

CORP-006
CODE OF CONDUCT



1. VISION

PEER VEET will be the lead provider of people solutions in every market in which PEER VEET operates.

2. MISSION

PEER VEET excels at recruiting and managing people solutions for business.

3. CORPORATE CORE VALUES

Forthright and honest - PEER VEET is proud of what PEER VEET is and PEER VEET will be open and honest in its dealings.

Innovative, flexible and resourceful - PEER VEET will actively seek out and capitalise on the opportunities provided by the system in which PEER VEET operates and through innovative practices, contribute to a productive and skilled work force.

Outcomes oriented – PEER VEET will deliver with passion. PEER VEET's success is dependant upon its capacity to produce highly performing people that are fiercely passionate about what they do.

Market driven, PEER VEET listens. Satisfying the needs of PEER VEET's market is the key to PEER VEET's survival. PEER VEET will monitor market needs and strive to produce quality outcomes and services at all times to match those needs.

Committed to continuous improvement. PEER VEET is driven by a desire to continually improve all areas of its performance.

Respect for the uniqueness of each individual. Respect for the individual is the strength of PEER VEET's training. PEER VEET will strive to provide an environment that allows each individual to reach his or her fullest potential.

4. BEST PRACTICE STATEMENT

This best practice statement identifies performance and behaviour for effective service and delivery of group training. It addresses its core functions and issues affecting the manner in which they are performed.

Group training involves quality training, focus on outcomes, regular support for apprentices, trainees and participating training companies, best practice in business management, observance of all statutory requirements, active participation in the group training network, partnering industry, assisting government in advancing structured skills training and making a positive contribution to the community's well-being.

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5. RECRUITMENT OF APPRENTICES AND TRAINEES

Effective recruitment is critical in achieving successful outcomes from structured training. The following elements increase the likelihood of good recruitment:

Current applicant and vacancy registers, promotion and advertising, a formal selection process including career guidance as necessary, induction into all work and workplace behaviour and practices as determined by assessment of employer and employee needs.

6. EMPLOYMENT OF APPRENTICES AND TRAINEES

PEER VEET is the legal employer of apprentices and trainees.

PEER VEET is responsible for seeing that its employees receive all industrial entitlements and are treated appropriately, wherever employed.

Like any employer, PEER VEET will identify and maintain current knowledge of industrial conditions and entitlements, etc, and ensure that participating organisations are aware of appropriate work practice and behaviour.

7. SELECTION OF HOST EMPLOYERS

The Host Employer role is critical to successful delivery of Group Training. While potential host employers may have particular requirements, at all times the major focus should be on the employment and training needs of the apprentice or trainee.

Host employers are chosen because of adherence to quality employment standards, ability to provide appropriate employment and training support and likelihood of long-term engagement.

8. SELECTION OF PARTICIPATING TRAINING COMPANIES

The participating organisations' role is critical to successful delivery of Group Training. While potential participating organisations may have particular requirements, at all times the major focus should be on the employment and training needs of the apprentice or trainee.

9. MANAGEMENT OF TRAINING

Effective management of training and relationships between the various parties calls for:

- regular and open communication,
- structured field support for apprentices and trainees,
- support for participating organisations,
- planned rotation of apprentices and trainees where appropriate,

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- program of liaison with government,
- other training intermediaries at the local level.

10. RELATIONSHIPS WITH GOVERNMENT

Group Training Organisations and Government work closely together in addressing industry skill needs and providing counter-cyclical employment and training support services.

The relationship is best when Group Training Operations and Government policy and practice are complementary, there is proactive liaison at the local level, relevant labour market data is exchanged in a timely and accurate manner, there is a mutual participation in fostering growth or apprenticeships and traineeships through group training.

11. RELATIONSHIPS WITHIN THE COMMUNITY

Group Training has its origins in community support and while commercial factors play a part community focus remains a significant feature.

The profile of group training and of group training Organisations is significantly enhanced when they participate in activities that benefit their local communities, lead their communities in addressing employment and training issues.

12. BEHAVIOUR

The reputation of PEER VEET is formed by not only what is done but also how functions are performed.

Positive impressions are more likely if PEER VEET maintains a high industry profile and receive recognition as a “good employer” through pursuit of quality, provision of good working conditions, timely payment of employee entitlements, observance of awards/agreements etc, identifiable policy on privacy, EEO etc, exhibits full and timely compliance with statutory employer reporting and financial management requirements.

13. ANNUAL REPORTS AND AUDITS

Transparency of accounts, displays prudent financial management, relevant financial ratios, appropriate reserves, practices good corporate governance.

Board composition and focus, frequency of meetings, relationship between Board and Executive.

Identifies as a leading participant in local community activities, employment and training initiatives, service clubs etc, relevant local events, supports fellow group training organisations, active association membership, co-operation with member organisations.

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Joint activity, with an eye to the welfare and growth of group training overall, and handling grievances and complaints.

PEER VEET is committed to promoting positive relationships with its employees and clients.

It is committed to creating an environment where all are treated with efficiency, fairness, integrity, impartiality and due care.

The Grievance procedure aims to ensure that grievances are addressed and resolved directly and quickly to avoid the escalation of problems. Under no circumstances will anyone be penalised for presenting a grievance and anyone with a grievance is asked to notify the Chief Executive Officer.

Where conflict arises, PEER VEET is committed to providing mechanisms for resolving conflict quickly and fairly and ensuring the privacy and rights of the individual/s concerned are maintained.

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

If you have an issue of concern, PEER VEET ask that in the first instance, you raise it with your PEER VEET Recruitment and Training Coordinator or the Employment Services Manager. Should this prove ineffective please feel free to phone PEER VEET Reception (08) 8348 1200 and ask to speak to the Chief Executive Officer.

As always, should your problem remain unresolved at this stage, the Training and Skills Commission will become involved and will be contacted through their office.

14. PRIVACY

PEER VEET abides by current legislation, industrial awards and agreements related to privacy, and will at all times treat personal information related to employees and clients as highly confidential.

PEER VEET will only collect information relevant to its business relationship with you and that is necessary to perform its functions and activities and to fulfil its legal requirements.

PEER VEET will not share, sell or trade your personal information to any company or person, except where that information is to be provided to other Organisations who perform certain functions or operations for us with your consent.

PEER VEET binds these companies to that same standard of care as PEER VEET does itself so that they cannot provide this information to anyone else. PEER VEET enforces this requirement through contractual agreements.

PEER VEET takes reasonable steps to ensure that your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information.

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If you learn that current personal information PEER VEET hold about you is inaccurate, incomplete or out-of-date, you should contact us and PEER VEET will promptly update any personal information that is inaccurate.

PEER VEET will protect any personal information that PEER VEET hold about you from misuse and loss. PEER VEET also protects it from unauthorised access, modifications or disclosure.

PEER VEET maintains physical security, such as locks and passwords on its computer systems.

15. ACCESS AND EQUITY

PEER VEET is also firmly committed to affirmative action, that is the development of strategies which promote equal employment opportunity for members of target groups identified by legislation as having experienced disadvantage in employment and, in particular, in fulfillment of its obligations under the Equal Opportunity for Women in the Workplace Act 1999.

PEER VEET operates in accordance with Anti-Discrimination Legislation and will develop policies and procedures that do not make distinctions between individuals or groups so as to disadvantage some and advantage others.

PEER VEET will not tolerate any form of discrimination and believes that all employees and the people PEER VEET do business with, have the right to work and visit in an environment free from discrimination.

16. CONFLICT OF INTEREST

It is a condition of employment that directors and employees of PEER VEET will not engage in activities that may constitute a conflict of interest, or place themselves in positions that might potentially produce a conflict of interest between themselves and PEER VEET.

When a conflict arises, it will be managed in a transparent and ethical manner and potential conflicts of interest will be disposed of as soon as they arise.

This includes financial, political or personal benefit from:

- Other business or professional activities
- Employment or accountability to other people or Organisations
- Membership of other Organisations
- Ownership of property or other assets
- Workplace Health, Safety and Welfare.

PEER VEET has a legal obligation to protect all employees and bona fide visitors from risk of injury or illness, so far as is reasonably practicable, in the working environment and will therefore maintain an effective Workplace Health and Safety Program that meets with minimum legislative requirements.

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PEER VEET will comply with the spirit and intent of relevant legislation, statutory requirements, codes of practice, regulations and industry standards and will make adequate provision of resources to meet these requirements.

Management of workplace health safety and welfare is an integral part of its overall management responsibilities.

The Manager, Occupational Health Safety and Welfare has the overall responsibility for the management of Occupational Health and Safety within PEER VEET. The Section Managers at all levels have the authority and responsibility for the health safety and welfare performance in their areas of control.

All employees have a legal obligation to be committed to the Workplace Health Safety and Welfare Program and the elimination or control of workplace hazards where reasonably practicable.

Each individual is personally responsible for working in a healthy and safe manner, following safety instructions, regulations and participating in safety training.

PEER VEET will not knowingly demand or expect any person to participate in an activity which is likely to be detrimental to their health or safety.

17. WORKPLACE OCCUPATIONAL HEALTH, SAFETY, WELFARE AND REHABILITATION

PEER VEET is committed to preventing injuries and illnesses in the workplace, by providing a safe and healthy environment for all employees. PEER VEET recognises, however, that injury, or illness may still occur, therefore all accidents will be reported at the earliest instance, investigated, and steps taken to control and prevent recurrence.

Rehabilitation will be offered to all employees following both work-related and non-work related injuries, and illnesses, in line with current legislation, industrial awards and agreements.

The objective of the Workplace Rehabilitation Program is to give support to the injured employee, and his/her family, and to assist the injured employee in an early return to meaningful duties, and productive work, through a mutually agreed suitable selected duties program.

The suitable selected duties program will be consistent with medical advice, and facilitated by an accredited Workplace Rehabilitation Coordinator and WorkCover staff or their agent.

Rehabilitation Providers will be involved in this process where appropriate.

Effective implementation of the Workplace Rehabilitation Program is achieved only with the direct support and cooperation of both managers and employees.

Managers and supervisors have the responsibility of actively seeking cooperation from their staff to ensure that the Workplace Rehabilitation Policies and Procedures are understood, and applied by those staff.

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Fellow employees are encouraged to be actively involved in a positive manner, wherever possible, to support an injured worker through their injury and rehabilitation process.

18. REVIEW OF POLICY

This policy will be reviewed every year from the date of endorsement or as circumstances require with consideration to its effectiveness and ongoing suitability.

DOCUMENT REVISION / AUTHORISATION HISTORY

Date	Description of Amendment	Prepared By	Authorised
24/02/2010	Version 1 – Supersedes Policy 523	T Hartley	M Boyce

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