

OFFICIAL

PEOPLE & CULTURE

Employee Handbook

A guide to your employment at Westernport Water



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Welcome to Westernport Water

This handbook is designed to provide an overview of important information about working at Westernport Water (WPW). Whatever question you have, this handbook should answer it, but if it doesn't, let us know.

COVID-19

The COVID-19 pandemic has influenced and changed the way we all work. This Handbook was developed pre-pandemic and largely talks to how we operate in the 'normal world'. While we go in and out of lockdowns and restrictions, please talk to your manager and keep up to date with all staff communications to understand any changes to how we operate.

First day tips

Upon arrival

Go through the main entrance to reception where one of our Customer Service employees will contact your Manager to collect you. If you will be working at the depot or a treatment plant, go to the office at the relevant site.

What to wear

We don't expect you to wear a suit in the depot or wear Personal Protective Equipment (PPE) in the office. What we do ask is that you dress appropriately for your role and present yourself professionally whilst following the health and safety guidelines. We finish the week on Fridays with casual dress – neat, tidy and appropriate for your tasks for the day.



Toilets

Unisex accessible toilets are located at the front of the Newhaven building in the reception area. There are additional male and female toilets located at the rear of the building near the kitchen.

Visiting our sites

Your health and safety is our number one priority, so please wear a hi-vis vest when visiting our treatment plants, and if you're visiting the depot please remain inside the yellow paths outlined on the ground at all times.



Pay day

Payroll is processed fortnightly on a Thursday and your payslip is available through the ADP Employee Self Service tile in SAP SuccessFactors.

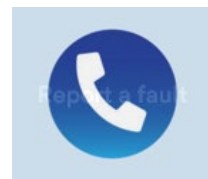


Staff Kitchen

To make sure you are well fuelled throughout the day we provide a full kitchen to refrigerate or cook your food. Drop by the kitchen to find tea, instant coffee and a coffee machine.

Phones

For internal calls, dial the extension number. To dial outside the business, press 0 first then dial the number. To transfer calls, use the arrow with the people's heads on it and then dial the extension number. To put a call on hold press the red button. To pick up again, press the button with the flashing light along the left side of the handset.



Office supplies

Need a pen? You can find all your office stationery needs in the stationery room. If there is something you can't seem to find, please see the Strategy Performance and Governance (SPG) Team.

Introduction

Acknowledgement

It is acknowledged that Westernport Water provides services on the traditional lands of the Bunurong Peoples. The Bunurong Peoples have been managing the resources here on Phillip Island, or Millowl as it was traditionally known, for thousands of years. We acknowledge them, and their continued connection to this place, as we go about managing the water resources here today.

This handbook

This handbook is designed to give you a brief introduction to areas important to your employment at WPW. Whilst it can't cover everything, we have referenced policies throughout the document which will allow you to read further on the individual sections. For a full list of policies, please see divider number 350-650-010 in the Content Manager system.

What we do

The core function of Westernport Water is to provide drinking water, recycled water, and wastewater services wherever economically, environmentally and socially practicable to properties and communities throughout its district.

Our values

We are a values driven organisation. Our values assist us to govern our own behaviours towards our desired culture. We believe that work is more rewarding when we are accepted and valued for our differences, not judged by them.

Our current values are:



CARE...to make a difference – because our actions show that we care about who we are, what we do, and each other.



COURAGE...to step forward – because we can achieve great things when we are prepared to step forward.



COMMITMENT...to do great work – because we all want to do the best we can, together.

Corporate Plan

Our strategy statement is “Westernport Water leads through collaboration and innovation to deliver sustainable water and wastewater services that improve the health and liveability of our community.”

The Corporate Plan is an annual document prepared each financial year and submitted to the Department of Environment, Land and Water (DELWP) and the Minister for Water. It includes the current vision, key initiatives and objectives of the organisation, as well as the business plan and financial statements.

It provides an overview of the strategies and approaches that WPW will take to achieve its vision, and includes activities to ensure compliance with the requirements of the Statement of Obligations (SoO) for Water Corporations.

It's recommended that you read this document to get an idea of where the business is heading and how you can help. Together with this, you can read our Annual Report to get the latest information on where we are on our journey.

The community we serve

Westernport Water is responsible for servicing over 20,000 customers across an area of 300 square kilometres including Phillip Island and mainland communities from The Gurdies to Archies Creek.

The services we provide

Westernport Water accesses water from a number of diverse sources. The primary water supply is from the Tennent Creek catchment via the Candowie Reservoir, with additional entitlements from the Bass River, the Corinella Aquifer and a connection to the Melbourne Water supply system.

Water is treated through the Ian Bartlett Water Purification Plant (IBWPP) at Candowie Reservoir, then pumped to the San Remo Basin for distribution to customers within Westernport Water's service area.

Note: For more information about what we do, see the 'About Us' infographic at the back of this document.



Westernport Water's service area

Westernport Water supplies wastewater services to 90 per cent of properties that receive water. It operates two wastewater treatment plants, the Cowes Wastewater Treatment Plant (CWWTP) on Phillip Island (which reuses 21 per cent of treated wastewater) and the King Road Wastewater Treatment Plant (KRWWTTP) in Corinella (which reuses 100 per cent of treated wastewater).

Acronyms

Every business has them and WPW is no exception. Here are some for you to get your head around:

AMIS	Asset Management Information System
ARC	Audit and Risk Committee
CAPEX	Capital Expenditure
CCTV	Closed Circuit Television
CT	Centorrino Technologies
CWWTP	Cowes Wastewater Treatment Plant
DELWP	Department of Environment, Land, Water & Planning
DTF	Department of Treasury and Finance
ET	Executive Team
ERP	Enterprise Resource Planning
ESC	Essential Services Commission
FBT	Fringe Benefits Tax
GIS	Geographical Information System
GM	General Manager
KRWWTTP	King Road Wastewater Treatment Plant
LT	Leadership Team
LSL	Long Service Leave
MD	Managing Director
NO&M	Network Operations & Maintenance
OPEX	Operational Expenditure

PC&S	People Culture & Safety
POS	Procurement Standard Operating System
SCADA	Supervisory Control and Data Acquisition
SEO	Senior Executive Officer
SOE	Standard Operating Environment
SPG	Strategy Performance and Governance
VAGO	Victorian Auditor General's Office
WCC	Workplace Consultative Committee
WHS	Workplace Health & Safety
WPW	Westernport Water

Our people 

Managing Director

Dona is an experienced leader within the Victorian water industry and has a strong passion for the role of the public sector in creating a fair and just society. Dona has six years of experience as a Board Director and 23 years of experience in the water industry across strategic planning, customer experience, and the asset life cycle. Dona is the current Chair of Springvale Monash Legal Services, past Chair of Women's Health in the South East, and the outgoing president of the Institute of Water Administration. Prior to joining Westernport Water, Dona was the General Manager of Distribution Services at Yarra Valley Water, responsible for managing water, recycled water and sewerage infrastructure to agreed levels of service and in accordance with environmental performance standards. Dona is a Member of the Australian Institute of Company Directors and holds a Master's in Public Policy & Management and a Bachelor of Engineering (civil – honours).

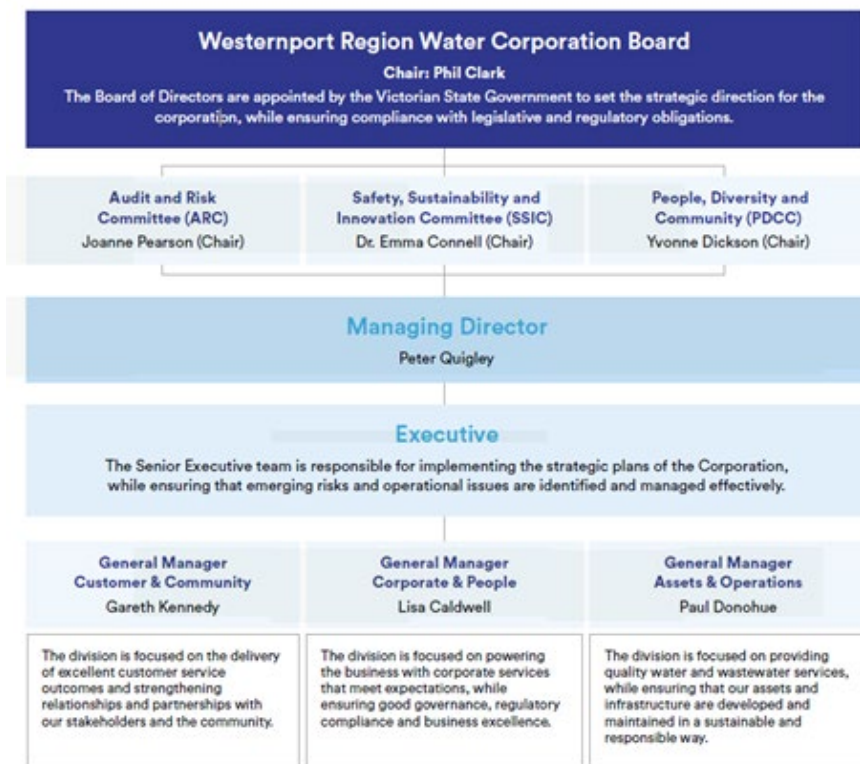


Organisation structure

Our full organisation structure is available to view and download in SAP SuccessFactors.

The team provides, develops and manages:

- a key link to our customers and community
- customer communications
- online communications channels
- behavioural change campaigns
 - education
 - sponsorship/events
 - reconciliation
 - water conservation
 - all things community engagement



Customer Relations (CR)

The Customer Relations Team is not your typical call centre. The team not only handles all incoming calls and emails from our customers, they are also responsible for many administrative tasks including processing incoming and outgoing tenants, information statements, and plumbing connection requests. The also update and maintain customer accounts, handle requests for special meter reads and assist customers who are suffering hardships.

The Team is responsible for the collection of revenue through the quarterly billing of our customers and you will see our

diligent Meter Readers hitting the streets in all kinds of weather to read our customers meters.

Team introductions



Customer and Community Division

Communications and Engagement (Comms)

The Comms Team is always working on ways to connect people at WPW. Comms provide staff support in relation to corporate communications advice and will work with you to develop communication strategies, design campaigns and produce corporate publications such as the Annual Report. They look after our internal online communication tool Workplace, and provide weekly updates to keep you informed and connected. They love to hear about your communications needs and will always be happy to offer solutions.

Corporate and People Division

Information and Communications Technology (ICT)

The world of technology is an ever-changing place. The main purpose of the ICT Team is to give you the tools you need to do your job easily and then make sure they work effectively.

More specifically, they handle:

- keeping information safe from cyber criminals
- strategy and planning
- procurement of hardware and software
- interactions with our service providers
- upgrades and maintenance of software and equipment

People Culture & Safety (PC&S)

The People Culture & Safety (PC&S) Team look after you throughout your employment lifecycle, including:

- on boarding
- payroll
- your development
- helping you through any bumps in the road
- your safety
- creating a peaceful and harmonious place for you to work

The team coordinates recognition events where we come together to celebrate our achievements, and explore new and innovative ideas of how to work better. PC&S also lead and influence the growth and development of the Corporation through the delivery of high level expertise, guidance and advice in all areas of Human Resources, Industrial Relations, Organisational Development, Payroll and Workplace Health, Safety and Wellbeing.

Reference: Organisational Development Strategy

Finance

The Finance Team is responsible for all of WPW's bank accounts, financial reporting and financial statements. They also produce regulatory reports almost every month for various Government agencies. As a public entity, WPW is audited a lot so you will regularly see the Finance Team sitting with consultants from the Victoria Auditors Generals Office (VAGO), internal audit providers and PWC (our tax agents).

The Finance Team regularly work on:

- budgets and cash flow
- Corporate Plan
- Annual Report Financial Statements
- Board, ARC and Management reports
- FBT and Annual Tax Returns
- monthly BAS and Payroll Tax
- accounts payable & credit card processing
- employee reimbursements and salary sacrifices
- asset and capitalisation finance registers
- TCV portfolio management
- stocktake and inventory management

Reference: Finance Policy and Procedures Manual



Strategy, Performance, & Governance (SPG)

SPG has a portfolio that includes Governance, Procurement, Risk Management, Internal Audit, Insurance, Fleet, Facilities at Newhaven, Emergency Management, Records Management, Compliance and Policy. Common things the team at SPG deal with include:

- maintenance of the Newhaven Office building
- use and maintenance of fleet vehicles
- purchasing levels
- delegations of authority
- audit
- conflict of interest
- fraud and gift registers
- oversight of Content Manager

Assets and Operations Division

Asset Strategy Planning & Performance (ASP&P)

ASP&P lead the management of the long term requirements of our assets. What is an asset? It's a thing that we own, like a pipe, pump station or tractor. The Team manages the Asset Management Information System (AMIS) and advises the Corporation on matters pertaining to investment in, and management of our water, wastewater and gas assets.

To this extent the Team is responsible for:

- strategic asset management
- asset policies, strategies, plans and procedures across the business
- assurance of compliance to the Asset Management Accountability Framework
- provision of technical leadership on Asset development of WPW's investment program for CAPEX and OPEX projects

- leading and managing the integrity, accuracy and completeness of asset data contained within the AMIS, GIS, SCADA and hydraulic modelling system implementing an effective (annual) planned and proactive maintenance program

In simple terms, they ensure that we are managing our assets so that we can consistently upgrade and fix them whilst minimising customer impact and meeting all of our regulatory and compliance requirements.

Network Operations and Maintenance (NO&M)

The NO&M Team is the largest team at WPW looking after all of our water and wastewater treatment plants and other assets such as water storage facilities, class A treatment, approximately 400 km of water mains, and plenty of sewage pumps and networks. All of this takes a lot of time and people power to maintain and ensure we are providing quality drinking water and waste solutions to our customers.

The NO&M Team undertake most works in-house including pipeline repairs, clearing blocked sewers, CCTV of pipelines, mechanical maintenance, warehousing, new block water tapplings and metal fabrication. They treat water and wastewater to the standards required as well as ensuring distribution systems are well maintained. Water and wastewater sampling is done by the NO&M Team, and contractors are engaged for specialist tasks such as excavation, instrumentation servicing, diving inspections of water and wastewater storages, and electrical and SCADA works.

Engineering and Construction (E&C)

The E&C Team looks after WPW’s engineering and construction portfolio, designing and creating new assets for future generations. Key responsibility areas include:

- annual Capital Works Program planning
- annual Works Program management
- Project Management
- Project Management Framework
- design & construct
- contract admin
- engineering services
- NO&M Support
- development services
- trade waste
- new connections

Environment and Product Quality (E&PQ)

The E&PQ Team is responsible for managing and providing a number of risk based management systems, strategic direction, and operational and emergency response advice to the rest of the business in a number of key areas. In doing this, they:

- maintain an Environmental Management System that provides overarching guidance to apply environmental stewardship
- monitor and evaluate performance data, laboratory tests and field data, looking at spreadsheets for trends, anomalies or points of interest
- maintain a Water Quality Risk Management Plan to ensure safe drinking water is always supplied to our customers
- maintain a system to monitor dam safety and respond to potential dam emergencies
- work with regulators from multiple agencies to ensure continued compliance and respond to emerging risks
- manage a system of documentation and controls for wastewater treatment and recycled water to protect customers, people and the environment

Reference: Recycled Water Policy, Environmental Policy and Drinking Water Policy

Your employment



Recruitment and selection

If you’ve just come through the recruitment process at WPW, welcome. We hope the process displayed our commitment to attracting and recruiting the right people by delivering a fair, equitable and merit based approach. We ensure all of our recruitment and selection practices meet the requirements of the Victorian Public Sector.

Reference: Recruitment and Selection Policy

Reasonable adjustments

Reasonable adjustments are available to any employee or job applicant with a disability or special need to be able to work safely and productively in the workplace. If you have identified an adjustment that you wish WPW to consider, have a chat with your Supervisor or the People and Culture Team.

Reference: Recruitment and Selection Policy

Relocation expenses

If you are in a SEO or Executive role, you may be eligible for relocation expenses if you've had to shift your residence to be in a reasonable proximity to us.

Reference: Recruitment and Selection Procedure

Medical and Police Assessment

All new employees must declare any known pre-existing medical conditions and some roles will require a physical examination to determine fitness for the role if it has particular physical requirement characteristics. All new employees must complete a National Police Check as a prerequisite to appointment. Any costs for a Medical or Police Check are reimbursed to the staff member by WPW.

Induction program

All good inductions include plenty of time for interacting, networking, and 'getting to know you' activities, and ours is no exception. From day one, you'll be taken through a robust program that introduces you to all of our Divisions and Teams over the space of a few weeks. You'll get a chance to visit some of our sites, see the water treatment in action and be able to meet our Leadership Team personally. Your Manager will issue you with the program when you arrive. It will be your responsibility to tick off all the activities and get it signed off and recorded. If you already work here but have been away on extended leave, we also require you to do a re-induction.

Reference: Recruitment and Selection Procedure

Your responsibilities

By working here, you agree to be committed to achieving the objectives of WPW, to meeting our customers' needs and to comply fully with WPW's workplace policies and procedures, as introduced and varied from time to time. The Corporation's rules and regulations are to be observed, and safety equipment must be worn and used as and when required. You will also be required to ensure that you comply with the Victorian Public Sector Code of Conduct and the WPW values. More information about this is provided throughout this document.

Code of conduct

Introducing the little green book! This very easy to read book is called the 'Code of Conduct' and it's designed to help public sector employees understand the responsibilities and obligations of working in the public sector. The behaviours described in the Code are essential in our relationships with the Government, community and other public sector employees. Failure to behave in the ways described in the Code of Conduct may lead to action under our performance management or misconduct processes, so make sure you read it before starting your employment at WPW. A copy was given to you in your induction pack but speak with People & Culture if you're unsure.



Employee declaration (includes criminal offences)

Upon your employment, we would have asked you to complete an Employment Declaration Form and submit evidence that you are who you say you are. Please make sure you hand this into P&C and if anything changes (e.g. you lost your driver's license or you're charged with a criminal offence), let us know immediately.

Position Descriptions (PD)

Your PD details the key responsibilities of your role so it's a good document to keep handy. You'll get a copy of it in your induction pack, but there's always a copy available in Content Manager if you need it. From time to time there may be a need to update your PD, but you'll be consulted for all changes proposed. Together with this, if you have any suggestions to improve your PD, see your Manager to conduct a PD review in line with our procedures. All approved evaluations of reclassified positions will be recorded in Content Manager.

Enterprise Agreement (EA)

WPW is bound by the federal industrial relations system (currently the *Fair Work Act 2009*) which includes the National Employment Standards (NES) and a Certified Enterprise Agreement created in accordance with the Victorian Public Sector Industrial Relations Policy. All conditions of employment are specified in the WPW Enterprise Agreement available in Content Manager. This document is an employee bargained set of clauses that sets out everything from leave provisions to allowances. We've got some snippets of the EA in this handbook, but please familiarise yourself with the latest copy for all details of your conditions of employment.

Reference: CR21-25317 Westernport Region Water Corporation Enterprise Agreement 2021-25

Unions and professional associations

Union or Professional Association membership is not compulsory for any employee. If you are a member, you can elect to have fees deducted from your fortnightly salary and remitted to your Union / Professional Association.

Remuneration

We operate on a banded classification system which describes the job characteristics of each band and places each role on that banding scale accordingly. If you joined us as a banded employee, your role was already given a band (e.g. band 4) and you were placed somewhere on that banding scale depending on your level of skill/qualifications for that role. Senior Executive Officers (SEO) are also placed on a scale within the pay range of an SEO employee. See the EA for more information on your band and associated wage.

Reference: Remuneration Policy

Superannuation

WPW will contribute to your superannuation with an employer contribution as required by the *Superannuation Guarantee Act 1992* to the superannuation fund of your choice. If you don't choose a super fund, our default fund is Vision Super Pty Ltd. As long as your fund agrees, you can also pay additional money out of your salary into the fund either pre or post tax.

Performance management

Because a simple 'well done' goes a long way, informal feedback is preferred here and we try to make it part of our everyday mantra to recognise each other's efforts. We also have a formal method to see how we are performing against achieving our goals and because the way we achieve our goals is just as important as the result itself, we are also measured on how we behaved during the year.

These formal appraisals of performance are conducted bi-annually by your Manager – once in July and again in January. It's a joint conversation that delivers an overall performance score together with formalising any career progression or developmental goals. Appraisals are only as useful as we make them, so it's every employee's responsibility to participate in the appraisal process, supply commentary and evidence of goal achievement, and complete the development plans as agreed.



Off boarding/Staff separations

If you decide to leave WPW you need to provide us with a letter (or email) of resignation including the date and notice period. We will then take you through an off boarding program to address everything you need to do prior to leaving including attending an exit interview should you choose to.

Redundancy/Retrenchment

On the rare occasion that your position becomes redundant, you are protected by the Victorian Public Sector Industrial Relations Policy and you will be offered a number of viable options including where possible, redeployment. See the latest EA for more information.

Employee benefits



Anniversary pay increase (Banded employees)

The date that you start work at WPW will become your work anniversary date each year. For Banded employees, as long as you meet the performance criteria, you'll move up the scale each year on your anniversary and receive the associated pay increase. If you change roles and/or move into a new band, the first day of employment in the new role/classification becomes your new anniversary date.

EA percentage pay increase

When we bargain a new EA, we set out the percentage increases to our overall wages over the duration of the agreement (e.g. 2% each year for 4 years). These increases are not performance related, and apply to all employees covered by the EA. The WPW EA covers all banded staff and SEOs. Executive staff receive increases based on their contracts and guidance from the VPSC.

Transfer of Long Service Leave

If you came from another water corporation, local government authority, Office of the Crown or public entity, you may be able to transfer your long service leave (LSL) over to us. This means that the hours you accumulated at your previous employer can be moved over to us and counted towards your WPW accumulated LSL. There are some restrictions so if you want more information, refer to the 'Water (Long Service Leave) Regulations 2011' (No 79) or the P&C Team. A request to transfer LSL entitlements must be made in writing (email) to the GM Corporate & People.

Health and Wellbeing program

WPW recognises the importance of their greatest asset - you, the employee. In an effort to be an employer of choice and maintain an edge in a competitive employment market, we provide real, tangible incentives to keep you. Our wellbeing initiatives are an investment in our people's health and include an annual program of activities available for all staff as well as a monetary subsidy aimed at building physical resilience, preventing injuries and having a healthy and active workforce.

Subsidised activities include gym memberships, Physiotherapy, Osteopathy, Myotherapy, Chiropractic therapy, Bowen therapy, Acupuncture, Exercise Physiology, Chinese medicine, Dietetics,

Podiatry, Guided Pilates or Yoga services, Mental Health Support (Counselling), Fitness/Diet related apps and Club memberships (player participant membership only). You can claim up to \$299 a year on these activities by submitting a claim form with your receipts to the P&C Team, so keep your receipts. If you're unsure whether you can make a claim ask the P&C Team.

Reference: Health & Wellbeing Subsidy Fact Sheet

Length of service awards

WPW recognises the intangible benefits it gains by having long serving employees and as such, we provide acknowledgement of those contributions.

A certificate acknowledging the employee's contribution to the success of the corporation will be presented to the employee at an appropriate function on or around the employee's anniversary of their commencement date.

Reward and recognition

There's nothing better than hearing positive affirmation when you are working hard and doing your best. At WPW we try to do this as often as possible, so we ask that you make it part of your daily practice to informally recognise the great efforts of your colleagues. If you want to publicly acknowledge their efforts, fill out the Employee Recognition Form and send it to your Manager or fill in one of our Values cards and give it to your colleague yourself.

Reference: Reward and Recognition Process

Leave provisions/entitlements

Everybody needs a break now and then, so we offer a range of leave options. These include rostered days off, annual leave, personal leave (carers or sick), family violence leave, compassionate leave, long service leave, pre-natal leave, parental leave, adoption leave and secondary carer/partner leave. For details, take a look at the current EA (or your employment contract if applicable).

You can submit your application for leave through our payroll Employee Self Service portal - ADP.

Flexible working arrangements

Wherever we can, we support flexible working arrangements. This can be a change in work hours, days or location or other reasonable changes to your work days. More information is available in the current EA, and you can request flexible working arrangements by speaking with your Manager and completing the required form.

Salary package options

We offer a range of non-salary benefits which are either exempt of, or subject to concessional taxation treatment under current Fringe Benefits and Taxation Legislation. These currently include:

- the provision of WPW owned and/or leased vehicles (in line with your employment contract and the Fleet Policy)
- private superannuation contributions
- computers (notebook, laptop and tablets primarily for use in undertaking WPW business and only if not supplied by WPW)
- Mobile phones (primarily used for WPW business)
- membership fees and subscriptions to professional associations/unions
- remote area benefits (which may include relocation expenses), and housing interest or rental concessions
- novated vehicle lease

To apply, speak to the Finance Team who will provide you with everything you need.



Travel

We are a family friendly corporation so if you have to travel, you can ask your GM to approve you taking your spouse, companion and/or children, providing that it doesn't result in additional costs to WPW or interfere with the business requirements of the travel.

All domestic travel will be pre-approved by your Manager and booked using the 'best price of the day' principle. For overseas or interstate travel, approvals are in accordance with the WPW Delegations Manual.

Reference: Travel and Accommodation Policy

Reimbursement of expenses

We don't expect our employees to be out of pocket for expenses incurred by them on the job through attendance at meetings, conferences, training seminars and other approved functions. You're eligible for reimbursement for legitimate expenses upon presentation of the receipts, but first, please make sure you check the relevant policy and obtain Manager approval prior to incurring any expenses.

Tools and equipment



Clear desk practice

WPW has a 'clear desk' approach at all of its sites to ensure a safe and secure work environment. For clarification all documentation should be stored away and the desk/work bench left clear and tidy at the end of the day.

Security/fobs

Keeping our staff safe also extends to building security. All employees are issued with a security fob that is used to gain access to our Newhaven office. Our other occupied sites have security measures such as alarms and CCTV because staff safety is our number one priority. Visitors are required to sign into all of our sites using the iPad provided on entry. If you visit a site that is not your usual place of work please make sure you sign in and out as required.

Laptops and mobile phones

All employees are provided with a laptop to use in the office or when working from home. Some positions require the use of mobile phones. You will be advised of this during your on boarding together with the process for use and management.

Reference: Mobile Phone Issue and Use Policy, Acceptable Use Management Policy

Pool cars

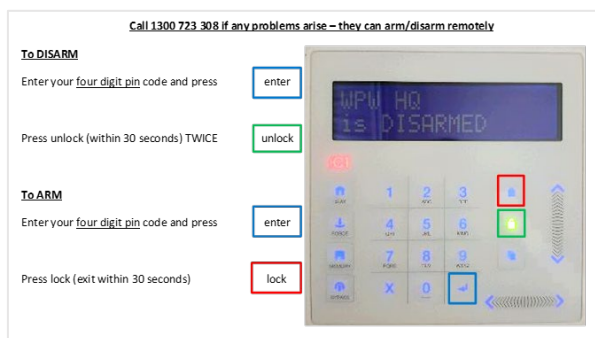
If you need a car for any work related reason, we have three pool cars available for your use. These pool cars can be booked by logging into the online Pool Car portal at <https://pvb.smartfleetaustralia.com.au/>. If you don't have a login, please see the SPG Team. Here are a few common sense things to remember when driving our pool cars:

- do, provide us with a copy of your Victorian driver's licence, and let us know if you lose it
- do, familiarise yourself with the size and dimensions of the fleet car before driving
- do, ensure the fleet car is topped up with petrol at the end of your trip
- do, record your mileage in the log book provided
- do, return the car in a clean and tidy state
- don't, speed... you'll be responsible for the fine

Reference: Fleet Policy

Arming and disarming our doors

If you're the first person in or last person out, you'll need to use your unique four digit code to arm/disarm the doors. Your code will be set up during induction with the SPG Team. Hopefully you won't be in the office later than the cleaners, but if you think you are, check to make sure and then set the alarm before you leave. Below are the instructions on how to do this.



Uniforms

Our Uniform Policy sets out what you can/can't wear based on your role, and provides eligible staff with a budget each year to choose from a pre-selected uniform range. When you're not in uniform, the dress code is 'Professional Business Attire'.

On Fridays we are a little more relaxed in what we wear, however this is an area where we can often cross the line so it's best to err on the side of caution.

While Casual Friday allows our employees to dress in a more casual fashion, employees should take into account the necessity to conduct themselves in a professional manner, and dress in such a way that will not create a negative perception for customers, either internal or external. Employees are welcome to wear workplace appropriate jeans and casual shoes but professional standards should still be followed. If you are attending meetings with external parties on a Friday, professional business attire is always the best option.

When it comes to ordering corporate uniform, the corporate uniform catalogue will be available to all indoor based employees. Speak to the PC&S Team about getting a Uniform Order Form to complete and submit.

For outdoor based employees, sizing will be collected when you're first employed, then we will order the appropriate PPE and uniform. There is approximately a 3-4 week turnaround for new PPE/uniform orders. So if you're running low, don't wait. Office based employees that require PPE must seek approval from their Manager before ordering.

Reference: Uniform Policy and Sun Smart Policy

Technology and records



Authority

Authority is our Enterprise Resource Planning (ERP) system and is used for a wide range of activities across WPW including maintaining a customer database, billing of customers, purchasing, finance and more.

Records management - Content Manager

Content Manager is our electronic document management system. It manages versions of a document, tracks who has made changes and ensures that documents never go missing. The SPG Team will provide you with training on how to use Content Manager and explain what you need to know about document retention in a government sector corporation.

Personnel files

We encourage submission of any personal documents electronically if you can. Otherwise, any of your physical files are kept in a secure filing cabinet maintained by the People Culture & Safety Team. Whilst access to personnel files is limited to those with appropriate security privileges, an employee can access all folders within their Content Manager personnel file at any stage. Employees may view their hard copy personnel files on request, but hard copy files cannot be removed from the office.

SAP SuccessFactors

If you've moved house, gotten married, got a new email, changed your phone number, got a new bank account for your wage or changed any other personal details, you can make updates yourself in SAP SuccessFactors. You can also view your employment information such as employee number, position details and salary information. This system also manages our annual performance appraisal process, internal career opportunities and our organisational chart.

IT security

Upon your employment, you'll be asked to sign our Information Security Policy in acknowledgement that you understand it. Security breaches are a real risk these days so we want to make sure everyone knows they are personally responsible for information security here.

Reference: Information Security Policy

Employee development



Career development

At WPW we are keen to ensure that all our employees have the opportunity for professional development when and where possible. Performance appraisals are a good time to have these discussions but conversations with your Manager can be had at any time as opportunities arise.

Learning & Development (L&D)

Each year employees have the opportunity to advance their skills/knowledge by undertaking training funded by WPW. If you would like to participate in L&D you can do so by requesting this with your Manager and submitting the required form in January each year in alignment with the budget process. Your request will form part of the proposed Learning and Development Plan and be submitted to the Executive Team for consideration.



Reimbursement of fees for Higher Education

WPW supports employees undertaking formally accredited study provided that the additional study will contribute to the employee's career in WPW and is approved by the Executive Team via the annual L&D budget process. Reimbursement will only occur following the successful completion of each semester and upon submission of appropriate receipts and copies of semester results. If the employee passes the course(s) for that semester, WPW shall reimburse the employee the agreed amounts which may consist of course and administrative fees.

If any employee believes they are unable to continue their commitment to complete a pre-approved course being paid for by WPW, they will need to provide a justification for abandonment of higher education in writing to the Executive Team for review.

Study Leave

Where an employee desires to pursue a course of study (greater than 10 weeks in duration) leading to a recognised qualification, WPW may grant leave in excess of the annual leave entitlements as study or examination leave. At the discretion and approval of the employee's GM, you may be eligible for up to a maximum of five (5) days per six monthly period, however this is fully dependent on the operational requirements of WPW and should not be considered

as a right. Employees requiring additional time off for study in excess of that stated here may request leave as per the annual leave provisions but no additional leave will be granted as Study Leave.

Compliance based training

Compliance training covers anything that is a requirement for you to do your job. Your safety is our number one priority, so most (but not all) of this training is safety related. Completion of these is really important because if you're out of date for some qualifications, you'll be assigned to alternate duties or in serious cases suspended until you gain them.

Higher duties

Opportunities sometimes arise which provide professional development across the business and you may get the chance to apply for these higher duties roles. Information relating to higher duties can be obtained in the EA.

Other development opportunities

As well as formal education, we have a range of less formal options available. There are short courses, eLearning, attendance at conferences and events, water industry special interest groups (SIGs), gaining a mentor, job shadowing and secondments... just to name a few.



Governance matters

Good governance

Practicing good governance is the best way to stay out of trouble. So have a read of this section to get the basics and ask the SPG Team if you need help.

Delegations Manual

This manual highlights the powers and functions that have been delegated to your position e.g. what your expenditure limits are and what decisions you are authorised to make. Make sure that you check this before you start so you can understand what you can and can't do in your role.

Procurement

There are three easy checks you can ask yourself before you purchase something:

1. Do you have a procurement delegation as per your role, and what is it?
2. Do you have budget approval?
3. Did you follow the PSOP? (Procurement Standard Operating Procedure)

Reference: Procurement Policy

Using WPW resources/information

It is important to understand that all work resources are owned by WPW and should be used accordingly. They are not for private use unless explicitly authorised. This includes but is not limited to stationery, money, vehicles, and plant and equipment. Any research, information, data or processes developed for WPW by an external body also remains the property of WPW.

Handling official information

Employees must not use or communicate information other than for official purposes without the permission of the MD, except where such information has already been made available (officially) to the public. Employees may only disclose official information or documents acquired in the course of their employment when required to do so by law, in the course of duty, when called to give evidence in court or when proper authority has been given. In such cases employee comments should be confined to factual information and should not express opinion on official policy or practice.



Confidentiality and privacy

Please ensure you respect the information that you have access to and treat it appropriately by not disclosing it. WPW has access to a wide range of confidential and private data in order to meet its responsibilities. Failure to adequately look after this information may result in disciplinary action being taken against you.

Reference: Privacy and Data Protection Policy

Information privacy

We are committed to the protection of personal information and will always endeavour to collect and handle personal information in a responsible manner, and as required by the *Information Privacy Act 2000*. Our policy sets out in detail the management of personal information collected by us.

Reference: Information Security Policy

Intellectual property

Employees required to develop a particular field of knowledge or products as part of their employment may not claim any rights in respect to ownership of or copyright over the intellectual property. WPW retains all rights in respect to documentation, processes, intellectual property, systems or any other product or service developed by employees.

Conflicts of interest

WPW is situated in a small community so there will be times when your work responsibilities cross over with your personal life. Any time this occurs, and you believe it may affect your private interests, the interest of a community or sporting group you are involved in or WPW's reputation, you should speak with your Manager. More information is available in the Conflict of Interest Policy but if you are ever unsure, speak with the SPG Team.

Reference: Conflict of Interest Policy

Acceptance of gifts / hospitality

At times you may receive a gift or benefit for the work that you do for WPW. When this occurs you need to fill in a form and declare the gift. This ensures that we are not unduly influenced by people or organisations who may provide gifts, benefits or hospitality to us.

Reference: Gifts Benefits and Hospitality Policy

Public Interest disclosures

The *Public Interest Disclosures Act 2012* (the Act) protects people who disclose information about serious wrongdoing within the Victorian Public Sector and provides a framework for the investigation of these matters.

We are committed to the aims and objectives of the Act and do not tolerate improper conduct by our employees, officers or members, nor the taking of reprisals against those who disclose such conduct.

Reference: Public Interest Disclosures Policy



Admission of liability

No employee is permitted to make an admission of liability on behalf of WPW without the express permission of the MD.

Fraud and corruption

All employees can play a role in preventing and reporting acts of fraud and corruption. Whether verbally, written or anonymously, feel confident to have your say.

Reference: Fraud and Corruption Policy

Working together

Working together is a partnership. It requires everyone to understand and follow the principles, procedures and guidelines that form the basis of a good workplace. At WPW, we make sure our behaviour is professional to ensure a workplace that is free from bullying, harassment, discrimination, violent or threatening behaviours, and breaches of equal opportunity principles.

Reference: Working Together Policy



Diversity and inclusion

We're aiming to build and maintain a team of talented, enthusiastic people who foster a culture of inclusion and are as diverse as the community we serve. We celebrate and support differences in the workplace for the benefit of our employees and our community. We share a belief that work is more rewarding when we are accepted and valued for our differences, not judged by them. We know that we all have something to contribute, and it's this contribution that makes a great organisation.

Reference: Diversity and Inclusion Policy

Bullying and harassment

In short, we have absolutely zero tolerance for any form of bullying. What is bullying? It is repeated, unreasonable behaviour by an individual or group of individuals directed to a person or persons in the workplace which creates risk to health and safety, including the mental or physical health of the employee.

Unreasonable behaviour is behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.

Types of behaviour that could be considered as bullying are, but not limited to:

- verbal abuse
- excluding or isolating others
- psychological harassment
- intimidation
- assigning meaningless tasks unrelated to the job
- giving impossible assignments clearly beyond the expectations of the position description
- deliberately changing work rosters to inconvenience particular employees
- deliberately withholding information that is vital for effective work performance or decision making

Types of behaviour that are not considered bullying include:

- setting performance goals, standards and deadlines
- allocating work to an employee
- informing an employee about inappropriate behaviour
- informing an employee about unsatisfactory work performance

- performance management processes
- constructive feedback
- deciding not to select an employee for promotion
- rostering and allocating work hours
- transferring an employee
- implementing organisational changes
- redundancy

Equal Opportunity

It is against the law to treat an employee or potential employee less favourably because of any one or combination of the following personal characteristics:

- age
- carer/parental status
- disability
- employment activity
- gender identity, lawful sexual activity, sexual orientation
- industrial activity
- marital status
- physical features
- political belief/activity
- pregnancy/breastfeeding
- race
- religious belief/activity
- sex
- expunged homosexual conviction
- personal association with someone who has, or is assumed to have, one of these personal characteristics

Treating someone unfavourably because of a protected personal characteristic includes:

- refusing employment
- setting unfair terms of employment
- denying or limiting access to promotion, transfer, performance bonus pay, training or any other benefits
- sacking, retrenchment or demotion

It is also against the law to have discriminatory and unreasonable workplace policies, practices and procedures that are difficult for an employee to comply with because of their personal characteristic compared to other workers.

Discrimination is treating or proposing to treat someone unfavourably because of a personal attribute or characteristic protected by the law and outlined under the Equal Opportunity definition. It can be direct or indirect.

Direct discrimination occurs if a person treats, or proposes to treat, someone with an protected attribute less favourably than the person treats or would treat someone without that attribute, or with a different attribute, in the same or similar circumstances.

Indirect discrimination occurs when treating everybody the same is unfair. In some cases, treating everybody the same way will be unfair. This is known as indirect discrimination. Under the law it means setting a requirement which:

- someone with a particular personal characteristic protected by law can't satisfy
- a higher proportion of people without that characteristic or with different characteristics can satisfy
- the requirement is not reasonable in all the relevant circumstances



Harassment is any form of behaviour that is unsolicited or unwelcome, that the recipient considers offensive, intimidating, humiliating or threatening. Harassment occurs if a reasonable person would anticipate that the recipient of the behaviour would find it offensive, humiliating, intimidating or threatening. Harassment can be verbal, written, psychological or physical. Unlawful harassment is determined by the impact of the behaviour on the recipient regardless of whether it was intended or unintended. Workplace harassment does not include reasonable management action taken in a reasonable way by person's employer in connection with the person's employment.

Sexual harassment is unwelcome sexual advances, or an unwelcome request for sexual favours, to another person or any other unwelcome conduct of a sexual

nature, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated. Conduct of a sexual nature includes:

- subjecting a person to any act of physical intimacy
- making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in their presence
- making any gesture, action or comment of a sexual nature in a person's presence

Victimisation is punishing or threatening to punish someone because they have made a complaint, or helped someone else to make a complaint, or have refused to do something because it would be discrimination, sexual harassment or victimisation.

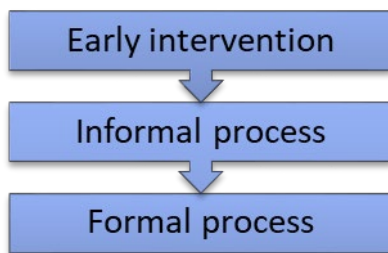
Occupational violence is any incident where an employee is physically attacked or threatened in the workplace. A threat means a statement or behaviour that causes a person to believe they are in danger of being physically attacked. Physical attack means the direct or indirect application of force by a person to the body of, or to clothing or equipment worn by another person, where that application creates a risk to health and safety.

Offensive materials includes display and or storage of any offensive material, including pornographic or otherwise demeaning images or files, in any form either physical or electronic on any WPW site or computer. The definition of offensive materials is any material, image or content which another person finds offensive after applying the reasonable person test.

Dispute resolution

The Dispute Resolution Procedure outlines how to resolve any workplace disputes that may arise, which may jeopardise a safe workplace or good working relationships. It is the responsibility of all employees not to ignore issues and to address them through early intervention and/or the appropriate reporting process.

The following diagram outlines the high level dispute resolution process at WPW:



Reference: Dispute Resolution Procedure

When employees do bad things

On the very odd occasion that someone steps out of line or isn't doing their job, we have a Disciplinary Policy to assist in addressing the problem. We do take all misconduct very seriously, so refer to the policy for more information.

Reference: Disciplinary Policy

In the public eye



Working with the public

Public comment includes public speaking engagements, comments on radio and television and expressing views in social media, blogs, letters or articles to the newspapers or in books, journals or notices where it might be expected that the publication or circulation of the comment will reach the community.

As a member of the community, employees have the right to make public comment and enter into public debate on political and social issues. However legislation prevents employees from making public comment in the administration of any state government team, nor can employees present their own opinions as in any way representing WPW's official policy or position.

Only the MD may publicly present comment or opinion as 'WPW comment or opinion'. This reflects good governance practices and protects employees and the organisation from litigation.

We recognise the value of and support the need for employees to submit professional papers and research results or to make personal presentations in a public forum in order for staff to:

- retain their professional standing
- develop a network through industry and institutional journals
- enhance WPW's professional profile

Employees (other than the MD) who wish to, or who have been invited to participate in public speaking engagements or submit papers/articles must obtain approval from their relevant General Manager and obtain sign-off from the MD prior to the release of the information.

Communications and the media

We have modern branding and templates that you should use for all of your work. All external communications must carry the appropriate WPW branding and comply with the specifications outlined in the Brand and Style Guide.

Make sure you seek approval from the Communications Team if you want anything to be released externally.

Social media

When using social media in a private capacity, just be conscious that comments are publicly available and are able to be reproduced in other media.

Employees must follow the same standards of professional practice as outlined in the Victorian Public Sector Code of Conduct (the little green book).

Reference: Communications Policy

Health and safety



Personal protective equipment (PPE)

Employees are issued with PPE in order to protect them from the known hazards associated with their role. PPE includes but is not limited to:

- high visibility uniforms
- steel cap boots
- hard hat

There is also a lot of task specific PPE that our staff use when undertaking inherently dangerous tasks such as harnesses, respirators and breathing apparatus to name a few. It's important to check your PPE prior to use to make sure it hasn't been damaged and provides the protection it's designed for.

Safety

We hate to see our colleagues and co-workers injured in the workplace, so we have adopted an organisational wide safety strategy. We want all of our employees to go home safe and well every day, so we have a range of measures in place to ensure that this happens. Refer to our Work Health Safety (WHS) Management System in Content Manager for all the safety related documents you will need.

Reference: Workplace Health and Safety Policy

Working with children

Safety of children in the community or at our workplace is paramount. As a community organisation, children and young adults may attend our sites from time to time e.g. on treatment plant tours, and we may be asked to attend events with children depending on the role we are in e.g. at community events or school careers expos. If you're in a role that requires you to work with children, you'll be asked to get a Working with Children Check. If you're asked to work with children and don't have a valid check, seek guidance from your Manager.

No smoking

For the health and safety of all our employees, our workplaces are smoke free with smoking only permitted during tea breaks and lunch breaks in designated smoking areas. If there is not a designated smoking area at the workplace, then a minimum of 10 metres from a worksite or the entrance to any building, regardless of whether it's occupied or unoccupied.

Reference: Smoking and the Workplace Policy

Fitness for work

Employees must attend work in a condition that enables them to carry out their duties without risks to themselves, others, or the workplace. A lot of our work carries some form of risk, so it's important that you immediately notify your Manager if you have any concerns about a potential impairment. This includes the effects of prescribed drugs or alcohol consumption that may affect an employee's fitness for work.

Reference: Drug and Alcohol Policy and Fit for Work Management Procedure

How to report hazards and incidents

The more you report, the safer we are. Reporting hazards, incidents and near misses is really important because it enables us to actively track the WHS issues affecting our staff. It enables us to address these risks and prevent our staff from injuring themselves. The more sets of eyes we have actively looking out for safety related problems in the workplace the less likely they are to cause an injury. We have an online system that makes this process easy, efficient and timely. This process is covered during induction of new staff but the P&C Team is happy to provide refreshers anytime.

Staff vaccinations

If you're in a role that might put you in direct contact with wastewater, then you may be asked to get a vaccination in the interest of your own health and safety. We also offer annual flu vaccinations for all staff as part of our Health & Wellbeing Program.

Green office – choose the right bin

Safety doesn't just stop at our staff, we also have a responsibility to protect the pristine local environment. So what does a green office mean? We have a three bin system in each of our offices that enables us to separate our waste just like we do at home. It's easy: Red bin for landfill waste, Yellow bin for recyclables and Green bin for organics. We also give each employee a mini red bin for their desk – make sure you empty yours regularly.

Return to work

We are committed to providing a safe and healthy workplace for all staff. Should a staff member incur a work-related injury which prevents them from continuing their normal duties, assistance will be provided for them to either remain at work by providing meaningful modified duties (for a reasonable period of time) or return to work as soon as it is safely possible.

Reference: Return to Work Policy

Communications



All staff briefings

These are held weekly online via MS Teams and are a good way to keep connected with all that's going on in the WPW world. The Executive Team will usually brief all staff on all the great things happening at their level, and you'll also see employees giving updates on their work. It's a good way to see how we're tracking against our Corporate Goals and it's an important reward and recognition event.

Meetings

Our meetings are held both online via Microsoft Teams and in person at one of our sites.

To book a physical meeting room, use Outlook and through the calendar, invite the room to your meeting. Rooms available at the Newhaven Office are Training Rooms 1, 2 and 3 and the Video Conference Room. Special bookings can be made for the Board Room but you need to seek permission from the Executive Assistant for this.

Both the Video Conference Room and Board Room have cameras so are a good option when you have a combination of face to face and online attendees.

We also have a range of break out areas to use when you feel like meeting less formally. We try really hard to adhere to respectful meeting protocols like being on time, not using your phone or laptop during the meeting and participating fully and thoughtfully.

Workplace

There is a handy online workplace collaboration tool that we use for communications and to connect everyone using features similar to Facebook with pages, groups, and chats. It also doubles as a staff directory with an interactive organisation structure chart, which is useful if you need to look up a staff member's photo or contact information. You can access it via your desktop, laptop or mobile phone.

Notice boards

Our lunch rooms and corridors host notice boards that display the latest news, new policies or procedures, events, campaigns and other important information.

Committees & Groups



Internal

Internal committees include:

- Workplace Health & Safety (WHS) Committee – a consultative forum that can effectively address the WHS matters arising in the organisation
- Workforce Consultative Committee (WCC) – employees acting as staff representatives who are consulted in major organisational changes
- Strategic Asset Management Committee (SAMC) - assists the organisation its duty of effective and sustainable asset management.
- ICT Steering Committee - provides a leading influence so organisational ICT strategy and direction is established and maintained to an appropriate level of industry best practise.



External

WPW participates in some good networks for sharing information. Here's a couple you can utilise:

Special Interest Groups (SIGs) – The Institute of Water Administration (IWA) has devised a series of special interest groups. The IWA supports 10 SIGs that are represented by technical specialists within their individual fields from within the Victorian Water Industry. It's an opportunity for like-minded groups to come together to share information, network and undertake professional development three times a year.

Gippsland Regional Water Alliance (GRWA) - The GRWA is a collective established in 2013 comprising of five Gippsland Water Corporations including Westernport Water, East Gippsland Water, Gippsland

Water, South Gippsland Water and Southern Rural Water. The objective of the alliance is to share resources and knowledge, evaluate procurement opportunities, and identify efficiencies and savings that will benefit all Gippsland corporations. Once again, it's an opportunity for like-minded groups to come together to share information and network.

Employee support



Employee Assistance Program (EAP)

Our EAP provides employees with a multi-pronged approach to managing their wellbeing. The first is immediate confidential counselling support to resolve workplace and personal issues. A team of local psychologists provide these services 24/7 and each employee has access to phone, live chat, video conference and/or face to face counselling sessions. The second option for using the EAP is an option for Healthy Lifestyle Coaching that can assist you in setting yourself up for a strong and healthy lifestyle and create plans to deal with stress. You have access to four sessions each year and they can be used for either or a combination of the two options. The sessions may also be used by a member of your immediate family. You will receive the contact details in your induction pack and the People & Culture Team will explain more about it in your induction. For a quick reference, the contact number is 1300 687 327.

Approving body

This handbook should be approved by the General Manager Corporate & People.

Family violence

WPW is committed to supporting any employees that may be experiencing family violence directly or indirectly. We have family violence provisions to assist anyone going through this tough time, so please speak to your Manager about what's available to you.

Reference: Family Violence Policy, Westernport Region Water Corporation Enterprise Agreement 2021-25

Contact Officers

These volunteer officers are nominated by our people to assist anyone who has concerns about bullying and/or harassment at work. They offer support to colleagues to assist them to resolving these types of issues.

Contact Officers are also trained to provide initial informal mental health support to employees in the workplace, outside the People Culture & Safety Team. They provide valuable support to staff, by encouraging employees to speak openly about mental health and being able to facilitate early intervention which compliments formal support services, like our Employee Assistance Program.

Review date

The Employee Handbook will be reviewed on an ad hoc basis by PC&S.

About us

Westernport Water's core function is to provide drinking water, recycled water and wastewater services that improve the health and liveability of our community.

Our customers



- 100,000+ visitors in peak times
- 3.9 million visitors annually
- an area covering 300 sq km



Wastewater



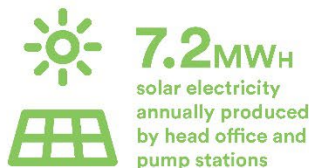
1,535 ML
of effluent treated annually



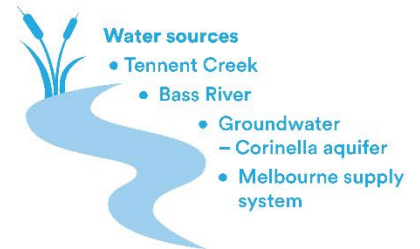
2
wastewater treatment plants, one at Coronet Bay and one on Phillip Island

Owns and operates
99
pump stations

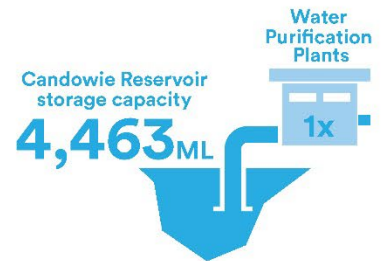
Environmental stewardship



Water



ML = million litres



Ian Bartlett Water Purification Plant treats:

2.1 ML
per day minimum (winter)

14.8 ML
per day maximum (summer)



* 50% non-permanent residents not represented in this calculation.

Recycled water

A total of **330 ML** recycled water is produced and used annually



OFFICIAL



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WATER™**

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