Prahran Place – Employee Handbook

2026







Welcome to Prahran Place

We are delighted that you have chosen to join the Prahran Place team and look forward to seeing all that we will accomplish together as you embark on your journey with us.

At Prahran Place, we hold our values and mission in high regard and believe that our success is built on the dedication and collaboration of our people. We encourage you to read through this document fully and keep it handy as an ongoing reference.

The purpose of this employee handbook is to introduce you to Prahran Place and give you some information about our history, our clients and what we do. You will also find information about your terms and conditions of employment, our expectations around your behaviour and our policies and procedures.

It is important that you take time to read each section and understand your responsibilities in our commitment towards the continuing success of Prahran Place. If you have any questions about any aspect of Prahran Place or this Handbook, please do not hesitate to ask. Our team is here to support you every step of the way.

Once again, welcome to Prahran Place. We look forward to seeing the contributions you will make as we work towards our shared goals.

Neil Barlow
Principal Executive Officer
Prahran Place Ltd

Contents

Introduction 5
History of Prahran Place 5
What we do 5
Our clients 5
At Prahran Place we are committed to: 6
Mission, Vision and Values 6
Our Purpose 6
Our Mission 6
Our Vision Statement 6
Values 7
Prahran Place Organisational Chart 7
Governance 8
Funding and compliance/recording requirements 8
Government Funding 8
Neighbourhood House Coordination Program (NHCP) Funding 8
Home and Community Care (HACC) Funding 8
Commonwealth Home Support Program (CHSP) Funding 8
Adult Community and Further Education Board (ACFE) Funding 9
Fee-for-Service Programs 9
Policies, Procedures and Standards Required 9
Code of Conduct 9
Health, Safety and Wellbeing Charter 10
Informal Support 11
Workload and Flexibility 11
External Support Services 11
Child Safety Standards 13
Commitments 13
Definitions 13
Child Safe Standards 14
Legislative Responsibilities 14

Responsibilities 14
Performance and Behaviour 16
Equal Opportunity 18
Discrimination, Bullying, Harassment & Sexual Harassment 19
Discrimination 19
Harassment 20
Sexual Harassment 20
Bullying 20
Victimisation 21
Reasonable Management Action 21
Alcohol, Drugs, and Smoking Policy 21
Conflicts of Interest 22
Reporting Complaints and Grievances 22
Email, Internet, and Telecommunications 23
Privacy, Data Security and Confidentiality 24
Pay and Leave Information 25
Hours of Work 26
Flexible Work Arrangements 26
Working From Home 27
Right to Disconnect 27
Dress Code 28
Work Related Expenses 28
Termination and Resignation 28

Introduction

History of Prahran Place

Prahran Place Ltd is a not-for-profit Neighbourhood House that has been serving the Stonnington community since 1979. We provide a wide range of community-based programs and activities designed to foster connection, inclusion, and lifelong learning.

Originally established as Prahran Neighbourhood House, the organisation has evolved over the decades to respond to the changing needs of the local community. In 2022, the organisation experienced serious challenges that received widespread media attention. This event prompted significant change: the organisation was restructured, rebranded as ***Prahran Place Ltd****, and placed under new leadership with a renewed commitment to transparency, accountability, and strong governance.*

Today, Prahran Place is a safe, welcoming and inclusive space where people come to learn new skills, participate in social activities, and access support. Around 300 people are actively enrolled in our programs and activities, many of whom are regular participants. With a strong foundation now in place, we are well-positioned to broaden our reach and engage with new and more diverse community members.

As a benevolent organisation, all revenue generated through fee-for-service activities is reinvested into the community. Our mission is to provide opportunities and support for those in need while fostering a sense of belonging and participation for everyone.

We are structured as a Company Limited by Guarantee. We are governed by a Board of Directors, and we receive various funding streams from the Commonwealth, State and Local Governments to financially support our activities.

What we do

Prahran Place provides the following services to the community:

- Pre-accredited 'Learn Local' courses (Further Education & Employment)
- My Aged Care Commonwealth Home Support Group (CHSP) Social activities for over 65
- Home and Community Care Program (HACC) for Younger People
- Health and wellbeing classes
- Online learning to people under the age of 18 years
- General interest classes
- Community social programs

Our clients

At Prahran Place we service many organisations from a variety of community sectors. We are proud to list the following clients:

- Residents who live in Stonnington and surrounding areas.
- Families including their children who live in Stonnington and surrounding areas.
- Residents of nearby public and community housing estates.

- People who are disengaged and disadvantaged.
- People who are under 18 years and are home schooled and / or disengaged from school
- People registered with My Aged Care.
- People registered with NDIS.
- Carers.

At Prahran Place we are committed to:

- Providing top-quality professional advice and service to our clients, participants, and community.
- Creating a safe, welcoming, and inclusive environment where everyone feels respected and valued.
- Supporting people of all ages, backgrounds, and abilities to connect, learn, and thrive.
- Delivering programs that promote wellbeing, lifelong learning, and community engagement.
- Acting with integrity, transparency, and accountability in all that we do.
- Working collaboratively with partners, volunteers, and local organisations to strengthen community outcomes.
- Continuously improving our services by listening to community needs and feedback.

Mission, Vision and Values

Our Purpose

At Prahran Place, our strategy is rooted in our vision of a strong, healthy, and connected local community.

We are committed to being an open door for anyone in our community, listening to their needs, and providing relevant services and support.

With a focus on continuous improvement, we aim to deliver sustainable, inclusive, and diverse programs that maximise opportunities for all.

Our Mission

To connect people in Prahran with each other and their community

To create a stronger, resilient and healthier community

To help citizens in need find the right resources

To provide skills uplift to address isolation, build confidence and find new opportunities.

Our Vision Statement

A strong, healthy, and connected local community.

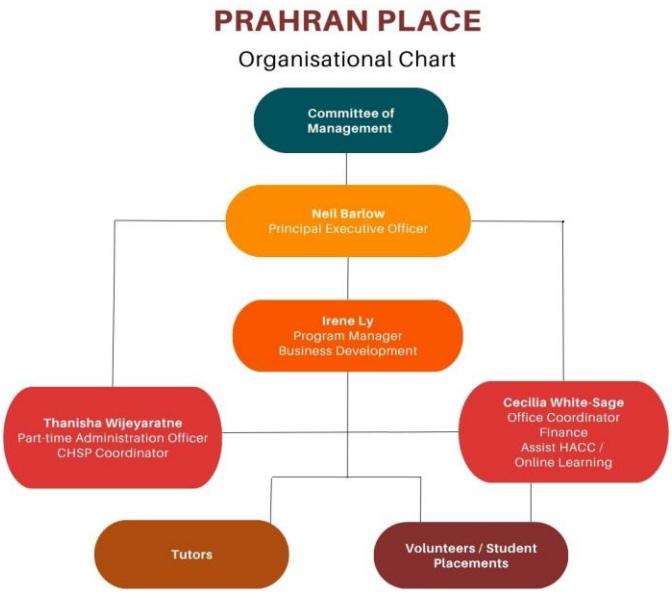
Values

We would like to be known as a place where we are:

- Listening to community needs
- Innovative
- Becoming known as a community hub
- Partnering with local organisations and business
- Self-sustainable commercially

Prahran Place Organisational Chart

As of November 2025



Governance

Prahran Place is governed by our Committee of Management which is a team of elected individuals who bear ultimate responsibility for the governance of the organisation.

The Committee is accountable to Members and other stakeholders for protecting and enhancing the overall interests of Prahran Place.

The Committee has delegated the responsibility for management, operations and administration to the Principal Executive Officer, with whom it has open access to discuss current and future business issues, risks and strategies.

The Committee oversees the activities of management to ensure these delegated duties are carried out as directed.

Funding and compliance/recording requirements

Government Funding

Prahran Place receives funding from a variety of government programs, which together form the majority of our revenue. Each funding stream has specific purposes, requirements, and strategic implications for the organisation:

Neighbourhood House Coordination Program Funding

- From the Victorian Government's (DFFH) NHCP, this funding is allocated to eligible Neighbourhood Houses and networks.
- The NHCP funding supports community development by promoting diversity and inclusion in community participation, facilitating community development and capacity building, and supporting life-long learning opportunities to improve pathways and participation.
- **This funding is stable and represents approximately 35% of Prahran Place's total funding.**

Home and Community Care (HACC) Funding

- A Victorian Government funding through the Dept of Health, this funding supports people under 65 years with chronic illness, mental illness, disability, or other conditions requiring support with community participation.
- *Note: If targets are not met, Prahran Place must repay unused funds.*
- Reporting: Data is reported quarterly via the PRACHS database
- **This funding represents approximately 16% of Prahran Place's total funding.**

Commonwealth Home Support Program (CHSP) Funding

- An Australian Government program providing entry-level support to help older people maintain independence and participation in the community.
- Prahran Place runs community support programs under CHSP, such as walking groups, craft & connection, book clubs, men's groups and women's circles.
- All participants must be registered under the My Aged Care Act (MAC) to register for a CHSP program.

- Participants at commencement must complete the goal template; tutors complete the observation form during the term. Participants that do not attend class will be contacted by Prahran Place.
- *Note: If targets are not met, Prahran Place must repay unused funds.*
- Reporting: Data is reported monthly via the DEX database.
- **This funding represents approximately 14% of Prahran Place's total funding.**

Adult Community and Further Education Board (ACFE) Funding

- The Victorian Government initiative provides funding to registered 'Learn Local' providers to deliver pre-accredited programs for adults to gain core skills (literacy, numeracy, digital skills, employability) and support pathways to further education and employment.
- Currently undergoing major changes: all programs must shift to a pre-accredited further education and employment focus.
- This is a significant change for the organisation and impacts participants who rely on funded programs, especially arts programs. Many may no longer be able to afford these classes.
- *Note: If targets are not met, Prahran Place must repay unused funds.*
- Reporting: Data is uploaded to the government database of SVTS approximately 5 times per year.
- **This funding represents approximately 30% of Prahran Place's total funding.**

Fee-for-Service Programs

- Activities and other general interest short courses.
- **This funding represents approximately 5% of Prahran Place's total funding.**

All participants' information is uploaded into Prahran Place student management system 'Social Planet' and assigned to an activity.

Policies, Procedures and Standards Required

Code of Conduct

At Prahran Place, we expect all staff, tutors, and volunteers to uphold the following standards:

- **Respect and Inclusivity**
  Treat all participants, colleagues, and community members with dignity, respect, and fairness. Value diversity and foster an inclusive environment.
- **Professionalism**
  Provide services in a professional, courteous, and responsible manner. Maintain appropriate boundaries and act in the best interests of participants and the organisation.
- **Safety and Wellbeing**
  Prioritise the safety, wellbeing, and privacy of all individuals. Follow organisational policies and report any concerns or incidents promptly.

- **Integrity and Accountability**
  Act honestly and ethically at all times. Use Prahran Place resources responsibly and avoid conflicts of interest.
- **Confidentiality**
  Respect the confidentiality of all personal and organisational information. Do not share sensitive information outside of authorised channels.
- **Collaboration and Teamwork**
  Work cooperatively with colleagues, volunteers, and partners to support the mission and values of Prahran Place.

Health, Safety and Wellbeing Charter

Prahran Place is committed to achieving a consistently high standard of safety performance and meet our obligations under Work Health and Safety legislation. This policy is designed to promote a supportive and inclusive work environment that priorities the health and wellbeing of our people and stakeholders, fostering a culture of health, safety, and wellness.

Prahran Place is committed to supporting the mental, emotional, and physical wellbeing of all staff, tutors, and volunteers.

- **Health** refers to a state of complete physical, mental, and social well-being, encompassing not just the absence of illness, but also the ability to lead a fulfilling and productive life.
- **Safety** is the condition of being protected from or unlikely to cause danger, risk, or injury.
- **Wellbeing** Wellbeing refers to the overall state of feeling positive, healthy, and prosperous in various aspects of life. Well-being involves feeling fulfilled, having a sense of purpose, and experiencing a positive and balanced quality of life. It can encompass various aspects such as;
  - Physical – a persons overall state of health and functioning of the body.
  - Emotional - emotional well-being focuses on maintaining a positive state of mind, managing stress, and developing coping mechanisms for challenges.
  - Social – external factors such as like the environment, the quality of relatioships, social support, and access to resources.
- **WHS Hazard (inc. Psychosocial Hazard)** is defined as a hazard that arises or relates to the work environment, workplace interactions or behaviours and may cause psychological or physical harm.
- **WHS Risk (inc. Psychosocial Risk)** is a risk to the health or safety of a worker or other person arising from a WHS or Psychosocial Hazard.

Everyone has a role to play in achieving a working environment which is free from incidents and actual or potential harm, and promotes health, safety, and wellbeing at all times. This is entirely consistent with our obligations to protect each other from harm, including psychological harm.

We will ensure that:

- Sufficient resources are committed;
- Safe and secure systems of work are implemented and maintained;
- Adequate information, training and supervision are provided and employees are competent and suitably skilled to undertake the work;
- All incidents are reported and investigated promptly and completely with remedial actions adopted to prevent recurrence;
- Work related injury or illness is managed through effective rehabilitation and claims management.

Workers at Prahran Place are also responsible for the care of their own health and safety and that of fellow workers, customers, and the public in the workplace by complying with safe work practices and accepting accountability for Prahran Place's assets in their care and/or control. Workers are responsible for:

- Fostering a strong work health and safety culture where open communication and input from all is valued and treated with compassion
- Supporting colleagues in maintaining practices that have a positive impact on their health, safety, and wellbeing
- Ensuring safe work procedures, practices and rules are followed
- Reporting all incidents, hazards and safety concerns as soon as possible
- Identifying and managing hazards and risks where reasonably practicable.
- Understanding this policy and other related policies and seeking clarification where required
- Raising any personal or collective needs or ideas to improve health, safety and wellbeing
- Actively participate in health and wellbeing activities to feel more refreshed and productive when at work, as well as maintain a work/life balance.

Informal Support

- In a small team, support is often provided through open communication with managers and colleagues.
- If you are experiencing stress or challenges, talk to your manager as soon as possible so adjustments or assistance can be considered.

Workload and Flexibility

- Managers will work with staff and volunteers to manage workload, deadlines, and responsibilities to promote balance and reduce stress.
- Flexible work arrangements can be discussed to support individual needs.

External Support Services

Additional support services can be sourced through:

https://blueknot.org.au

Lifeline

24/7 suicide prevention and crisis support. Provides all Australians access to crisis support and suicide prevention services.

Call 13 11 14

To chat online with a counsellor, start a webchat. Both services are private, free, and available 24/7.

Call 1300 22 4636

Griefline

Griefline offers free, compassionate, and confidential support. Because grief deserves to be heard, not dismissed.

1300 845 745
National helpline
Speak to a specially training telephone support volunteer 8am to 8pm, 7 days a week (AEST/AEDT) *

ReachOut

A safe place to chat anonymously, get support, and feel better.

https://au.reachout.com

Suicide Call Back Service

Free 24/7 telephone counselling support if you are at risk of or affected by suicide. Delivered by trained counsellors at Lifeline.

Call 1300 659 467

1800RESPECT
(for all ages)

Support if you, or someone you know, is experiencing sexual assault or domestic and family violence.

1800 737 732 available 24/7
Online chat available 24/7
1800respect.org.au

13 YARN
(for all ages)

For Aboriginal and Torres Strait Islander people who are going through a tough time and feel like having a yarn.

13 92 76 available 24/7
13YARN.org.au

Kids Helpline
(for ages 5-25)

Free 24/7 phone and online counselling service for young people aged 5 to 25.

1800 55 1800 available 24/7
Online chat available 24/7
kidshelpline.com.au

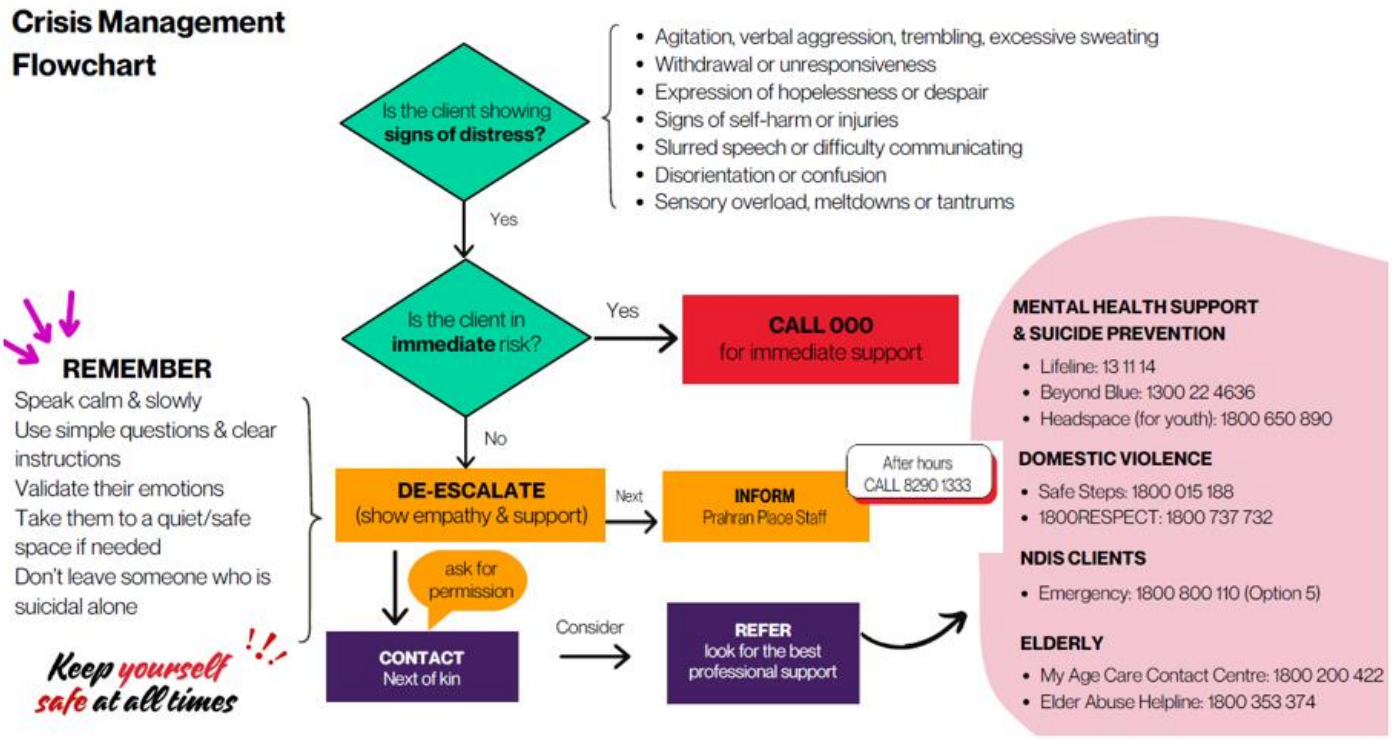
LGBTIQA+ specialist supports:
Switchboard https://www.switchboard.org.au/

Mental health: QLife (1800 184527) https://life.org.au/



Interactions with Customers

There may be times when we observe behaviours from customers which cause us concern. Follow the below flowchart to act as required, remembering to prioritise your own safety at all times.



Child Safety Standards

Commitments

Prahran Place Ltd is committed to maintaining a child-safe environment in line with the **Victorian Child Safe Standards** under section 17(1) of the *Child Wellbeing and Safety Act 2005*. Prahran Place is committed to:

- Ensuring all children are safe, empowered, respected, supported, and free from harm while interacting with Prahran Place.
- Modelling a child safe culture at all levels of our organisation.
- Having zero tolerance for any behaviour that breaches this policy.
- Treating all allegations and concerns around child safety seriously, and with priority, including reporting to authorities where deemed appropriate.

Definitions

'Children' is the collective term for both children and young people under the age of 18 years while 'Worker' is any conducting work for Prahran Place in a paid or unpaid capacity.

Child Safe Standards

The 11 Child Safe Standards are, in summary:

1. A culturally safe environment
2. Child safety and wellbeing embedded within leadership, governance, and culture
3. Empowerment and agency for children and young people
4. Family and community participation and contribution to child safety and wellbeing
5. Equity
6. Suitable workers who are supported to demonstrate child safety and wellbeing practices
7. Processes for complaints and concerns
8. Ongoing education and training
9. Safe online and physical environments
10. Regular review of Child Safe Standards
11. Policies and procedures to support the organisation

Legislative Responsibilities

Prahran Place takes its legal responsibilities seriously, including:

- Failure to disclose: All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to Victoria Police
- Mandatory reporting: Any board/committee members, staff or volunteers who are mandatory reporters (doctors, nurses, midwives, teacher, principals and police officers) must comply with their duties
- Failure to protect: People of authority in our organisation will commit an offence if they know of a substantial risk of child abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so
- Reportable conduct: The Committee Chair and Executive Officer of Prahran Place must be made aware of any allegations of physical and sexual abuse, sexual misconduct, significant emotional or psychological harm or significant neglect by a worker towards a child. We are also legally required to notify the Commission for Children and Young People of the allegation

Factors contributing to 'reasonable belief' may include:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)
- behaviour consistent with that of an abuse victim is observed
- someone else has raised a suspicion of abuse but is unwilling to report it
- observing suspicious behaviour

Responsibilities

All workers of Prahran Place are required to:

- Understanding the Child Safe Standards and their responsibilities

- Follow practices that support the safety and wellbeing of children, taking all reasonable steps to prevent children from abuse.
- Listening and responding to the views and concerns of children, encouraging them to speak up on issues that are important to them.
- Promoting cultural safety and empowerment by having zero tolerance for discrimination and harassment
- Ensuring that children are not left unsupervised
- Report any concerns about child safety or wellbeing to the Committee Chair and the Executive Officer of Prahran Place
- Participate in training or information sessions on child-safe practices
- Comply with all relevant child safety legislation
- Call 000 if you believe a child is in immediate harm.

A Working with Children Check is a mandatory requirement for any worker undertaking activities where they may interact with children or young people.

All workers of Prahran Place must not under any circumstances:

- develop any 'special' relationships with children (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical
- put children at risk of abuse (for example, by locking doors)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, including because of culture, race, ethnicity or disability
- have any online contact with a child or their family (unless necessary, for example providing families with e-newsletters)
- ignore or disregard any suspected or disclosed child abuse.

All workers are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children.



Performance and Behaviour

Every worker is responsible for performing at an acceptable level and ensuring that their colleagues feel welcome and comfortable working with them.

Work performance is a critical factor in the success of Prahran Place and the delivery of our goals and objectivities in serving the community. Performance is about how effectively a worker is fulfilling their role and responsibilities at work, in both a qualitative and quantitative sense.

Underperformance is when an individual fails to perform the duties or standards required of their role. Examples of underperformance may include:

- Consistently failing to complete work in a timely manner;
- Presenting poor-quality work;
- Failing to apply required work-practices;
- Unproductive use of time;
- Regularly making mistakes.

Behaviour refers to the behaviours and actions of employees, including their interactions with colleagues, customers, supervisors and managers, members of the public, and the manner in which they go about performing their role. Prahran Place expects all employees to behave professionally, respectfully and adhering to requirements to promote a safe, positive work environment.

Misconduct is behaviour or conduct that is not serious misconduct but is nonetheless unsatisfactory and inconsistent with our Values, policies/procedures, Contract of Employment or other behavioural expectations.

Examples of misconduct may include.

- Gossip and malicious backbiting;
- Unauthorised absence from duty;
- Persistent lateness;
- Unacceptable behaviours such as undermining or belittling behaviour;
- Inappropriate use of Council property or facilities.

Serious Misconduct is any wilful or deliberate behaviour that would constitute grounds for immediate dismissal without notice (summary dismissal).

Examples of serious misconduct may include but not limited to:

- Refusing to follow a lawful and reasonable direction;
- Neglect of duties;
- Bringing Prahran Place into disrepute;
- Undeclared conflicts of interest;
- Theft and fraud;
- Intoxication at work;
- Assault;
- Wilful damage to property;
- Wilful disregard for policy, rules or the welfare of fellow employees or customers;
- Conviction for an offence that renders the individual unable to work;
- Possession, use, or dealing in any prohibited drug or other restricted or dangerous substance during working hours or on council premises;
- Covertly recording conversations without consent;
- Unacceptable Behaviours such as bullying, harassment, sexual harassment and discrimination, considered to be significant, severe, and/or sustained to a level which amounts to serious misconduct.

All workers are responsible for the following:

- Understanding the expectations and standards of performance and behaviour relevant to their role;
- Communicating with their Manager if they are experiencing challenges in meeting expectations and standards and/or are in need of support in performing their duties;
- Engaging in performance discussions with their Manager as required;
- Making every effort to improve performance where issues are raised;
- Taking reasonable care for their own health and safety, and the health and safety of others;
- Refraining from engaging in behaviour which may constitute misconduct or serious misconduct;
- Promptly reporting suspected or actual instances of misconduct and/or serious misconduct.

Supervisors and employees should meet regularly to discuss performance and behaviour, however sometimes issues arise that warrant an ad hoc discussion.

There are a range of interventions available to address underperformance and behaviour concerns in a supportive and proactive way once an issue has been identified. The approach decided upon will depend on the individual circumstances of the matter including seriousness, and persistence of performance or behaviour issues. Some, but not all of these interventions may be implemented from time to time.

- ***Coaching (sometimes called 'counselling') –*** can be either formal or informal depending on the individual case, and is an initial step to address the issues, communicate expectations, identify causes, focus on improvement, and agree on solutions.
- ***Training and skills development*** – after identification of any training and skills deficiencies, this could be workshops, courses or training programs, on the job training, or mentoring.
- ***Conflict Resolution (such as mediation or facilitated discussion)*** – is an assisted conversation aimed at helping people engage in difficult discussions in a safe, respectful and supportive way to reach a mutually acceptable agreement on a way forward.
- ***Performance Improvement Process*** – a formal and more structured approach for addressing performance deficiencies which documents clear objectives and goals, support and training requirements, and a timeline of achievements and improvement required.
- ***Investigation Process*** – an impartial, confidential, and timely formal process for addressing behaviour concerns involving enquiries with the people involved and any witnesses. Findings will be made at the conclusion of the investigation to determine whether or not, on balance, the alleged behaviour occurred.

Documented records of all communication, meetings, plans, discussed achievements and performance deficiencies need to be kept.

Prahran Place will consider all possible outcomes that are appropriate in the circumstances.

In the event that the concerns are considered to have been appropriately addressed, the intervention can be concluded with the clear expectation that satisfactory performance and/or behaviour must be maintained.

If performance and/or behaviour has not improved to a satisfactory level, consideration will be given to whether an extension of the current intervention is appropriate or whether other interventions or disciplinary action should be implemented.

As relevant to the circumstances, disciplinary action can include:

- Verbal warning (while informal and verbal, a note will be taken for future reference)
- Formal written warning (a formal letter from Prahran Place)
- Suspension, with or without pay
- Termination of employment.

Equal Opportunity

At Prahran Place, we are committed to ensuring that all individuals are treated equally and fairly during recruitment, employment, promotion, training, and other workplace activities. It reflects our commitment to fairness, impartiality, and the right of every individual to be treated with dignity, regardless of their background, identity, or status.

As such, the only factors to be used as a basis for assessment and the offer of opportunities will be performance, competence, behaviour, potential, and mindset and not irrelevant personal characteristics.

All workers at Prahran Place are entitled to work free from discrimination, harassment and bullying, and are required to treat one another with dignity, courtesy and respect.



Discrimination, Bullying, Harassment & Sexual Harassment

There is no tolerance at Prahran Place for unlawful behaviours including discrimination, bullying, harassment and sexual harassment. It is the requirement of all workers to observe the minimum standards of behaviour set out in our Code of Conduct.

Additionally, workers are required to:

- Ensure they do not engage in any discriminatory, harassing, or bullying behaviour towards others;
- Ensure they do not assist, encourage, or condone others to engage in discriminatory, harassing, or bullying behaviour;
- Report any discriminatory, harassing, or bullying behaviour they experience or see happening to others;
- Refrain from any victimising conduct towards any person;
- Keep information confidential if involved in any investigation relating to unlawful behaviours.

Discrimination

Discrimination occurs when a person is treated less favourably or harassed in certain areas of public life including their employment because of a personal characteristic or prescribed attribute that is protected under law. **Direct discrimination** occurs when a person is denied a benefit or an opportunity on the grounds of any of the prescribed attributes. **Indirect discrimination** occurs when a policy, rule or practice has a discriminatory effect against a person or group of people in relation to any of the prescribed attributes. It can include:

- Refusing to employ someone
- Denying someone extra shifts

- Denying requests for leave
- Unfair discipline or criticism
- Not promoting someone to a senior role
- Allocating an inadequate, inconsistent or unfair workload

Harassment

Harassment occurs where a person engages in uninvited or unwelcome behaviour which a reasonable person would expect would cause another person to be offended, humiliated or intimidated. It does not matter if the person who committed the act intended, or did not intend, to upset or cause offence to the other person. Harassment can be a one-off incident, and can include:

- telling insulting jokes about particular racial groups
- teasing, belittling, or humiliating someone on the basis of their disability, pregnancy symptoms or sexual orientation
- making derogatory comments or taunts about someone's race
- asking intrusive questions about someone's personal life, including his or her sex life.

Sexual Harassment

Sexual harassment is any unwelcome conduct of a sexual nature that a reasonable person, having regard to all the circumstances would have anticipated would offend, humiliate or intimidate the other person. Sexual Harassment can be a one-off incident, and can include:

- staring, leering or unwelcome touching
- suggestive comments or jokes
- unwanted invitations to go out on dates or requests for sex
- intrusive questions about a person's private life or body
- unnecessary familiarity, such as deliberately brushing up against a person
- communicating content of a sexual nature through social media or text messages.

Bullying

Bullying is repeated, unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety and is unlawful. **Repeated behaviour** refers to the persistent nature of the behaviour and can involve a range of behaviours over time. **Unreasonable behaviour** means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating or threatening.

- abusive, insulting or offensive language or comments;
- aggressive and intimidating conduct;
- belittling or humiliating comments;
- victimisation;
- practical jokes or initiation;
- unjustified criticism or complaints;
- deliberately excluding someone from work-related activities;

- withholding information that is vital for effective performance;
- setting unreasonable timelines or constantly changing deadlines;
- setting tasks that are unreasonably below or beyond a person's skill level;
- denying access to information, supervision, consultation or resources to the detriment of the worker;
- spreading misinformation or malicious rumours; and
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Victimisation

Victimisation occurs when a person subjects another person to detriment (or threatens to do so) because they have made or intend to make a complaint or refused to assist in the contravention of this policy. It also includes acting to a person's detriment because they have agreed to be a witness. Conduct can amount to victimisation even if the original complaint is investigated and found to be unproven. It can include:

- refusing to employ the person;
- dismissing, or threatening to dismiss, the person from their employment;
- prejudicing, or threatening to prejudice, the person in their employment;
- intimidating, coercing, or imposing any penalty upon the person.

Reasonable Management Action

Fair and reasonable management action taken in order to counsel an employee for instances of underperformance, investigating complaints made against employees, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

Unlawful behaviour such as those defined above which occurs after work or outside of the specific workplace may still be considered to be 'in connection' with the workplace. Therefore, this policy is applicable to any conduct occurring after hours or outside of the workplace (including but not limited to social engagements that may be in connection with Prahran Place).

Alcohol, Drugs, and Smoking Policy

Prahran Place understands that alcohol and drugs can result in a number of impacts including compromising health and safety, jeopardising performance and productivity, and decreasing morale. This policy aims to ensure that all workers and visitors of Prahran Place can participate in a safe and responsible manner, with all workers required to report for work in a fit and proper condition.

All workers are prohibited from working whilst under the influence of alcohol or drugs of an illicit or illegal nature. This is with the exception of prescription drugs for medical needs and consuming alcohol in moderation at work-related social events. This applied during work hours, while on work premises (even if outside work hours), and at work-related functions. Medical reasons for consuming prescription drugs and any impact on performance of duties must be communicated to Prahran Place as soon as possible to judge any level of impairment including the ability to:

- use and operate equipment properly
- communicate clearly or coherently
- exercise reasonable judgement in making decisions
- interact with others and act in an appropriate manner.

The possession of any illicit or illegal drugs or related equipment in the workplace or while engaged in work-related activities is strictly prohibited. Notification to the appropriate authorities will be made where Prahran Place becomes aware of any illegal activity.

The law prohibits any smoking or vaping in enclosed workplaces and Prahran Place is a smoke-free workplace.

Conflicts of Interest

Prahran Place places great importance on the management of conflicts of interest to maintain a high degree of confidence with its stakeholders and ensure compliance with its obligations.

All workers are required to identify and declare relationships which may result in perceived, potential or actual conflicts of interest in the performance of their duties.

- Perceived: The situation appears to be a conflict to an outside observer, even if the person is acting impartially.
- Potential: A situation where a personal interest could conflict with official duties in the future.
- Actual: a direct conflict where a personal interest is already influencing or has the power to influence a decision or action.

Promptly report any conflict of interest to Prahran Place about any relationships you have with students/clients or staff (paid or unpaid), contractors, Committee of Management members, volunteers or any other stakeholder. This should be completed using the Conflict of Interest form and is required to be completed annually, by any Prahran Place Staff in any capacity. The declaration needs to be updated promptly in the event of any change in circumstances.

Once a conflict of interest has been identified and declared, Prahran Place will work with you to development a management place to mitigate any risks associated with the conflict.

Reporting Complaints and Grievances

Prahran Place is committed to providing a safe and supportive environment where concerns, complaints, or grievances can be raised and addressed promptly, fairly, and confidentially.

- **What to Report**
  - Unlawful behaviour such as discrimination, harassment, sexual harassment, victimisation or bullying.
  - Breaches of organisational policies, Code of Conduct, or safety standards.
  - Concerns about program delivery, participant safety, or workplace behaviour.
- **How to Report**
  - Raise the issue directly with your **supervisor or manager**.

- If the concern involves your manager, report to the **Executive Officer or delegated senior staff**.
- Complaints can be made **verbally or in writing**.

- **Confidentiality and Respect**
  - All reports will be treated confidentially, and information will only be shared on a **need-to-know basis**.
  - Retaliation against anyone who raises a concern in good faith is strictly prohibited.
- **Resolution Process**
  - Complaints will be investigated fairly, promptly, and objectively.
  - Outcomes may include mediation, corrective action, or other measures to address the issue.
  - Staff, tutors, and volunteers will be informed of the outcome where appropriate.
- **External Support**
  - If a matter cannot be resolved internally, external avenues are available, including **Fair Work Ombudsman**, **Equal Opportunity Commission**, or other relevant regulatory bodies

Email, Internet, and Telecommunications

At Prahran Place, the use of email, internet, and telecommunications must support the organisation's mission and be conducted responsibly.

- **Professional Use**
  - Use email, phone, and internet primarily for work-related purposes.
  - Always communicate respectfully and professionally.
  - Do not use organisational accounts or devices for offensive, discriminatory, or unlawful activity.
- **Social Media**
  - Only post on Prahran Place's official social media channels if authorised.
  - Personal social media use must not bring the organisation into disrepute.
  - Respect participant privacy and do not post images or information without consent.
- **Security Requirements**
  - Protect all accounts and data with strong, unique passwords. Prahran Place uses '1Password' to manage login credentials securely.
  - Do not share passwords or store them outside approved systems.
  - Lock your computer or device when unattended.
  - Always log off at the end of the day to protect organisational information.
  - Volunteers must not use their own laptops or personal devices to complete Prahran Place work unless formally approved.
- **Confidentiality**

- Do not email or share confidential information outside authorised channels.
- Use secure systems for storing and sharing sensitive participant data.

- **Compliance**
  - All staff, tutors, and volunteers must follow relevant laws, organisational policies, and funding requirements when using electronic communications.



Privacy, Data Security and Confidentiality

At Prahran Place, we respect the privacy of all participants, staff, volunteers, and community members. Protecting personal information and organisational data is essential to maintaining trust and meeting legal requirements.

- **Privacy**
  - Personal and sensitive information must only be collected, used, and stored in line with relevant privacy laws and Prahran Place policies.
  - Do not discuss participants, staff, or organisational matters outside the workplace.
  - Never share participant details with others unless authorised and required for service delivery.

- **Data Security**
  - Use Prahran Place–approved systems (e.g., **1Password**) to manage and store digital information securely.
  - Do not save files or participant information on personal devices, USB drives, or cloud accounts.
  - Lock your device when unattended and always **log off at the end of the day**.
  - Report any suspected data breaches or lost/stolen devices immediately to management.

- **Confidentiality**
    - Respect all confidential conversations, documents, and records.
    - Do not copy, photograph, or share confidential documents unless approved.
    - Maintain confidentiality even after your employment, volunteering, or tutoring role with Prahran Place ends.

- **Social Media & Public Communication**
    - Do not post, comment, or share participant information or images on personal social media.
    - Only designated staff may speak on behalf of Prahran Place in public or online forums.

- **Legal Compliance**
    - Breaches of privacy, confidentiality, or data security may lead to disciplinary action and, in some cases, legal consequences.

Pay and Leave Information

- **Pay Cycle**
    - → We operate on a fortnightly pay cycle, running from Monday to Sunday over a two-week period.
    - → Pays are processed on Friday and are automatically deposited into your nominated bank account.
    - → Depending on your bank, it may take 1–2 business days for the funds to appear in your account.
- **Timesheets**
    - → Please ensure your weekly timesheets are completed in Xero by midday Friday.
    - → Include lunch break times accurately.
    - → Taxation is automatically deducted from your salary.
    - → Superannuation contributions are paid into your nominated fund.
    - → Late submissions may result in your pay being delayed until the next pay cycle.
- **Leave Requests**
    - → If you are taking any leave (personal/sick leave, annual leave, etc.), please submit a leave request in Xero in advance wherever possible.
    - → Accurate timesheets and leave records help ensure correct pay and compliance with organisational policies.

Hours of Work

Standard office hours for operations staff are generally between 8.30am and 4.30pm Monday to Friday, with half an hour unpaid lunch break. Other staff such as tutors will cover class times. Your hours of work will depend on organisational needs and the requirements of the work you are assigned. Your manager will work with you to establish your standard hours of work and break times. Prahran Place adopts a common-sense approach to managing work hours.

Some people have negotiated different working hours, and we are generally very accommodating (we know you have a life as well as a job!). However, we do need to ensure there are enough staff to support walk-ins and class times when the Centre is open. If you want to alter your hours for a period or permanently, please discuss this with your manager.

Flexibility does extend both ways and there may be times when we ask employees to stay later, start earlier or work on a weekend. We find that if everyone chips in and takes a turn no one is overly inconvenienced, and the job gets done faster.

The system has been developed to provide maximum flexibility to staff without causing any disruption to the workflow of the organisation or any inconvenience to the clients of Prahran Place.

Flexible Work Arrangements

Prahran Place recognises that staff, tutors, and volunteers may have varying personal and professional commitments. We support flexible work arrangements where possible, while ensuring program delivery, organisational responsibilities, and office coverage are maintained.

- **Types of Flexibility**
  - Adjusted start and finish times
  - Compressed work weeks or part-time arrangements
  - Remote or off-site work where operationally feasible
- **Office Coverage**
  - Certain roles require someone to be physically present in the office during business hours.
  - Flexible arrangements must not compromise essential office coverage or program operations.
- **Requesting Flexibility**
  - Discuss your needs with your manager as early as possible.
  - Flexible arrangements should be mutually agreed upon and documented.
  - Approval depends on operational requirements, program schedules, and funding obligations.
- **Responsibilities**
  - Staff and volunteers must continue to meet agreed hours, deadlines, and program commitments.
  - Changes to flexible arrangements should be communicated promptly.
  - Flexibility is granted at the discretion of management and may be reviewed periodically.

Working From Home

Prahran Place recognises that, in certain circumstances, staff or volunteers may work from home. Remote work is supported where operational needs and program delivery allow.

- **Approval**
  - Working from home must be pre-approved by your manager.
  - Approval is based on operational requirements, program schedules, and role responsibilities.
- **Responsibilities**
  - Staff must be **accessible during agreed work hours** via phone, email, or video conferencing.
  - Tasks, deadlines, and program commitments remain the same as when working on-site.
  - Maintain confidentiality, privacy, and data security while working remotely.
- **Equipment and Security**
  - Use **organisation-approved devices and software**; do not use personal laptops unless specifically authorised.
  - Follow all IT, email, and data security policies, including secure storage of sensitive documents and use of **1Password** for credentials.
  - Ensure your workspace is safe, secure, and free from distractions where possible.
- **Communication**
  - Keep your manager informed of progress, challenges, or any issues that arise while working from home.
  - Attend scheduled online meetings and check-ins as required.
- **Limitations**
  - Some roles require physical presence in the office, especially those involving program delivery, participant interaction, or essential office functions.
  - Working from home is not guaranteed and may be withdrawn if operational needs change.

Right to Disconnect

Prahran Place recognises the importance of work-life balance and supports the right of staff, tutors, and volunteers to disconnect from work outside of agreed hours.

- **After Hours Communication**
  - You are **not expected to respond** to emails, phone calls, or messages outside your scheduled work hours.
  - Urgent matters will be communicated via agreed channels, but these should be the exception, not the norm.

Disconnecting from work helps maintain wellbeing, prevent burnout, and ensure sustainable, high-quality engagement with the community.

Dress Code

All staff, tutors, and volunteers are expected to **dress neatly and appropriately** for their role while representing Prahran Place.

- Clothing should be **professional, clean, and suitable** for the activities you are involved in.
- Closed-toe shoes are recommended for safety during practical activities or program delivery.
- Clothing should not display offensive or inappropriate images or messages.
- Personal hygiene and grooming should be maintained to ensure a professional and welcoming environment for participants and colleagues.

Work Related Expenses

Prahran Place will reimburse employees for pre-approved expenses incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing their manager with receipts or other evidence of payment and of the purpose of each expense. Employees will also be required to complete the expense reimbursement form.

Alternatively, payments may be made using a company credit card – see the credit-card policy for details.

Termination and Resignation

After completion of the probationary period, your employment may be terminated by either party giving written notice to the other in accordance with the below table:

Column 1 Employee's period of continuous service with the employer at the end of the day the notice is given	Column 2 Period of notice
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
More than 5 years	4 weeks

If you are over 45 years old and have completed 2 years of continuous service, then the period of notice we are required to provide you is increased by 1 week.

Prahran Place may at its discretion pay you in lieu of giving notice. Further, Prahran Place is not required to provide work to you during the notice period.

As a casual employee, either party may terminate the employment at any time. However, if you elect to resign from your employment, we request you complete your rostered period.

Summary Termination

Prahran Place may terminate employment **immediately, without notice**, if an employee:

- Commits any act that may detrimentally affect the organisation, including dishonesty, fraud, wilful disobedience, misconduct, or breach of duty.
- Wilfully and materially breaches the employment contract and does not remedy the breach within **14 days** of receiving written notice specifying the breach.

Return of Property

- Upon termination, whether by mutual agreement or otherwise, you must **return all tangible property** belonging to Prahran Place.
- This includes, but is not limited to, books, documents, papers, materials, credit cards, mobile phones, laptops, and keys held by you or under your control.

Thank You

Finally, thank you for joining us! We very much look forward to welcoming you and providing you with a safe and enjoyable workplace where you feel supported and encouraged in helping people in our community become stronger, healthier and more resilient.

If you have any questions or suggestions on how we can improve our services, or if there is anything missing in this induction, or if there's anything else you would like to discuss – please reach out to your leader or to the Principal Executive Officer, or the Committee of Management.

We value all feedback and observations.

CONNECTION…

to US … to EACH OTHER … to COMMUNITY … to OPPORTUNITY