



Employee Handbook

Full Time

**Step into
your future**

MURRAYLANDS TRAINING AND EMPLOYMENT

1. Introduction

1.1 Welcome

Welcome to mteSA. Congratulations on gaining a position with mteSA and we look forward to working with you. mteSA will provide you with support and guidance throughout your employment in all on-site and training areas of your position.

This handbook will provide you with information regarding what we expect from you and what you can expect from us. It includes important information about our procedures and policies as well as our governing standards.

mteSA are pleased you have joined our team and we look forward to providing you with the support and assistance you require throughout your contract. Please feel free to contact your Field Officer or mteSA if you have any questions.

2. About mteSA

2.1 History

mteSA is a Community Based Not-for-Profit Group Training Organisation specialising in Apprenticeships, Traineeships, Labour Hire and Full-Time employment. Established in 1997, we have employed over 2000 Apprentices and Trainees and are governed by a Board of Directors comprised of local business leaders and interested community members.

Our Mission

mteSA is committed to providing excellence in all aspects of recruitment, training and employment.

Our Board

The Board members are local business leaders and community members who undertake and perform their duties on the Board in a voluntary capacity.

2.2 Location and Contact Details

6 Seventh Street, Murray Bridge SA 5253

Phone: 08 8531 1733

Email: admin@mtesa.com.au

Website: www.mtesa.com.au

Office Hours:

Monday to Friday – 9.00am – 5.00pm

2.3 Areas of work

mteSA have approval to deliver a range of Apprenticeships and Traineeships across all areas of qualifications as well as Labour Hire and Full-Time positions where applicable.

2.4 mteSA Aim

To help build confidence, pride and the self-esteem of our Full-Time, Labour Hire, and Apprentice and Trainee employees by educating them in their career path as well as life and financial skills.

Employment at mteSA

2.5 Attendance

mteSA expect all employees to attend work for the specified days and hours required by the Host Employer. It is important that you are on time to work and if you are absent due to illness or other reasons, you are to notify your Host Employer and the mteSA Office 08 8531 1733 or your Field Officer. This needs to be done within an hour of your normal commencement time and a message can be left on our answering machine, explaining the reason for the absence and your expected date of return. A Field Officer will follow up with you regarding any absence. These rules apply to all aspects of your employment.

2.6 Appearance

Employees are expected to wear the appropriate uniform ensuring they follow the correct and safe clothing standards for their host organisation. Regardless of the type of work, cleanliness is extremely important and is expected of all employees.

All employees are expected to wear adequate and appropriate safety clothing and equipment. Any jewellery, accessories or item of clothing that may be deemed a Work Health & Safety risk must not be worn during work or training. Hair (including facial hair) is to be kept neat and tidy at all times and tied back if posing a risk or below the shoulders.

2.7 Mobile Phones

Use of mobile phones are prohibited during work hours except in the case of an emergency. If you have your mobile phone on you it must be either switched off or on silent and only used during your allocated breaks. If somebody needs to reach you in an emergency, they can contact your Field Officer or your Host Employer during work hours. If you receive a personal call during business hours to your workplaces' phone, these should be kept to a minimum and should only be used in an emergency or as a last resort.

2.8 Social Media

It is the expectation of mteSA that employees understand their obligations when using social media privately or for company use when online communication is about mteSA, Host Employers, our services, other employees or any other work-related issue. All employees are expected to act responsibly and ethically and ensure that posts are respectful and do not disclose confidential or sensitive information or damage mteSA or the Host Employers reputation. For further information please refer to our Social Media Policy, policy number 76.

2.9 Smoking/Drugs/Alcohol

Smoking is prohibited in all areas at mteSA and Host Employers other than the designated smoking area outside. Smoking and using e-cigarettes are banned in all enclosed public areas and workplaces as well as certain outdoor public areas under the Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2016. These bans protect people from harmful secondhand smoke.

mteSA is committed to ensuring the health, safety and welfare of all employees by providing safe working environments. mteSA and all Host Employers premises are drug and alcohol free. Employees who are adversely affected by drugs or alcohol are deemed not fit for work as they are a risk to themselves and those around them.

In line with this mteSA may conduct random drug testing and we reserve the right to require an employee to attend a medical facility for alcohol or drug dependency evaluation. Anyone testing positively will be sent home immediately. All breaches of drug and alcohol use in the workplace will be treated seriously and may result in the loss of your contract.

2.10 Code of Conduct

Offensive or socially unacceptable behavior will not be tolerated at any time. It is expected that all employees will act in a way that will not discredit the Host Employer or mteSA or yourself. Failure to comply may result in the loss of your contract. Please refer to the Code of Conduct for further information.

2.11 National Employment Standards

The National Employment Standards (NES) are 10 minimum employment entitlements that must be provided to all employees. The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement cannot provide for conditions that are less than the national minimum wage or the NES. They cannot exclude the NES.

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

All employees in the national workplace relations system are covered by the NES regardless of the award, registered agreement or employment contract that applies. Visit Fairwork.gov.au for more information.

2.12 Hours of Work and Payments

All employees are paid in accordance with their respective awards and agreements governing their industry. This includes any overtime payments or time in lieu arrangements.

Full time casual worker working hours are 38 - 40 hours per week or reduced hours/days as directed by Host Employers.

Superannuation is prescribed by law and the employer contribution is currently 9.5%. mteSA will pay your super amount into the fund of your choice as required by legislation.

All employees must complete a timesheet, showing all hours worked and any breaks taken. Timesheets are due no later than 10.00am on a Wednesday and the working week is Wednesday to Tuesday. Pays are processed on a Wednesday and you should receive your pay in your bank on the following day. You will be advised if there are any changes to the pay day due to Public Holidays or payment errors.

If a timesheet is not provided by 10:00am Wednesday morning, you will not be paid that week. Timesheets must be signed by your manager.

2.13 Salary Sacrifice

Being a not-for-profit with PBI status means that as your employer we can offer you workplace benefits such as salary packaging. This means as an employee you could reduce your income tax through salary packaging. The Australian Taxation Office allows you to pay for certain expenses with before-tax dollars. You could salary package your mortgage, rent, personal loans, everyday living expenses and much more. Even as an Apprentice or Trainee if are paying income tax you could save by salary sacrificing. For more information on salary packaging speak to your Field Officer or the administration staff.

2.14 Annual Leave, Personal/Carers Leave, Public Holidays

Employed with mteSA as a casual Labour Hire employee, Annual Leave, Personal/Carers Leave are not available as paid leave. Any day/hours of leave will be unpaid leave.

2.15 Public Holidays

Public Holidays, unless you are required to work on these days are unpaid days. Overtime rates for working on a Public Holiday will be paid in accordance to the applicable Award for your industry.

2.16 Safety

mteSA provides a safe workplace for all employees. mteSA have a duty of care to establish appropriate policies and procedures and provide such information, instructions, education and supervision as is practical to ensure compliance with applicable legislation and the health and safety of employees and others. It is also the responsibility of mteSA to ensure that the Host Employers also provide safe working conditions for our employees.

For your own safety and the safety of others. You must follow all safe work practices as instructed by your Field Officer and Host Employer. All Personal Protective Equipment (PPE) that is provided must always be worn whilst working. If you notice any hazards at your workplace, it is your responsibility to ensure you report this to your Field Officer or Host Employer immediately. Please refer to Workplace Health and Safety Policy, policy number 29.

2.17 Access and Equity

mteSA believes that all persons are entitled to employment opportunities. Equal opportunity means that all people will be treated equally or similarly and not disadvantaged by prejudices or bias. mteSA are committed to providing a workplace that does not discriminate based on cultural background, gender, ethnicity, personality, age, education, disability or background.

mteSA has set up processes and practices that support the following State and Commonwealth Legislations:

- Human Rights Act 1986
- Sex Discrimination Act 1984
- Affirmative Action (EEO for Women)
- Equal Opportunity Act 1984 (SA)
- Racial Discrimination Act 1975
- Racial Vilification Act 1996
- Racial Hatred Act 1995

mteSA are committed to providing opportunities to disadvantaged groups and will not tolerate the unfavourable treatment through direct or indirect discrimination of any person. For more information refer to our Equal Opportunity Policy, policy number 61.

2.18 Personnel Records

mteSA will record all aspects of your employment in your personnel file. This will include any performance reviews, change of status, and disciplinary actions.

All employees are required to read and sign mteSA Privacy Statement, Code of Conduct, and Confidentiality agreement.

Files are confidential and secured appropriately.

2.19 Employee Complaints

There may be times that an employee has a complaint about an aspect of their employment. If there is a concern in any area of your employment, please speak to your Field Officer and/or Host Employer.

mteSA also has a Complaints and Appeals Policy and Procedure that an employee can raise a dispute, concern, problem or complaint on any job-related matter which an employee considers is unfair or unjust.

2.20 Counselling

The Field Officers and other staff at mteSA are available for you to speak with should you encounter a problem in your workplace. In some instances, employees may require further counselling services as working, studying and family and friend commitments can take a toll on us. mteSA are happy to assist you in providing you with information about counselling services.

3. Policies

It is crucial that all employees are aware of mteSA's policies that may impact them as an employee of mteSA. If you want access to any mteSA policy, please contact your Field Officer and mteSA will provide you with the required policy and information.

4. General Information

OFFICE LOCATED: 6 Seventh Street
MURRAY BRIDGE SA 5253

TELEPHONE: (08) 8531 1733

EMAIL: admin@mtesa.com.au

CHIEF EXECUTIVE OFFICER: Tracey Kelly
Email: traceykelly@mtesa.com.au

FIELD OFFICER: Mick Law
(Recruitment, Employment enquires) Email: field@mtesa.com.au

FIELD OFFICER: Nick Robson
(Recruitment, Employment enquires) Email: nrobson@mtesa.com.au

FINANCE / OFFICE MANAGER Renee Puha
(Payroll / Finance enquires) Email: finance@mtesa.com.au

ADMIN OFFICER: Tracey Andrae
Email: admin@mtesa.com.au



BOARD

Due Diligence

CHIEF EXECUTIVE OFFICER

TRACEY KELLY

Oversee all areas
Report to Board

ADMINISTRATION

Wages – Invoices
Training Enrolments
All Financial Matters
Processing all Files

OFFICE MANAGER

RENEE PUHA

Return to Work Officer
Fire Warden
First Aid Officer

OFFICE ADMINISTRATION

TRACI ANDRAE

OPERATIONS

Vacancies
Recruitment
On Site Assessments
Pastoral Care
Assist Host Employers
Assist Trainees &
Apprentices

FIELD OFFICERS

MICK LAW

NICK ROBSON