



Employee Details Form

First Name: _____ Last Name: _____

Start Date: ____/____/____ Tax File Num:

Position Title: _____

Preferred Pronouns: _____ Date of Birth: ____/____/____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Home Phone: _____ Mobile: _____

Email Address: _____

Bank: Name: _____ Branch: _____

Account Name: _____

BSB: - Account Number:

Superannuation Fund Name & Membership Number: _____

Are you an Australian citizen? Y / N

If no,

- Are you a permanent resident? Y / N
- Do you have a Working Visa? Expiry date: ____/____/____
- Any restrictions: _____

Emergency Contact: _____

Relationship: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Home Phone: _____ Mobile: _____ Work: _____

Year NAATI qualified: _____ Level of Qualification: _____ NAATI Number: _____

Working with Children Check? Y/N _____ WWC Number: _____

I also agree whilst working for Echo Interpreting to maintain professional standards and adhere to the ASLIA Code of Ethics at all times.

Employee's Signature: _____ Date: ____/____/____

1. SCOPE

1.1 All work situations relevant to Echo Interpreting

2. PROCEDURE

General

The Echo Interpreting Occupational Health and Safety Policy shall be achieved by management and staff working together. All staff members shall constantly seek to improve all operations

Prevention of accidents and injury by the identification and treatment of hazardous situations shall be a key aspect of this procedure.

Every person in this organisation has a responsibility to promote a healthy and safe work environment.

Every person in this organisation has the right to a safe workplace.

Effective claims management and rehabilitation procedures are essential to the reduction of the personal and financial costs of workplace injuries or diseases.

A hazard can be defined as being “a potential source of harm or injury” or “dangerous, unsafe, precarious and instantly harmful”.

The implementation of this procedure will lead to continual improvement in the health and safety of Echo Interpreting staff. All incidents shall be reported, investigated, and reviewed promptly and fairly, and treated confidentially and seriously.

2.2 OH&S Co-Ordinator/Representative

2.2.1 While all people shall be involved in OH&S procedures Echo Interpreting shall have one staff member identified as the OH&S Representative.

2.2.2 OH&S representatives shall be provided with time within their working hours to negotiate with management regarding OH&S issues, required resources and potential problems.

2.2.3 The OH&S Co-Ordinator shall be the Manager.

2.3 The Manager

2.3.1 The Manager shall:

- report any significant concerns with health and safety to the relevant parties for prompt follow up;
- provide written responses to all concerns raised directly by staff and clients within 48 hours of consideration of these matters;
- In extreme cases of emergency order that work cease in any location where there is an immediate threat to people's health and safety.
- Monitor the health and safety of staff as it relates to the workplace;
- Monitor workplace conditions;
- Maintain information and records relating to the safety of staff;

- Consult with staff about OH&S issues;
- Ensure that adequate and appropriate resources are available;
- Ensure that adequate and appropriate training in OH&S takes place;
- Provide OH&S information to staff;
- Ensure staff are aware of their rights under the Act as well as their responsibilities;
- Ensure that OH&S inspections are conducted;
- Be responsible for the reporting, investigation, and review of unusual and potentially or actually harmful events and occurrences.

2.4 Staff Members

2.4.1 All staff members shall:

- Monitor the work environment to ensure that it is safe and healthy;
- Report all Hazards and Maintenance requirements;
- Record any Hazards on a Hazard Report Form to be logged in the Hazard Register kept by the Administration Officer;
- Determine whether the incident is a Hazard or Maintenance issue;
- Using common sense, remove a Hazard or “quarantine” an area with appropriate notices of caution and enter the Hazard on a Hazard Report Form.
- Comply with all Echo Interpreting OH&S procedures and work instructions.

2.5 Safety and Emergency Evacuation

2.5.1 Emergency evacuation procedures are mandated by the Landlord.

2.5.2 The Landlord shall ensure that all staff practices the emergency evacuation procedures.

2.6 Staff Working Off-site

2.6.1 If a staff member feels uncomfortable or threatened at anytime in the course of their work, Echo Interpreting support that staff member removing themselves from any situation and contacting the Echo Interpreting office immediately

2.6.2 When working at external sites staff shall follow the policies and procedures of that work site unless these procedures are unsafe.

2.6.3 If Echo Interpreting staff are working off-site and notice an unsafe work practice or work environment that may put them at risk, they shall request the practice cease immediately or remove themselves from the environment and contact Echo Interpreting.

2.6.4 If staff are aware of unsafe equipment which may pose a hazard such as:

- Unsafe electrical equipment, or
- Dangerous machinery, they shall immediately remove themselves from the environment and report the matter to the Echo Interpreting agency.

2.6.5 If staff have appointments with clients known to be aggressive or having behavioral problems, they shall:

- Ensure that a second Interpreter or other professional staff person is present at all times, or within earshot;
- Not make home visits with these clients;
- Ensure that when practicable, a first visit with an unknown client occurs at the service provider's offices, or with another professional present. Off-site, this person can be another professional or a tandem interpreter.

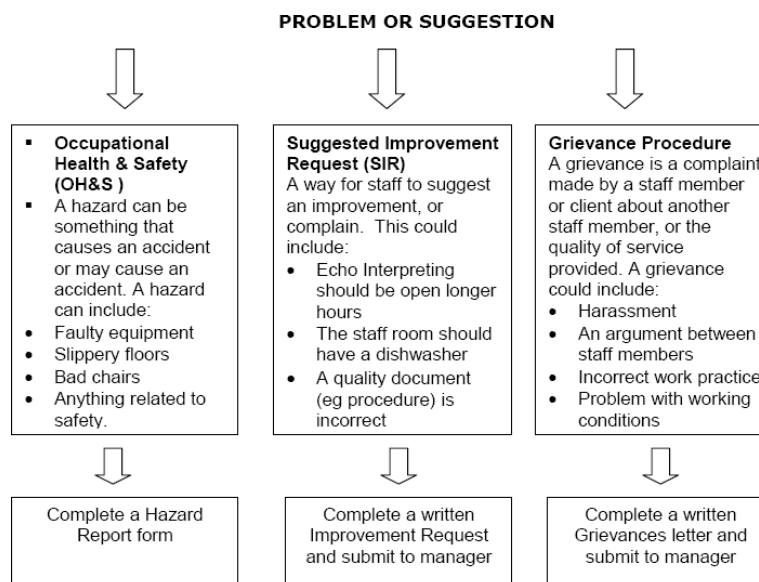
2.6.6 Staff shall report aggressive clients to the Manager immediately to ensure this knowledge is held organisationally, and to protect the safety of other interpreters who may liaise with this client. Any staff member or interpreter who experiences a critical or stressful incident should ensure they get the appropriate support and/or debriefing as soon as possible.

2.6.7 During home visits interpreters shall be careful of dangerous animals or visitors who make them feel ill at ease. Again, interpreters shall remove themselves from such situations. Additionally, interpreters should not enter into any rooms in the home other than the living area unless accompanied by another professional and visiting such rooms are an integral part of provision of service to the client (e.g. the client is bedridden).

2.6.8 If at any time, with any client, the client becomes aggressive, interpreters should not feel obligated to stay with the client. In particular, during a home visit, should a client become abusive or aggressive, the interpreter should leave the home without delay and contact Echo Interpreting.

2.7 Issue Resolution

Grievances, hazards, and incidents shall be dealt with according to the following quality procedures: problem suggestion



2.8 First Aid & Injury Reporting

2.8.1 A First Aid kit will be located in the office. This kit will be replenished quarterly by the Administration Officer.

2.8.2 The Manager shall maintain a Register of Injuries and near misses. An investigation of the injury shall be conducted by the Manager.

2.9 Incident Reporting

- 2.9.1 An incident Report shall be completed whenever there is an incident or accident which involves the welfare and safety of any person visiting or working in the office or off - site.
- 2.9.2 Incident Report Forms shall be kept at the office and signed by the Manager.
- 2.9.3 All incident reports must be completed before the end of the next working day after the day in which the incident occurs.
- 2.9.4 The Manager shall log and retain incident reports on to the Incident Report Register.
- 2.9.5 The Manager shall collate incident reports and identify key issues and indicators.
- 2.9.6 The Manager shall ensure that follow up action is determined and implemented on the Incident Report.
- 2.9.7 A staff member shall immediately advise the Manager if the grievance or problem involves an alleged criminal action, serious injury or could result in adverse public relations.

2.10 Incident Reports - Review and Disposition

- 2.10.1 On receipt of an Incident Report, the Manager shall review the incident with relevant personnel to assess and if appropriate, amend the recommended short-term corrective action.
- 2.10.2 The Manager shall register the incident report and consider the need for long term corrective action.

2.11 Review of Incident Reports

- 2.11.1 The Manager shall review each incident report to ascertain:

- Type of problems encountered;
- Internal and external problems;
- Individual and universal problems;
- Completed status;
- Effectiveness of short-term corrective action.

- 2.11.2 The Manager shall review and revise if necessary.

2.12 Rehabilitation

- 2.12.1 Staff shall notify their manager of a work related injury within 24 hours. The manager will contact the injured worker and ensure that appropriate medical attention is being received.
- 2.12.2 An Injury Report will be completed, and if necessary, a Workcover Claim Form. If an injured worker is unlikely to resume previous duties or cannot do so without alteration to the workplace or working arrangements, the manager should consult with the treating doctor, therapist and/or the nominated Rehabilitation Provider to obtain assistance and guidance. A Return-to-Work Coordinator shall be appointed. A Rehabilitation Provider will be approached and a Return-to-Work Plan shall be completed in consultation with the worker. The Plan will then be adhered to by Echo Interpreting.

2.13 Immediate Action

2.13.1 When an incident requires urgent action for health or safety reasons, the relevant staff member shall, in the spirit of good intent, immediately implement appropriate corrective action.

2.13.2 Immediate corrective action may involve -

- Meeting with the employee/client and/or appropriate staff,
- Moving staff and clients to a safer environment,
- Completion of OH&S forms that are required under the Victorian OH&S Act,
- Completion of a Workcover application.
- For any further information required please contact Echo Interpreting office on 03 9761 2208

As part of our commitment to fair treatment for staff, Echo Interpreting has developed a policy on equal opportunity and grievance procedures.

Grievance Procedures

This policy aims to ensure that employees are treated justly and fairly, by providing a straightforward process for dealing with complaints of discrimination, sexual harassment, and vilification.

The process for dealing with complaints or grievances is as follows:

- A complaint can be made to any manager, booking agent, or Interpreter employed Full Time by Echo Interpreting.
- The complaint does not have to be in writing; however, for appropriate follow up measure to be taken a complaint in writing is preferred.
- The complaint will be dealt with fairly and in good faith: there will be no victimisation or judgment as a result of making a complaint.
- The complaint will be dealt with confidentially by Echo Interpreting.
- The complaint will be dealt with as a matter of priority. The investigator will discuss the issue with the complainant within 24 Hours of the complaint being lodged, and the complaint process will be completed within 7 working days. The view of other parties to the complaint will be sought, and those involved in the complaint will be advised of the outcome.
- The investigator will monitor the outcomes of the complaint

If the outcome is not acceptable to the parties, an appeal can be made to the Director of Echo Interpreting to review the complaint.

Danielle Don

A handwritten signature in black ink, appearing to read "Danielle Don".

Danielle Don

Director/Interpreter

Echo Interpreting

Phone: 03 9761 2208

Website: www.echointerpreting.com.au

The appearance of interpreters reflects the image of Echo Interpreting and independent contractors. The appearance of interpreters also has a significant impact on the way Echo Interpreting and the independent contractors are viewed by consumers, fellow interpreters, and the general public. As such it is critical that interpreters present themselves in a professional manner including professional and well-maintained attire.

Any jewellery worn should be discreet and professional in appearance.

Hair is to be worn in a neat and tidy fashion.

Nail polish is to be neutral or plain colouring.

Echo Interpreting recognises tattoos are a form of self-expression, however, we ask that upper body tattoos are covered by clothing where possible. We especially request that employees do not willfully wear revealing clothing for the purpose of displaying their upper body tattoos.

In the field of professional interpreting, one must interpret within a variety of environments often rushing from one assignment to another. This should not impact on the appropriateness of interpreter's appearance. It is therefore necessary to dress according to the most professional job of the day (when appropriate). It is also encouraged that interpreters take additional clothing with them for the purpose of dressing up or down an outfit. We recognise the difficulty of carrying additional clothing for those interpreters who rely on public transport. However, as afore mentioned, we ask that interpreters unable to take additional clothing dress up rather than down. Interpreters need to be mindful of clothing selection, as over dressing can cause some clients to feel disempowered.

Unless working in an industrial, horticultural, or recreational setting it is unacceptable to wear jeans or shorts.

Thin strapped singlet tops and flip flops/thongs are not to be worn at any time.

Unless swimming, it is expected that employees wear shoes at all times. Closed toe shoes must be worn when working on industrial sites or in kitchens.

In the event that bras are not able to be worn, sufficient alternate support should be worn.

Any skirts worn should be professional in appearance with a hem line reaching the lower half of the thigh. It

is not appropriate for interpreters to wear clothing with plunging neck lines or to have visible midriffs.

When representing Echo Interpreting, it is not appropriate to wear clothing advertising other interpreting services.

When working in a court setting interpreters are required to wear a complete suit, business attire or a suit jacket with a formal shirt and skirt or pant.

It is expected that interpreters adhere to the Uniform Policy and Procedure in accordance with the professional conduct as set out in the ASLIA code of ethics.

Social Media can offer many opportunities for individuals to share and consume content, as well as discuss interests and opinions on any given topic. Echo Interpreting embraces social media as a useful tool for businesses and individuals alike.

The use of social media is rapidly growing, and it has become common practice for many individuals to use some form of social media on a daily basis. As such, Echo Interpreting realises the need for a policy that provides guidelines as to how social media is used by its employees as well as the company's expectations. These guidelines are there to protect the interests of the employees and Echo Interpreting. It is important that employees that use social media do not breach confidentiality requirements, and that respect is shown for the individuals, organisations, and communities with which they interact.

If you require clarification of any part of this policy and how it applies to your own use of social media, please contact Danielle Don, Managing Director of Echo Interpreting.

Description:

Social media tools include the following:

- Social networking sites such as Facebook, Myspace, Bebo and Friendster.
- Video and Photo sharing websites such as Instagram and YouTube.
- Micro-blogging sites such as Twitter.
- Weblogs, including corporate blogs, personal blogs or blogs hosted by traditional media publications.
- Forums and discussion boards such as Whirlpool, Yahoo! Groups or Google Groups.
- Online encyclopedias such as Wikipedia.
- Any other web sites that allow individual users or companies to use simple publishing tools.

Application:

Echo Interpreting has adopted the 3 Rs of Social Media Engagement in its policy. They are as follows:

- Representation
- Responsibility
- Respect
- The 3 R's approach will apply when employees choose to make reference to Echo Interpreting, its people, products or services, and/or other business-related individuals or organisations when using a social media platform in a personal capacity. It is important in these circumstances that readers of your posts do not misconstrue your personal comments as representing Echo Interpreting's official position on a given matter.

Representation:

- Identify yourself as an Echo Interpreting Employee when referring to Echo Interpreting, its people, products or services, competitors and/or other business-related individuals or organisations.
- Ensure that readers will know that you are not in any way authorized to speak on Echo Interpreting's behalf.
- Do not knowingly use the identity of another Echo Interpreting employee or an employee of an Echo Interpreting business partner or competitor in any posts.
- Do not bring Echo Interpreting's reputation into disrepute when using social media and be mindful of its commercial interests.
- Only disclose publicly available information about Echo Interpreting. You cannot comment on confidential Echo Interpreting information such as financial information, future business performance, business plans or personal staff or client matters.
- Do not include Echo Interpreting logos or trademarks in your postings.

Responsibility:

You are personally responsible for the content of your posts online. As such you have a responsibility to ensure the following:

- Information posted about Echo Interpreting and its products or services is factually correct. If you wish to express your opinions, then you need to state that they are your personal opinions.
- When offering your personal opinions on a matter related to Echo Interpreting, be cautious that your commentary does not cause damage to Echo Interpreting or its commercial interests.
- You will need to use a disclaimer to ensure your views and opinions are understood to be your own and not those of Echo Interpreting when you refer to work done by Echo Interpreting, provide a link to the Echo Interpreting website, or refer to any other Echo Interpreting related issue.
- For irregular Echo Interpreting references, a disclaimer will only need to be used on a case-by-case basis. An example of a disclaimer is: "the views expressed in this post are my personal opinions and do not necessarily reflect the views of Echo Interpreting."
- Ensure you are not the first to make an Echo Interpreting announcement in your posts.
- Do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including about Echo Interpreting, its employees, contractors, partners, competitors, The Deaf community, the interpreting profession and/or other business-related individuals or organisations.

Respect:

Be respectful of all individuals and communities with which you interact online.

Be polite and respectful of the opinions of others, even during heated discussions and debates.

Adhere to the Terms of Use and conform to the cultural norms of the social media platform being used.

Respect all copyright, privacy, financial disclosure, and other applicable laws when publishing on social media platforms.

Breach of Policy:

If you do not comply with this policy, you may face disciplinary action. This disciplinary action may involve a verbal or written warning or, in serious cases, termination of your employment at Echo Interpreting.

Any assignment outside 40km from Melbourne CBD (calculated from Bourke Street) will incur travel time and mileage charges. Travel time is charged at the regular hourly rate and mileage is calculated at 80c per km.

An initial estimate of the travel time and mileage amounts is calculated using www.whereis.com

This is done to give both Echo Interpreting and the client an estimate of the total costs involved. However, if travel time and mileage amounts exceed the initial estimate due to road works, traffic, etc., the greater amount will be used to replace the initial estimate for invoicing purposes.

In the event that a booking has a scheduled length of less than 2 hours, any travel time will be deducted until the 2-hour minimum booking time is met. Thereafter any travel time will be paid in addition to the minimum 2 hour booking fee.

Echo Interpreting will always pay travel time and mileage to all interpreters from the CBD to any job location outside 40km from the CBD, regardless of the interpreters' location

Echo Interpreting (“Echo”) is committed to providing a positive working environment* free from intimidation, ridicule, and harassment. Every employee has a responsibility to maintain a working environment free from negative and bullying behaviour.

Bullying is not acceptable in any workplace*. It can impact people’s health and their ability to perform and enjoy their job.

Echo will investigate all complaints of bullying and will take remedial action where necessary.

What is Workplace Bullying?

Workplace bullying is the repeated less favorable treatment of a person by another or others in the workplace. Bullying is persistent unwelcome behaviour, mostly using unwarranted or invalid criticism, fault finding, exclusion or isolation.

Instances of workplace bullying have the deliberate intent of causing physical and psychological distress to others and can include behaviour that intimidates, offends, degrades, or humiliates a worker, possibly in front of co-workers, clients, or customers.

Bullying in the workplace can take place between:

- a worker and a manager (or supervisor),
- co-workers, including trainees,
- a worker and another person in the workplace, e.g., a client or a student.

It might include one of or a number of the following behaviours:

- manipulation,
- intimidation,
- belittling remarks,
- unreasonable persistent criticism, which is not part of a managing performance process,
- loud and aggressive attacks or more subtle intimidation such as constant criticism of a trivial nature,
- verbal and physical abuse, for example, shouting and throwing objects,
- isolation from colleagues,
- refusing to delegate or the withholding of information employees need to perform their job,
- removing responsibility and/or imposing menial tasks.

Bullying does not include:

- occasional differences of opinion, and non-aggressive conflicts and problems in working relations,
- workplace counselling, managing under performance and other action in accordance with ECHO policy and procedures.

Behaviour will only be defined as bullying if a “reasonable person” observing the situation would consider it to be bullying. The reasonable person is defined as an objective third party.

Types of Bullying

Unwitting bullying (also including reactive or isolated instances of bullying). This type of bullying is where stressful circumstances, stemming either from the workplace or from personal issues results in a deterioration of office behaviour. In reaction, an employee may become short-tempered and irritable. When an employee under pressure reacts adversely, he or she will often recognise the inappropriateness of the behaviour. The employee should apologise and learn from the experience so that any adverse behaviour is avoided in the future. In some cases, the irritable employee may need to be counselled to understand that their behaviour is not acceptable.

If an employee continues to exhibit inappropriate behaviour over a period of time in response to stress, this type of behaviour may fall under the general bullying category. Serial bullying is the most serious type of workplace bullying. Serial bullying behaviour is identified when an individual targets a number of employees in succession.

Relevant Legislation

Echo has a legal obligation to ensure that its workplaces are free of any harassing, discriminatory or bullying behaviour. Echo's legal obligation extends to providing a workplace that promotes the health and wellbeing of all employees.

The policy complies with and is supported by the following legislation:

- Victorian Equal Opportunity Act 1995
- Sex Discrimination Act 1975
- Occupational Health and Safety Act 1985

Effect of Bullying on an Individual

The effects on the person experiencing bullying can include:

- severe psychological distress, sleep disturbances and general feelings of anxiety,
- physical symptoms such as stomach-aches, headaches, and general ill-health,
- incapacity to work, reduced output and performance,
- loss of self-confidence, self-esteem, and sometimes even suicidal behaviour.

Effects of Bullying on the Organisation

The effects of bullying on the organisation can include:

- lower workplace productivity and efficiency,
- high staff turnover with resultant increase in recruitment and induction costs, as well as down time as replacement workers are trained in their new jobs,
- increased absenteeism and sick leave,
- the direct cost of dealing with complaints of bullying such as the cost of counselling effected workers, costs associated with legal action etc.,

Responsibilities of Managers and Supervisors

Managers are responsible for ensuring that all employees understand that bullying is not tolerated in the workplace and for taking early corrective action to deal with behaviour which may be offensive or intimidating.

The prevention of all inappropriate behaviours including bullying require managers and supervisors to:

- be aware of, identify and prevent bullying in the workplace,
- eliminate inappropriate behaviour regardless of whether a complaint is received about that behaviour,
- encourage all staff to behave in accordance with the principles of equal opportunity and anti-discrimination,
- provide leadership and role modelling in relation to appropriate and professional behaviour in the workplace,
- respond promptly, sensitively, and confidentially to all situations where inappropriate behaviour is exhibited or alleged to have occurred.

Employee and Co-Worker Responsibilities

The prevention of bullying requires employees to be responsible for the following actions:

- be aware of and identify bullying behaviour and where appropriate utilise ECHO's and/or external mechanisms to stop any further instances of bullying behaviour,
- behave in accordance with the principles of equal opportunity and anti-discrimination,

if bullying behaviour is witnessed or experienced and the employee feels able, speak with the alleged bully to object to the bullying behaviour, offer to act as a witness if the person being bullied decides to report the incident, keep a record or diary of incidents noting what happened, when and the names of witnesses.

Confidentiality

An accusation of bullying can be potentially defamatory, especially if confidentiality is not observed and a person's reputation is unfairly damaged. Discussions, information, and records related to complaints will remain factual and confidential.

All documentation and details of bullying enquiries and grievances will be kept securely by the Manager.

Victimisation

Victimisation as a result of reporting workplace bullying is regarded as a serious breach of conduct and will automatically result in a formal investigation, which if proven, may result in disciplinary action being taken against the perpetrator, which may include dismissal.

Breach of Policy:

If you do not comply with this policy, you may face disciplinary action. This disciplinary action may involve a verbal or written warning or, in serious cases, termination of your employment at Echo Interpreting.

* The words "Working environment" and "Workplace" are used when referring to any location that an interpreter attends whilst under the employment of Echo Interpreting

Purpose

Echo Interpreting recognises our responsibility to use resources wisely and conserve for the future. In this spirit of good corporate citizenship and long-term vision we have established this policy to ensure an organisation-wide focus on key conservation principles and sustainable, ethical use of limited resources.

PRINCIPLES

AVOID: Systems and practices shown to be wasteful;

REDUCE: Resource expensive processes will be minimised wherever possible;

REUSE: Extract the maximum use from every resource available;

RECYCLE: Ensure maximum recycling of used products and replacement with recycled ones where possible.

Achievements to Date

Development of time sheet app for smart phones and use of electronic accounting software to reduce paper and associated inputs.

Web based systems allowing office staff to work remotely, thus cutting down on pollution.

Maintain Normal Operating Systems;

A minimum paper usage office including:

- online booking system including:
- online registration
- online booking submission
- online invitations sent to interpreters/note-takers via SMS messages or emails
- accept/decline messages received
- interpreters allocated
- interpreters automatically notified
- clients automatically notified
- online messaging system allows quick location of an interpreter's contact details to notify them of change of venue/time/date information. This system also allows a large number of messages to be sent simultaneously.
- online invoicing and remittance system

Our office location is easily accessible by public transport including bus and train, thus cutting down on pollution.

Low energy usage central office complex including computers, printers that are turned off at night. Low energy lighting switched off when not in use.

No disposable cups, plates, glasses etc. used, we have our own crockery, cutlery, glasses etc.

Use recycled paper products, refillable ink cartridges, where possible.

Use non-toxic cleaning products.

Ensure vegetarian/vegan options in provision of catering for meetings.

Casual dress code means staff can dress according to the weather, thus keeping cooling and heating costs down.

Undertake Specific Initiatives;

Purchases of smart and web-based products to reduce paper and associated inputs.

Conduct meetings via teleconferencing or by using Skype or work remotely where possible to avoid car use contributing to pollution

Echo Interpreting as an employer have a zero-tolerance approach towards bribery and corruption.

Bribery means the offering, giving, receiving, or soliciting of something of value for the purpose of influencing the action of an official in the discharge of his or her public or legal duties. Such activity may be direct or indirect.

In line with this, you must make appropriate efforts to ensure that you:

- meet all legislative requirements governing the ethical conduct of business;
- do not receive, offer, pay, or promise bribes in any form;
- do not encourage, accept, or allow any facilitating or expediting payments in any forms, including but not limited to subcontracts, purchase orders or consulting agreements;
- ensure all business transactions are accurately recorded; and
- report any request for bribes, receipt of bribery payments or facilitation payments to Management immediately.
- interpreters allocated
- interpreters automatically notified
- clients automatically notified

You will not suffer any adverse consequences for refusing to make or receive an improper payment, even if this may result in the employer losing business.

Bribery and corruption are considered very serious under local and international laws. Any breaches of the Anti-Bribery and Corruption regulations may result in the commencement of criminal proceeding against you. Breaches of this policy will be regarded as serious by the employer and will result in disciplinary action up to and including dismissal.

Purpose

The purpose of this policy is to outline how Echo Interpreting will be managing risk in relation to Coronavirus (COVID-19) during key interactions within the staff environment, with the initial plan taking effect as of 14th January 2021 and continues to be reviewed regularly to reflect Government legislation. Echo Interpreting is committed to providing a safe working environment for all employees and visitors to the Echo Interpreting Office (“the Echo office”) located at 1/91 Boronia Road, Boronia. We ask that anyone entering the Echo office strictly follow this policy and the guidelines implemented to enable us to provide the safest possible environment during this time. We all have a role to play in stopping the spread of COVID-19 in Victoria.

Requirements

- All workers or visitors attending the Echo office must fill in the required details in the Echo Interpreting Workplace Attendance Register provided as well as scan a QR code. This ensures that an accurate register can be kept at all times and will not be impacted by any technological issues. This also allows any workers or visitors attending the premises to still complete the register should they not have a phone or device capable of scanning a QR code.
- Any person displaying the symptoms listed below and is feeling unwell, should not, under any circumstances, enter the Echo office. Symptoms are:
 - fever;
 - chills or sweats;
 - cough;
 - sore throat;
 - shortness of breath;
 - runny nose; and or
 - loss of sense of smell or taste.
 -
- Upon entering and during the time at the Echo office, face masks are required to be worn at all times unless the Government has advised that masks are no longer required to be worn inside. Should at any time, the requirement for masks to be worn inside be implemented again then any one onsite will be required to follow this directive. At times where wearing a mask indoors is required, a loose fitting face covering such as bandanas or scarves will not be acceptable.
- Any worker or visitor attending the Echo office must adhere to the physical distancing implementation of 1.5 metres between each person attending. All workers or visitors must maintain at least 1.5 metres of distance from one another at all times.
- Good hygiene is essential. Regular washing of hands and hand sanitizing is required. Please ensure that regular use of hand sanitizer is used after using bathroom, kitchen, or any shared general equipment in the Echo office space for example, shared office equipment and appliances.
- Avoid sharing of equipment such as phones, desks, headsets, office tools or other equipment where possible. All equipment must be frequently and regularly cleaned with the cleaning products provided.
- All equipment must be frequently and regularly cleaned and disinfected in shared spaces, including high touch communal items such as doorknobs or light switches.

Echo Interpreting use TGA approved products for their cleaning and disinfecting of the office. A copy of the SDS' (Safety Data Sheet) for any products used for COVID-19 related cleaning or preventative measures can be provided upon request.

As an organisation, we acknowledge that many of our staff do not work at or are required to attend the head office and instead work at a variety of sites and locations as required. Their safety is equally important and therefore for any staff attending onsite assignments, Echo will request the organisation provide a copy of their own COVID-19 safe plan. For in home visits, the client will be requested to follow social distancing and hygiene regulations.



COVID Workplace Attendance Register

Purpose

Echo Interpreting use a physical attendance register, as well as a QR code, to maintain a register of every person who attends the workplace (Echo office – 1/91 Boronia Road, Boronia VIC 3155). This includes all workers (including sub-contractors) and any customers, client or visitors permitted in the workplace (including workplace inspectors).

If an employee or visitor tests positive for Coronavirus (COVID-19), a current and accurate workplace attendance register and use of QR codes will allow Echo Interpreting to immediately identify anyone who has been in close contact with that person within the prior 48 hours.

For more information regarding the definition of a close contact see: <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>

Business Details:

Business Name: Echo Interpreting
Site/location: 1/91 Boronia Road, Boronia VIC 3155
Contact Person: Danielle Don – Director of Echo Interpreting

Copy of Physical Attendance Register Used Onsite

Workplace attendance register						
Date	First name	Phone number	Check-in time	Check-out time	Relationship with business	Area(s) visited
<i>e.g.</i> <i>DD/MM/YY</i>	<i>e.g. John</i>	<i>e.g. 1234 5678</i>	<i>e.g. 10am</i>	<i>e.g. 11am</i>	<i>e.g. employee, contractor, customer, client, inspector, visitor, etc.</i>	<i>e.g. warehouse, factory, office, loading dock, etc.</i>

Overview

Echo Interpreting is committed to providing a healthy and safe working environment for all staff members and clients of the organisation.

Under Commonwealth (Commonwealth Work Health and Safety Act 2011), Victorian (Occupational Health and Safety Act 2004) legislation and additional regulations, employers are required to do all that is reasonably practicable to ensure the health and safety of employees and others at the workplace. This duty extends to the current COVID-19 pandemic, where employers must eliminate, or if that is not possible, minimise, so far as reasonably practicable, the risk of exposure to infection from COVID-19 in the workplace now and into the future.

The ongoing rollout of Covid-19 vaccinations and boosters delivered by government bodies are important safety measures in aiding the community and organisations, including Echo Interpreting, to maintaining a healthy and safe work environment.

The duty of care we have as employers must be balanced with the legitimate rights of our employees to exercise choice with regard to vaccination. Both Commonwealth and State governments have mandated that certain sectors of the workforce are subject to mandatory vaccination to protect vulnerable communities of people, they have also indicated that vaccination is ultimately an individuals choice.

Why This Policy Was Created

The COVID-19 Vaccination Policy was created to outline Echo Interpreting's health and safety obligations with specificity to COVID-19 vaccinations and how this policy interacts with safety systems used by Echo Interpreting.

This policy does not replace the current CovidSafe workplace policies and should be read in conjunction with other relevant safety policies and procedures. Whilst COVID-19 vaccinations are an important step in ensuring safer workplaces they do not override the continued need for social distancing, good hand hygiene and regular cleaning and maintenance measures already in place under relevant policies, even if the complete workforce has been vaccinated.

National COVID-19 Vaccination Rollout

The Australian Government aims to have as many people as possible vaccinated in 2021. Eligibility for vaccination is at present for 12 year olds and over. There is anticipated approval for vaccinations to be made available to children from 5 years. The availability of boosters is to be announced shortly. Therefore, staff should keep abreast of relevant health information to understand their eligibility for both vaccination and boosters.

Managing Vaccines in the Workplace

Employers can only require their employees to be vaccinated where:

- a specific law (such as a state or territory public health order) requires an employee to be vaccinated, or
- the requirement is permitted by an enterprise agreement, other registered agreement or employment contract, or
- it would be lawful and reasonable for an employer to give their employees a direction to be vaccinated, which is assessed on a case-by-case basis.

The Federal Government and Fair Work Ombudsman have recently introduced a 4-Tier system to assist employers in making individual assessments about the reasonableness of any directions to mandate COVID-19 vaccinations.

The 4-Tier System

The defined tiers are as follows, please note these tiers are not the same as COVID isolation tiers in Victoria, they are about the type of work people do:

- **Tier 1** work, where employees are required as part of their duties to interact with people with an increased risk of being infected with Coronavirus (for example, employees working in hotel quarantine or border control).
- **Tier 2** work, where employees are required to have close contact with people who are particularly vulnerable to the health impacts of Coronavirus (for example, employees working in health care or aged care).
- **Tier 3** work, where there is interaction or likely interaction between employees and other people such as customers, other employees or the public in the normal course of employment (for example, stores providing essential goods and services).
- **Tier 4** work, where employees have minimal face-to-face interaction as part of their normal employment duties (for example, where they are working from home).

It is important to note the COVID-19 pandemic doesn't automatically make it reasonable for employers to direct employees to be vaccinated against the virus. Employers will need to consider their specific situation in line with relevant Work, Health and Safety legislation, Anti-Discrimination legislation and Privacy legislation.

Public Health Orders

Separate to the eligibility under the National COVID-19 Vaccination Rollout, employees may be covered by Federal and State/Territory government health orders, requiring mandatory vaccinations of employees in certain settings.

Our Policy

Echo Interpreting is committed to continuously striving for a safe and healthy working environment, including taking all reasonably practicable steps required to protect staff and others from the risk of COVID-19. Our COVID-19 Vaccination Policy will continue to be informed by any applicable laws, enforceable government directions and advice issued by Commonwealth, State and Territory governments.

In limited circumstances, implementing a mandatory vaccination policy may potentially be a reasonable practicable measure that should be taken by certain employers to help ensure a safe workplace. The Federal Government has indicated that whether an employer can require their employees to be vaccinated against Coronavirus is highly face dependent, taking account of the particular workplace and each employee's individual circumstances.

When assessing 'reasonableness', the following factors have been considered:

- work health and safety obligations
- the nature of each workplace (for example, the extent to which our employees need to work in public facing roles, whether social distancing is possible, and the nature of the work being undertaken)
- the extent of community transmission of COVID-19 in the location where the direction is to be given, including the risk of transmission of the Delta variant among employees, clients or other members of the community
- the effectiveness of vaccines in reducing the risk of transmission or serious illness, including the Delta variant and any possible future variants
- each employee's circumstances, including their duties and the risks associated with their work
- whether employees have a legitimate reason for not being vaccinated (for example, a medical or cultural reason)
- vaccine availability
- whether employees can work remotely
- any other related circumstances

We have taken the decision that it is lawful and reasonable for our organisation to implement a mandatory vaccination policy for workers who directly service clients/participants with a disability.

Under the Public Health Order Directions issued on October 6th 2021, any worker that works in connection with Echo Interpreting's services need to provide evidence of vaccination. With such broad definition in the order, all Victorian staff and volunteers are covered by this directive.

Echo Interpreting will conduct risk assessments to ensure we are mitigating health and safety risks for unvaccinated and at-risk staff on an individual level. Whilst staff working from home may not need to be vaccinated under this policy, Echo Interpreting may determine that vaccination is required to be able to return or attend the office.

Echo Interpreting will continually review workplace health and safety practices and medical guidance to assess the reasonableness of mandatory vaccinations in line with the above factors.

Exemptions

Exemptions from the policy requirements outlined above will be considered on a case-by-case basis, for example medical grounds exemptions will be considered for employees who are unable to receive the vaccine due to health or cultural reasons.

Those employees who have concerns about being vaccinated should immediately speak to the Human Resources Manager to raise their concerns.

Employees should not ignore the need to immediately raise concerns if it is felt that there will be an inability to comply with the requirements of the vaccination policy to ensure that we are able to consider alternatives that may be available to both parties.

Proof of Vaccination

All Interpreters, Notetakers, Participation Assistants and all other staff are asked to provide evidence of their vaccination status in line with a lawful and reasonable direction.

Evidence of vaccination will only be requested by Echo Interpreting if the request is considered lawful and reasonable based on the circumstances of the request, for example when a client utilizing the services of Echo Interpreting, in line with lawful and reasonable direction, requires only fully vaccinated individuals to deliver the service. If an employee who is requested to provide such evidence has any concerns, they should immediately speak with the Human Resources Manager.

Following the mandated areas for vaccination from the Chief Health Officer of Victoria, Echo Interpreting has asked Interpreters, Notetakers and Participation Assistants to provide proof of vaccination that complies with privacy obligations as this information is securely housed and only accessed by the HR Manager. Staff acknowledge and understand that their proof of vaccination or medical exemption will be kept on file and not shared with external parties. In the absence of mandatory vaccination requirement or health orders employers must assess the reasonableness of the request for this information.

Echo Interpreting ensures that consent is obtained from the staff member when collection this information. However, it is noted that consent to collect is not required if the collection is required or authorised by law (for example in situations where a public health order applies or where it is necessary for the employer to meet their obligations under Federal or State Work Health Safety laws). It is to be noted that the Victorian Government's directives on October 1st and 6th 2021 allow Echo Interpreting to request and hold evidence of vaccination for Victorian staff who fall under those orders.

Echo Interpreting is aware of, and complies with, its privacy obligations under the Commonwealth Privacy Act 1998 and the Victorian Policy and Data Protection Act 2014. We will continue to do so in our collection of proof of vaccination.

Our Expectations of Others

It is important all staff, visitors, suppliers and contractors must comply with our safety policies and accept responsibility for their individual actions in helping us achieve a CovidSafe workplace. This extends to the uptake of the COVID-19 vaccination as per this policy, and all other CovidSafe measures which have been implemented to mitigate the spread of the COVID-19. Importantly, Echo Interpreting reserves the right to ask as to the vaccination status of visitors, suppliers and contractors where appropriate. We respect that we cannot keep proof of the vaccination status of the aforementioned groups under current privacy laws.

Treatment of Unvaccinated Staff

There is a commitment by Echo Interpreting to the safety and health of all employees. Unvaccinated staff are at higher risk of COVID infection and may pose a risk to colleagues with underlying health conditions if infected. Thus, Echo Interpreting has an obligation to fully protect unvaccinated staff whilst at the same time protecting colleagues with underlying health conditions. If Echo Interpreting determines that an unvaccinated staff members role requires them to work onsite, Echo Interpreting may mandate vaccination subject to the conditions already set out in this policy. If the directive is not followed this may result in disciplinary action including termination where appropriate.

In circumstances where Echo Interpreting allows an unvaccinated staff member onsite, a comprehensive risk assessment will be required with input from the employee, the Human Resources Manager and CEO.

More Information

Please contact the Human Resources Manager when requiring further information, or if queries and/or concerns need to be raised.

Objectives

The objective of this policy is to ensure that employees and any other individuals understand and are aware of the treatment of COVID-19 vaccinations by Echo Interpreting to enable the safety, health and wellbeing of all staff and stakeholders.

Scope

This policy applies to all employees of Echo Interpreting, as well as all others outlined within the policy. All individuals working for Echo Interpreting are required to be familiar and to comply with the obligations set out in the policy.

References

Fair Work Ombudsman
Victorian Public Health Order Directions No 51
COVID Vaccination Mandatory Workers Public Health Order No 4

Relevant Documents

COVID Safe Plan
COVID Workplace Attendance Register
Privacy Policy
Occupational Health and Safety Register

Purpose

This Privacy Policy relates to the collection, storage, use and disclosure of your personal information by Echo Interpreting in accordance with the Privacy Act (1988), Australian Privacy Principles (APPs) and Information Privacy Principles (IPPs). Our privacy policy will be reviewed and updated in line with legislative changes when necessary.

What We Do to Keep Your Information Safe

Echo Interpreting is committed to keeping your information private and secure. Any information we gather in relation to you is kept protected. We take reasonable steps to ensure that information that you share with us digitally (by using our website booking form or by email) or other means is protected from unauthorised access.

If you are sharing your information with us in the completion of Booking Forms, your information will be kept safe through encryption, if your browser is set up to do this it will let you know if your information has been sent securely. We keep the information secure on databases that require a login and password and it is kept on secure servers.

Your personal details are not sold or swapped with anyone.

If your information is no longer needed we will take reasonable steps to either delete it from our systems or de-identify your information except when it is required by law.

What is Personal Information?

The Privacy Act defines 'personal information' as "information or an opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not."

What Type of Information Do We Collect?

The information we collect is usually but not limited to:

- Your name
- Address (yours and/or the place of your booking)
- Phone number
- Email address
- Preferred method of communication
- Internet protocol (IP) addresses
- NDIS information
- Transactional information
- Gender
- Documents, presentations and other materials relating to your booking

Echo Interpreting collects staff information for human resources, finance and general administration purposes.

How Is This Information Used?

Echo Interpreting will only use their information for the purposes which it was originally collected (unless otherwise specified by you). We collect, hold, use and disclose personal information for the following purposes:

- To deliver a tailored service solution
- To respond to enquiries
- To manage and maintain our service delivery
- To update our records

- With your expressed consent and for an authorised third party
- To process and respond to complaints
- To obtain feedback

Data Breaches

Whilst Echo Interpreting has fastidious security and other processes in order to protect your information from being accessed by an unauthorised entity, in the event of this occurring we will contact you and let you know what has taken place and what steps we have undertaken to rectify the issue. In the event of a serious data breach we will notify the Office of the Australian Information Commissioner.

How to Access or Correct Your Personal Information or Make A Privacy Related Complaint

Echo Interpreting is transparent about the personal information it collects and endeavors to ensure its accuracy. Should you wish to access or correct your personal information please do so by way of written request to the Privacy Officer via info@echointerpreting.com.au. We will respond to your request within 30 days and provide you with access in the way in which you have indicated where it is practical and reasonable to do so except where we are entitled to deny the access under the Privacy Act legislation.

You are also able to use the contact email address above to notify us of a privacy complaint if you believe that we have not met our obligations under the APPs.

Purpose

While the operation of the Privacy Act does not apply to Echo Interpreting (**the Employer**) in regards to any acts which directly relate to:

- a) The employment relationship between the organisation and the individual; and
- b) An employee record held by the organisation

The Employer treats the handling of your personal information very seriously. Accordingly, the purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

Collection of Personal Information

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

Personal information includes information relating to:

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

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

Your Responsibilities

In light of the above objective, every employee is responsible for the appropriate handling of such information and to prevent unlawful disclosure.

If you have access to this information or such any personal information belonging to another employee or a client of the Employer, you must ensure that you maintain the confidence of any confidential information that you have access to, or become aware of, during the course of your employment and will prevent its unauthorised disclosure or use by any other person.

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

Echo Interpreting follow an effective four-step Business Continuity Plan and by doing so can ensure uninterrupted service delivery for clients.

The four-step process is outlined below:

