevent unauthorised access or disclosure of personal information.

Conflicts Of Interest

A conflict of interest arises when the personal, professional, or business interests of Brisbane Powerhouse personnel are inconsistent with or deviate from the interests of Brisbane Powerhouse or the responsibilities of its employees and related personnel. This includes both actual and potential conflicts of interest.

Conflicts of Interest Disclosures

Disclose conflicts of interest in writing to the CEO/Artistic Director. The CEO/Artistic Director will review the conflict of interest and determine an appropriate response based on the conflict's specific circumstances and nature. The CEO/Artistic Director must report their conflicts of interest to the Brisbane Powerhouse Chair. At the same time, Brisbane Powerhouse Board Directors must disclose their conflicts of interest to the Brisbane Powerhouse Board and/or Brisbane City Council (the shareholder) as appropriate.

In some cases, the disclosure will be sufficient to manage the conflict. In other cases, appropriate management may mean that the person with the conflict of interest will:

- Abstain from voting on, making or influencing decisions or proposals;
- Withdraw from discussions of affected proposals; and
- Have their access to information about the conflict of interest restricted.

Brisbane Powerhouse employees will not solicit or accept from any person any remuneration or benefit from the discharge of duties to gain directly or indirectly a financial advantage for themselves or any other person over and above any official remuneration.



Examples of potential conflicts of interest that are endemic to Brisbane Powerhouse and arts workers are:

- Working for another arts organisation;
- Serving on the board or management committee of another arts organisation;
- Producing an independent show that is or is not being held at Brisbane Powerhouse;
- Being in a relationship with someone who is engaged with Brisbane Powerhouse in some form - Eg, a partner of a person who has approached Brisbane Powerhouse about a production or partnership or
- Benefiting financially from any external party engaged with Brisbane Powerhouse.

Code Of Conduct – Breaches

All breaches of the Code of Conduct must be reported to a Brisbane Powerhouse staff member; or in the case of employees, their direct manager; or in the case of the CEO/Artistic Director or Brisbane Powerhouse Board Directors, the Brisbane Powerhouse Chair; or in the case of the Brisbane Powerhouse Chair, Brisbane City Council (the shareholder). Breaches will be dealt with by following Brisbane Powerhouse's Complaints and Investigation Procedure Policy.

Where it is established that there has been a breach of the Code of Conduct, action will be taken commensurate with the breach. This may include disciplinary action, employee or contractor termination or eviction of individuals from Brisbane Powerhouse premises.

Discrimination, Harassment, Sexual Harassment And Bullying

Brisbane Powerhouse recognises its workforce diversity and understands that all workers must be respected and valued for the business to function best. Brisbane Powerhouse endeavours to provide workers with a safe, respectful, inclusive, and flexible work environment free from discrimination, harassment, sexual harassment and bullying.

All Brisbane Powerhouse workers must treat others with dignity, courtesy, and respect. By implementing this policy, Brisbane Powerhouse states that unlawful discrimination, harassment, sexual harassment, and bullying will not be tolerated. Disciplinary action, including termination of employment/cessation of engagement, may be taken against workers who breach this policy.

Who This Policy Applies To

This policy applies to all workers engaged by Brisbane Powerhouse – that includes, but is not limited to:

- Board members;
- All employees (full-time, part-time and casual);
- Work experience students/interns;
- Contractors and subcontractors; and
- Volunteers and anyone working in an unpaid capacity.

All workers must comply with this policy as amended from time to time. While every worker must adhere to this policy, this policy is not incorporated as a term of any employment or service contract. It does not create any rights enforceable by a worker against Brisbane Powerhouse. The law will prevail if there is any inconsistency between the law and this policy.



This policy extends to every associated entity of Brisbane Powerhouse within the meaning of Section 50AAA of the *Corporations Act 2001* (Cth).

When This Policy Applies

This policy applies while the worker is at work. It also extends to work-related functions and to conduct outside of work where there is a sufficient connection to the workplace, including, but not limited to, the following circumstances:

- How Brisbane Powerhouse provides services to clients and interacts with members of the public;
- All aspects of employment: recruitment and selection, conditions and benefits, training and promotion, task allocation, shifts, hours, leave arrangements, workload, equipment and transport;
- Onsite, offsite or after-hours work, work-related social functions (such as opening nights, after parties, award nights and industry events), rehearsals, tours, work-related travel, client functions, promotional activities, conferences, seminars or training sessions – wherever and whenever workers may be as a result of their Brisbane Powerhouse duties;
- Use of social media and other electronic communication (Eg. emails); and
- Workers' treatment of other workers, clients, visitors, and members of the public was encountered while undertaking their duties for Brisbane Powerhouse.

Valuing Diverse Perspectives

Brisbane Powerhouse values the expression of diverse perspectives, the exploration of challenging concepts, and the support of artists who push the boundaries of social, political, and creative norms. However, ensuring the safety and respect of all individuals participating in Brisbane Powerhouse events or entering our venues is paramount.

We strongly oppose and do not support or endorse any actions or materials that perpetuate, promote or normalise:

- Any form of assault or violence, including domestic and family violence, gender-based violence and sexual assault;
- Discrimination against people of diverse sexualities, diverse genders, diverse gender expression and diverse bodies. This includes but is not limited to homophobia, biphobia, bi-erasure transphobia, and
- Racism, sexism, misogyny, ableism, or any other behaviour that discriminates or stigmatises based on identity, race, or ability.

Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law, such as sex, gender, age, race or disability.

It is unlawful to discriminate against someone because of a protected personal characteristic, which will not be tolerated at Brisbane Powerhouse. Protected personal characteristics under federal discrimination law include, but are not limited to:

- A disability, disease or injury, including work-related injury
- Parental status or status as a carer



- Race, colour, descent, national origin or ethnic background
- Age
- Sex
- Gender and gender identification/non-identification
- Sexual orientation
- Industrial activity
- Religion
- Pregnancy and breastfeeding
- Marital status
- Political opinion
- Social origin
- Medical records
- Association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.
- It is also against the law to treat someone unfavourably because you assume they have a protected personal characteristic or may have it at some time in the future.

Discrimination can be either direct or indirect. Direct discrimination is usually easy to identify and occurs when a person or group with a particular protected characteristic (actual or assumed) are treated less favourably because of that characteristic. Indirect discrimination is less obvious and occurs when a policy or practice appears neutral yet has the effect of discriminating against those with a particular protected characteristic.

Examples Of Direct Discrimination

- An employer refusing to hire someone based on their age and
- A worker harasses another because of their race.

Example Of Indirect Discrimination

A policy of only offering bonuses to full-time workers risks indirect discrimination based on sex, as a greater proportion of part-time workers are female.

What Is Not Discrimination?

Treating workers differently in certain circumstances because of a protected personal characteristic will not be unlawful discrimination. The main exceptions are where the discriminatory act or practice:

- Is necessary to comply with other legislation;
- Is taken because the worker cannot perform the inherent (essential) requirements of their job, even where reasonable adjustments are made;
- Is a genuine occupational requirement (an exemption may be required, depending on the law in the relevant state or territory);
- Is it necessary to protect health and safety, and
- It is permitted because an exemption or 'special measure' applies. This is often called 'positive discrimination' or 'affirmative action'.



Harassment

Harassment is unwelcome and unsolicited behaviour that a reasonable person would consider offensive, intimidating, humiliating or threatening.

It is unlawful to harass an individual or group because of a protected characteristic (such as age, sex or race, as outlined above). Harassment of any kind will not be tolerated at Brisbane Powerhouse.

Harassment unrelated to a protected characteristic is still inappropriate in the workplace, and Brisbane Powerhouse will deal with such incidents accordingly.

Harassment can be physical, spoken or written. It can include, but is not limited to:

- Intimidation, verbal abuse, repeated threats or ridicule;
- Sending offensive messages by text, email or other means;
- Derogatory comments;
- Displaying offensive materials, pictures, comments or objects;
- Ridiculing someone because of their accent or English speaking ability;
- Telling offensive jokes or making practical jokes based on a protected characteristic;
- Belittling or teasing someone based on a protected characteristic;
- Isolating, segregating or humiliating someone based on a protected characteristic;
- Sexual Harassment, and
- Sexual harassment is any form of unwelcome behaviour of a sexual nature that could be expected to make a person feel offended, humiliated or intimidated.

It is unlawful for a worker to engage in sexual harassment or encourage or allow another worker to do so. Sexual harassment will not be tolerated at Brisbane Powerhouse.

Sexual harassment can be physical, spoken or written. It can include, but is not limited to:

- Staring or leering at a person or parts of their body;
- Excessive or unwelcome familiarity or physical contact, such as touching, hugging, kissing, or pinching;
- massaging and brushing up against someone;
- Suggestive comments, jokes, conversations or innuendo;
- Insults or taunts of a sexual nature or obscene gestures;
- Intrusive questions or comments about someone's private life;
- Displaying or disseminating material such as posters, magazines or screen savers of a sexual nature;
- Making or sending sexually explicit phone calls, emails or text messages;
- Inappropriate advances on social networking sites;
- Accessing sexually explicit internet sites in the presence of others;
- Unwelcome flirting, requests for sex or repeated unwanted requests to go out on dates and
- Inappropriate or unwanted gifts.

Behaviour that may also be considered an offence under criminal law, such as physical or sexual assault, indecent exposure, stalking, or obscene communications. Just because someone does not object to inappropriate workplace behaviour does not mean they consent.



Behaviour can still be sexual harassment, even if:

- It is a one-off incident;
- The person engaging in the behaviour did not intend to humiliate, intimidate or offend;
- Other people in the workplace are not offended by the behaviour;
- The behaviour was previously an accepted practice in the workplace, and
- Sexual harassment may be considered work-related even if it occurs outside of the workplace or outside of regular working hours, such as on tour, during work-related travel, or at an opening night, afterparty, industry event, promotional activity or conference.

All workers have the same rights and responsibilities related to sexual harassment.

All incidents of sexual harassment – no matter how big or small or the parties involved – should be reported to their Manager, People and Culture Director, or other Brisbane Powerhouse representatives (refer to the Complaints and Investigation Procedure Policy) to take appropriate action.

What Is Not Sexual Harassment?

Where workers engage in consensual, welcome and reciprocated behaviour, this is not sexual harassment. However, appropriate professionalism is expected of all workers, including those engaging in consensual behaviour.

Workplace Bullying

Workplace bullying ('bullying') is where individuals or groups repeatedly behave unreasonably to another person or group of persons at a workplace, which creates a risk to health and safety. It is unlawful for a worker to engage in bullying or encourage or allow another worker to do so. Bullying will not be tolerated at Brisbane Powerhouse.

Bullying does not need to be intentional to be unlawful. Whilst one-off incidents of unreasonable behaviour may not be considered bullying, they are still inappropriate and may constitute discrimination or harassment. Bullying can take many forms. It can be physical, spoken, written, overt or covert. Behaviours that may constitute bullying include, but are not limited to:

- Physical intimidation or abuse;
- Aggressive or intimidating conduct or threatening gestures;
- Manipulation, intimidation or coercion;
- Threats, abuse, offensive language, shouting or belittling;
- Innuendo, sarcasm and other forms of demeaning language;
- Ganging up;
- Public humiliation or belittling;
- Initiation activities;
- Practical jokes, teasing, or ridicule;
- Isolation, exclusion or ignoring people;
- Inappropriate blaming;
- Inappropriate emails/pictures/text messages;
- Unreasonable accusations or undue unconstructive criticism;



- Allocating unpleasant, meaningless or impossible tasks;
- Placing unreasonably high work demands on selected workers;
- Deliberately withholding information, resources, support, supervision, consultation or equipment that a person needs to do their job or access their entitlements;
- Unreasonable refusal of requests for leave, training or other workplace benefits;
- Withholding access to opportunities;
- Deliberately changing hours of work for a person or group to inconvenience them;
- Unreasonable timelines or constantly changing deadlines targeted at a specific person or group and
- Workplace bullying does not include reasonable management action carried out appropriately.

Brisbane Powerhouse has rights and obligations to direct and control how work is carried out. It is reasonable for managers and supervisors to allocate work to a worker and give fair and reasonable feedback on their workers' performance.

Examples of reasonable management action include, but are not limited to:

- Setting reasonable performance goals, standards and deadlines;
- Rostering and allocating working hours where the requirements are reasonable;
- Transferring a worker for operational reasons;
- Deciding not to select a worker for promotion where a reasonable process is followed;
- Disciplinary action (including investigations) taken reasonably;
- Informing a worker about unsatisfactory work performance or inappropriate behaviour objectively and confidentially;
- Implementing organisational changes or restructuring;
- Termination of employment; and
- Workplace conflict is generally not considered workplace bullying. Differences of opinion and disagreements in the workplace (e.g. differences of opinion on artistic interpretation or direction) may arise without engaging in repeated, unreasonable behaviour that risks health and safety.

This is because not all conflicts or disagreements have a negative impact on health or safety, and it is common within a workplace that people will have differences of opinion. Low-level, task-based differences of opinion can benefit the organisation and workers, as it may generate debate, leading to new ideas and innovation, providing all workers behave appropriately.

Victimisation

Victimisation is subjecting or threatening to subject someone to their detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, harassment, sexual harassment or bullying. It is also victimisation to threaten someone (such as a witness) who may be involved in investigating a complaint. It is unlawful to victimise another person. Victimisation will not be tolerated at Brisbane Powerhouse.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal disciplinary action against the perpetrator. The perpetrator may also be subject to legal proceedings under antidiscrimination or criminal law.



Vilification

Vilification is any public act that incites hatred, serious contempt, or severe ridicule against another person or group due to their race (including ethnoreligious origin), homosexuality, transgender status and HIV/AIDS status. Vilification will not be tolerated at Brisbane Powerhouse and is against the law in all states except the Northern Territory.

Gossip And Confidentiality

All workers must avoid gossiping about current or former workers' historical matters or allegations of inappropriate workplace behaviour at Brisbane Powerhouse. If a worker considers a person's behaviour inappropriate, the worker should raise this with management or report the behaviour to the People and Culture Director to take appropriate action.

It is also unacceptable for workers at Brisbane Powerhouse to talk with other workers, clients or suppliers, extended family or friends, or the media about any complaint of discrimination, harassment, sexual harassment or bullying that is the subject of a current complaint or investigation other than on a need-to-know basis.

Breaching the confidentiality of a current complaint or investigation or inappropriately disclosing personal information obtained during a complaint or investigation (Eg. as a manager) is a serious breach of this policy and may lead to formal disciplinary action.

Those directly involved in a complaint (i.e. the complainant and respondent) are entitled to seek personal and professional support, and seeking such support (Eg. from someone who knows the complaint) is not considered a breach of confidentiality.

Bystander Action

Bystander action refers to the proactive involvement of individuals who observe potentially harmful or inappropriate behaviour. By intervening or supporting those involved, bystanders play a pivotal role in preventing escalation and fostering a culture of accountability and respect. Bystander action empowers individuals to intervene and support those experiencing or witnessing harassment, discrimination or inappropriate behaviour.

Guiding Principles

- **Awareness:** All members of the Brisbane Powerhouse community are encouraged to be vigilant and observant of their surroundings and recognise signs of discomfort, distress, or misconduct.
- **Responsibility:** Bystander action is a shared responsibility. Everyone has a role in promoting a safe and inclusive environment and preventing harassment or discrimination.
- **Safety:** Bystander intervention should prioritise the safety and wellbeing of all parties involved. Interventions should be conducted with sensitivity and awareness of potential risks.

Bystander Action Steps

- Upon witnessing inappropriate or harmful behaviour, assess the situation to determine the severity and urgency of intervention required.



- If it is safe, consider directly addressing the behaviour calmly and assertively intervening. This may involve expressing concern, setting boundaries, or offering support to the individual(s) affected.
- If direct intervention is not feasible or safe, seek assistance from a designated authority figure, such as a supervisor or manager.
- Offer support to individuals (s) affected by the incident, acknowledging their feelings and experiences. Follow up with appropriate resources and referrals to ensure they receive the necessary support and assistance.
- Where appropriate, report the incident promptly and accurately, including the nature of the incident, the individuals involved, and any actions taken.

Worker's Rights And Responsibilities

All workers are entitled to the following:

- A workplace free from discrimination, harassment, sexual harassment and bullying.
- The right to raise issues or to make an enquiry or complaint reasonably and respectfully without being victimised.
- Request a support person (e.g., a coworker, friend, family member or union representative) to be present during the complaints process.
- Reasonable flexibility in working arrangements, especially where needed to accommodate family responsibilities, disability, religious beliefs or culture. Under Fair Work legislation, the following factors will be considered when determining working flexibility.
- Cost – the requested arrangements would be too costly for the employer
- Capacity – there's no capacity to change the working arrangements of other employees to accommodate the request
- Practicality – it would be impractical to change the working arrangements of other employees or take on new employees to accommodate the request
- Inefficiency or customer service impact – the requested arrangement would likely result in a significant loss in efficiency or productivity or have a significant negative impact on customer service and
- Have recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics (unless permitted by law).

All workers must:

- Comply with the standards of behaviour outlined in this policy, the Code of Conduct and other related policies.
- Treat everyone with dignity, courtesy and respect at all times.
- Where appropriate, offer support to people who experience discrimination, harassment, sexual harassment and bullying, such as providing information about how to make a complaint.
- Avoid gossip about historical matters or matters subject to a current complaint or investigation.
- Respect the confidentiality of the complaint under the Complaints and Investigation Procedure Policy.
- Where applicable, assist and cooperate in investigating complaints made under this policy.
- Participate in training provided by Brisbane Powerhouse around workplace discrimination, harassment, sexual harassment and bullying.



- Take bystander action (if safe to do so) if they see or hear about discrimination, harassment, sexual harassment or bullying in the workplace.

Roles And Responsibilities Of Leadership And Management Positions

In addition to the responsibilities of workers, personnel in leadership and management positions (E.g. Producers, promoters, chief executive officers, executive directors, artistic directors, general managers, company managers, stage managers, heads of department, supervisors, human resource managers, and board members) must also:

- Model appropriate standards of behaviour;
- Take steps to educate and make workers aware of their obligations under this policy, the Code of Conduct and other related policies, and the law;
- Treat all workplace incidents seriously and take immediate action when a complaint is made;
- Inform a complainant that they can raise the matter with the police if the allegations are criminal and that the complainant will be provided with appropriate support. Alleged illegal activity is to be reported to the police;
- Act reasonably to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard;
- Where appropriate, help workers resolve complaints informally, as defined in the Complaints and Investigation Procedure Policy;
- Refer formal complaints about breaches of this policy to the People and Culture Director for investigation;
- Use their best endeavours to prevent workers who raise an issue or make a complaint from being victimised and taking steps to address the issue where it occurs;
- Provide workers (including bystanders) with information about the support available to them;
- Make recruitment and job selection decisions based on merit – that is, the skills and abilities of the candidate as measured against the inherent requirements of the position – regardless of personal characteristics other than where it is lawful to do so;
- Not ask discriminatory questions or request information during a recruitment process unless it is directly relevant to a genuine requirement of the position; and
- Reasonably consider requests for flexible working arrangements.

Furthermore, personnel in senior leadership positions (Eg. producers, promoters, chief executive officers, executive directors, artistic directors, general managers, company managers, human resource managers, and board members), including owners, must also:

- Monitor the effectiveness of this policy and other related policies;
- Review and update the information within the policy and other related policies so that it remains relevant;
- Provide training or guidance to workers regarding discrimination, harassment, sexual harassment and bullying and how to make a complaint or take bystander action;
- Provide training or guidance to managers on this policy, the Code of Conduct, the complaints process and other related policies and mechanisms to support workers to make a complaint or take bystander action;
- Promote this policy, the Code of Conduct, and other related policies throughout Brisbane Powerhouse;
- Supporting Bystander Action and
- To promote a safe, equitable and respectful workplace, Brisbane Powerhouse encourages all workers to take appropriate action (per this policy) if they witness or hear about workplace discrimination, harassment, sexual harassment and bullying.



Know where the line is. If you see or hear something that makes you feel uncomfortable, don't ignore it. It takes courage to speak up. Talk with your boss, colleagues or the person crossing the line. Don't underestimate the power of support. It can help a colleague stand up and take action.

For information about bystander action workers can take, see www.knowtheline.com.au.

Victimisation of someone taking bystander action is unlawful and will not be tolerated.

Consequences Of Breaching This Policy

If a worker engages in discrimination, harassment, sexual harassment, bullying, vilification or victimisation or otherwise breaches this policy, they will be subject to disciplinary action, which could lead to the termination of their employment or engagement with Brisbane Powerhouse.

Workers may also be held personally liable for their behaviour or conduct. When a worker undertakes discrimination, harassment, sexual harassment, bullying, vilification or victimisation, the worker may be subject to a penalty or an order from the regulator or another relevant tribunal or court.

How To Make A Complaint

Refer to the Complaints and Investigation Procedure.

Frivolous, Vexatious Or Malicious Complaints

Brisbane Powerhouse encourages reporting behaviour that a worker genuinely believes to be discrimination, harassment, sexual harassment, bullying, vilification or victimisation. Further, a worker will not be disadvantaged or mistreated for dealing with discrimination, harassment, sexual harassment, bullying, vilification, or victimisation according to this policy.

However, if a complaint is found to be frivolous, vexatious or malicious, then appropriate disciplinary action (which may lead to dismissal) may occur against the complainant. Examples of frivolous, vexatious or malicious complaints include, but are not limited to:

- Fabricating a complaint;
- Making a complaint for the malicious purpose of deliberately harming someone;
- Seeking to agitate issues that have already been addressed or determined; and
- Making a complaint that the complainant does not genuinely believe to be true.

Additional Support And Advice

All Brisbane Powerhouse workers have access to the Support Act Wellbeing Hotline. This free, confidential counselling service is available to anyone working in Australian music or the arts who needs to talk to someone about any aspect of their well-being. The service is accessible 24 hours a day, 365 days per year, by calling 1800 959 500 within Australia.

Permanent full-time, part-time, and core casual Brisbane Powerhouse employees can access the Axis Employee Assistance Program. Refer to the Employee Assistance Program Policy for more information.



Alcohol And Drugs

Illegal or Non-prescription Drugs

While working, operating company property (including company cars), on meal breaks or rest pauses, or while conducting company business, Brisbane Powerhouse prohibits its employees from:

- Using or being under the influence of illegal or non-prescription drugs of any kind
- Being in possession of unlawful or non-prescription drugs or drug paraphernalia of any kind
- Soliciting, selling, manufacturing or distributing illegal or non-prescription drugs

Any illegal drugs or drug paraphernalia will be turned over to the police and may result in criminal prosecution. Breaching these provisions can result in dismissal or disciplinary action.

Alcohol and Prescription Medicine

The overconsumption of alcohol during work hours (including meal breaks and rest pauses) is not permitted. Consumption of alcohol while operating company property (including company cars) or while in a supervisory or representative role is prohibited.

You will not be permitted to perform your work duties while taking prescription drugs that adversely affect your ability to perform your duties safely and effectively. If your medication impacts your ability to perform your work duties safely, you may be required to access your sick leave.

Breaching these provisions can result in dismissal or disciplinary action.

Out of Work Hours Consumption

We do not support using alcohol or drugs outside working hours, where the effects of these substances may result in impaired work performance. If you arrive at work under the influence of drugs or alcohol, you will be sent home for the day without pay. In addition, repeated instances of arriving at work under the influence of drugs or alcohol may result in termination.

Smoking

We have a non-smoking policy in the workplace. Therefore, smoking is prohibited in any part of Brisbane Powerhouse, including within four (4) metres of entries.

Smoking is prohibited in any vehicle owned, leased or operated by Brisbane Powerhouse. All smoking products must be appropriately disposed of in the cigarette bin provided. Excessive smoking breaks will be regarded as absenteeism, and performance improvement action may be taken.

Anti-Bribery And Corruption

Brisbane Powerhouse takes a zero-tolerance approach to bribery and corruption and is committed to conducting our business with integrity and high ethical standards. Bribery and corruption breach our Code of Conduct and will not be tolerated.



Bribes

Brisbane Powerhouse employees are not permitted to give, offer, promise, accept, request or authorise a bribe to or from any person to influence them corruptly or improperly in their duty.

Gifts and Hospitality

All gifts and hospitality given and received by Brisbane Powerhouse should be reasonable and presented in ordinary business. Whether these are given or received, lavish or unreasonable gifts or hospitality are unacceptable and can create the impression that we are trying to obtain or receive favourable business treatment by providing individuals with personal benefits.

All employees must declare and report gifts and/or benefits to their manager in writing, either offered or accepted and valued at \$100 or more. Employees should notify their manager in writing that they have received the gift or benefit and must make the entry within five (5) working days of receiving/being offered the gift or benefit. If it is known in advance, the receipt of the gift or benefit should be discussed with your manager before acceptance. Gifts should not be accepted regularly or broken down into parts of less than \$100 to circumvent the \$100 limit.

Gifts and genuine hospitality and entertainment expenditure that is reasonable and proportionate is allowable provided it complies with the following:

- Made for the right reason – it should be given as an act of appreciation or common courtesy associated with the standard business practice
- No obligation – it does not place the recipient under any obligation
- No expectation – expectations are not created by the giver or an associate of the giver or have higher importance attached to them by the giver than the recipient would place on such a transaction
- Made openly – if made secretly and undocumented, then the purpose will be open to question
- Reasonable value – its size is small and follows the general business practice
- Appropriate – its nature is appropriate to the relationship and circumstances. For example, we may give and receive gifts at Christmas time
- Timely – all gifts/hospitality should be given and received appropriately.
- At “arm’s length” – all transactions/gifts should be at an “arm’s length” basis with no special favours and no special arrangements.
- Legal – it complies with relevant laws.
- Documented – the expense or gift, if valued at \$100 or more, is fully recorded and reported to your Manager in writing

The following are never acceptable:

- Gifts in the form of cash or cash equivalent vouchers or gift certificates
- “Quid pro quo” (a benefit or advantage offered for something in return)
- Gifts or hospitality offered or accepted by clients or suppliers if Brisbane Powerhouse is involved in a tendering or contracting/negotiation process with them.
- Entertainment of a sexual or similarly inappropriate nature
- Making incomplete, false or inaccurate entries in the Brisbane Powerhouse’s books and records, Eg. Gift and Entertainment Register



Acceptable Gifts and Hospitality

Team members may:

- Accept token gifts/benefits where the gifts/benefits are offered in business situations or to all participants and attendees (Eg. seminars, conferences, trade and business events). Token gifts could include pens, caps, stationery, coffee mugs, stress balls, mouse pads, shirts, socks, corporate umbrellas and memory sticks. These items are not given as personal gifts for use outside the business environment. A reasonable person would not perceive token gifts as items to influence or win favours. You do not need to declare and report token gifts.
- Accept a gift/benefit for presenting at a conference, seminar, or business event. You must declare and report the gift/benefit to your Manager in writing if a reasonable person would value the gift over \$100.
- Accept a ceremonial gift from another organisation on behalf of Brisbane Powerhouse. Ceremonial gifts belong to Brisbane Powerhouse. You must declare and report the item to your Manager.
- Accept a gift/benefit given in gratitude when hosting business events or overseas delegations only where refusal would be unreasonable and unnecessarily offensive. You must declare and report the gift/benefit by informing your manager in writing.
- Accept light refreshments (E.g. tea, coffee, water, juice) or a modest meal during a meeting or as a working or networking group participant. This is considered a basic courtesy. Under similar circumstances, Brisbane Powerhouse would reciprocate by providing similar light refreshments/modest meals to attendees at meetings or working or networking groups hosted by the Brisbane Powerhouse. You do not need to declare and report basic courtesy.
- Travel, accommodation and living expenses sponsored by private organisations or groups while the employee is working or on leave must be approved by the CEO/Artistic Director before acceptance. In general, it would be rare for sponsored travel to be approved.

Facilitation Payments

Facilitation payments are payments, no matter how small, given to an official to increase the speed at which they do their job. All facilitation payments are prohibited.

Political Contributions

Brisbane Powerhouse does not make political donations to any political party, politician or candidate for public office unless the donation has been approved in advance by the Board.

Attendance at party political functions is permitted where there is a legitimate business reason.

Charitable Contributions

Charitable support and donations are acceptable for in-kind services, knowledge, time, or direct financial contributions. However, employees must be careful to ensure that charitable contributions are not used as a scheme to conceal bribery.

We only make charitable donations that are legal and ethical under local laws and practices. In Australia, an organisation must have deductible gift recipient status with the Australian Taxation Office. This status makes the organisation entitled to receive tax-deductible income gifts and deductible contributions.



Consequences

Any breach of this policy is a serious matter which will be investigated and addressed by Brisbane Powerhouse. Disciplinary action will be taken against anyone who breaches this policy. Disciplinary action will depend on the severity of the breach but may include the following:

- Reprimands
- Formal warnings
- Demotions
- Dismissal

Depending on the circumstances, matters may also be referred to the police, resulting in jail, fines, and criminal convictions.

Disclosure Of Interests– Board, Executive And Leadership Team

A conflict of interest is where the personal, professional or business interests of the Directors, Executive, and Leadership team of Brisbane Powerhouse are inconsistent with or diverge from the interests of Brisbane Powerhouse or the duties owned by the Directors, Executive and Leadership team of Brisbane Powerhouse. This includes actual and potential conflicts of interest.

This policy sets out the approach by Brisbane Powerhouse to manage actual or potential conflicts of interest.

Definitions

Directors = Members of the Brisbane Powerhouse Board

Executive = CEO/Artistic Director

Leadership Team = Brisbane Powerhouse department directors

Disclosure

Appropriate management of conflicts of interest requires the identification of any actual or potential conflicts of interest. Directors, Executives and the Leadership team must make timely declaration/s in writing of all actual or potential conflicts of interest.

- Directors declare interests to the Chair of the Board or, in the case of a disclosure by the Chair, to the Company Secretary.
- Executive declares interests to the Board.
- The leadership team declares its interests to the executive. Executives are to table with the Board any declarations by the leadership team they deem appropriate in the interests of full transparency.
- Finance, Audit and Risk Management (FARM) Committee members declare interests to the FARM Chair.

All notifications by the Directors, Executive and the Leadership team must be recorded in a central register maintained by the Company Secretary. A record will be made in the minutes of the Board meetings.

Directors' disclosure of interests will be a standing item on each Finance, Audit and Risk Management Committee and Board meeting agenda. At Board meetings, each Director will declare any potential or actual conflict of interest



concerning any business before the Board of any such actual or potential conflicts. Directors must also provide an affirmative declaration at each meeting that they can serve in that role.

Management

The Board should assess any material actual or potential conflict of interest to decide upon an appropriate response. The response will depend on the circumstances and the nature of the conflict. The objective of any response is to ensure that:

- The interests of Brisbane Powerhouse are paramount;
- Directors and Officers of the company can make informed, sound decisions that are in the best interests of the company and
- The company's standing and reputation must be maintained.

In some cases, disclosure will be a sufficient mechanism to manage the conflict. In other cases, appropriate management may mean that the person with the conflict of interest will:

- Abstain from voting on, making or influencing decisions or proposals;
- Withdraw from discussions of affected proposals;
- Have their access restricted to information about the conflict of interest or
- Have their access denied to sensitive documents or confidential information relating to the conflict of interest.

The Directors, Executive and Leadership team of Brisbane Powerhouse will not solicit or accept from any person any remuneration or benefit from the discharge of duties to gain directly or indirectly a financial advantage for them or any other person over and above any official remuneration.

Compliance

The Company Secretary will monitor compliance with this policy.

Reporting Concerns

Brisbane Powerhouse is committed to ensuring our employees can speak up confidently if they have concerns or need help. If you suspect or observe anything that may be bribery or corruption, raise your concerns with your manager or report your problems under our Whistleblower policy.

Whistleblowing

This policy applies to and provides protections to protected whistleblowers.

You are a protected whistleblower and entitled to protection under the *Corporations Act 2001* (Cth) (Corporations Act) and, if applicable, under the *Taxation Administration Act 1953* (Cth) (Taxation Administration Act) if:

- You are an eligible whistleblower
- You have disclosed (or intend to disclose) a reportable matter to an eligible recipient or the Australian Securities and Investments Commission (ASIC), the Australian Prudential Regulation Authority (APRA) or another entity prescribed under the Corporations Act



You will also be entitled to protection as a whistleblower if you get advice from a legal practitioner on the operation of whistleblowing protection laws.

You must understand the criteria for making a public interest or an emergency disclosure covered by whistleblower protections. In more specific and limited circumstances where a matter is of public interest or an emergency, a report may be protected if made to a journalist or a Member of Parliament. Brisbane Powerhouse recommends contacting an independent legal adviser before making a public interest or an emergency disclosure.

- An eligible whistleblower is a person who is, or has been, any of the following:
- An officer or employee of Brisbane Powerhouse (this includes current and former employees who are permanent, part-time, fixed term or temporary, interns, managers and directors)
- A person who supplies goods or services to Brisbane Powerhouse or an employee of a person who supplies goods or services to Brisbane Powerhouse (whether paid or unpaid) – this could include current and former volunteers, contractors, consultants, service providers and business partners
- A person who is an associate of Brisbane Powerhouse – for example, a director or company secretary of Brisbane Powerhouse or a related body corporate of Brisbane Powerhouse
- A relative, dependent or dependent of the spouse of any person referred to in this definition of an eligible whistleblower

Policy Statement

Brisbane Powerhouse is committed to the highest standards of legal, ethical and moral behaviour. We will not tolerate unethical, unlawful or undesirable conduct.

This policy outlines our commitment to maintaining an environment in which our employees, contractors and the employees of our contractors, suppliers and the employees of our suppliers, or the relatives or dependents of these people, can report, without fear of retaliatory action, concerns about any serious instances of wrongdoing that they believe may be occurring at Brisbane Powerhouse.

This policy is not intended to replace other reporting processes, such as those for dispute resolution, grievances, equal opportunity, discrimination, harassment or bullying, except where the issue is a serious matter where existing reporting systems have failed to process the issue or processed it in an inappropriate, unfair or biased manner.

Policy Application

Reportable Matter

A disclosure will concern a reportable matter if an eligible whistleblower has reasonable grounds to suspect that the information being disclosed is about:

- Misconduct (including fraud, negligence, default, breach of trust and breach of duty)
- An improper state of affairs or circumstances
- Behaviour that represents a danger to the public or the financial system
- A breach of the Corporations Act
- A breach of the Taxation Administration Act or improper conduct about the tax affairs
- About Brisbane Powerhouse or a related body corporate of Brisbane Powerhouse



Personal Work-Related Grievances

Personal work-related grievances that don't involve a detriment caused to you as a protected whistleblower (or a threat of detriment) aren't a reportable matter and aren't protected under the Corporations Act or Taxation Administration Act.

A personal work-related grievance relates to your current or former employer that has implications for you but doesn't have significant implications for Brisbane Powerhouse.

However, a work-related grievance may still qualify for protection under the law if (for example):

- It is a mixed report that includes information about a reportable matter (as well as a work-related grievance)
- Brisbane Powerhouse has broken employment or other laws, which are punishable by imprisonment for 12 months or more or acted in a way that is a threat to public safety
- The disclosure relates to information that suggests misconduct that goes further than the whistleblower's circumstances
- The whistleblower suffers from or is threatened with detriment for making a disclosure

Making a Disclosure

Reports can be made in person or by telephone, post or email. Reports can be made within business hours or outside business hours.

You can get independent legal advice anytime if you are unsure whether to make a protected disclosure. Any discussions with a lawyer will be protected under this policy and law.

Eligible Recipients

A protected disclosure of a reportable matter can be made using any of the channels below (each is an eligible recipient of the reportable matter):

- CEO/Artistic Director of Brisbane Powerhouse
- Manager of Brisbane Powerhouse
- An actuary of Brisbane Powerhouse
- A trustee of Brisbane Powerhouse
- Other Designated Bodies That Can Receive Disclosure
- Disclosures of a reportable matter may also be protected when made to:
 - ASIC
 - APRA
 - The Commissioner of Taxation
 - Another Commonwealth authority prescribed by law

False Report

A protected whistleblower will still qualify for protection for disclosure even if their disclosure is incorrect. However, anyone who knowingly makes a false report of a reportable matter or who otherwise fails to act honestly with reasonable belief in respect of the report may be subject to disciplinary action, including dismissal.



Anonymity When Reporting

You may remain anonymous when disclosing a reportable matter throughout and after the investigation is finalised. While you are encouraged to share your identity when making a disclosure, as it may make it easier for Brisbane Powerhouse to address your disclosure of a reportable matter and for Brisbane Powerhouse to communicate with you, you are not required to share your identity. If you don't share your identity, Brisbane Powerhouse will assess your disclosure the same way you would if you had revealed your identity. However, investigating if you don't share your identity may have some practical limitations.

Protections for Protected Whistleblowers

Confidentiality

Disclosures from protected whistleblowers will be treated confidentially and sensitively. Once a report is received, the eligible recipient will ensure immediate steps are taken to protect the identity of the protected whistleblower. This will include redacting the name and position of the protected whistleblower from any written report record and ensuring appropriate document security is implemented.

It is illegal for a person to identify protected whistleblowers or disclose information likely to lead to their identification. If you are a protected whistleblower, your identity and position (or any other information that would be likely to identify you) will only be shared if:

- You consent to the information being shared
- The disclosure is to a recipient permitted by law, such as the Commissioner of Taxation or the Australian Federal Police
- The disclosure is otherwise allowed or required by law (for example, disclosure to a lawyer of Brisbane Powerhouse to receive legal advice relating to the law on whistleblowing)

In addition, for information likely to identify an eligible whistleblower, this may be shared if it is reasonably necessary for an investigation. In this circumstance, all reasonable steps will be taken to reduce the risk you will be identified.

Protection Against Detrimental Treatment

It's illegal for a person to engage in conduct that causes (or threatens) detrimental treatment to a protected whistleblower in the belief or suspicion that a person has made, may make, proposes to make or could make a report of a reportable matter and where that belief or suspicion is a reason for the conduct.

Detrimental treatment could include dismissal, demotion, harassment, damage to your reputation, discrimination, disciplinary action, bias, threats or other unfavourable treatment connected with disclosing a protected whistleblower.

Brisbane Powerhouse will seek to ensure that protected whistleblowers are not subjected to detrimental treatment due to making (or intending to make) a disclosure under this policy. To protect protected whistleblowers from detrimental treatment, Brisbane Powerhouse will:

- Make an assessment of the risk of detriment against a protected whistleblower as soon as possible after receiving a disclosure of a reportable matter



- Make sure Brisbane Powerhouse management is aware of their responsibilities to maintain the confidentiality of a protected whistleblower, address the risks of detriment and ensure fairness when managing the performance of, or taking other management action relating to, a protected whistleblower
- Take practical action, as necessary, to protect a protected whistleblower from the risk of detriment and intervene if detriment has already occurred

If a protected whistleblower believes they have been subject to detrimental treatment, they should inform an eligible recipient immediately.

Other Protections for Protected Whistleblowers

Protected whistleblowers are protected from civil, criminal or administrative liability (including disciplinary action) for making reports of reportable matters. No contractual right (including under an employment contract) can be exercised against a protected whistleblower to stop them from disclosing a reportable matter.

If you're a protected whistleblower and the disclosure is to an eligible recipient or other designated body as set out above or is a public interest disclosure or emergency disclosure, the information you disclose also cannot be used against you in criminal proceedings or proceedings for the imposition of a penalty (except if the proceedings are in respect of the falsity of the information).

Eligible whistleblowers may also be entitled to seek compensation and other remedies through the courts if Brisbane Powerhouse fails to protect the eligible whistleblower from detriment and the eligible whistleblower suffers loss or damage.

How Will We Investigate Disclosures?

Once a report of a reportable matter has been received from an eligible whistleblower who has provided reasonable grounds for their belief that the report has occurred, an investigation of those allegations will begin as soon as practicable after the report has been received.

If Brisbane Powerhouse determines that the information disclosed doesn't amount to a reportable matter, the eligible whistleblower will be, if practicable, informed of that decision. In some instances, reports may not be able to be responded to, for example, because they are anonymous reports.

If an investigation is conducted, it will:

- Follow a fair process
- Be conducted in as timely a manner as the circumstances allow
- Be independent of the person/s about whom an allegation has been made

Provided there are no restrictions or other reasonable bases for doing so, people against whom an allegation has been made will be informed of the allegation and will have an opportunity to respond to any allegation. That is, Brisbane Powerhouse will take steps to ensure fair treatment of any person who is the subject of the reportable matter report as well as the protected whistleblower.

Investigations will be conducted promptly and fairly with due regard for the nature of the allegation and the rights of the people involved. Brisbane Powerhouse recognises the importance of balancing the rights of the eligible whistleblower and the rights of people against whom a report is made to ensure fairness.



Communications with the Protected Whistleblower

Brisbane Powerhouse will ensure that, provided the claim was not submitted anonymously, the protected whistleblower is informed of the investigation outcomes of their allegations. This will be subject to the privacy considerations of those against whom allegations are made and considerations of confidentiality affecting Brisbane Powerhouse.

If the protected whistleblower is not an employee of Brisbane Powerhouse, the protected whistleblower will be kept informed of the investigative outcomes (subject to privacy considerations as above) once the protected whistleblower has agreed in writing to maintain confidentiality about any information provided to them regarding a report made by them.

Work Arrangements

Once a report of a reportable matter has been received from an eligible whistleblower, Brisbane Powerhouse will determine whether the complainant and respondent must continue work as normal or alternative arrangements must be put in place.

Complaints And Investigation Procedure

This procedure applies to any individual who enters our precinct. This includes but is not limited to the following:

- Brisbane City Council representatives
- Board Directors
- Brisbane Powerhouse Leadership team
- Full-time, part-time, seasonal and casual employees
- Job candidates, including people auditioning for roles
- Interns, volunteers and anyone working in an unpaid capacity
- Contractors, subcontractors and secondees (Eg. casting, talent and freelance agents who have been contracted or subcontracted for a specific purpose)
- Production personnel (Eg. actors, dancers, directors, choreographers, writers, stage management, chaperones, technical crew)
- Patrons, community members and the public
- Partners and donors
- Tenants and their employees

Process Statement

This procedure outlines how Brisbane Powerhouse will deal with a complaint. Brisbane Powerhouse encourages all individuals who believe they have been subjected to or witnessed a breach in behaviour outlined in the Brisbane Powerhouse Code of Conduct or policies to report the alleged behaviour.

Brisbane Powerhouse will deal with complaints according to this procedure. However, where it is considered appropriate, Brisbane Powerhouse may deal with the complaint using an alternative method to resolve the complaint in a confidential, efficient, and sensitive manner. Examples include complaints involving someone



external to Brisbane Powerhouse. In those circumstances, the complaints person will provide details of the process for dealing with the complaint that is fair and under the procedure.

Raising A Complaint

Individuals can raise a complaint if they believe a breach of the Brisbane Powerhouse Code of Conduct or policies has occurred. A complaint may be raised by any individual experiencing or witnessing an alleged breach.

How To Raise A Complaint

Individuals should file complaints with their Brisbane Powerhouse representative, manager, or the People and Culture Director. Individuals should raise complaints regarding the CEO/Artistic Director or Board Directors with the Brisbane Powerhouse Chair and complaints regarding the Chair with the Brisbane City Council CEO (the Shareholder).

Where the individual does not feel comfortable raising a complaint with one of the above, they can seek independent legal advice or raise the complaint with one of the following organisations:

- Queensland Industrial Relations Commission
- Australian Human Rights Commission
- Antidiscrimination Commission Queensland
- Relevant union (Eg. Media, Entertainment and Arts Alliance)
- The police (if the allegations are criminal, such as physical or sexual assault)

Whilst an individual may file a complaint with one of the organisations listed above, Brisbane Powerhouse prefers that any complaint be raised internally with the appropriate person in the first instance.

Individuals may raise complaints verbally or in writing.

Key Considerations When Dealing With Complaints

Confidentiality

Brisbane Powerhouse must provide a safe work environment and afford natural justice to those against whom a complaint is made (respondent). It will, therefore, maintain confidentiality to the maximum extent possible when a complaint is raised.

Individuals directly involved in a complaint or an accompanying investigation (whether as a complainant, respondent, complaints person, witnesses or support person) must maintain confidentiality. Failure to do so may result in disciplinary action.

Natural Justice and Impartiality

When an allegation is made against another person, that person (the respondent) is entitled to be afforded natural justice – a right to hear their side of the story and respond to those allegations.

When a complaint is raised, Brisbane Powerhouse will appoint an appropriate person (internal or external to the company) to investigate the complaint (complaints person). The complaints person will collect and consider all relevant evidence and remain impartial as far as reasonably practicable.



No Victimisation

Victimisation is adversely treating anyone involved in a complaint. Victimisation is unlawful and will not be tolerated. Any incidents of victimisation should be reported immediately.

Brisbane Powerhouse will take all reasonable steps to ensure that no individual is treated poorly, victimised or disadvantaged if they:

- Make or intend to make a complaint;
- Provide information as a witness; or
- Provide support to a complainant or respondent.

Support Person

Anyone involved in an investigation may wish to have a support person present during the process, such as another worker, a friend, a family member or a union representative. That support person cannot be one of the parties involved in the complaint and investigation.

A support person's role is to provide emotional support; they should not advocate or speak for the person they are supporting. A support person must also keep all complaint and investigation details confidential.

A participant (a complainant, respondent or witness) should notify the complaints person as soon as practicable if they would like a support person present during a meeting as part of an investigation. The participant must provide the support person's details so the complainant person can consider the request; this request will not be unreasonably refused. If a support person's availability unreasonably delays the formal complaint process, the participant will be advised to nominate an alternative support person.

If a participant was offered a support person and did not want a support person to be present during meetings, it should be recorded that they were offered a support person.

Dealing With Complaints

Deciding on the Most Appropriate Course of Action

If an individual believes they have been subjected to a breach in behaviour outlined in Brisbane Powerhouse policies or Code of Conduct, they may wish to deal with the situation themselves – that is, the individual tells another person/s that their behaviour is unreasonable or unacceptable, that they are offended by the behaviour and want it to stop. In many cases, explaining to someone why their behaviour is unwelcome and asking for it to stop will be sufficient, mainly if the person/s was/were unaware of the impact of their behaviour.

If an individual is uncomfortable dealing with the situation themselves or their concerns remain unresolved after attempting to deal with it themselves, a complaint can be raised.

Once a complaint has been raised and a complaints person allocated, the complaints person will outline the options available for dealing with the complaint.



A resolution may be sort through informal procedures. A formal complaint procedure is appropriate if the alleged behaviour is serious and, if substantiated, would lead to disciplinary action (Eg. termination of employment). A formal procedure process focuses on substantiating or otherwise complaint/s.

Brisbane Powerhouse recognises that sometimes an individual may wish to raise a concern but not wish for Brisbane Powerhouse to take action. However, Brisbane Powerhouse has a duty of care to act on a concern, as other individuals may be at risk.

If the complaint relates to a Work Health and Safety incident, Brisbane Powerhouse must notify the relevant regulator of specific workplace incidents under Work Health and Safety laws.

Complainants Wishing to Remain Anonymous

If a complainant wishes to remain anonymous, Brisbane Powerhouse will seek to establish why the complainant does not want their identity disclosed. Brisbane Powerhouse will endeavour to manage the complainant's concerns while ensuring an appropriate balance of fairness for all parties concerned. In some cases, it will not be possible for a complainant to remain anonymous due to the respondent's right to natural justice and to know the nature of the allegation/s against them. While the complainant's wishes will be considered, they will not determine whether or how the complaint should be investigated. That is a decision for Brisbane Powerhouse.

Dealing with Complaints that May Constitute a Criminal Offence

Some unlawful conduct can also be a criminal offence. E.g. physical or sexual assault, stalking or cybercrime, where a carriage service is used to menace, harass or cause offence. This can include conduct over the phone via text messages or online.

If the conduct results in a criminal offence, Brisbane Powerhouse will provide appropriate support for the complainant to report the matter to the police. If Brisbane Powerhouse becomes aware of or has reasonable grounds to believe that a criminal offence has been committed against a child or young person, Brisbane Powerhouse will report the matter to the police.

If a complainant does not wish to report the matter to the police, Brisbane Powerhouse will:

- Respect this decision unless Brisbane Powerhouse is required to report the incident,
- If the complainant is an employee, ask them if they would like access to counselling or other support,
- Consider whether it is necessary to implement any changes to the workplace to provide the individual with a safe work environment while the complaint is being investigated,
- Deal with the complaint consistent with the procedures outlined in this policy and
- Complete an incident report.

Where an individual raises concerns with Brisbane Powerhouse, and Brisbane Powerhouse determines that no action is required as the situation has already been resolved or adequately dealt with, Brisbane Powerhouse may record details of the concerns. In the event of this happening, Brisbane Powerhouse will record essential information about the incident in a report, including:

- Time, date, and location of the alleged incident,
- Nature of the alleged incident,



- The people involved,
- What action was taken to resolve the alleged incident,
- Why no further action was considered necessary, and
- The matter was not investigated, and there were no findings about the alleged conduct.

If Brisbane Powerhouse becomes aware of an incident (Eg. unusual tension in the rehearsal room) that does not pose an immediate health and safety risk but where it deems appropriate, an incident report may be prepared.

Informal Complaint Procedure

There is no one-size-fits-all response for dealing with complaints informally. Responses will differ depending on each circumstance and the nature of the complaint.

When should a complaint be dealt with informally?

Brisbane Powerhouse may decide to deal with a complaint informally if:

- The complaint is not severe,
- Brisbane Powerhouse considers the complaint can be most effectively dealt with informally, and the complainant agrees,
- The complainant requests that the matter be dealt with informally, and Brisbane Powerhouse considers this appropriate and
- The complaint has arisen from a misunderstanding or lack of clear communication.

How should a complaint be dealt with informally?

Informal ways of dealing with complaints will focus on and may include:

- A direct private discussion between the complainant and the respondent (where the parties agree to participate). This discussion may be mediated.
- An impartial third person conveys information between those involved.
- An impartial third person helps those involved to talk to each other and find a resolution.
- A complaint is made, the respondent admits the behaviour, an investigation is not required, and the complaint can be resolved through conciliation or counselling.
- The complainant wants to deal with the situation themselves but may seek advice on possible strategies.
- In the case of an employee complaint, the complainant asks the People and Culture Director to speak to the respondent on their behalf. The People and Culture Director privately conveys the complainant's concerns and reiterates Brisbane Powerhouse's policy to the respondent.
- A manager or a Brisbane Powerhouse representative observes unacceptable conduct and takes action even though no formal complaint has been made.

An informal complaint might not result in identifying a respondent. In these cases, organisation-wide education may be appropriate. Actions could include:

- Requiring employees to complete appropriate training,
- A policy refresh and/or



- Making alterations to working arrangements to reduce risk.

In some instances, Brisbane Powerhouse may engage an independent mediator.

An informal process may be formalised when Brisbane Powerhouse considers it appropriate, particularly when it proves ineffective or new information is received.

Formal Complaint Procedure

The formal complaint procedure is noted below. However, Brisbane Powerhouse may alter the process and advise the complainant of the new complaint handling and investigation process where appropriate.

Brisbane Powerhouse will endeavour to adhere to the timeframes outlined in this procedure. If timeframes need to shift, Brisbane Powerhouse will advise the complainant and respondent of these changes.

Step 1: Obtain Information from the Complainant

As soon as practicable but within one week of receiving the complaint, the complaints person will contact the complainant to understand the complaint better and obtain additional information. At this time, the complaints person will also:

- Provide or confirm that the complainant has received a copy of the relevant Brisbane Powerhouse Code of Conduct, Complaints and Investigation Procedure Policy and any other policies relevant to the complaint;
- Provide information about the complaint process, potential outcomes, options for assistance/support and protection from victimisation;
- Ensure the allegations are documented in writing, either by the complainant or the complaints person;
- Explain that the process is confidential, what this means and why it is important;
- Explain what records of the complaint will be kept, for how long and where;
- Explain the action that may be taken if the complaint is found to be vexatious or malicious and
- Ask the complainant to provide relevant documents or details of witnesses that may support the allegations.

When there is a concern about destroying or compromising supporting information, the person submitting the complaint should try to obtain this information before taking further action.

Step 2: Advise the Respondent about the Complaint

As soon as practicable, but within one week after receiving all the necessary information from the complainant and understanding the scope of the complaint, the complaints person will inform the respondent that a complaint has been made.

The complaints person will provide the respondent with details of the allegations and supporting information if the complaints person considers it appropriate and necessary to do so. The allegations may be provided to the respondent either in writing or verbally.

When the complaints person informs the respondent of the complaint, the complaints person will also:

- Provide or confirm that the complainant has received a copy of the relevant Brisbane Powerhouse Code of Conduct, Complaints and Investigation Procedure Policy and any other policies relevant to the complaint;



- Confirm that the respondent will be allowed to respond to the allegations;
- Provide information about the complaint process, potential outcomes and options for assistance/support;
- Explain that the process is confidential, what this means and why it is important;
- Explain what records of the complaints will be kept, for how long, where, and
- Explain that it is unacceptable to victimise someone who has made a complaint.

If it is considered necessary for the investigation, Brisbane Powerhouse may direct either the complainant, the respondent, or both to remain away from the workplace and abstain from conducting Brisbane Powerhouse business.

Step 3: Provide the Respondent with the Opportunity to Respond to the Allegation/s

The respondent will be provided with an opportunity to respond to the allegation/s. This will typically occur within three working days of the respondent's notification of the allegation/s.

The complaints person will document the information obtained from the respondent if it is not provided in writing. The respondent will be asked to review and confirm the accuracy of the information.

Step 4: Interview Any Relevant Witnesses

If the complaints person considers it necessary or appropriate, they will interview any relevant witnesses to the alleged conduct. To ensure confidentiality, witnesses should only be advised of the nature of the investigation as it relates to them, providing accurate and truthful evidence.

Step 5: Clarify Contradictory or New Evidence

If new or contradictory evidence comes to light during the investigation, the complaints person will hold further discussions with the respondent or complainant to clarify information.

If either the respondent or complainant disputes any of the new or contradictory evidence, the complaints person may:

- Seek further information from the complainant and/or respondent,
- Seek further statements/information from any witnesses and/or
- Gather any other relevant evidence.

The complaints person may continue to seek additional information or clarification from the complainant, respondent or witnesses on any outstanding matters until the complaints person is satisfied that there is no additional evidence to be collected or no further clarification is required.

Step 6: Assess the Evidence and Decide

The complaints person will assess the information and evidence gathered and form an opinion about the complaint. The complaints person may find one of the following:

- The complaint is substantiated,
- The complaint is not substantiated, or
- It is not possible to conclude a breach has occurred.



The complaints person's findings and the standard of proof in the investigation are based on the balance of probabilities – which means it is more likely than not that the conduct occurred. If the respondent confirms the alleged conduct occurred, the complaints person should provide the respondent with the opportunity to comment on any proposed decision and outcome before a final decision is made.

Where the complaint is substantiated, the complaints person may recommend disciplinary action. If the complaints person identifies an area that could be improved to reduce or avoid such complaints in the future, the complaints person may recommend that Brisbane Powerhouse consider implementing those improvements.

Step 7: Notify the Complainant and the Respondent of the Outcome

Brisbane Powerhouse will inform the complainant and the respondent of the outcome as soon as practicable and within one week of being notified of the complaints person's determination. A copy of the decision will be placed in the employee's personnel file until the agreed-upon timeframe as part of the complaint resolution.

Variation To The Timeframe And Process

There may be occasions when, considering the complexity of the facts and the allegation's seriousness, the process takes longer, or there is a departure from the process.

Work Arrangements

When a complaint is lodged, Brisbane Powerhouse will determine whether the complainant and respondent can continue work under normal circumstances or whether alternative arrangements must be made. For example, either the complainant or the respondent may be asked to take leave without loss of pay and be transferred to another part of the business or a different location so that a fair and efficient investigation can progress.

If it is safe for the complainant and respondent to work together during the complaints process, the complaints person will work closely and actively with them to monitor their relationship and ensure that safety, wellbeing, and respect are maintained.

The complainant and respondent have a responsibility to:

- Participate in the investigation process and the implementation of this policy in good faith,
- Cooperate fully in the investigation process and the implementation of this policy,
- Not make vexatious or malicious complaints, and
- Maintain confidentiality, as described above.

Outcomes From An Investigation

Substantiated Complaints

Based on the complaints person's findings, Brisbane Powerhouse will decide on the appropriate action to take when a complaint is substantiated.

Outcomes of a formal investigation for employees can include any combination of the following:



- Counselling, coaching or mentoring,
- Formal written warning,
- Termination of employment (including without notice or pay in lieu of notice),
- Facilitation of a meeting between the complainant and the respondent to resolve the matter through direct discussion,
- Developing a process for moving forward,
- Regular monitoring of behaviour,
- Further training and education
- A commitment by the respondent to change the behaviour or conduct that was the subject of the complaint,
- A change in working arrangements, and
- An apology.

The most appropriate outcome in each case will depend upon factors such as:

- The severity and frequency of the conduct,
- The weight of the evidence against the respondent,
- The wishes of the complainant (however, this will not be determinative of the matter),
- Whether the respondent has been given any prior warnings for the same or similar conduct and
- Was training specifically related to the subject matter of the complaint previously provided to the respondent?

The disciplinary procedure will be applied consistently, clearly explained, fair and proportionate.

In the case of complaints about a person/s external to Brisbane Powerhouse. The disciplinary action might include:

- A warning or good behaviour bond,
- A venue ban and/or
- Police notification.

Unsubstantiated Complaints

Where allegations have not been admitted or substantiated, Brisbane Powerhouse may decide to take some action due to the complaint. For example, Brisbane Powerhouse may:

- Require employees to complete appropriate training and/or
- Perform a policy refresh.

Frivolous, Vexatious or Malicious Complaints

Brisbane Powerhouse encourages reporting behaviour genuinely believed to breach the Brisbane Powerhouse Code of Conduct or policies.

However, if a complaint is found to be frivolous, vexatious or malicious, appropriate disciplinary action, up to dismissal in the case of an employee, may be taken against the complainant. This is not to prevent individuals from making a legitimate complaint but rather to prevent an individual from making a complaint to create difficulties for another person.



Examples of frivolous, vexatious or malicious complaints include, but are not limited to:

- Fabricating a complaint,
- Making a complaint for the malicious purpose of deliberately harming another person,
- Seeking to agitate issues that have already been addressed or determined and/or
- Making a complaint that the complainant does not genuinely believe to be true.

Discipline For Brisbane Powerhouse Employees

Summary Dismissal

Brisbane Powerhouse has the right to dismiss any employee engaging in serious misconduct without notice or warning. Serious misconduct is when you:

- Cause serious and imminent risk to the health and safety of another person or the reputation or profits of Brisbane Powerhouse's business or
- Deliberately behave in a way that is inconsistent with continuing your employment.

The following are examples of behaviours regarded as serious and willful misconduct justifying the summary termination of your employment – that is, immediate termination without formal warnings and notice or any payment in lieu of notice. This list is not exhaustive:

- Fraud, including forgery of documents (timesheets, contracts, purchase orders, budgets, etc.)
- Misrepresentation of information on documents, misappropriation of funds, supplies, or other assets
- Improprieties in handling or reporting financial transactions
- Authorising/receiving payments for goods not received or services not performed
- Violation of federal, state or local law
- Being under the influence of illegal drugs or alcohol during work hours or while operating a company vehicle
- Breach of confidentiality
- Deliberate damage to company property or that of other employees
- A serious act of insubordination
- Physical violence or threats of physical violence on Brisbane Powerhouse premises
- Sale or possession of illegal drugs on Brisbane Powerhouse premises
- Serious breach of Work Health and Safety
- Dishonesty, including theft
- Possessing firearms or explosives on Brisbane Powerhouse premises
- Serious neglect of duty
- Misrepresentation of key facts in seeking employment
- Sexual harassment

For a dismissal to be deemed fair, it is sufficient, though not essential, that an allegation of theft, fraud or violence is reported to the police.

All documentation, including any disciplinary action, will be kept in an employee's personnel file for the time decided as part of the complaints process.



Chapter 4 : Workplace Health and Safety

Brisbane Powerhouse believes that a safe and secure workplace is essential and that we must comply with Workplace Health and Safety laws. We aim to provide you with a working environment that does not pose significant risks to your health or safety.

Responsibilities

Managers

Managers are responsible for all aspects of Workplace Health and Safety, including the following duties:

- Compliance with appropriate legislation, codes of practice and Brisbane Powerhouse policy
- Implementing Brisbane Powerhouse's Workplace Health and Safety procedures and insisting on safe and environmentally responsible work practices at all times
- Assisting in the identification and preparation of work procedures
- Providing and adopting a safe work system while ensuring safe plant and equipment are used
- Ensuring clients and contractors are not exposed to risks to their health and safety
- Monitoring and reviewing compliance with procedures and working conditions
- Preparing and participating in Workplace Health and Safety meetings and Workplace Health and Safety programs
- Ensuring the Workplace Health and Safety of each of Brisbane Powerhouse's employees
- Ensuring sufficient employees are assigned to carry out the tasks safely
- The induction of new employees about safe work methods and practices
- Ensuring employees are competent to carry out their tasks and training employees in safe operating procedures
- Providing and maintaining adequate safety equipment and personal protective equipment
- Assisting in investigating near misses, hazards, accidents, and injuries to identify hazards and correct unsafe practices and methods
- Assessing all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly reviewing these risks
- Provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and clean eating areas)
- Reviewing and actioning Workplace Health and Safety reports and inspections and initiating rectification where necessary

Brisbane Powerhouse's Safety Team

Brisbane Powerhouse's Safety Team is responsible for duties including:

- Assisting managers in developing and implementing Workplace Health Safety and Rehabilitation procedures.
- Communicating company safety performance to the CEO/AD and the Brisbane Powerhouse Board of Directors
- Providing advice and assistance on Workplace Health and Safety to all employees
- Participating in the planning and design stages of new activities or refits to ensure safety considerations
- Monitoring Workplace Health and Safety Legislative Requirements



- Monitoring compliance with safe work procedures
- Reviewing safety reports and inspections
- Preparing and participating in safety meetings and programs
- Facilitating safety training
- Insisting on correct and safe practices at all times
- Preparing and conducting safety inductions
- Investigating and developing new Workplace Health and Safety initiatives
- Conducting accident/incident investigations
- Leading by example and promoting Workplace Health and Safety at every opportunity
- Facilitating the maintenance of all records as required under the Workplace Health and Safety legislation
- Participating in regular workplace inspections and audits and ensuring that any improvements resulting from such inspections/audits are actioned in the required time frame

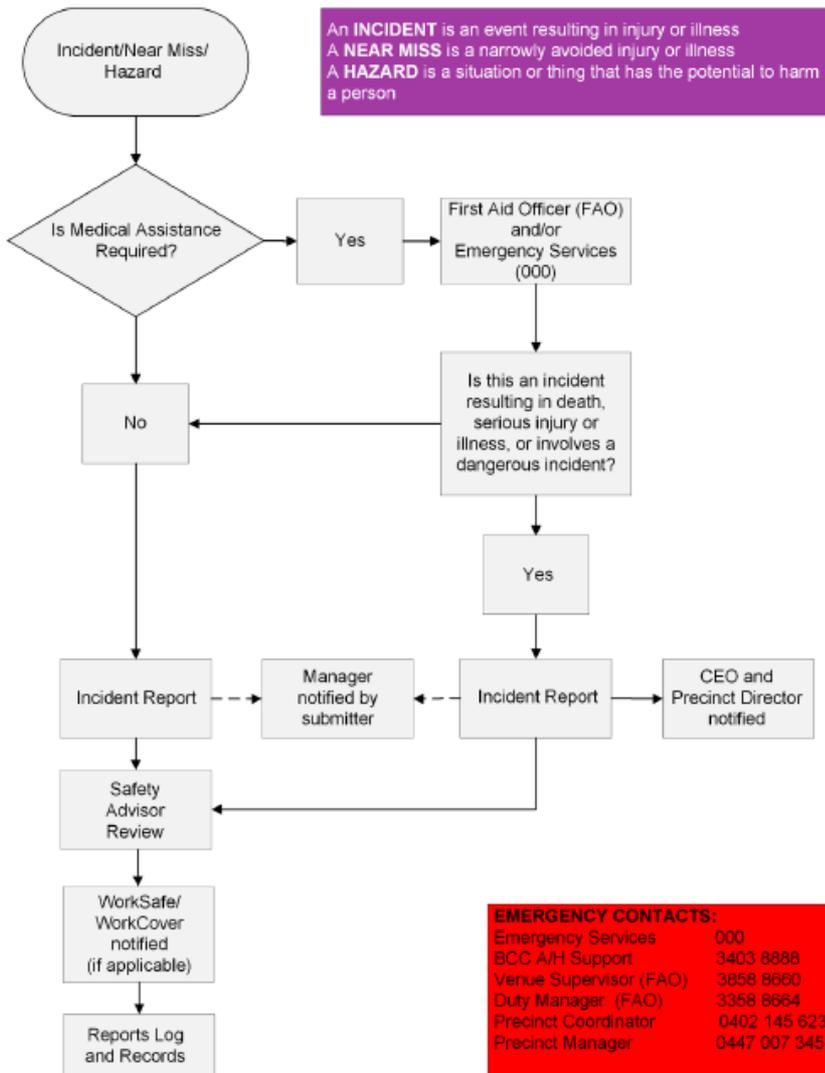
Employees

Brisbane Powerhouse employees' responsibility:

- Working safely and observing all Workplace Health and Safety instructions from managers, Brisbane Powerhouse's policies and procedures
- Using safety devices and personal protective equipment as directed by your manager
- Always Maintaining safety devices and personal protective equipment in an operational and hygienic condition
- Promptly reporting to your manager any work accident, injury or Workplace Health and Safety problem
- Reporting all work hazards or unsafe practices
- Contributing to the health and safety of fellow employees and non-employees
- Not wilfully or recklessly interfering with or misusing anything provided for Workplace Health and Safety workplace
- Not willfully placing at risk the Workplace Health and Safety of any person in the workplace
- Not wilfully injuring yourself

Incident Procedure

We must report all injuries, illnesses, near misses and hazards in the workplace - even if you feel they are minor via the BPH Incident Reporting Form available [here](#). Once a report has been submitted, please notify your supervisor or manager. Below is an Incident Procedure flowchart that outlines the step-by-step process when an incident occurs.



Mental Health

Employee Assistance Program (EAP)

Brisbane Powerhouse aims to create a culture of open conversation and support around wellbeing, enabling early intervention through employee-led programs and ultimately contributing to our workforce thriving at work. Our EAP services aim to provide overarching support to our employees, further contributing to achieving our purpose of wellbeing.

Brisbane Powerhouse employees can access two EAP services: AXIS EAP and The Support Act Wellbeing Helpline.

AXIS EAP

Under the AXIS EAP, Brisbane Powerhouse will fund three (3) sessions with [Axis Psychology Clinic](#).



AXIS EAP Eligibility

The following employees are eligible to participate in the AXIS EAP:

- Permanent full-time and part-time Employees
- Core casuals

Core casuals – to be considered a core casual at Brisbane Powerhouse, you must meet the following requirements:

- Have worked an average of 80 hours per month over 12 months
- Have 12 months of continuous service with Brisbane Powerhouse

Accessing AXIS EAP

If you would like to access the EAP program via AXIS, please contact The People and Culture Director in person or via email.

The People and Culture Director will contact AXIS via email and provide a referral with your name and contact details. AXIS will contact you and make an appointment at a convenient time

The Support Act Wellbeing Helpline

The Support Act Wellbeing Helpline is a free, confidential phone counselling service staffed by professional counsellors who offer expertise in all areas related to mental health. It is available 24/7 to anyone anywhere in Australia who works in music, the performing arts or other creative industries.

All employees at Brisbane Powerhouse have access to The Support Act Wellbeing Helpline.

Accessing the Support Act Wellbeing Helpline

To access the Support Act Wellbeing Helpline, call 1800 959 500 within Australia.

The Support Act Wellbeing Helpline also offers a dedicated helpline for First Nations artists, crew and music workers, which can be accessed by calling 1800 959 500 then (Option 3).

Legal Responsibilities

The *Disability Discrimination Act 1992* requires us to ensure our workplaces do not discriminate against or harass employees with a disability, which includes mental health conditions. We are also required to make reasonable adjustments to meet the needs of employees with mental health conditions.

Work health and safety legislation requires us to ensure (as far as is reasonably practicable) that our workplaces are both physically and mentally safe and healthy. This legislation also acknowledges that employees are responsible for their health and safety.

We also have additional responsibilities under relevant legislation relating to the return to work process if the employee is involved in a workers' compensation claim.

**Privacy**

Privacy legislation requires us to ensure that personal information about an employee's mental health status is not disclosed to anyone without consent.

Adverse Action

We must ensure our workplace does not take any adverse action against an employee because of their mental health condition.

Right to Disconnect

Employees are only expected to respond to work-related contact during their designated hours.

Work-related or attempted contact includes any communication related to your work, such as emails, phone calls, text messages, instant messages, or notifications from work applications or platforms.

Ordinary working hours are the hours that you are required or expected to perform work under the *Industrial Relations Act 2016* (Qld).

Legitimate Contact Outside of Working Hours

There may be instances where we need to contact you outside working hours, including:

- Checking availability for rosters
- To fill in at short notice for a sick colleague
- Where unforeseeable circumstances may arise
- Where an emergency may arise
- Where business and operational reasons require us to contact you outside of normal working hours

However, such instances will be the exception rather than the rule.

Reasonable Refusal

Unless such refusal is unreasonable, you can refuse to monitor, read, or respond to work-related or attempted contact outside your ordinary working hours.

Reasonable refusal is a refusal that is based on your circumstances and considers:

- The reason for the contact or attempted contact.
- How is the contact or attempted contact made, and what is the level of disruption it causes you?
- Compensation for availability (including non-monetary compensation).
- Your role and level of responsibility.
- Your circumstances (including family or caring responsibilities).

On Call

The Right to Disconnect doesn't apply to on-call arrangements or roles involving emergency callouts or out-of-hours services.



Out of Office

You are expected to update out-of-office emails regularly, including during annual leave, specifying your work hours and any start and end dates for leave.

Other Communication Channels

Employees may use various other means of communication, such as Microsoft Teams. You are only expected to respond to work-related messages on these platforms during their working hours.

We do not expect that you will respond to messages, comments, meeting invitations, etc., during your off-work time, and you will not be penalised in any way for replying only to them during your working time.

Responsibilities of Employees

Employees are responsible for:

- Respecting their own and other employees' Right to Disconnect. (e.g., by not routinely emailing or calling outside regular working hours)
- Communicating their availability and preferences for work-related contact or attempted contact outside their ordinary working hours to their manager, colleagues, and clients
- Managing their work-related contact or attempted contact outside their ordinary working hours in a way that minimises disruption and stress for themselves and others
- Being aware that managers, colleagues, or clients may operate in different time zones or have different work patterns when sending communication. Employees need to consider the timing of the communication and understand that the recipient is not expected to respond until their return to work
- Raising any issues or concerns about work-related contact or attempted contact outside their ordinary working hours with their manager

If you are unhappy with our out-of-hours contact with you, you have the right under your *Industrial Relations Act 2016 (Qld)* to attempt to resolve the matter using our grievance process. If you cannot resolve the matter, refer your dispute to the Queensland Industrial Relations Commission.

Responsibilities of Managers

Managers are responsible for:

- Respecting their employees' Right to Disconnect
- Setting clear and reasonable expectations for work-related contact or attempted contact outside their employees' ordinary working hours
- Avoiding or limiting work-related contact or attempted contact outside their employees' ordinary working hours unless necessary and reasonable
- Compensating employees for any work completed outside of their on-duty hours through payment of overtime or granting time off in lieu



- Supporting their employees in managing their work-related contact or attempted contact outside their ordinary working hours in a way that promotes their health, well-being, and work-life balance
- Be aware of any employees that regularly send emails or other contact outside of working hours
- Consider the timing of the communication and understand that the recipient is not expected to respond until their return to work
- Addressing any issues or complaints about work-related contact or attempted contact outside their employees' ordinary working hours in a fair and timely manner

Adverse Actions

Managers must not promote an "always connected" work culture and must avoid taking adverse actions against employees exercising their Right to Disconnect.

Adverse action includes any action that is unlawful, discriminatory, or detrimental to an employee's employment, such as:

- Dismissing or threatening to dismiss an employee
- Injuring or threatening to injure an employee in their employment
- Altering or threatening to alter an employee's position or duties to their disadvantage
- Discriminating or threatening to discriminate against an employee
- Harassing or intimidating an employee
- Refusing to employ or promote an employee
- Reducing or threatening to reduce an employee's pay or benefits

Workplace Rehabilitation

Brisbane Powerhouse recognises substantial benefits from the workplace rehabilitation of injured employees. Workplace rehabilitation includes the early provision of timely and adequate services, including suitable duties programs, and aims to:

- Maintain injured or ill employees at work
- Ensure the employees' earliest possible return to work
- Maximise the employees' independent functioning

Responsibilities

Brisbane Powerhouse is committed to the following:

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible following medical advice
- Ensuring appropriate and suitable duties are available to injured or ill employees to facilitate their safe and early return to work. These duties must be medically approved and will be time-limited
- Respecting the confidential nature of medical information and ensuring there is both verbal and written confidentiality
- Ensuring all employees are aware that, in the event of injury or illness, they will be consulted to provide a structured and safe return to work that will not disadvantage them
- Complying with legislative obligations concerning the standard for rehabilitation



- Adopting a multidisciplinary approach to rehabilitation as required

The injured employee is responsible for the following:

- Applying for workers' compensation within six months of the injury occurring
- Advising their doctor about the availability of workplace rehabilitation
- Asking their doctor to complete a Work Capabilities Checklist (if required)
- Actively participating in workplace rehabilitation
- Maintaining communication with Brisbane Powerhouse about relevant issues related to their compensation claim.

Rights

Brisbane Powerhouse is committed:

- To ensure an efficient system exists for immediate reporting of injuries to enable early employee contact regarding rehabilitation, to comply with the employer's duty to report the injury to the insurer and to ensure confidentiality of information received.
- To develop, coordinate and monitor workplace rehabilitation strategies for injured employees (this may include rehabilitation plans and suitable duties plans) and to ensure treating doctor approval for all plans (by the doctor signing the plans and any amendments)
- Educate all employees about workplace rehabilitation policies and procedures and what to expect when an injury occurs.
- To educate managers regarding their role and responsibilities in rehabilitation
- To ensure education is part of a new employee's induction process
- To promote Brisbane Powerhouses Workplace Rehabilitation Program internally to maintain employees' commitment, and externally, to local doctors to build a good working relationship and gain their trust and assistance
- To keep a file for each employee undertaking rehabilitation, including all documents, correspondence, and accounts, and ensure confidentiality of verbal and written information
- To keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and to sign and date each notation
- To maintain relevant statistics regarding workplace rehabilitation
- To ensure currency of the Workplace Rehabilitation policies and procedures
- To provide injured employees with the opportunity to give feedback on the rehabilitation system and to document this feedback.

The Injured Employee has the right:

- To worker's compensation for work-related injuries accepted by the insurer
- To choose their doctor
- To authorise Brisbane Powerhouse to contact their doctor for advice on suitable duties
- To confidential, safekeeping of personal information
- To be provided with suitable duties, if practicable
- To be consulted in the development of rehabilitation or suitable duties plan
- To union representation, if desired



- To ask for a review of decisions with which they disagree
- To access an impartial grievance mechanism, which is accessed in the first instance by raising the grievance with The People and Culture Director for resolution or escalation

Managers / Team Leaders are committed:

- To actively assist in identifying and coordinating suitable duties
- To adjust workplace procedures and rosters to enable the successful implementation of the plan
- To monitor the injured employee's progress regarding suitable duties
- To offer support and encouragement to any injured employee

Domestic And Family Violence

Family and domestic violence is violent, threatening, or other abusive behaviour by a close relative of an employee, a member of an employee's household, or a current or former intimate partner of an employee that seeks to coerce or control the employee or causes them harm or fear.

Family and domestic violence can affect workplaces in several ways. We recognise that domestic violence occurs in every part of the community and may affect employees directly and indirectly in the workplace. Most people who experience family and domestic violence in Australia are in paid employment.

Safety and Support

Our paramount consideration is ensuring our employees' safety, health, and well-being and acting to reduce the potential for domestic violence in the workplace.

Our provisions for employees experiencing domestic violence aim to protect confidentiality, provide appropriate support, and prevent employees from being treated less favourably if they tell us what is happening.

We understand that domestic violence issues may be challenging to discuss in the workplace. Managers and colleagues have a responsibility to respond sensitively.

Information about domestic violence is considered sensitive personal information. It may only be disclosed by consent of the employee concerned, or as required by law (for example, by a court order), or to protect the life, health or safety of employees or any other person.

Employees experiencing domestic violence and co-workers affected by their colleagues experiencing domestic violence can access our Employee Assistance Service for confidential counselling and support.

If You Are Experiencing Domestic Violence

If you are experiencing domestic violence, you have the right to choose whether you disclose details of your circumstances and to whom.

Where possible, we encourage you to discuss the matter with your manager, as they will usually need to be involved in developing any practical arrangements needed to support you, such as arranging leave, making workplace adjustments, or preparing a workplace safety plan.



Confidentiality

Information that you disclose will be kept confidential. To support your application for leave or working arrangements, we may need to request supporting documentation such as a letter from your doctor, counsellor or support staff or records from police, court, or hospitals.

All written information you produce will be kept in a secure file separate from your personnel file. Access to this information will be on a strict need-to-know basis.

If you access Family and Domestic Violence Leave, no record of you taking this leave will appear on your payslip to help protect your safety.

Unpaid Leave – Transitional Arrangements

All employees (including casual employees) experiencing domestic violence may access up to 5 days of unpaid Family and Domestic Violence Leave to deal with the impact of family and domestic violence if it is impractical to do so outside your working hours.

This entitlement doesn't accumulate from year to year if it isn't used and is available in full at the beginning of each 12 months of your employment with us.

You can take this leave as a single continuous period or separate periods of one or more days.

You may use this leave to attend medical appointments and counselling, court proceedings, seek or relocate to safe housing, access police services, visit legal or financial advisors or support agencies, for re-housing or re-organising childcare or other relevant appointments or matters.

You can take annual, sick, or care leave, depending on your situation.

Applications for leave under these provisions will not be unreasonably refused.

Paid Leave

All employees (including casual employees) experiencing domestic violence may access up to 10 days of paid Family and Domestic Violence Leave to deal with the impact of family and domestic violence if it is impractical to do so outside your working hours.

You can take this leave as a single continuous period or separate periods of one or more days.

You may use this leave to attend medical appointments and counselling, court proceedings, seek or relocate to safe housing, visit legal or financial advisors or support agencies, re-house or re-organise childcare, or other relevant appointments or matters.

All new employees are entitled to 10 days of Paid Family and Domestic Violence Leave each year, available in full from their first day of employment with us. This entitlement doesn't accumulate from year to year if it isn't used and is available in full at the beginning of each 12 months of your employment with us.



Existing employees are entitled to 10 days of Paid Family and Domestic Violence Leave each year, available in full from 1 February 2023.

In addition, you are entitled to 10 days of Family and Domestic Violence Leave on the anniversary of your employment with us. This entitlement doesn't accumulate from year to year if it isn't used and is available in full at the beginning of each 12 months of your employment with us.

Full-time and part-time employees will be paid at their full pay rate as if they had not taken the leave.

A casual employee will be paid based on the number of hours worked, which means one-fifth of the employee's ordinary work hours for a week, averaged over each completed six weeks of employment with the employer.

You can take annual, sick, or care leave, depending on your situation.

Applications for leave under these provisions will not be unreasonably refused.

If you need to take Paid Family and Domestic Violence Leave, you may need to provide your manager with evidence that the leave was taken for the purpose specified. The type of evidence that is acceptable includes:

- Documents issued by the police service
- Documents issued by a court
- Family violence support service documents
- A statutory declaration

Requests for Changes to Working Arrangements

Employees experiencing domestic violence may request changes to work practices or arrangements, which may include but are not limited to:

- Working times or patterns — changes to starting and finishing times, reduced hours, part-time work, working from home, compressed work weeks
- Work practice changes — changes to telephone numbers and email addresses, having calls and emails screened and recorded, removal of details from directories
- Work duties change to specific duties to avoid potential contact with the perpetrator if they are a fellow employee.
- Temporary relocation — relocation to another workplace or a safer location within the workplace

Workplace Safety Plans

Employees experiencing domestic violence may identify their safety support needs in consultation with their manager. Safety plans may include but are not limited to the following:

- If the employee is absent, arrange an agreed communication method for managers to confirm they are safe
- Identify a work contact and emergency contact if we cannot contact the employee
- Alert reception and the police if the perpetrator enters or attempts to enter the workplace
- Confirming the employee's arrangements for safely getting to and from home
- Reviewing the security of personnel records



- With consent, provide a copy of any existing family violence intervention order or a photograph of the perpetrator to the manager and reception area
- Providing safety planning for managers and colleagues whom the perpetrator may approach
- Providing an escort to and from their car or public transportation
- Locking entries and exits and using keys or access cards to access employee-only areas
- Ensuring visitor sign-in procedures are implemented for all visitors and tradespeople
- Installation of personal or fixed alarms (either audible or silent)
- Use of CCTV video surveillance and signs alerting visitors to the surveillance
- Provision of regular security patrols
- Provision of safe, clear, and well-lit car parking spaces close to the entrance
- Creating an emergency plan with processes for contacting the police in case of emergency
- Creating a reporting process for incidents and potential incidents

Where the Perpetrator Is a Current Employee

Brisbane Powerhouse does not condone or tolerate the behaviour of employees who victimise, humiliate, undermine, threaten, intimidate, stalk, harass or use violence against others, including other employees, regardless of their relationship with that person.

Employees who misuse our resources such as phones, email, mail, and online services to threaten, harass or abuse others will be dealt with under our Code of Conduct provisions. Their behaviour may also be a criminal offence or a domestic violence protection order breach and will be dealt with through the legal system.

Where this behaviour comes to our attention, it will be immediately investigated, and the perpetrator will be subject to disciplinary action, up to and including termination of employment.

If You Suspect Domestic Violence

If you suspect an employee may be abused, but they have not disclosed information to you, then:

- Recognise: Let the employee know what you have observed: "I noticed the bruises you had last week, and you look upset and worried today."
- Respond: Express concern that the employee might be abused: "I thought someone might be hurting you, and I am concerned about you."
- Refer: Make a statement of support: "No one deserves to be hurt by someone else. I have some information and resources that may help you."

Unacceptable Visitor Behaviour

Brisbane Powerhouse has zero tolerance for violence and aggression towards our employees. We seek to create a workplace free of aggressive behaviour and violence and take all practicable steps to eliminate workplace violence risks as far as possible.

However, violence and aggression towards our employees may occur despite preventative measures. We take positive action to minimise the impact if a violent incident occurs.



Defining Unacceptable Behaviour

What is deemed unacceptable behaviour differs depending upon the individual(s) involved and their circumstances. Examples of unacceptable behaviour are grouped under two broad headings:

- Aggressive, abusive, or offensive language or behaviour
- General unreasonable demands or vexatious complaints

Aggressive, Abusive or Offensive Language or Behaviour

All our employees have the right not to be subjected to sexual harassment, aggressive, abusive, or offensive language or behaviour, regardless of the circumstances. This includes threatening emails, telephone calls, meetings, and comments on social media or elsewhere.

Examples of this behaviour include:

- Inappropriate, insulting, or degrading language, including banter, innuendo, jokes, or stories.
- Malicious or unsubstantiated allegations
- Offensive gestures
- Any form of physical violence or threats of physical violence against our property or towards our employees
- Racist, sexist, ageist or homophobic remarks, memes, or images
- Displaying obscene or pornographic material or making obscene remarks
- Comments relating to disability, perceived gender, religion, belief, or other personal characteristics
- Inappropriate comments on social media
- Rudeness, swearing or general derogatory remarks
- Abusive, inflammatory statements or material intended to intimidate
- Entering or attempting to enter restricted or non-public areas of our building
- Failing to follow instructions of our employees or security staff when instructed to leave the premises

Escalating Aggression

Violent situations involving individuals often follow a pattern of escalating aggression:

- Annoyance
- Raised voice
- Verbal threats, physical gestures
- Actual physical violence

It is essential to recognise these signs and try to de-escalate aggressive behaviour.

General Unreasonable Demands or Vexatious Complaints

Occasionally, our customers or other third parties may make unreasonable demands through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make.

Some of our customers or third parties may not accept that we cannot assist beyond the level of service already provided. For example, they may disagree with the solution provided when factors are outside our control or contact us repeatedly about the same issue.



We accept that someone persistent is not necessarily guilty of unacceptable behaviour, and what is seen as an unreasonable demand will depend on the circumstances of each case.

Examples of unreasonable behaviour or demands include:

- Refusing to follow our complaints procedure
- Refusing to end a telephone call or insisting on speaking to someone unavailable or not the appropriate person
- Contacting us repeatedly and frequently without giving us enough time to respond to previous correspondence
- Demanding responses within an unreasonable time scale
- Repeatedly contacting or insisting on speaking to a particular employee who is not directly dealing with the matter or when another employee has been offered as an alternative
- Excessive telephone calls, emails, or letters (this includes unsolicited marketing calls, letters and emails considered 'spam' or 'phishing')
- Sending the same or similar requests to several employees
- Visiting our offices without an appointment
- Recording, photographing, or filming meetings or conversations (whether face-to-face or on the telephone) without the prior knowledge or consent of the other people involved
- Persistent refusal to accept a decision
- Persistent refusal to accept explanations
- Continuing to contact us without presenting new and relevant information

Abusive, Threatening, Or Harassing Telephone Calls At Work

If you receive an abusive, threatening, or harassing telephone call:

- Try to calm the person by acknowledging the frustration and get them to civilly explain their needs to enable you to provide help and guidance
- If the behaviour continues, advise the caller that you cannot help them unless they are civil
- If this does not work, warn the caller that you will hang up unless they are civil
- If the behaviour continues, hang up. Immediately notify your manager of the incident and complete a BPH Incident Reporting Form available [here](#)
- For each call received, keep a personal log record of the time, details of the conversation and duration of the call, the gender of the caller, approximate age, and any other details such as accent, background noise, etc. The Police will require this information to be reported
- Report the incident and any further calls to the Police Service for advice. Police can trace the calls if warranted and take further action as required

Verbal Assault Or Threats From Visitors In Our Workplace

If a visitor threatens you or verbally abuses you, you:

- Withdraw from the situation immediately
- Complete a BPH Incident Reporting Form available [here](#)



- The manager needs to ensure that the threatened employee is not left alone at work or placed in situations where they could be at risk of repeated aggression
- The manager should ensure that the employee is accompanied home or taken home by taxi, if applicable, to reduce the risk of continued aggression away from the workplace. Such protection should be provided as long as there is a reasonable fear of repeated aggression
- The incident should be reported to the Police (where appropriate)

Physical Assault From Visitors In Our Workplace

If a visitor physically assaults, you:

- Sound the duress alarm
- Withdraw from the situation immediately if possible
- Take refuge in a safe place
- Summon help if possible
- If you cannot withdraw, you are entitled to use reasonable force to protect yourself
- As soon as you can, withdraw to a safe place
- If you are injured, seek medical assistance immediately
- Contact the Police and notify your manager

Unacceptable Behaviour From Visitors In Our Workplace

When a customer or other third party uses unacceptable language or behaviour face-to-face with one of our employees in our workplace:

- State that unless they are prepared to speak or behave differently, they will be requested to leave the premises
- If a polite but firm request to cease the undesirable behaviour has no effect, ask the person to leave the building. Use the phrase - "We would like you to leave the building, please"
- If they refuse to leave the building, call the police immediately
- Inform the visitor that the police have been called
- Inform your manager
- Do not argue with the visitor or aggravate the situation
- Do not touch or interfere with the visitor unless it becomes necessary to protect other visitors or employees
- If the visitor leaves the building before the police arrive, don't try to apprehend them. Immediately write down the person's description, including height, weight, hair and eye colour, type and colour of clothing and any other identifying physical features. Provide this information to the police when they arrive.
- Complete a BPH Incident Reporting Form available [here](#)

Emails, Letters or Social Media Messages

No employee has to tolerate unacceptable behaviour communicated via email, letter, or social media messages.

Where there is a legitimate request for information contained within the communication, irrespective of the language used, it is reasonable to provide that information. Simultaneously, the customer will be warned that their conduct is considered offensive and will not be tolerated in the future.



Where no legitimate information is being requested, employees do not have to respond to an abusive email or letter. However, it would be good practice to warn that the conduct is considered offensive and will not be tolerated in the future.

Some employees may feel uncomfortable responding to abusive emails and letters. If this is the case, they should refer the matter to their manager, who may respond.

Unacceptable behaviour When on-Site With A Third-Party

If an employee experiences unacceptable behaviour on a client site, they are authorised to leave immediately. Employees should call their manager immediately to find out what happened.

Unacceptable Behaviour from Vendors or Contractors

If a vendor or contractor employee exhibits unacceptable behaviour towards an employee, the employee should report the details to their manager. The manager will:

- Report the person who harassed our employee to the vendor's manager or HR department.
- Demand that either the person immediately stops the inappropriate behaviour or the vendor assigns a different employee to that position, depending on the severity of the harassment.
- If the unacceptable behaviour continues after our intervention or the vendor ignores our report, we will dissolve our contract with the vendor.

Involving the Police

We take any threat to our employees very seriously. In such circumstances, the matter must be immediately reported to a manager, who will work with the employee in question to ensure all necessary steps to ensure their wellbeing are taken.

We will contact the police if a customer or other third party stalks, assaults, verbally or physically threatens an employee.

Communication Restrictions

Where a customer or third party continues to communicate unacceptably, a manager may exercise the right to restrict contact temporarily or permanently.

When deciding to restrict contact, we will consider any special requirements of those affected by our decision. For example, where someone cannot read, we are unlikely to limit communications to writing unless we are satisfied there are reasonable adjustments to enable the customer or third party to read our response.

We may decide to:

- Block the person's telephone numbers or emails
- Block the person from our social media accounts
- Arrange for a specific employee to deal with all future calls or correspondence from the person.
- Require that any personal contact takes place in the presence of a witness
- Record all telephone calls or personal contacts



- Limit future contact to a particular form or frequency. (e.g., emails or letters only, which will be reviewed once per month)
- Restrict the issues on which we will communicate
- Inform the customer that their correspondence will be read to ensure no new issues have been raised and then filed without further acknowledgement
- Refuse to consider a complaint or any further contact except in exceptional circumstances
- If the customer is a business professional, report their behaviour to the appropriate regulator as a potential example of professional misconduct
- Refer the matter to the police where a criminal offence has been threatened or committed
- Take legal action, such as applying for a court order to prohibit contact or further unacceptable behaviour

Letting The Customer Know About The Restriction

The customer must be told of the decision when communication is being restricted. Wherever possible, this should be by letter or email, but it may be done by telephone and supported by a suitable note in the relevant file.

The communication should inform the customer of the following:

- The reason why we consider their behaviour to be unacceptable
- Details of any earlier warning(s) issued about their conduct
- The restriction(s) we are imposing
- How long the restriction(s) will last

In case of a complete restriction, the customer must also be informed in writing of their right of appeal to the CEO / Artistic Director.

A copy of the letter or email issued to the customer should be sent to the CEO / Artistic Director.

The manager is responsible for ensuring that the customer or third-party file reflects the decision to restrict contact.

Equity and Diversity

We recognise that, in some circumstances, customers or other third parties may have a mental health problem or other disability where it may be difficult for them to either express themselves or communicate clearly or appropriately.

Where unacceptable behaviour occurs under these circumstances, we will consider the individual needs and circumstances of the person and our employees before deciding how best to manage the situation.

Responsibilities of Employees

We require all employees to behave responsibly by complying with this policy, not tolerate unacceptable behaviour, maintain privacy and confidentiality during investigations, and immediately report workplace bullying or sexual harassment incidents to their manager or the People and Culture Director.

If you believe you have seen behaviour towards another employee that amounts to workplace bullying or sexual harassment, you are encouraged to discuss the matter with your manager or the People and Culture Director.



If the matter is still not resolved after the manager's investigation, you may use the process outlined in the grievance procedure outlined in your Industrial Award or Agreement.

You also have rights under the *Industrial Relations Act 2016* (Qld) and Anti-Discrimination Legislation to take further action if the matter is not resolved satisfactorily.

Responsibilities of Managers

Managers must ensure that employees are not exposed to workplace bullying or sexual harassment by third parties such as customers or clients.

Any reports of bullying or sexual harassment will be treated seriously and promptly with sensitivity.

Environment and Waste Management

Environment

We are committed to reducing the impact of our business on the environment by:

- Minimising waste by evaluating our operations and ensuring they are as efficient as possible
- Reviewing our systems and procedures to minimise the use of hazardous materials and minimise waste generation
- Driving a culture of continuous environmental improvement with a focus on water, fuel, and energy efficiency
- Understanding and managing our environmental risks to minimise or eliminate those risks
- Considering the entire life cycle of our products and any products we purchase – from initial manufacture through to disposal
- Actively promoting recycling, both internally and amongst our customers and suppliers
- Complying with all applicable legal and regulatory requirements

Waste Management

All employees and contractors have a responsibility to:

- Keep waste to a minimum.
- Segregate and dispose of waste correctly, according to its type and storage location (e.g., client information into confidential destruction bins or shredded).
- Use appropriate Personal Protective Equipment when handling waste and safely dispose of the equipment afterwards.
- Do not overfill containers/bins, and keep provided lids on containers/bins, except when they are being filled.
- Ensure that spills are cleaned up using the appropriate spill kits where applicable.
- Always perform tasks to reduce or minimise the amount or toxicity of waste produced.
- Never dispose of hazardous waste (such as chemicals) down the drain. Always follow the correct waste procedure for the material.
- Hazardous waste must always be labelled correctly and clearly.
- Seek your manager's advice if unsure of the correct method of waste disposal.
- Ensure that hazardous and combustible non-hazardous waste is stored out of contact with any possible ignition sources.



- Immediately report any hazardous waste conditions, including leaks and spills, via the BPH Incident Reporting Form available [here](#)

In the event of a Waste Related Incident / Emergency:

- If safe, act to reduce the amount of waste spillage/leakage.
- Call 000 if required.
- Complete a BPH Incident Reporting Form available [here](#)

Workplace Surveillance

In general, surveillance of an employee, independent contractor, work experience person or intern means surveillance of an employee by any of the following methods:

- Camera surveillance - which is surveillance using a camera that monitors or records visual images of activities on-premises or in any other place
- Computer surveillance - which is surveillance using software or other equipment that monitors or records the information input or output, or other use, of a computer (including, but not limited to, the sending and receipt of emails and the accessing of Internet websites)

No surveillance will ever be conducted in Brisbane Powerhouse:

- Change rooms
- Toilet or bathing facilities
- A parent or nursing room
- First aid rooms

Also, we will never:

- Undertake surveillance when an employee is not at work, except in cases of computer surveillance where the employee is using equipment or resources supplied by Brisbane Powerhouse
- Block the delivery of emails unless notice (a prevented delivery notice) has been given to the employee or where the incoming communication is perceived as spam or a threat to the security of Brisbane Powerhouse's systems or contains potentially menacing, harassing or offensive material
- Prohibit or prevent delivery of an email or access to a website merely because it has been sent by or on behalf of an industrial organisation of employees or contains information about industrial matters

Consultation

Before implementing any notified surveillance measures, Brisbane Powerhouse will consult with employees in good faith about the proposed workplace surveillance.

All employees may discuss the conduct of surveillance at Brisbane Powerhouse with their manager at any time. Nothing in this policy prohibits using a Magistrate-approved covert surveillance arrangement to establish whether an employee is involved in any unlawful activity at work.



Security Cameras

We operate security cameras both within and outside all our buildings. This ensures the safety and security of employees, patrons, visitors and Brisbane Powerhouse's premises and facilities.

Cameras are not used to surveil any persons. Camera footage may be accessed and used as evidence where an act (e.g., assault of a person, damage to facilities) has occurred that warrants investigation by Brisbane Powerhouse. The law may also require such records to be provided to other parties, such as a Court or the Police.

Notices that cameras monitor Brisbane Powerhouse's buildings are located at each entrance to Brisbane Powerhouse's buildings. Security cameras are located in and around facilities requiring security monitoring for the safety or security of individuals or property and are not disguised or secreted.

Security cameras are in place before this policy's approval and promulgation date. Camera security monitoring is continuous and ongoing.

Computer Surveillance

Our computer policy governs using Brisbane Powerhouse's computers and associated systems. Following that policy, authorised employees or contractors may access our computers, computer logs, and other system records, databases, and backups to ensure our systems' security, confidentiality, availability, and integrity.

From time to time, we may investigate alleged breaches of the law or our policies by employees using our IT systems and facilities, which can involve accessing the employee's computer and electronic records. Such investigations may involve misconduct or severe misconduct with adverse consequences for employees, including discipline or dismissal.

We may monitor your use of computers and IT systems in the following areas:

- Our workstations, servers, email and network services, printers, network-connected devices, and connections to the internet
- We retain logs, backups, and archives of computing activities, which may be audited. Such records are our property, are subject to State and Federal laws and may be used as evidence.
- Monitoring may include but is not limited to storage volumes, download volumes, breaches of intellectual property laws, and suspected malicious code or viruses.

Email and Internet

Your email is not routinely read or monitored. However, emails are our records, should be managed accordingly, and will be accessible in that context. An email may also be the subject of an application under privacy legislation.

We may access and monitor your use of our email and internet systems in the following ways:

- Email server performance and retain logs, backups and archives of emails sent and received through the server. Only employees or contractors authorised by the CEO/AD may examine such records. Even where the user has deleted an email, we may still retain archived or backup copies of the email



- Logs, backups and archives of all internet access and network usage. These records may be audited, are subject to State and Federal laws and may be used as evidence. While individual usage is not routinely monitored, unusual or high-volume activities may warrant more detailed examination
- To produce email in response to a legal requirement or other lawful investigation
- To determine whether there has been unacceptable use of email to abuse or harass other persons as part of an investigation by us
- To determine whether there has been a breach of our policies or resources to access the internet
- To investigate misconduct allegations or to provide materials to external investigative authorities lawfully investigate possible criminal conduct.

Access to Surveillance Records

You can access the above surveillance records upon lodging a written request with your manager. Managers may refuse to grant access if:

- It would cause an unreasonable impact on the privacy of individuals
- The request for access is frivolous or vexatious
- Allowing access would be likely to prejudice an investigation of possible unlawful activity

We will take all reasonable steps to protect our surveillance records from misuse, loss, unauthorised access, modification, or disclosure. We also undertake to destroy or permanently de-identify all surveillance records that are no longer required for any purpose.

Employee Surveillance of Managers or Other Employees

You cannot record or film managers or other employees without their knowledge or consent.

Severe Weather and Natural Disasters

The health and safety of our employees, clients, and suppliers are our primary concerns in the event of a natural disaster (e.g., flood, bushfire, cyclone, etc.).

We will always be guided in our response by directives issued by the Police and Emergency Services, Federal and State Departments of Health, Safe Work Australia and local Workplace Health and Safety Departments.

We will comply with our duty of care requirements under Workplace Health and Safety legislation, which means you will not be asked to work where it is unsafe or unreasonable to require you to work.

We will comply with all clauses relating to inclement weather and natural disasters.

Action To Be Taken When Severe Weather Forecast

Where extreme or catastrophic fire weather conditions, tropical cyclones or storm surges, severe weather warnings, or flooding are predicted, we will initiate our safety procedures and contact the relevant agencies for advice on weather and road conditions in our area.

If the forecasted conditions could impact some (but not all) of our employee's ability to get to or from work safely, our business will remain open.



If the forecasted conditions could impact all (or most) of our employees' ability to get to or from work safely, our business will close, and we will evacuate the premises until the danger passes.

We will attempt to notify employees via email, phone, company website, or social media pages. We understand that there may be situations where we may not be able to reach all employees despite our best efforts.

Weather Alerts Issued During Work

If a severe weather alert is issued during working hours, we will notify all employees of the alert as soon as possible and ask all employees to pass on the information to any employee who may not have heard or seen the message.

If our business remains open, but the alert could impact an individual employee, that employee should contact their manager to request permission to leave work so they can safely return home before the natural disaster strikes, to secure their property or to ensure the protection of their family.

If an employee can't get home before the natural disaster strikes or our workplace is evacuated, we will assist the employee in getting to the nearest evacuation centre if required.

Weather Alerts Issued Before Work

Unless the weather conditions are such that our business will be closed, employees are to make a reasonable effort to report for work for their rostered shifts.

However, we ask all employees to use common sense and their best assessment of the safety and practicality of the situation. At no time will we pressure you to take unsafe channels or unnecessary risks to attend work,

If you can't report to work because your access is blocked or is expected to be blocked due to severe weather, you should contact your manager as soon as possible to discuss options such as working from home or accessing your leave entitlements.

Leave

If you need to clean up or repair damage caused by the natural disaster or cannot attend work as your only route is inaccessible, you may access your leave entitlements.

You can access your Personal/Carer's Leave if you are unfit to work due to illness or injury or need to care for and support a family member or household member due to illness, injury, or emergency.

If you can't attend work or need to take time off to repair or recover from a natural disaster, you can access your Annual Leave or Long Service Leave entitlements, or if this is exhausted, you can request Leave Without Pay. These requests will not be unreasonably refused.

Temporary Business Closure

If our business is damaged or unable to operate during a natural disaster, we may need to close the business temporarily. We will contact you to discuss our arrangements if this is the case. Depending on the situation, this may include:



- Requiring you to access your accrued leave during our closure,
- Working from home,
- Working from a different location, or
- Sometimes, we may need to stand you down until we can reopen



Chapter 5 : Information Technology

Acceptable Use of Information Technology (IT)

Brisbane Powerhouse provides employees with email, computers, internet access, and other electronic equipment to facilitate company work performance.

Ownership of the equipment, software, programs and files remains with Brisbane Powerhouse. All electronic equipment is listed on the Brisbane Powerhouse Asset Register and is regularly checked against the register.

For any equipment owned by Brisbane Powerhouse, we reserve the right to enter, search and monitor your computer files, email or printing device records without notice for business purposes such as investigating the theft or disclosing confidential business.

You cannot:

- Use email or any IT equipment for personal reasons without prior approval
- Access, store, send or distribute offensive, pornographic, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, images, or materials that violate the privacy of or incite violence or hatred against any person or class of persons, or which could give rise to civil or criminal proceedings.
- Add unauthorised or pirated software or files to any machine owned by Brisbane Powerhouse.
- Use disks, USBs, external hard drives or software brought from home or other sources on Brisbane Powerhouse computers (to avoid viruses and violating intellectual property rights)
- Download, copy or pirate software or other business information on the computer.
- Steal, use, or disclose someone else's password without authorisation
- Share confidential material, trade secrets, or proprietary information outside of the Brisbane Powerhouse
- Hack or attempt to hack into unauthorised websites or the network
- Introduce malicious software onto the company network and jeopardise the security of Brisbane Powerhouse's electronic communications systems
- Forge header information, email source address or other user information
- Authorise, aid, abet, encourage or incite any other person to do or attempt to do any of the above acts

Reasonable Private Use

Reasonable private use of our systems and tools is permitted to ensure work/life balance. Reasonable private use means:

- Does not interfere with the duties of the employee or coworkers
- Does not interfere with the operation of Brisbane Powerhouse
- Does not compromise the security of Brisbane Powerhouse or its systems
- Does not compromise our reputation or public image
- Does not impact our electronic storage capacity
- Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- Conforms to our processes for file management and storage
- Incurs no additional expense for Brisbane Powerhouse



- Violates no laws
- Does not compromise any of our confidentiality requirements,
- Does not fall under any of the “unacceptable use” clauses outlined below.

Website Monitoring

Brisbane Powerhouse may monitor all websites and downloads if they are deemed harmful or not productive to business.

Data Breaches

Brisbane Powerhouse has legal obligations for data breaches. A data breach occurs when Brisbane Powerhouse's personal information is subject to unauthorised access or disclosure or is lost.

A data breach may be caused by a malicious action (by an external or insider party), human error, or failure in information handling or security systems.

Examples of data breaches include:

- Loss or theft of physical devices (such as laptops and storage devices) or paper records that contain personal information
- Unauthorised access to personal information by an employee
- Inadvertent disclosure of personal information due to ‘human error’, for example, an email sent to the wrong person
- Disclosure of an individual’s personal information to a scammer as a result of inadequate identity verification procedures

Individuals whose personal information is involved in a data breach may be at risk of serious harm, whether harmful to their physical or mental well-being, financial loss, or damage to their reputation.

Examples of harm include:

- Financial fraud, including unauthorised credit card transactions or credit fraud
- Identity theft causing financial loss or emotional and psychological harm
- Family violence
- Physical harm or intimidation

If you are involved in or suspect a data breach, immediately notify your Manager. If they are not available, immediately inform the CEO/Artistic Director.

The manager will notify the data breach response team, who will act to:

- Contain the breach to prevent any further compromise of personal information.
- Assess the data breach by gathering the facts and evaluating the risks, including potential harm to affected individuals and, where possible, acting to remediate any risk.
- Notify individuals and the Office of Information Commissioner if required – if the breach is an ‘eligible data breach under the NDB scheme, it may be mandatory for Brisbane Powerhouse to notify
- Review the incident and consider what actions can be taken to prevent future breaches



Company Supplied Computers

Password Protection

You are responsible for maintaining the security of your password. All company computers, laptops, tablets and smartphones must have password access enabled. You should take precautions to prevent unauthorised access to your computer by logging off if your terminal is unattended. Passwords should be regularly changed.

Anti-Virus Software

Every computer is protected by anti-virus software. Regular anti-virus scans are automatically run on each computer, and virus protection is automatically updated.

Leaving Laptops

Laptops should not be left on desks overnight unless you have a lockable office. They are never left unattended in cars, vehicles, or non-Brisbane Powerhouse locations.

Limitations and Warnings

You must comply with all requirements in information technology, the Internet, social media, and email.

Do not enter or store passwords, safe/door combinations, personal identification numbers, or classified, sensitive, or proprietary information on your device.

You cannot download or transfer sensitive business data to your device. You are not to share or give access to the device to other individuals or family members due to their potential to access Brisbane Powerhouse information.

Internet And Social Media Policy

This policy applies to all Brisbane Powerhouse employees and contractors who use the following social media, whether in a private or business capacity:

- Social Networking sites (Eg. Facebook, LinkedIn)
- Micro-blogging sites (Eg. Twitter)
- Video and photo-sharing sites (Eg. Instagram, Snapchat, YouTube)
- Weblogs (Eg. Brisbane Powerhouse blogs, Tumblr, personal blogs, and blogs hosted by the media)
- Forums and discussion boards (Eg. Whirlpool, Reddit, Google groups)
- Online encyclopaedias such as Wikipedia.
- Review sites (Eg. Yelp, True Local)

Under this policy, you agree that Brisbane Powerhouse shall not be liable, under any circumstances, for any errors, omissions, loss, or damages claimed or incurred due to any of your social media postings. Please be aware that violation of this policy may result in disciplinary action up to and including termination.

What Can You Disclose?

You can disclose anything already in the public domain; however, it must be truthful, accurate and able to be substantiated.



What Can't You Disclose?

You can't disclose anything that may damage your employment relationship, Brisbane Powerhouse's reputation or commercial interests or bring Brisbane Powerhouse into disrepute. This may include but is not limited to the following:

- Non-public financial information
- Non-public technical information
- Personal information about individuals
- Confidential information of our customers or suppliers

In addition, you can't discuss or use the following:

- Work-related legal proceedings or controversies
- Our trademark or copyrighted logos in your post, unless authorised to do so
- Other materials without express permission

Or post:

- Offensive, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, images or materials online (about but not limited to Brisbane Powerhouse, your workplace, your employees or your clients)
- A reference to Brisbane Powerhouse negatively in any online social medium or public forum
- Information defamatory to the company, its products/services, your colleagues or customers
- A statement on behalf of Brisbane Powerhouse unless you are authorised to do so

Email

When you commence work with Brisbane Powerhouse, your Manager will create an email address for you if required.

Email Signatures

When we set up an email address for you, it will include a signature that includes your:

- Name
- Position Title
- Contact phone number

Misuse of Email

The following examples of email misuse are prohibited and may include but are not limited to:

- Sending offensive, pornographic, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, images, or materials that violate the privacy of, or incite violence or hatred against, any person or class of persons, or which could give rise to civil or criminal proceedings
- Material that amounts to gossip about colleagues or concerns personal relationships
- Pretending to be another person or using another person's computer without permission



- Distributing company confidential messages to outside locations or non-employees of Brisbane Powerhouse
- Accessing copyrighted information in a way that violates the copyright
- Breaking into the system or unauthorised use of passwords/mailboxes
- Broadcasting unsolicited personal views on social, political, religious or other non-business-related matters
- Sending emails that breach the *Spam Act 2003* (Cth)

Please be aware that violation of this email policy may result in disciplinary action up to and including termination.

Media

If enquiries are made from outside Brisbane Powerhouse from the media, please do not answer any queries; instead, direct them to your Manager.