



SPORTSREADY

EDUCATION & EMPLOYMENT

Australian Trainee & Apprentice Induction Guide

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INTRODUCTION

Welcome and congratulations on obtaining an Australian Apprenticeship through AFL SportsReady.

Australian Apprenticeships encompass all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based.

Through traineeships and apprenticeships, you will combine both training with on-the-job, paid training and achieve a nationally-recognised qualification.

By undertaking a traineeship or apprenticeship, you are taking the first step on a career pathway that will provide you with terrific experience, practical skills and networks and a qualification.

Please read the information in this booklet carefully. It provides useful information about traineeships and apprenticeships, as well as important AFL SportsReady policies and procedures that you need to be aware of and abide by.

The booklet is designed to provide you with a basic understanding of what will be required from you as an AFL SportsReady apprentice or trainee, give you answers to commonly asked questions, and also to provide you with relevant information to enable you to get the most out of your traineeship and apprenticeship.

Best of luck for the year ahead.

James Montgomery
Chief Executive Officer
AFL SportsReady Ltd

AFL SPORTSREADY HISTORY

AFL SportsReady is a national not for profit Employment and Education Company that has facilitated employment, education and training for school leavers since 1994. AFL SportsReady was initially conceived in the early 1990's by a group of people associated with the AFL including Kevin Sheedy, Ian Collins, Bill Kelty and The Hon Simon Crean, MP. The program was funded by the AFL to provide listed football players an entry into the workforce, primarily in the sports industry.

The aim at the time was to address the lack of education and training provided to AFL footballers who were unable to secure careers or trades while they were playing football at the elite level. At the end of their careers many of these elite athletes left the game without the skills to ensure a sustainable future.

AFL SportsReady began to expand its programs and services to provide traineeships and apprenticeships for people across the country, with a key focus on employment and education programs for young people, school leavers and First Nations people.

Our role is to develop and support young people to gain valuable skills and experience to help them start out in their chosen career.

AFL SportsReady traineeships are open to all young people in various industries. Although strongly established in the education and sport and recreation sector, we also deliver traineeships and apprenticeships in a range of industries and areas, including banking and finance, business administration and horticulture.

Our trainees and apprentices gain on-the-job experience with our Host Employer partners, who include AFL clubs, sporting organisations, State Government departments, primary and secondary schools, banks and numerous small businesses. AFL SportsReady currently employs more than 550 Australian trainees and apprentices.

In 2000, AFL SportsReady committed to strengthening partnerships with First Nations communities to deliver education, employment and training for First Nations young people. AFL SportsReady established the First Nations Program - Warumilang. From the Djab wurrung people of Victoria, Warumilang means 'to soar like an eagle' and the program has delivered employment and training opportunities for thousands of First Nations trainees over the past 22 years.

AFL SportsReady continues to also support the AFL and the wider sports industry through the delivery of bespoke education courses to players, coaches, recruiters, player managers and those interested in a career within the industry.

HOW TRAINEESHIPS AND APPRENTICESHIPS WORK

What is involved in a traineeship or apprenticeship?

For your traineeship or apprenticeship:

- AFL SportsReady is your legal employer and will provide the administration and support during your traineeship;
- You are placed with a Host Employer to receive on-the-job training so you can develop skills, experience and become competent in your traineeship/apprenticeship area; and

- You will undertake your formal qualification (a Certificate II, III or IV) through either a TAFE or a Registered Training Organisation.

Training Contract

As a trainee or apprentice, you enter into a formal Training Contract with AFL SportsReady. The Training Contract sets out the details of your traineeship or apprenticeship. AFL SportsReady registers your traineeship or apprenticeship with the government training authority in your state or territory that administers vocational education and training (VET).

What role does AFL SportsReady play?

AFL SportsReady is a Group Training Organisation – we provide traineeship and apprenticeship placements, employing people and placing them with Host Employers to gain the practical experience they need for their traineeship/apprenticeship qualification.

AFL SportsReady is your legal employer and we employ you to undertake a traineeship or apprenticeship in a particular qualification.

AFL SportsReady will place you with a Host Employer, where you will receive ‘on-the-job’ training to gain the skills and experience you need to complete your formal, nationally-accredited qualification (a Certificate II, III or IV).

As your legal employer, AFL SportsReady is responsible for things like:

- your pay/salary;
- your tax deductions;
- superannuation;
- your yearly payment summary (that you use for when you undertake your tax return);
- your government apprenticeship/traineeship registration;
- your TAFE/RTO education enrolment;
- your Training Plan;
- workers compensation insurance;
- timesheets;
- leave.

Your AFL SportsReady Field Officer is your main point of contact for any queries, concerns or issues you might have during your traineeship or apprenticeship.

Your Field Officer will:

- contact you to ask you about how you are going with your traineeship/apprenticeship;
- visit you and your Host Employer at your workplace;
- be your primary point of contact for any queries relating to the above;
- discuss (along with your Host Employer) any issues regarding your performance, conduct or training;
- be there to provide advice or assistance in the event you have concerns or queries about your traineeship or apprenticeship;
- (along with your Host Employer) be your contact point if you have any work, health and safety queries or concerns during your traineeship or apprenticeship.

If you are a First Nations trainee or apprentice, you will also have an AFL SportsReady First Nations Mentor. Your Mentor is there to provide support and assistance to you during your traineeship/apprenticeship and will contact you regularly and visit you at your workplace.

What is my Host Employer responsible for?

Your Host Employer provides day-to-day supervision and training at your workplace and is responsible for assisting you to gain practical, on-the-job experience.

Your Host Employer is responsible for providing a safe workplace and ensuring that you receive training and skill development so that you gain valuable experience on-the-job.

How does the education (TAFE/RTO) part of my traineeship/apprenticeship work?

Trainees are paid for time spent attending training or assessment related to their traineeship unless they are a school-based trainee.

For full-time and part-time trainees and apprentices, your Host Employer must also provide you a set amount of time each week to undertake the formal education that is required for your traineeship/apprenticeship. This is undertaken during your paid work hours. This may involve releasing you to attend workshops, TAFE days or sessions with your Registered Training Organisation (RTO) Educator, or allowing you time to undertake your workbooks.

The amount of time you are provided each week for your formal education component of your traineeship/apprenticeship will depend upon:

- whether you are full time or part time;
- the qualification you are undertaking and how the formal training for that is structured;
- whether you are attending workshops, educator sessions or TAFE days; and
- the state or territory that you are undertaking your traineeship/apprenticeship in.

Your RTO or TAFE will advise you how the education component of your traineeship/apprenticeship will work. If you have any questions, or if you are not provided with time to undertake your education, please contact your Field Officer.

AFL SportsReady is responsible for arranging your off-the-job training through either an RTO or a TAFE. A representative from the training organisation will contact you after your traineeship commences to formalise the training program.

If you have not heard from the training provider within five weeks of commencement, please ring your AFL SportsReady Field Officer without delay.

It is **compulsory** for you to:

- attend any scheduled RTO or TAFE workshops or sessions, including online education sessions or tutorials with your educator; and
- complete and submit all assessments, workbooks and other tasks set by your educator.

If you are unable to attend a scheduled TAFE day, RTO session/workshop or meeting with your educator for any reason, you must contact your educator or TAFE before 9.00am on the day concerned.

At the completion of your apprenticeship or traineeship and once all modules of your qualification are successfully completed, you will receive a nationally recognised qualification in the relevant industry. To achieve this, you must pass all competencies to obtain your Certificate.

How long does my traineeship or apprenticeship last for?

Your apprenticeship/traineeship will be for a nominal period which is set by the State government. The period will be detailed in your Training Contract and your Letter of Offer from AFL SportsReady.

Completing your traineeship or apprenticeship

In order to complete your traineeship or apprenticeship, you must:

- complete all of the formal training/education that is part of your qualification (including assessments); and
- demonstrate your competency in the workplace training you will undertake.

At the successful completion of your traineeship or apprenticeship, your qualification papers will be forwarded to you by the relevant state or territory training authority.

IMPORTANT EMPLOYMENT INFORMATION

Training Contract

The Australian Apprentice Training Contract is a legally binding agreement between you and AFL SportsReady. It details the key details of your traineeship or apprenticeship employment. Your Training Contract is registered with the relevant State or Territory Training Authority. These contact details are listed on the last page of this Guide.

State and Territory Training Authority

State and Territory Training Authorities are Government bodies responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction. State and Territory Training Authorities work cooperatively with the Australian Apprenticeship Support Network (AASN), Registered Training Organisations (RTO's) and other agencies to ensure that apprentices and trainees and their employers benefit from quality training arrangements.

AFL SportsReady will register your traineeship or apprenticeship through an Australian Apprenticeship Support Network provider, who will ensure your traineeship/apprenticeship is registered with the Training Authority in your State or Territory.

Probation Period

The AFL SportsReady Trainee Collective Agreement provides for a one-month probationary period. This can be extended by one additional month with the agreement of both the trainee or apprentice and AFL SportsReady.

During the probation period, the employment relationship (and the Trainee Contract) may be terminated by either the trainee or AFL SportsReady with one week's notice to the other. Payment in lieu of notice can be made by AFL SportsReady.

Once probation is completed, you are required to provide two weeks' notice if you wish to resign from your traineeship or apprenticeship.

Hours of Work

Full time apprentice/trainees will be required to work 38 ordinary hours per week with the Host Employer.

A part time apprentice/trainee will be required to work less than 38 hours per week with the Host Employer. Part-time trainees must work a minimum number of hours per week – between 13 to 15 hours depending on the requirement in your state or territory.

School based trainees must work a minimum number of days or hours per week. This is dependent upon the state or territory you are undertaking your school-based traineeship in, and will be detailed in your Training Contract.

Public holidays may be taken except when alternative arrangements have been pre-arranged.

Your hours of work will be set by your Host Employer and these will be discussed with you by AFL SportsReady and your Host Employer at the commencement of your traineeship or apprenticeship.

Salary

Your traineeship or apprenticeship salary is set by the relevant Modern Award that applies to your employment.

The minimum wage for most trainees is set by the National Training Wage, which is set out in Schedule E of the Miscellaneous Award 2020.

The minimum wage for apprentices will be set by the relevant Modern Award.

Your salary rate will depend upon:

- your age;
- the highest year level you completed at school (i.e., completed Year 10, 11 or 12);
- the number of years since you have been out of school;
- the qualification you are undertaking;
- the Modern Award which applies to your traineeship/apprenticeship.

Each year the Fair Work Commission reviews minimum rates of pay and determines any adjustments (e.g., minimum wage increases). AFL SportsReady then applies these adjustments as and when they fall due.

Superannuation

Super is money set aside over your working lifetime to provide for your retirement. For most people, super commences when you start work and your employer starts paying super on your behalf - these payments are known as super guarantee contributions.

AFL SportsReady is required to pay you compulsory super guarantee contributions which are a percentage of your ordinary earnings. The percentage is set by Commonwealth Government legislation and is (as at December 2022) 10.5%. It will continue to increase by 0.5% on the 1st of July each year until it reaches 12% in 2025.

You are entitled to choose the fund your super is paid into. If you do not choose a fund, we will then check if you have a 'stapled' fund with the Australian Taxation Office. If you do not have a stapled fund, AFL SportsReady will pay your superannuation contributions to our default superannuation fund, which is Host Plus.

Overtime and Time in Lieu

You will work overtime if you are directed by your Host Employer to work more than 38 hours in a week.

This may be either:

- paid overtime, consisting of time and a half for the first three (3) hours of overtime and double time thereafter; or
- taken as time-in-lieu at a later date.

Hours worked as overtime must be entered in to your AFL SportsReady timesheet and approved by your Host Employer. If you have agreed to take time-in-lieu it is important that you advise your Field Officer so this can be documented.

It is important that you do not work excessive overtime, as this can contribute to fatigue. Please advise your Field Officer if you are asked to work large amounts of overtime at any stage.

Annual Leave

Annual leave is accrued on a *pro-rata* basis – this means you accrue annual leave in line with the hours that you work. Full-time apprentices and trainees can accrue up to four weeks (20 days) of annual leave per year, based on their ordinary hours of work. Part-time trainees/apprentices will accrue a proportion of this depending upon their hours.

School based trainees can agree to receive a 25% loading on top of their ordinary salary in lieu of being paid annual leave, paid personal/carer's leave, paid compassionate leave and paid absence on public holidays.

Annual Leave must be taken at such times as agreed between you and your Host Employer: keeping in mind any company close downs and your education commitments.

Periods of annual leave taken must be included when you submit your timesheet.

Personal(sick)/carer's leave

You can take personal (sick) leave if you can't work because of a personal illness or injury. You can also take carer's leave to care for or support a member of their immediate family or household who is sick, injured or has an unexpected emergency.

Full-time apprentices and trainees are entitled to accrue 10 days **paid** personal/carers leave per year. Part-time trainees/apprentices will accrue a proportion of this based on their hours.

School based trainees can agree to receive a 25% loading on top of their ordinary salary in lieu of being paid annual leave, paid personal/carers leave, paid compassionate leave and paid absence on public holidays.

All trainees/apprentices are also entitled to two days unpaid carer's leave each time an immediate family member or household member of your household needs care and support because of illness, injury or an unexpected emergency. This leave can be taken if you do not have any paid sick or carer's leave.

If you are unable to attend work due to illness or caring requirements, we may require you to provide a medical certificate for this absence.

You will also be required to provide a medical certificate if you are absent due to illness or caring responsibilities for more than two days.

You must include any personal or carer's leave taken when you submit your CONNX timesheet.

Compassionate and Bereavement Leave

You are entitled to two days of compassionate leave if:

- a member of your immediate family or household dies, or contracts or develops a life-threatening illness or injury
- a baby in your immediate family or household is stillborn
- you have a miscarriage
- your current spouse or de facto partner has a miscarriage.

Full time and part-time trainees and apprentices are entitled to two days of paid compassionate leave.

You must include any compassionate or bereavement leave taken on your CONNX timesheet.

School based trainees can agree to receive a 25% loading on top of their ordinary salary in lieu of being paid annual leave, paid personal/carers leave, paid compassionate leave and paid absence on public holidays.

Immediate family includes your:

- spouse or former spouse
- de facto partner or former de facto partner

- child
- parent
- grandparent
- grandchild
- sibling.

Immediate family also includes:

- the immediate family of your spouse or de facto partner (or former spouse or de facto partner)
- step-relations (for example, step-parent and step-child)
- adoptive relations.

Cultural Leave

Full time and Part Time First Nations trainees and apprentices are entitled to paid Cultural Leave of up to (2) days per occasion to attend ceremonies or celebrations of a cultural nature subject to our prior approval and authorization.

Full time, part time and school based First Nations trainees who demonstrate that they are required for their First Nations tradition to be absent from work for ceremonial purposes shall be entitled to up to ten (10) days unpaid leave (in addition to any other leave) in any one year. The apprentice/trainee must, if required by AFL SportsReady, be able to establish that she or he has an obligation under Aboriginal or Torres Strait Islander custom and/or traditional law to participate in ceremonial activities. Approval of all Aboriginal and Torres Strait Islander Ceremonial leave will be subject to the operational requirements of the Host Employer but shall not be unreasonably withheld.

You must include any Cultural Leave taken on your CONNX timesheet.

Family and Domestic Violence Leave

All employees (including part-time and school-based employees) are entitled to 5 days unpaid family and domestic violence leave each year. If you are experiencing family or domestic violence, help is available: please call 1800RESPECT or 1800 737 732.

Family and domestic violence means violent, threatening or other abusive behaviour by a close relative that:

- seeks to coerce or control you; or
- causes you harm or fear.

A close relative is your:

- spouse or former spouse
- de facto partner or former de facto partner
- child
- parent
- grandparent
- grandchild
- sibling

- current or former spouse or de facto partner's child, parent, grandparent, grandchild or sibling, or
- a person related to you according to First Nations kinship rules.

You must include any Family and Domestic Violence Leave taken on your CONNX timesheet.

Allowances

Depending upon the traineeship or apprenticeship you are undertaking, you may be entitled to an allowance for things like:

- travel, if you are required to travel during working hours;
- a motor vehicle allowance, if you are required to use your own motor vehicle to travel during work hours (not including driving to and from work)

Any allowance must be entered into Connx. If you are unsure if you are entitled to an allowance, please ask your Field Officer.

CONNX

CONNX is an online payroll system that provides AFL SportsReady apprentices/trainees access to enter their timesheets. It allows apprentice/trainees to view and update payroll information. In all cases, an apprentice/trainee's immediate supervisor will need to authorise timesheets and leave requests.

How to access the Connx site – Trainee Instructions

1. Go to <https://connx.austfoot.com.au/TRAINEES>
2. You will then get to the Connx employee service portal screen, where you enter your personal user name and password provided in our email.
3. 3.You will now be into the Sportsready Trainee Connx site where you can submit your fortnightly timesheet, view and print off your pay advices, and change your personal details.

How to submit your fortnightly timesheet

1. Hover mouse over timesheet menu at the top of the screen, select open current timesheet.

connx employee services portal

Home My Team My Details Timesheets Company Info HR Admin Admin

List Timesheets Open Current Timesheet Current Employee Timesheets Past Employee Timesheets

TIMESHEET ENTRY FOR KENNETH MCKENZIE

Employee: KENNETH MCKENZIE
 Period End: 20/08/2010
 Contract Hours: 7.60 hours per day, 5.00 days per week
 Employment: FT - Full-time Temporary
 Frequency: Fortnight Week 1
 Total Paid Hours: 76.0 hrs

You have not submitted your timesheet

[Show Leave Balances](#) [Show Public Holidays](#) [Current Leave Applications](#) [Previous Leave Applications](#) [Back to Timesheet List](#)

Hold timesheet until: Don't Hold

Component	Saturday 7/08/2010 [-]	Sunday 8/08/2010 [-]	Monday 9/08/2010 [7.60]	Tuesday 10/08/2010 [7.60]	Wednesday 11/08/2010 [7.60]	Thursday 12/08/2010 [7.60]	Friday 13/08/2010 [7.60]	Total
NORMAL			7.6	7.6	7.6	7.6	7.6	38.0
TIME AND A HALF								0.0
DOUBLE TIME								0.0
Travel Kilometres (\$7) (U)								0
Annual Leave								0.0
Sick/Carer's Leave								0.0
Unpaid Leave								0.0
Total Paid Hours	0.0	0.0	7.6	7.6	7.6	7.6	7.6	38.0

Employee Comments Manager Comments HR/Payroll Comments

Transactions for this Timesheet

2. Your timesheet for the current pay period will appear.

3. Make appropriate changes to timesheet and save. Remember to 'Save Changes' before changing between week 1 and week 2. At the end of the pay period select 'Submit Timesheet for Approval'.

You enter your annual leave, personal/carer's leave and unpaid leave directly onto this timesheet. Zero out the hours in the 'Normal' row, and add them to the appropriate leave row.

If the leave you have taken doesn't fall into any of these categories, please call Penny on 03 9643 1728 for assistance.

Please never use the 'Leave Application' form you can find on Connx, it is non functional for trainees, and can result in your pay being delayed.

Note:

- Standard working fortnight for Full Time trainees is 76 hours over 10 days.
- Your approver will receive an email requesting their approval of your timesheet. Once the timesheet is approved you will then get a return email confirming it has been approved and is now waiting processing from payroll. If you don't receive this email you must follow up with your host employer.

Printing/Viewing Pay Slips

1. Hover mouse over *My Details menu – Pay Details – Pay Advices*. Click on period end date you require and this will open your pay advice. Your pay slip will also show you how much leave you have accrued.
2. Hover mouse over *My Details menu – Pay Details – Payment Summaries*. At the end of the financial year you will be able to view and print your payment summary.

Contact:

For your entire payroll queries please contact the payroll office via srpayroll@afl.com.au or phone Penny Fuller (03) 9643 1728

PAYG PAYMENT SUMMARIES

If you have received payments during the year, AFL SportsReady will issue your pay as you go (PAYG) payment summary after the end of the financial year in June. The payment summary will show the total payments you received and total amounts withheld for the financial year.

The PAYG payment summary will include all of the following:

- your gross income from AFL SportsReady
- total tax withheld
- AFL SportsReady's Australian business number (ABN) or withholding payer number (WPN).

You need the information on your PAYG payment summary to complete your tax return.

It is important to notify AFL SportsReady if your address details change during your Australian Apprenticeship and up to twelve months after completion.

WORK EXPECTATIONS

Punctuality

It is critical you get to work on time! If you are occasionally late, call your Host Employer supervisor and let them know you are running late. But planning ahead and making sure you are at work on time is essential.

Good communication

Maintaining strong communication with your Host Supervisor, AFL SportsReady Field Officer, your RTO/TAFE Educator and your First Nations Mentor is incredibly important.

Let them know if you are unwell and can't make it to work. Talk to them in advance about planned leave or holidays. Always respond to emails, calls or messages.

Respectful behaviours

You are required to speak respectfully and politely to your Host supervisor and colleagues, your AFL SportsReady Field Officer and Mentor and your Educator at all times.

You must at all times use appropriate language in the workplace and behave in an appropriate and respectful manner whilst at the workplace.

AFL SportsReady will not tolerate inappropriate workplace behaviour of any kind.

Inappropriate workplace behaviour includes the following:

- Unlawful discrimination;
- Harassment;
- Sexual harassment;
- Racial or religious vilification;
- Victimisation; and
- Bullying.

Engaging in disrespectful behaviours or inappropriate workplace behaviour may result in performance management or, for serious misconduct, termination.

Abiding by Host Employer Policies and Procedures

Your Host Employer will have workplace policies and procedures in place. It is important that you understand these and abide by them at all times when you are at the workplace. Failure to abide by a policy or procedure, or a reasonable direction from your Host Employer or AFL SportsReady, may result in performance management.

Abiding by AFL SportsReady's Policies and Procedures

This Guide includes policies and procedures that you are required to abide by. You will also receive information on AFL SportsReady policies and procedures as part of your induction.

It is important that you understand these and abide by them at all times when you are at the workplace. Failure to abide by a policy or procedure, or a reasonable direction from your AFL SportsReady, may result in performance management.

Attending all RTO/TAFE scheduled sessions and submitting assessments/workbooks on time

The education component of your traineeship or apprenticeship is critical in helping you achieve competency in your chosen field. You must attend all scheduled sessions with your Educator or at your TAFE, including any workshops or sessions. You must submit your assessments or units on time so that you are up to date and able to complete at the end of your traineeship or apprenticeship. If you are experiencing difficulties in undertaking your study, please reach out to your Educator or your Field Officer who will assist you.

Keep yourself and others safe

At work you have an obligation to keep yourself and others safe. This means taking reasonable care for your health and safety and the health and safety of others who may be affected by what you do or don't do. You must:

- follow all health and safety policies and procedures set by your Host Employer; and

- wear Personal Protective Equipment when required (e.g., hearing protection when mowing etc)

If you have any concerns about health and safety at your workplace, or if you are injured or involved in a near miss, you must advise your Field Officer immediately.

If you are unsure, speak up

Starting a new job can be daunting. Remember that a traineeship and apprenticeship is all about learning on the job! If you are unsure of how to do something, or need more training in a particular task, speak up and let your Host Employer know. If you feel worried or concerned, get in touch with your Field Officer.

PERFORMANCE MANAGEMENT AND SERIOUS MISCONDUCT

Where there are concerns around your performance or conduct in the workplace, you may be subject to a formal performance management process.

With the exception of cases of serious misconduct, trainees and apprentices will wherever possible be provided with a formal warning and an opportunity to improve their job performance or conduct.

However, if you engage in serious misconduct, AFL SportsReady may terminate your employment and your traineeship/apprenticeship without notice, following a serious misconduct process.

Serious misconduct includes:

- wilful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment;
- conduct that causes serious and imminent risk to:
 - the health or safety of a person; or
 - the reputation, viability or profitability of the employer's business.
- the employee, in the course of the employee's employment, engaging in:
 - theft; or
 - fraud; or
 - assault; or
 - sexual harassment;
- the employee being intoxicated at work;
- the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.

If at any time you feel you have been badly treated or unfairly dismissed by AFL SportsReady you have the right to appeal to the State Training Authority who will arbitrate on the matter.

LOW INCOME HEALTH CARE CARD

You may be eligible for a Low Income Health Care Card if you are either a student or trainee/apprentice and receive one or more of these payments:

- ABSTUDY
- Austudy
- Carer Payment (child)[s] for short-term or episodic care under 6 months
- Youth Allowance (student)

A Low Income Health Care Card entitles you to:

- cheaper medicines under the Pharmaceutical Benefits Scheme (PBS)
- concessions offered by private companies
- State and Territory Government and local council concessions, for example:
 - Energy and electricity bills
 - Health care costs including ambulance, dental and eye care
 - Public transport costs
 - Water rates

Please check with your Services Australia office regarding which concessions are available to Low Income Health Care Card holders. Concessional entitlements may vary between States and Territories.

WORKPLACE HEALTH & SAFETY

There are no stupid questions about your safety at work, but there are a lot of preventable injuries.

Your Host Employer and AFL SportsReady share responsibility for ensuring you work in a safe workplace. You also have a responsibility to maintain safe working conditions, to report hazards or potential hazards, to report injuries immediately and to follow the procedures at your workplace.

Look after yourself and others. If you see something that you consider unsafe, talk to your supervisor straight away and let your Field Officer know.

At work, you have an obligation to:

- take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by what you are doing at work;
- comply with the instructions given for workplace health and safety;
- properly wear and use personal protective equipment and clothing provided.
- to not willfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace;
- to report of accidents, incidences and near misses; and
- if you are injured, participate in a return to work program.

Your Host Employer has an obligation to:

- provide and maintain so far as is reasonably practicable a work environment that is safe and without risk to health;
- ensure that you are given instruction and training consistent with the role you are engaged to perform;
- provide you with instruction and training as new plant or systems of work are introduced or as duties change; and
- provide you with supervision to enable you to work safely.

REPORTING INJURIES OR HEALTH AND SAFETY INCIDENTS AT WORK

If you:

- have an accident at work;
- develop a work-related illness or injury; or
- have a 'near miss'

you must tell your Host Employer supervisor AND let your AFL SportsReady Field Officer immediately!

It is extremely important that any workplace injury, illness or health and safety incident is reported immediately, no matter how minor it may seem at the time.

Even if there is a safety incident at work that doesn't affect you, we ask that you let your Field Officer know so that we can assess whether your workplace is safe.

If you are injured or involved in a near miss at work, we will ask you to complete an Incident Report Form. Your Field Officer or Host supervisor will provide you with a copy to complete and return to us.

If you have an accident at work and seek medical attention, please let us know. At the doctor or hospital, you should:

- advise the doctor/hospital that you are there due to an accident at work and that AFL SportsReady is your employer; and
- forward any medical accounts to AFL SportsReady.

You must obtain a Certificate of Capacity from your doctor and forward this to AFL SportsReady.

To claim entitlements for a work-related injury or illness you must complete a Workers Compensation Claim Form as soon as possible. AFL SportsReady will provide this to you.

RETURNING TO WORK AFTER A WORKPLACE INJURY OR ILLNESS

If you are injured at work, AFL SportsReady and your Host Employer have an obligation to support you to return to work. We do this through a Return to Work Plan.

After an injury or illness at work, we will work with you, your doctor and your Host supervisor to identify if you have any capacity restrictions (i.e., limitations on the tasks you can do) and identify suitable work that you can undertake whilst you recover.

This will be detailed in a Return to Work Plan. If you have a Return to Work Plan, it is very important that you comply with the restrictions in the Plan.

If you are injured due to your work, AFL SportsReady will:

- Ensure that the Return-To-Work process commences as soon as possible after an injury, in a manner consistent with medical advice;
- Provide suitable work (modified, selected duties) where practicable, for an injured worker, as an integral part of the Injury Management/Return-To-Work process
- Consult with workers to ensure that the Return-To-Work Program operates effectively;
- Ensure that participation in a Return-To-Work Program does not, in itself, prejudice an injured worker; and
- Co-operate with our workers' compensation insurer's Injury Management Program and participate in the creation of a Return to Work Plan for an injured worker.

HAZARDS, RISKS AND CONTROLS

We at AFL SportsReady are committed to ensuring, as far as is practical, that all employees work in an environment that is safe and without risk to their health.

AFL SportsReady will provide you with a Work Health and Safety online module which you must complete prior to your first day in your traineeship or apprenticeship. On your first day, your Host Employer will also provide you with a Workplace Induction which will take you through potential risks, hazards and controls you need to be aware of at the workplace.

If at any time you have any concerns about health and safety at your Host workplace, you must advise your supervisor and your Field Officer immediately.

We have provided some additional information on Workplace Health and Safety to raise your level of awareness, responsibility and standards of behavior whilst at work.

If you would like more information on a certain topic you can contact AFL SportsReady.

What makes a working environment safe?

- Adequate training, instructions and supervision
- All staff and managers follow health and safety procedures
- The workplace is free from and will not tolerate bullying, harassment and discrimination.
- Machinery, hand tools, plant, equipment, buildings and grounds are well-maintained and safe
- Workers are trained in the use of all equipment
- All entrances and exits are clear and accessible

- Safe Work Method Statements or Risk Assessments are developed for tasks and activities where harm could occur
- Manual handling tasks are assessed and proper lifting techniques or lifting devices are used
- Hazardous substances/dangerous goods are stored and handled correctly
- The workplace is well lit
- Walkways are well-designed and non-slip
- Awareness of the environment and working conditions around you
- The workplace is well-ventilated and at a comfortable temperature
- Workers are protected from the noise equipment makes
- Emergency Plans (Exits) are in place
- First Aid Kit is readily accessible and a First Aid Officer in place
- The appropriate personal protective equipment is worn, fits properly and is maintained in sound condition

Hazard identification, risk assessment and risk control

Hazard identification, risk assessment and risk control are three key steps in the process used in work places to manage health and safety.

The three Think Safe Steps - **Spot the hazard, Assess the risk and Make the changes** are a simple way of expressing these three key steps.

1. Spot the hazard

First of all, what is a hazard?

A hazard is anything that could hurt you or someone else.

Each day, you will be around many different hazards. For example, you may notice badly frayed electrical cords, which are a hazard as they could result in electric shock or electrocution if they are not fixed.

2. Assess the risk

Assessing the risk means working out how likely it is that a hazard will harm someone, and how serious the harm could be.

Whenever you spot a hazard, assess the risk by asking yourself two questions:

- How likely is the hazard to harm me or someone else?
- How badly could I or someone else be harmed?

To help decide which hazards are the most likely to cause serious harm talk to your Host Employer or AFL SportsReady Field Officer.

If you are not sure of the safest way to do something, always ask your Host Employer.

3. Make the changes

'Making the changes' means telling someone who is able to fix it.

If you spot a hazard, tell your Host supervisor immediately. Hazards are typically controlled using either:

- **Elimination** - Whenever possible, the hazardous item or substance or work practice should be removed. For example, you can help by reporting any damaged equipment to your manager so it can be fixed.
- **Substitution** - Sometimes a less hazardous thing, substance or work practice can be used. For example, there may be non-toxic glue that can do the job just as well as glue, which presents toxic risks to the user.
- **Isolation** - The hazard can be separated from people, by marking the hazardous area, fitting screens or putting up safety barriers. For example, welding screens can be used to isolate welding operations from other workers. Another practical example is placing a physical barrier and/or marking a boundary line where forklifts operate, to separate forklifts from pedestrians in the work place.
- **Safeguards** - Safeguards can be added by modifying tools or equipment, or fitting guards to machinery. These are called 'engineering' risk controls. They must never be removed or disabled by workers using the equipment for which they have been designed.
- **Instructing workers in the safest way to do something** - Developing and enforcing safe work procedures to reduce the risk of injury or harm. Employee's must be instructed in procedures and must follow instructions to ensure their safety.
- **Using personal protective equipment and clothing (PPE)** - If risks remain after these options have been tried, or to increase the level of protection, it may be necessary to provide PPE for the worker. For example, you should wear safety glasses and gloves when handling hazardous chemicals, a safety helmet on a construction site and hearing protection in a noisy environment.

Sometimes, more than one of these measures should be used to reduce the exposure to hazards.

Workplace Amenities

Amenities are facilities essential for the welfare or personal hygiene needs of employees. They prevent the spread of germs and disease, prevent ill health from exposure to contamination and meet the basic human needs of employees.

Workplace amenities include toilets and bathrooms, kitchens and tea rooms. Amenities must be kept clean, secure and maintained in good working order.

First aid

The provision of first aid facilities is necessary to protect the health and safety of workers in the event that they are injured or become ill at work. Provision of first aid means providing first aid kits and, depending on the workplace, having a trained first aid officer/s or a first aid room.

It is essential that you familiarise yourself the arrangements that your host employer has in place to deliver first aid.

Manual handling

Manual Handling is not just lifting or carrying heavy objects; it includes: lifting, pushing, pulling, holding, lowering, throwing, carrying, packing, typing, assembling, cleaning, sorting and using tools. The term is not limited to handling heavy objects – pruning plants, stacking items onto a shelf, helping a patient into a bath and even using a keyboard are all examples of manual handling.

Hazardous manual handling involves:

- **Repetitive or sustained** application of force, awkward postures or movements
- Tasks that people would find difficult due to the **degree of force** applied (high force)
- Exposure to **sustained vibration**
- Manual **handling of live people or animals**
- Manual **handling of unstable loads** that are difficult to grasp or hold.

The S.M.A.R.T lifting technique.

This technique can be used to pick up small light loads from low levels.

Size up the Load

- Assess the load (size, shape and weight)
- Assess whether the load needs to be moved
- Where is it going to be placed” Check that there are no obstructions
- Assess whether mechanical or human assistance is required.

Move the Load as close to the body as possible

- A load is heavier to lift or carry if it is not close to the body.
- The whole hand should be used to ensure a firm grip.
- Carry load between thigh and shoulder height
- Hold the load close to the body
- Avoid twisting and side bending of the trunk
- Keep your back straight

Always bend your knees

- Maintain balance.
- Keep feet apart and in a comfortable position.
- Minimise lower back bending.
- Bend knees preferable at as large an angle as possible but not at a right angle- use a semi squat in preference to a full squat.

Raise the load with your legs

- Achieve the lift smoothly and without jerkiness.
- Maintain the normal curvature of the spine to allow the force of the load to be distributed evenly from the spine to the pelvis.

Turn your feet in the direction that you want to move the load.

- Avoid unnecessary bending, twisting and reaching.

- Change direction by turning your feet and not your back.
- To set the load down, squat down, keep your head up
- Let your legs do the work.

Posture

Always observe correct posture when working at a desk or workstation.

- Try to keep your back and neck straight.
- Have computer screens at eye level (if they are not, adjust them accordingly).
- Notify your Host Employer and AFL SportsReady if conditions at the site are not ergonomically sound (i.e. adjustable chair, desks at manageable height).
- Remember to take regular breaks (approximately five minutes per hour) from any continuous computer work.

COVID-19 Safety

The COVID-19 virus is extremely contagious - we have all had to make changes to how we live and work to minimize the risk of contagion and to stop the spread. It is important that you understand and follow procedures at work to ensure your safety and that of others.

Your Host Employer will have a COVID-Safe Plan or procedures in place. Please ensure you are familiar with and follow the Plan or procedures at your workplace. If you have any questions or concerns about your Host Employer's COVID-Safe Plan or procedures, please do not hesitate to ask your supervisor or your Field Officer who will help you.

You will be provided with an AFL SportsReady Trainee and Apprentice COVID-Safe Plan for your state or territory. This Plan provides information on important measures you must abide by at work to minimise risk to yourself and to others. If you have any questions or concerns about these measures (or any health and safety risks you experience at work), please contact your AFL SportsReady Field Officer who will assist you.

It is also important to remember to be aware of and abide by any restrictions that your state or territory government may put in place to minimize the spread of COVID-19. These restrictions will change from time to time and may apply to you or your Host workplace.

Please follow the guidance and requirements of your state or territory government and your Host Employer and speak with your Field Officer if you have any queries or concerns.

The Trainee COVID-Safe Plan is regularly updated. It is very important to review the Plan each time this is sent out to you.

Safety around computer equipment

Observe common sense when working in environments where computer and electronic equipment is being utilised.

- If using a computer keyboard take care not to spill beverages into it.
- If you observe fraying or exposed cables or malfunctioning equipment, report these to your supervisor.

Telephone handling

Observe the following when utilising a phone as a regular part of your job:

- Avoid resting the phone between shoulder and ear as it could cause neck problems.
- If undertaking regular phone work (such as on reception) you should be provide with a headset.
- Have a phone within easy reach, avoid constant stretching.
- Except in times of extreme emergency, telephones should not be used during electrical storms.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) includes all items that are used to provide personal protection from workplace hazards. PPE does not reduce the hazard itself nor guarantee permanent or total protection.

AFL SportsReady will supply you with the basic personal protective equipment and clothing required by your occupation. As this will be provided for your protection, you must wear it at all times while in the workplace.

Sun Protection

Australia has the highest incidence of skin cancer in the world. At least one out of every two Australians will require treatment in their lifetime for various forms of skin cancer.

Outdoor workers have a higher risk of skin cancer than many other workers due to long periods exposed to ultraviolet (UV) radiation from direct sunlight and UV rays reflected from nearby surfaces such as concrete.

Protect yourself by remembering:

- Slip on a shirt, with collar and sleeves.
- Slop on a sun screen, minimum SPF40 and water resistant
- Slap on a hat, wide brim or a cap with flaps to shade your neck and ears.
- Wraparound sunglasses, make sure they fit well.

Working with chemicals

All chemicals should be regarded as potential sources of poisoning whenever they are handled. Poisoning may be caused by:

- Skin absorption
- Inhalation
- Ingestion

Prevent any possibility of poisoning by always handling chemicals with care and following these rules:

- Read the label and follow strictly the instructions.
- Do not eat, drink or smoke during or after handling chemicals, before washing thoroughly.

- Wear protective clothing, face shield and respiratory protection as appropriate.

Plant and machinery

Plant and machinery are associated with a significant proportion of accidents and fatalities.

Given the risk associated with the use of plant and machinery safe systems of work must be established, understood and adhered to, this includes;

- Reading, understanding and following operating procedures;
- Receiving appropriate training and supervision in the use of plant and machinery;
- Utilising physical barriers to isolate people from the operating plant;
- Ensuring guards are fitted and operable; and
- Correctly wearing appropriate personal protective equipment and clothing

Eye care

The eyes are very complex and easily damaged. Any eye damage should be reported and treated immediately. Always wear eye protection, which is provided.

Eyes can be protected by use of the following:

- Safety spectacles with and without side shields.
- Eye cup goggles
- Wide vision or coverall goggles with direct and indirect vision.
- Safety clip-ons
- Eye shields
- Face shields
- Welding helmets

Hearing care

- Ears must be protected from both permanent and temporary damage
- The ear is a complex organ which is easily damaged
- You must wear PPE when undertaking work with noisy machinery (such as mowers)
- Always wear earmuffs or plugs when you see a warning sign “Hearing Protection Must Be Worn”
- Hearing loss is slow and irreversible - you may not realise until it is too late
- Never use someone else’s ear protection (to avoid infection) and always keep your own ear protection clean

Working at heights

Basic steps to prevent falls from heights are:

- Identify all fall hazards
- Assess risks and situations where someone may fall
- Identify safety measures required to prevent fall or minimize risk
- Implement fall protection measures
- Ensure plant and prevention measures are adequate and maintained

Note: If working at heights greater than two metres fall protection safety measures must be provided and utilised.

Ladder care

Ladders, if used incorrectly, are potentially dangerous.

The following steps are for safe ladder use:

- Never join ladders - always use proper extensions
- Place the ladder on a level footing
- The angle of the ladder should be a quarter ($\frac{1}{4}$) of the length
- The ladder should be in a fully spread position
- Always block a doorway open or closed if working nearby
- Never use a metal or wire ladder where electrical hazards exist
- Only one person at a time should be on a ladder

Fire safety

A fire drill is a practice of safe evacuation in case of the real thing.

When you hear a fire alarm signal:

- Stop noisy machinery so instructions can be heard
- Be ready to evacuate
- Listen for instructions
- Go to the nearest exit
- Wait for others in your zone to assemble
- Do not attempt to obtain personal belongings
- Wait at assembly point for a roll call
- Do not attempt to re-enter building until instructed by your zone coordinator
- Keep fire doors closed when not in use
- Do not attempt to fight any fires unless you are trained and it is safe to do so

ALCOHOL AND ILLEGAL DRUGS POLICY

Trainees and apprentices are not permitted to attend work whilst under the influence of alcohol or illegal drugs.

If you are or have been prescribed medication for a condition which may affect your ability to work safely, you must discuss this with your Field Officer and Host Employer so strategies can be put in place that minimise any risks to you.

The consumption of alcohol or illegal drugs is not permitted during work and/or training hours. This includes meal and rest breaks or prior to the commencement of work and/or training, as you may still be affected by these drugs and alcohol for many hours.

If you arrive at the workplace or TAFE/your RTO and are deemed to be unfit to commence work due to the influence of illegal drugs and/or alcohol, arrangements will be made for you to return home. Any such findings will be investigated and may result in performance management and/or termination.

BULLYING AND HARASSMENT

Bullying can pose significant risks to occupational health and safety. AFL SportsReady is obliged to ensure, insofar as reasonably practicable, that its workplace is free from such risks. AFL SportsReady takes these obligations very seriously.

Accordingly, it is the responsibility of every trainee and apprentice, as well as every AFL SportsReady staff member, to treat others in a professional, fair and respectful manner and to not engage in workplace bullying. AFL SportsReady encourages the reporting of bullying and will treat all complaints in relation to this policy seriously. No person will be penalised or disadvantaged as a result of raising legitimate concerns or complaints relating to bullying.

What is Bullying?

Bullying is repeated and unreasonable behaviour directed toward a person, or group of people, that creates a risk to health and safety. That risk to health and safety includes a risk of psychological or physical harm, or both.

Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect may cause offence, humiliation or intimidation. Bullying may be intentional or unintentional.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, may constitute workplace bullying:

- Physical or verbal abuse;
- Intimidation;
- Yelling, screaming or offensive language;
- Excluding or isolating staff members;
- Psychological harassment;
- Assigning meaningless tasks unrelated to the job;
- Giving staff members impossible jobs;
- Deliberately changed work rosters to inconvenience particular staff members;
- Undermining work performance by deliberately withholding information vital for effective work performance.

What Is Not Bullying?

Your colleagues and Managers are entitled to provide you with reasonable feedback or constructive criticism and set reasonable guidelines for your performance. This conduct is not bullying.

Acting on bullying and harassment

If you are found to have engaged in bullying or harassing behaviours, you will be subject to formal performance management. Depending on the behaviour, this may constitute serious misconduct.

If you are experiencing bullying or harassment at work, **you must advise your Field Officer as soon as possible.**

SEXUAL HARASSMENT

Sexual harassment is unacceptable and will not be tolerated by AFL SportsReady in any circumstances.

What is sexual harassment?

Sexual harassment means an unwelcome sexual advance, an unwelcome request for sexual favours or other unwelcome conduct of a sexual nature in circumstances where a reasonable person would consider that someone could feel:

- Offended;
- Humiliated;
- Or Intimidated by the conduct.

Sexual Harassment may include actions like:

- Uninvited touching;
- Uninvited kisses or embraces;
- Smutty jokes or comments;
- Making promises or threats in return for sexual favours;
- Displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas;
- Repeated invitations to go out after prior refusal;
- “flashing” or sexual gestures;
- Sex-based insults, taunts, teasing, or name-calling;
- Staring or leering at a person or at parts of their body;
- Unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them;
- Touching or fiddling with a person’s clothing including lifting up skirts or shirts, flicking bra straps, or putting hands in a person’s pocket;
- Requests for sex;
- Sexually explicit conversation;
- Persistent questions or insinuations about a person’s private life;
- Offensive phone calls or letters;
- Stalking; or
- Offensive email messages or computer screen savers.

What is not sexual harassment?

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

However, if you are working with children or young people as part of your traineeship or apprenticeship (such as working at a school or youth program), you are at no time permitted to have a social or intimate relationship of any kind with any young person who you are working with at your Host workplace. Any such relationship will be reported to the police.

Acting on sexual harassment

If you are found to have engaged in sexual harassment at work, you will be subject to formal performance management and your employment may be terminated.

If you are experiencing sexual harassment at work, **you must advise your Field Officer as soon as possible.**

DISCRIMINATION

Unlawful discrimination includes discrimination on the basis of the following characteristics.

- Age
- Race
- Sex/gender
- Social origin
- Disability or impairment
- Industrial activity
- Lawful sexual activity
- Sexual orientation or preference
- Gender identity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy or breastfeeding
- Religious belief or activity
- Status as a parent or carer
- Physical features
- Personal association with someone of the above attributes

Examples of discrimination can include:

- Racist remarks or insults
- Comments on appearance
- “Jokes” about the characteristic
- Targeting a person due to the above characteristic (giving them a hard time)

Acting on discrimination

At no time are you permitted to discriminate against a person on the basis of the above characteristics. If you are found to have engaged in discriminatory behaviour at work, you will be subject to formal performance management and your employment may be terminated.

Discrimination against AFL SportsReady's trainees or apprentices is unacceptable and we will not tolerate it. If you are experiencing discrimination at work, **you must advise your Field Officer as soon as possible.**

SOCIAL MEDIA POLICY

Social Media is a fantastic way to connect with our friends and family, but your use of Social Media carries some risk.

This policy is not intended in any way to discourage or limit your personal expression or your online activities. However, when you use Social Media, you need to be aware that you are making public comments that may impact upon you, your Host Employer or AFL SportsReady. These comments might bring your Host Employer or AFL SportsReady into disrepute, offend some of our key stakeholders, or misrepresent your personal view as that of your Host Employer or AFL SportsReady.

It is very important that all AFL SportsReady trainees and apprentices use good judgment about what they post on social media.

What not to post

AFL SportsReady trainees and apprentices must not:

- Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a court suppression order, or is otherwise unlawful;
- Imply that you are authorised to speak as a representative of your Host Employer or AFL SportsReady, nor give the impression that the views you express are those of your Host Employer or AFL SportsReady;
- Use your Host Employer email address or your Host Employer or AFL SportsReady logo that may give the impression of official support or endorsement of your personal comment;
- Use the identity or likeness of another employee, contractor or other member of your Host Employer or AFL SportsReady;
- Use or disclose any confidential information or personal information obtained in your capacity as a trainee/apprentice of your Host Employer;
- Post material that is, or might be construed as, threatening, harassing, bullying or discriminatory towards another employee or your Host Employer or AFL SportsReady
- Make any comment or post any material that might otherwise cause damage to your Host Employer or AFL SportsReady's reputation;

- Make any comment or post any material that might cause damage to your Host Employer or AFL SportsReady's relationship with key stakeholders

A breach of this policy may result in formal performance management and, depending upon the breach, termination of employment.

Do not use social media in work time

You must not post on or access social media during your work time or using work devices (such as work computers/laptops). You are permitted to access social media on tea or lunch breaks.

Restriction on social media contacts

If you are working at a school or working with young people in your traineeship/apprenticeship role, you are not permitted to have **any** students or program participants as friends or contacts on any of your social media accounts. This applies even if you are a former student of the school where you are currently undertaking a traineeship.

If you receive a message from a student you must block the student from the account and immediately advise your Host supervisor. Engagement with students or program participants via social media is a breach of the AFL SportsReady Child Safe Policy, constitutes serious misconduct and will result in termination of your employment.

Cyberbullying

Cyberbullying refers to bullying through messages and social media.

No-one has the right to bully another person. Cyberbullying is illegal and can be investigated by the police.

If you are being cyberbullied:

- **Block** the person. This will stop you seeing messages or texts from a particular person.
- **Tell someone.** Tell your parents or another adult you trust. You can call Kids Helpline on 1800 55 1800 or visit their website.
- **Keep the evidence.** This can be useful in tracking the bully down. Save texts, emails, online conversations or voicemails as proof.

Report it to:

- A parent or adult you trust
- your school—they have policies in place about bullying and cyberbullying.
- your ISP and/or phone provider or the website administrator—there are actions they can take to help.
- the police—if there is a threat to your safety the police will help. Call Triple Zero (000) or Crime Stoppers on 1800 333 000.

If you are being cyberbullied in the workplace, contact your AFL SportsReady Field Officer as soon as possible.

CHILD SAFE POLICY AND CODE OF CONDUCT

All children have a right to feel and be safe. We are committed to the safety and well-being of all children and young people receiving education and employment from AFL SportsReady and their welfare will always be our first priority. We aim to create a child safe and child friendly environment where all children are valued and feel safe and supported as they undertake a traineeship or education, and ensure that our trainees are placed with Host Employers who will also provide such an environment.

All AFL SportsReady Trainees and Apprentices who are working with children or young people must abide by the AFL SportsReady Child Safe Code of Conduct. This is included in the induction process.

All employees, including trainees and apprentices of AFL SportsReady are responsible for promoting the safety and well-being of children and young people by:

- Ensuring the safety and welfare of the child or young person is paramount at all times.
- Treating all children and young people with dignity, equality and respect.
- Adhering to this Code of Conduct at all times.
- Listening and responding appropriately to the views and concerns of the children and young people, particularly if they are saying that they or another child has been abused and/or are worried about their safety or the safety of another.
- Taking all reasonable steps to ensure the safety and protection of children and young people who are connected with AFL SportsReady.
- Ensuring children and young people understand their rights and explaining to the child in age-appropriate language what they can expect from undertaking a traineeship, employment or education with AFL SportsReady.
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children and young people.
- Promoting the cultural safety, participation and empowerment of children and young people with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children and young people with a disability.
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian and ensure as quickly as possible that the child or children are safe.
- Notifying the relevant Child Abuse Report Line or police in the relevant State as soon as practicable if they have a reasonable suspicion that a child or young person has been or is being abused or neglected.
- Also notifying the relevant State Manager or AFL SportsReady's Legal Counsel if they have a reasonable suspicion that a child or young person has been or is being abused or neglected. The relevant State Manager or Legal Counsel will then immediately notify the CEO.
- Where a report is made about the conduct of an AFL SportsReady employee or contractor, including an AFL SportsReady trainee, the CEO must also be informed and the employee/contractor/trainee against whom the allegations have been made may not work with children until an investigation and conclusion in relation to the allegations has taken place.
- In Victoria, the CEO must notify the Commission for Children and Young People (CCYP) of any reportable allegations against an AFL SportsReady employee or contractor within three business days after becoming aware of them; must give the CCYP further, detailed

information about the allegations within 30 days and, after any investigation has concluded, give the CCYP information regarding the investigation outcomes, including the investigation findings.

AFL SportsReady Employees, including Trainees and Apprentices will not:

- Have any unnecessary physical contact with a child or young person or exhibit behaviours which may be construed as unnecessarily physical.
- Discriminate against any child or young person because of age, disability, gender, cultural or socio-economic background, religion, vulnerability or sexuality.
- Develop any 'special' or 'inappropriate' relationships with children or young people outside of the professional relationship (i.e., not in the context of a student/educator or trainee/Field Officer or Mentor role).
- Put children or young people in a position where they will be at risk of abuse.
- Do things of a personal nature that a child or young person 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 or young people (for example, personal social activities).
- Use inappropriate language in the presence of children or young people.
- Express discriminatory personal views on cultures, race or sexuality in the presence of children or young people.
- Have contact with a child or young person or their family outside of the professional relationship without the joint consent of the relevant State or RTO Manager and the Child Safety Officer (for example, no babysitting or providing accommodation within the home). Incidental contact, such as seeing people in the street, is appropriate).
- Have any online contact with a child, young person or their family, including through text messages or social media.
- Ignore or disregard any suspected or disclosed child abuse.

Any breach of the Child Safe Code of Conduct will be investigated and if a breach is found to have occurred, this may result in termination of employment.

ACCESS AND EQUITY POLICY

AFL SportsReady is committed to the principles of access and equity for our apprentices and trainees, clients and staff.

AFL SportsReady recognises that particular groups of people within our community that have experienced and continue to experience disadvantage and unequal employment and training opportunities. These groups include women, Aboriginal and Torres Strait Islanders, people with disabilities, long-term unemployed, and people living in remote communities.

AFL SportsReady believes in the inherent value and worth of each person. AFL SportsReady respects and nurtures the diversity, cultural heritage, life experience and capabilities of each person.

Our staff have a sound knowledge base in access and equity issues, including cultural awareness and sensitivity to the requirements of participants with special needs. Our planning, recruitment and evaluation processes are responsive to the needs of our present and future host companies, trainees and apprentices.

AFL SportsReady acknowledges that Commonwealth and State anti-discrimination legislation provide a legal framework for our Access and Equity plan.

AFL SportsReady aims to demonstrate our genuine concern towards Access and Equity within our community and to see progressive improvement in the position of disadvantaged groups through our actions.

PRIVACY POLICY

AFL SportsReady has a Privacy Policy in place, which sets out how we manage personal information. This includes details on how we collect and store personal information. AFL SportsReady's Privacy Policy is available at this [link](#).

In order to deliver traineeship services to you, AFL SportsReady is required to collect your personal information.

The purpose of collecting your personal information

AFL SportsReady and SportsReady Education will only collect personal information that is reasonably necessary for, or directly related to, our functions or activities.

Our organisations retain a record of personal information about individuals with whom we deal with in relation to our functions or activities. We collect, hold, use and disclose this information for purposes such as:

- Providing you with a service;
- Being able to communicate with you;
- Managing and administering our business;
- Responding to queries and requests for information;
- Fulfilling government reporting and statistical obligations;
- Facilitating payment for work or invoicing for work completed;
- Providing training services and the reporting of results;
- Conduct appropriate credit, police and/or other checks that are reasonably necessary;
- Advise you of other services that we provide, that may be of interest to you; and
- To maintain academic and employment records.

How we collect your personal information

In most instances we will collect personal information only from you.

As an employment and education organisation, we also receive information from State and Federal Governments; Educational providers; Employers; Australian Apprenticeship Centres; other Group Training Organisations and statutory authorities as necessary.

Personal information will only be collected by lawful means.

In the event we collect your personal information from someone other than yourself, we will take reasonable steps to ensure that you are aware of the circumstances in which we have collected your personal information.

Using and disclosing your personal information

We will only use or disclose your personal information for the purpose for which it was collected, unless:

- you have expressly or impliedly consented to its further use or disclosure;
- you would reasonably expect us to use or disclose it in such a way; or
- we are required by law to disclose such information.

AFL SportsReady may disclose your personal information to SportsReady Education, and vice-versa.

AFL SportsReady or SportsReady Education may disclose your personal information to other organisations:

- involved in providing, managing or administering the products and services we offer;
- that we are required to report to, namely Government departments and statutory authorities;
- (for trainees or students) your previous, current or future education or future employment;
- that are your superannuation, financial or legal advisers or representatives;
- that are involved in our payments system;
- that will provide credit, police and/or other checks that are reasonably necessary.

Your personal information will not be disclosed to overseas recipients.

Consequences if your personal information is not collected

If you choose not to provide some of the requested personal information, this may impact our ability to deliver services to you, communicate with you, respond to your queries, provide you with opportunities and advise you of other services we provide that may be useful to you.

Queries, complaints, access to your personal information and our Privacy Policy

AFL SportsReady and SportsReady Education have a joint Privacy Policy that can be accessed through the AFL SportsReady website www.aflsportsready.com.au.

You can request access to your personal information that is held by AFL SportsReady and/or SportsReady Education. For any queries or requests concerning AFL SportsReady's Privacy Policy, or how you may opt out, access, update, or correct your personal information, or make a complaint about a breach of the Australian Privacy Principles, please contact AFL SportsReady on 03 8413 3500 or email info@aflsportsready.com.au (Attention: Legal Counsel)

GRIEVANCE AND COMPLAINTS POLICY

Introduction

If you have a grievance or a complaint in relation to your traineeship or apprenticeship, you are encouraged to utilise AFL SportsReady's Grievance and Complaints Policy to make a formal complaint.

AFL SportsReady is committed to promoting positive relationships with its Apprentices, Trainees, Students, Host Employers, clients and stakeholders.

Where a conflict arises, AFL SportsReady is committed to providing mechanisms for resolving such conflict quickly and fairly to avoid the escalation of problems.

Grievance and Complaints Policy

It is AFL SportsReady policy to provide an avenue for grievances or complaints to be treated with efficiency, fairness, integrity, impartiality and due care. The organisation encourages all parties to approach a grievance or complaint with an open view and to attempt to resolve problems through discussion and conciliation.

Under no circumstances will anyone be penalised for presenting a grievance or complaint. Anyone with a grievance/complaint in the first instance is encouraged to notify their respective AFL SportsReady contact and discuss the issue with a view to seeking a resolution of the grievance or concern.

AFL SportsReady is aware that in some cases alternative measures shall need to be explored because of the individuals concerned and the merits of each case.

Confidentiality will be respected at all times within the constraints of the need to fully investigate the grievance or complaint. In certain cases however, such as those involving the alleged abuse of persons, serious criminal offences or suspected corruption, the details of grievances or complaints are required to be reported to external authorities.

This Grievance and Complaints Policy provides guidelines in relation to:

- A grievance or a complaint regarding a trainee or host employer;
- A grievance or complaint regarding AFL SportsReady;
- A grievance or complaint regarding an injured worker's Return to Work.

1. Guidelines – Grievance or Complaint regarding a Trainee or Host Employer

- 1.1 In the event of a grievance or dispute concerning employment, training or placement arrangements relating to a trainee or host employer, the parties concerned should make every effort to resolve the dispute through consultation and negotiation, with the

involvement of the relevant AFL SportsReady Field Officer. In the first instance the initial consultation is likely to be between the Apprentice or Trainee, the Host Employer and the Field Officer.

Please note: These guidelines do not apply in the event a trainee experiences discrimination, harassment, vilification, bullying or victimisation at the workplace. Should this occur, the trainee is to **immediately** inform his or her AFL SportsReady Field Officer, who will provide assistance and support to the trainee.

- 1.2 If not settled, the aggrieved party (i.e. Apprentice, Trainee or Host Employer) is to raise the concern either directly, or through the Field Officer, to the AFL SportsReady State Manager. The State Manager will:
 - a) speak with the aggrieved party;
 - b) speak with other relevant parties;
 - c) review any relevant documentation, including any written complaint.The State Manager will also inform the Legal Counsel of the issue, who will assist with the issue as required.
- 1.3 The State Manager will attempt to mediate the issue between the parties and attempt to identify a solution or outcome to the grievance or dispute.
- 1.4 If after this process no agreement can be reached the State Manager should (where warranted) advise the circumstances of the grievance or complaint to the State Government appointed Apprenticeship Field Officer or Disputes Officer (if this service is available in the relevant State) who may become involved. There is no charge to refer the matter to any State Government entity.
- 1.5 After further discussion, if the matter is not resolved then the aggrieved party has the option of exploring additional alternative measures to resolve the dispute. Depending on the circumstances of the issue, such measures may include:
 - a) making a formal complaint to the relevant State Training Authority (the contact details of which are listed in Section 4 of this policy document. Please note there is no charge for making a formal complaint); or
 - b) making a formal complaint to the Fair Work Ombudsman (this may involve a lodgement fee for the complaint which must be paid by the person making by the complaint); or
 - c) AFL SportsReady may suggest referring the matter to an independent mediator (AFL SportsReady will cover the cost of this).
- 1.6 At the discretion of the State Manager and subject to the nature and circumstances of the grievance or complaint, work should be continued until the matter is determined or resolved.

- 1.7 When the grievance or complaint has been resolved or an action has been established, a written statement advising the outcome and the reasons for the outcome should be provided to the parties concerned.
- 1.8 Where the resolution of the grievance or complaint has identified requires the implementation of improvements by AFL SportsReady, these must be implemented by AFL SportsReady.
- 1.9 The Field Officer and State Manager shall ensure that an accurate record of all proceedings is maintained and kept on the relevant party's file.

2. Guidelines – Grievance or Complaint regarding AFL SportsReady

- 2.1 In the event of a grievance or dispute by a person regarding AFL SportsReady or its staff (including grievances or disputes regarding a breach of the AFL SportsReady Code of Conduct or Privacy Policy), we encourage you to first raise your concern with your contact or representative from AFL SportsReady.
- 2.2 Additionally individuals making a complaint are able to be supported by a person of their choice at any stage. The support person can be a union representative, friend, work colleague or family member etc, and is providing support rather than representation.
- 2.3 If not settled, the aggrieved party is to escalate the grievance or complaint by referring it, in writing, to
 - the relevant State Manager; or
 - the Executive Manager – Employment; or
 - AFL SportsReady's Legal Counsel.

who will investigate the circumstances of the complaint. The investigation may take the form of:

- a) speaking with the complainant;
- b) speaking with other relevant parties; and
- c) reviewing any relevant documentation.

The aggrieved party will be informed as soon as possible (no later than 30 days) of the findings of the investigation.

- 2.4 When the grievance or complaint has been resolved or an action has been established, a written statement advising the outcome and the reasons for the outcome should be provided to the parties concerned.
- 2.5 Where the resolution of the grievance or complaint has identified required improvements, these must be implemented by AFL SportsReady.

- 2.6 If the aggrieved party is not satisfied with the outcome of the investigation, the aggrieved party has the option of exploring additional alternative measures to resolve the dispute. Depending on the circumstances of the issue, such measures may include:
- a) making a formal complaint to the relevant State Training Authority (the contact details of which are listed at the end of this policy document – there is no charge for making this complaint); or
 - b) making a formal complaint to the Fair Work Ombudsman (this may involve a lodgement charge, which you will have to pay); or
 - c) requesting AFL SportsReady to engage an independent mediator (if AFL SportsReady agrees that mediation is warranted, AFL SportsReady will engage a mediator at no cost to you).
- 2.7 AFL SportsReady shall ensure that an accurate record of all proceedings is maintained and kept on file for up to five years. Records may be made available to complainants as appropriate.
- 2.8 Where the grievance or complaint relates to a breach of AFL SportsReady's Privacy Policy, if you are unsatisfied with the outcome of the investigation you may wish to make a complaint to the Office of the Information Privacy Commissioner on 1300 363 992 www.oaic.gov.au.

3. Resolving a Grievance or Complaint in relation to an injured worker's Return to Work

Please also refer to AFL SportsReady's Return to Work Policy for your State.

3.1 Who can raise a Return to Work issue?

A return to work issue may be raised for resolution at the workplace in accordance with the procedure set out in section 3 of AFL SportsReady's Grievance and Complaints Policy by:

- the worker;
- a representative of the worker;
- the worker's manager or supervisor;
- the return to work co-ordinator;
- the provider of occupational rehabilitation services to the worker; or
- the worker's treating health practitioner.

3.2 Procedure for reporting issues

A worker who wishes to raise an issue for resolution in accordance with the procedure set out in this direction may do so by reporting the issue to the employer, the worker's manager or supervisor, or the return to work co-ordinator.

A worker's representative, treating health practitioner, return to work co-ordinator, manager, supervisor or provider of occupational rehabilitation services may raise an issue on behalf of the worker by reporting the issue to the employer.

3.3 *Procedure for resolving issues*

Step 1:

As soon as possible but no longer than 20 days after a return to work issue has been reported the following persons must meet and try to resolve the issue –

- a) AFL SportsReady;
- b) the return to work coordinator (RTW coordinator); and
- c) the worker.

If a person referred to in clause 3.1 raises a return to work issue, the employer must also invite that person to participate in the issue resolution process. Wherever possible the Host Employer should also be invited to participate in the issue resolution process.

Step 2:

The issues resolution procedure must be conducted in a manner and in a language that is agreed by AFL Sportsready, the RTW coordinator and the worker to be appropriate.

Step 3:

For the purpose of resolving the return to work issue, AFL SportsReady and the RTW Coordinator must liaise directly with the worker, however a worker may be represented, assisted and supported during the return to work issue resolution process, including at all meetings referred to in Step 1.

Step 4:

For the purpose of resolving the return to work issue as quickly and effectively as possible the persons referred to in Step 1 and any person referred to in clause 3.1 who is participating in the issue resolution process must have regard to –

- (a) return to work planning for the worker;
- (b) the worker's progress in recovering from the injury;
- (c) AFL SportsReady's return to work obligations as set out in the Act; and
- (d) the worker's return to work obligations as set out in the Act.

Step 5:

If a worker, worker's representative, treating health practitioner, return to work co-ordinator, manager, supervisor or provider of occupational rehabilitation services requests AFL SportsReady to set out in writing details of the return to work issue, and matters relating to its progress, resolution or outcome, AFL SportsReady must do so, within 14 days of the request, in a manner and a language that is agreed by the worker, AFL SportsReady and the RTW coordinator to be appropriate and must provide a copy of the document to the worker and the RTW coordinator and to any worker's representative, treating health practitioner, return

to work co-ordinator, manager, supervisor or provider of occupational rehabilitation services who has raised the return to work issue or any part of it.

3.4. Other procedures

Nothing in this direction limits the rights of any worker or AFL SportsReady under the Act to pursue other dispute resolution mechanisms.

CONTACT DETAILS TO ESCALATE COMPLAINTS

STATE TRAINING AUTHORITIES	
Australian Capital Territory	Skills Canberra Ph: 02 6205 8555 Email: skills@act.gov.au Web: www.skills.act.gov.au
Northern Territory	Department of Trade, Business and Innovation Ph: 08 8935 7707 Email: trainingoperations@nt.gov.au Web: www.nt.gov.au/employ
New South Wales	Training Services NSW Ph: 13 28 11 Email: trade.skills@industry.nsw.gov.au Web: www.training.nsw.gov.au
Queensland	Department of Employment, Small Business and Training Ph: 1800 210 210 Email: apprenticeshipsinfo@qld.gov.au Web: www.training.qld.gov.au
South Australia	Skills SA Ph: 1800 673 097 Email: skills@skills.sa.gov.au Web: www.skills.sa.gov.au
Tasmania	Skills Tasmania Ph: 1800 655 846 Email: enquiries@skills.tas.gov.au Web: www.skills.tas.gov.au
Victoria	Victorian Registrations and Qualifications Authority https://www.vrqa.vic.gov.au/ Ph: 1300 722 603 Email: vrqa@education.vic.gov.au Web: www.vrqa.vic.gov.au
Western Australia	Apprenticeship Office Ph: 13 19 54 Email: apprenticentre@dtwd.wa.gov.au Web: www.dtwd.wa.gov.au/apprenticeship-office
AUSTRALIAN SKILLS QUALITY AUTHORITY	
Australian Skills Quality Authority	Complaints team Australian Skills Quality Authority GPO Box 9928, Melbourne VIC 3001 Ph: 1300 701 801 Email: complaintsteam@asqa.gov.au Web: www.asqa.gov.au

PRIVACY COMMISSIONER	
Office of the Australian Information Privacy Commissioner	Office of the Australian Information Commissioner Level 3, 175 Pitt Street, Sydney NSW 2000 Ph: 1300 363 92 Email: enquiries@oaic.gov.au Web: www.oaic.gov.au .
FAIR WORK OMBUDSMAN	
Fair Work Ombudsman	Fair Work Ombudsman GPO Box 9887 In your capital city Phone: 13 13 94 Web: www.fairwork.gov.au
RETURN TO WORK	
Victoria	WorkSafe Victoria 1800 136 089 info@worksafe.vic.gov.au Gallagher Bassett (insurer) 03 9297 9000 https://www.gallagherbassett.com.au/workers-compensation-vic-claims-enquiries/ Locked Bag 3570 GPO Melbourne VIC 3001
New South Wales	SafeWork NSW 13 10 50 contact@safework.nsw.gov.au Workers Compensation Commission www.wcc.nsw.gov.au
South Australia	Return to Work SA 13 18 55 www.rtwsa.com
Tasmania	Workplace Standards Tasmania 1300 366 322 wstinfo@justice.tas.gov.au
Northern Territory	NT WorkSafe 1800 250 713 www.worksafe.nt.gov.au
ACT	WorkSafe ACT 02 6207 3000 worksafe@act.gov.au www.worksafe.act.gov.au
Western Australia	WorkCover WA 1300 794 744 www.workcover.wa.gov.au
Queensland	WorkCover QLD 1300 362 128 www.workcoverqld.com.au