

# PICKWICK WORKERS HANDBOOK

May 2022 | Version 3



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## **WELCOME**

On behalf of the Chief Executive Officer and management of Pickwick Group ("Pickwick") we welcome you to our Company. Pickwick has been operating since 1981 and we are proud of the family nature we still embrace.

## **INTRODUCTION**

We provide this handbook as a resource for you to meet both Pickwick's and our Client's expectations while you are at work. You will often be in the public eye and work around heavy plant and equipment that could cause harm. Safety is our number one commitment. Quality of service is paramount. You play a big part of that commitment.

## **OUR COMMITMENT**

Pickwick shall provide:

- A safe workplace free of hazard, as far as reasonably practicable, for all workers and others that our work may affect.
- Adequate information and training for the work you conduct.
- A system of work that will provide you safe work methods and responsibilities.
- A Chain of Command, a supervisor where appropriate and Client Services Manager (CSM), sometimes referred to as Site Manager, Contract Manager, Regional Manager or Account Manager.
- Appropriate clothing and identification for the tasks performed.
- Safe plant that is serviced, appropriate and electrically safe.
- Chemicals that are as safe as reasonably practicable.
- Appropriate other equipment to perform your tasks effectively and safely.

## **EMPLOYMENT CONDITIONS**

### **Probationary Period**

During your probationary period (as defined in your Letter of Offer) you will be provided with every consideration and assistance to succeed. The trial period is for both Pickwick and you. During this period, you

may wish to terminate your employment, Pickwick reserves the same right.

### **Awards or Agreements**

If your employment is covered by an award or an agreement you will be employed in accordance with that award or agreement. Your Letter of Offer will outline these requirements. It is important that you familiarise yourself with these requirements.

### **United Workers Union (UWU)**

The UWU is the union body that covers workers in the Cleaning and Security industries. As your employer, Pickwick recognises the importance of having a close working relationship with the union that represents its employees for the mutual benefit of both parties. Whilst Pickwick encourages union membership amongst its employees it's entirely your choice and at your cost should you do so. <https://www.unitedworkers.org.au/joinform/> will take you to the UWU website whereby you can complete your membership application if you decide to join.

### **Hours of Work**

Your Manager will inform you of your roster, including breaks, start time and finishing time. Pickwick may change your roster with appropriate notice in accordance with your award or agreement.

### **Pay Cycle**

Your pay cycle will be determined by your award or agreement and outlined in your Letter of Offer. This will be paid by direct deposit into your nominated financial institution.

### **Pay Enquiries**

Should you have any enquiries in relation to your pay contact your Manager immediately.

### **Superannuation**

Superannuation will be paid into your nominated superannuation fund in accordance with Federal superannuation legislation.

### **Training**

Pickwick will provide you with the necessary training to complete your work safely and effectively.

Your previous skills and learnings can be recognised as Recognition of Prior Learning. We understand that some skills are gained by years of experience with no formal record of training. In this case we can assess your skills by observation and questioning against our work method statements. Your skills can be accepted with a Verification of Competency (VOC) assessment.

### **Types of Leave Entitlement**

Pickwick provides permanent employees leave in accordance with the minimum employment standards or your Award/Agreement. For instance:

- Annual Leave,
- Personal Leave (Sick Leave),
- Long Service Leave,
- Carers Leave,
- Compassionate Leave,
- Paid Parental Leave, and
- Leave Without Pay. e.g. Family and Domestic Violence leave.

You are required to provide enough notification to be able to replace your services whilst you are on leave. Of course, we understand this may not always be possible in which case we will try to accommodate your request.

### **YOUR OBLIGATIONS**

As a Pickwick Worker you represent Pickwick and our client in public places. We always expect you to conduct yourself in a professional and polite manner. We require you to comply with the following:

- Any reasonable instruction given to you by an authorised person,
- Contractual requirements and your duty statement,
- Signage,
- Not to harm yourself or others,
- Report all incidents (Safety, Environmental or Security),
- Maintain all plant and equipment provided to you in good condition
- Wear the clothing and use any safety equipment provided to you,

- Keep any site induction requirements updated. (Report to your Site Manager if there is a problem),
- Perform your work diligently, and
- Not engage in non-work-related conversations with clients or our client's clients (e.g. retailers in shopping centres) or members of the public. In particular, you must not discuss any employment related matter. You can of course exchange pleasantries or offer directions if asked..

### **Performance at Work**

To ensure we provide the best service to our clients we want you to perform to best of your ability. We will train you and offer suggestions and encouragement for improvement where necessary.

### **Use of Internet**

Client equipment must never be used unless authorised. Client Wi-Fi may only be used if authorised for devices provided by Pickwick. Client Wi-Fi must not to be used from any personal electronic device.

You must not access any internet site during working hours on any device (both work or private) that is considered by a reasonable person to be offensive, defamatory, sexually explicit, harassing or insulting.

### **Use of Mobile Phones While at Work**

During your Pickwick induction you would have been advised on the use of mobile phones at work. There may be security implications for taking photos for work purposes at work. Please ask your Manager of the photography rules at your workplace.

Use of mobile phones for personal use may only be done during breaks.

If you need to use your mobile phone for work purposes stop what you are doing to use. Calls or texts should be short and to the point.

### **Knowing Your Job**

You will be instructed on the requirements of your job and how to perform to the highest level. We expect that you will always be professional. Take initiative by contacting your Manager if and where you see any problems or have any concerns.

### **Positive Image**

Your standard of dress and appearance should be of a high standard. You are often in the public eye and in contact with our clients. You are the image of Pickwick. Smile and go about your tasks with diligence.

### **Dress Standard**

- Pickwick shirt (maybe neatly bloused over your pants or tucked in),
- Navy Blue/Black work pants (long or knee length shorts in the tropics) with pockets (no track suits pants or active wear or short shorts),
- Black Belt (this will be used to hang keys or radios),
- Black enclosed shoes (safety shoes are encouraged, no runners), and
- Fresh clean clothing daily.

### **Appearance**

- Hair clean and neatly groomed,
- Males should be clean shaven (unless you have a beard, moustache or intend to grow a beard),
- If you grow a beard you will need new identification,
- Long hair is to be tied back or braided,
- Tattoos are allowed if “Non-Offensive” or “Culturally Significant”,
- Any tattoos that could be considered Offensive should be covered,
- Multiple studs or hoop earrings are to be of appropriate size and limited to what would be considered fashionable,
- Facial jewellery (e.g. nose, eyebrow, lip, cheek etc) is permitted but be tasteful,
- Personal Hygiene is maintained (shower and use a deodorant daily),
- No excessive make up,
- No **significant change** of hair colour (e.g. pink, blue, green, maroon etc) that is majorly different from the colour in your identification picture, and
- Changing from brown to blond (for instance) or covering up grey hair is acceptable, but this may require new identification.



### **Smoking**

You are not permitted to smoke inside or within 5 metres of any Company or Client premises or vehicle. You may smoke during your break if your shift is greater than 4 hours but only in a Designated Outdoor Smoking Area.

### **Punctuality**

You are expected to always turn up to start work at the given time. Ensure you allow sufficient time beforehand to be able to do so.

### **Time in Attendance**

You may have a 'time in attendance' requirement. This is a contractual arrangement of the time that cleaning must be performed, or the amount of times cleaning is to be performed hourly, daily, weekly or monthly. Understand your 'time in attendance' requirements and abide by them.

### **Appropriate Behaviour**

Bullying, sexual harassment and discrimination are all unacceptable forms of behaviour and will not be tolerated. Furthermore, violence of any kind in the workplace will not be tolerated, nor will victimisation of any person. Any behaviour found to amount to bullying, sexual harassment or discrimination, including associated victimisation, will lead to disciplinary action, which may include termination of employment.

Pickwick will treat reports of bullying, sexual harassment and discrimination seriously and will respond promptly, impartially and confidentially.

Pickwick requires staff to:

- behave in a responsible and professional manner,
- treat others in the workplace with courtesy and respect,
- listen and respond appropriately to the views and concerns of others, and
- be fair and honest in their dealings with others.

### **Resignation**

If you decide to leave Pickwick you are required to do so in writing to your Manager. Providing the appropriate notice is outlined in your Award/Agreement.

### **Separation Certificate and Certificate of Services**

Upon request you will be issued a Separation Certificate and Certificate of Services.

### **Exit Interview**

If you leave Pickwick you may be asked to complete an exit interview to provide feedback on our Company and operations.

## **SAFETY**

### **Reporting Faulty Equipment**

If you have faulty equipment or damaged equipment you are required to contact your Manager and report it immediately.

Place a **DO NOT OPERATE** tag or very clear note, if this tag is not available, warning others not to use the equipment.

Only the person that placed the tag or note, your Manager or the repairer can remove a **DO NOT OPERATE** Tag or note.

Your Manager should have the item replaced or repaired within 24 hours. If for any reason this is not done, report the fault again to your Manager to find out the expected time of replacement or repair. You must not use the equipment until it is safe to use.

### **Reporting Hazards**

Hazards are defined as anything that has the potential to cause harm to an individual or damage to property. You are expected to report hazards that may exist in the workplace to your Manager using the Hazard Report.

### **Reporting Incidents**

Incidents are defined as unplanned, unwanted, uncontrolled event that causes injury, illness, damage to plant/equipment or the environment. You are expected to report incidents that may happen in the workplace to your Manager immediately and complete an Incident Report Form within 12 hours of the incident.

### **Bullying and Harassment**

Bullying and harassment of any type or by any person is not tolerated. You can report and bullying or harassment to your Manager. You can view our Bullying and Harassment Policy online at [pickwickgroup.com.au](http://pickwickgroup.com.au). You can email confidentially from this Policy.

# INCIDENT MANAGEMENT

APPLIES TO WORK AND NON WORK RELATED INCIDENTS



<b>Step 1</b>	Stop work and seek first aid (First Aid Kits are available on site)
<b>Step 2</b>	Isolate and make the workplace safe
<b>Step 3</b>	Seek further medical attention if required
<b>Step 4</b>	Contact your Manager or Site Supervisor as soon as possible
<b>Step 5</b>	Complete an Incident Report and email it to the National SHEQ Manager within 12 hours
<b>Step 6</b>	Inform the client
<b>Step 7</b>	Confirm with your site Manager/Supervisor when the worker can return to work

### **Site Manual**

There may be a Site Manual with the following information available to you in the cleaner's room:

- Site Manual Review,
- Site Map,
- Scope of Work,
- All Workers and Sub Contractors Agreements and Responsibilities,
- Company Details,
- Mission Statement,
- Policy Overview,
- Reporting Requirements,
- Site Risk Assessment,
- Hazardous Substance Register,
- Emergency Response, and
- Work Method Statements.

### **Operating Plant and Equipment**

The use of plant and equipment is a normal part of a cleaner's task. You must ensure you have received the appropriate training to use the equipment safely.

Each shift you should make sure equipment is safe to use. Check the equipment for test and tag if it is run by electricity and that it is free from damage. Some of the equipment you may use are listed below:

- Vacuum cleaners,
- Gas burnishers,
- Carpet Cleaners,
- Walk behind scrubbers,
- Ride on Scrubbers, and
- Street Sweepers.

### **Training for Higher Risk Plant**

Some plant and equipment have a higher risk factor and require additional training and an assessment before operating. Talk to your Manager if you have not been trained:

- Gas burnishers,
- Carpet Cleaners,

- Walk Behind Scrubbers,
- Ride on Scrubbers, and
- Street Sweepers.

### **Electrical Safety**

All equipment that uses electricity shall have a current Test and Tag sticker fixed to the equipment. You are not to use any equipment that is not electrically safe or does not have a current Test and Tag sticker.

### **Manual Handling**

Manual handling is any activity that involves lifting, pushing, pulling, carrying, moving, holding or restraining. It also includes sustained and awkward postures or repetitive movements. Good manual handling techniques prevent injury.

Perform an individual risk assessment to include the following:

- KNOW THE LOAD - weight, size, shape, grips of the object being lifted,
- CHECK THE DISTANCE to be travelled,
- TECHNIQUES - what lifting aids are available,
- PREPARE THE AREA - remove obstacles & clean-up spills,
- ARRANGE ASSISTANCE - if additional personnel or equipment is required, ensure it is organised before performing the task, and
- COMMUNICATE - tell partner where the load is going before you lift & nominate one person to coordinate the lift. (i.e., ready, set, go!).

Guidelines for Lifting Objects:

- Seated work - not more than 4.5 kg,
- Standing – 20% of your weight but no greater than 20 kg,
- 21 to 55 kg - mechanical assistance and/or team lifting is highly recommended and should be provided, and
- More than 55 kg - mechanical assistance and/or team lifting mandatory.

### **Working Alone**

There may be occasions where staff are on their own, when they cannot be seen or heard by another person, and when they cannot expect a visit from another worker or member of the public for some time.

These are some things that can be done to provide a safer environment:

- If walking or catching transport endeavor to walk in well-lit public areas,
- Always remain alert (avoid using headphones or ear pieces) and be aware of your surroundings,
- Park close to the entrance (where possible),
- Park/walk in a well-lit area and where possible where there are also cameras monitoring the area, and
- Phone someone as you walk to your car or pretend you are on your phone as you walk.

### **Hazardous Substance and Dangerous Goods**

You will be required to use Hazardous Substance and Dangerous Goods (chemicals) in the normal course of your daily duties. Using these simple techniques will prevent you from hurting yourself, damaging property or harming the environment:

- Use the chemicals for the intended purpose outlined in the directions for use,
- Dilute chemicals in accordance with the manufacturers guidelines,
- Know the location of the Safety Data Sheets
- Use the Personal Protective Equipment recommended,
- Refer to the Safety Data Sheet for directions on new chemicals,
- Dispose of chemicals in accordance with the Safety Data Sheet,
- Store chemicals in bunded tubs provided, and
- Do not bring new chemicals onsite without authorisation from your Manager.

### **Personal Protective Equipment (PPE)**

The WMS will identify the correct PPE for task. PPE signs are normally blue in colour and are represented by a graphic as the examples below show.

Types off Personal Protective Equipment Used in Pickwick							
							
Enclosed footwear	Gloves	Safety Glasses	Helmet	Hearing protection	Safety Footwear	HIVIs	Shirt and pants

Whilst some PPE is mandatory for certain tasks you may use other PPE any time you feel the need.

### **Contamination Control**

Pickwick has a set National Colour Coding system to be used for materials and equipment in the cleaning process. Strict adherence dramatically reduces the chance of **cross contamination** of bacteria during the diverse cleaning processes encountered.

## **ENVIRONMENTAL MANAGEMENT**

Pickwick is committed to the delivery of Environmentally Sustainable outcomes.

We achieve this by using chemicals that are safer for the environment and disposing of chemicals in accordance with a best practice approach.

Mop bucket water (grey water) shall always be disposed of down the cleaners sink where provided or toilet bowl. NEVER pour chemicals or grey water onto open soil or stormwater drains or gutters.

## **COMMUNICATION**

Pickwick understand that each Worker is a valued contributor to the entire team.

We encourage all Workers at all levels to constructively express their thoughts and ideas about the way we do things.

### **Types of Ways We Communicate**

Pickwick use many types of methods to communicate our message on operational matters, safety, environment and general information that we consider important to you.

Listed below are the ways we communicate:

- Pickwick website,
- Pickwick Intranet,
- Toolbox meetings (Company-wide and site based),
- Pre-Start Meetings,
- Operational meetings,
- Phone calls and text messaging
- Communication Bulletins,
- Safety Bulletins, and
- Mail drops.

## **WORKERS COMPENSATION**

All workers are covered under the terms of the various State/Territory WorkCover Schemes. This is designed to ensure workers with an income during injury periods sustained at work or during travel to and from work.

It is imperative that you report any injury, no matter how insignificant, in an Incident Report.

### **Rehabilitation**

Pickwick has a very flexible return to work program. There is considerable evidence that the quickest form of rehabilitation is to get back to work as soon as reasonably practical.

Pickwick will provide and promote prevention of work related injury and illness by ensuring there is a safe system of work available for all staff.

Pickwick maybe able to facilitate a Suitable Duties Plan (SDP) in consultation with your Doctor depending of your restrictions. Your CSM will provide you with the information you need.



## INJURY MANAGEMENT

### APPLIES TO WORK AND NON WORK RELATED INJURIES



<b>Step 1</b>	Complete the INCIDENT MANAGEMENT PROCESS
<b>Step 2</b>	If the Worker requires time off for an injury they must have a Medical Certificate or a Certificate of Capacity (for WorkCover). A casual worker will only be paid if the WorkCover claim is <b><u>accepted</u></b>
<b>Step 3</b>	If the Worker can perform restricted work duties the Doctor <b>MUST</b> provide what restrictions are in place
<b>Step 4</b>	Email the Medical Certificate or Certificate of Capacity with the restrictions to the National SHEQ Manager and the National HR Manager
<b>Step 5</b>	National SHEQ Manager will develop a Suitable Duties Plan (SDP) if <u>suitable duties are available</u> and email it back to the Manager
<b>Step 6</b>	The injured worker must get the SDP approved by the Doctor. The Worker and the Manager must sign the SDP and email back to the National SHEQ Manager
<b>Step 7</b>	The Worker cannot come back to full duties until they have a Medical Certificate or Certificate of Capacity saying they may return to “pre injury duties”

## BE SECURITY MINDED

### Key and Access Card Management

Keys, PIN's and Access Card security are some of the most important and expensive items entrusted to a Worker. Great care must be exercised in their use and security:

- Attach keys/access cards to a garment (belt) with an attachable device provided or keep in pockets on the Worker's person at all times as directed by the Manager,
- PIN's should be memorized and not written down on any document outside of State Offices or saved in phone memories, and
- Keys/access cards must always be in the custody of the Worker while working on-site.

### Security of Client Premises

Security of doors, Arming and Disarming security systems is a normal part of a cleaner's job.

IT IS THE OBLIGATION OF THE WORKER TO SECURE DOORS, ARM AND DISARM A SECURITY SYSTEM AS THEY HAVE BEEN TRAINED

## CLIENT INDUCTION

Client induction is a normal process when on site. In some cases, a client's process may differ from Pickwick's or Pickwick may not have a similar procedure. In this case, the Client's processes shall take precedence. Pickwick will develop a procedure in consultation with the client.

## DRUG AND ALCOHOL MANAGEMENT POLICY (DAMP)

Pickwick has a zero tolerance to illicit drugs and alcohol at work. Be aware that you are expected to conform to the Client and Pickwick's standard for substance abuse or use at work.

If you are using legal or prescribed medication that may influence your ability to work safely, you are required to inform your Manager.

Pickwick reserve the right to perform drug and alcohol testing at any time. This maybe random or targeted.

## NATIONAL COLOUR CODING FOR CONTAMINATION CONTROL

### PREVENTION OF CROSS CONTAMINATION Work Method Statement 142

Pickwick has a set National Colour Coding system to be used for materials and equipment in the cleaning process. Strict adherence dramatically reduces the chance of cross contamination of bacteria during the diverse cleaning process' encountered.

Materials and equipment include cloths, mops and buckets.

Each colour is to be separated from another colour. They **MUST NEVER** touch

**IMPORTANT NOTE:** NEVER USE THE SAME RED CLOTH FOR TOILETS AND THEN USE THEM ON SINKS, TAPS AND BENCHTOPS

**RED** Mops for Toilet Floors, Cloths for TOILETS, Sinks, Taps, Benchtops

General - Mopping Offices, corridors inside and outside

**BLUE**

**GREEN** Kitchens – Food Preparation Areas, Utensils, Sanitising

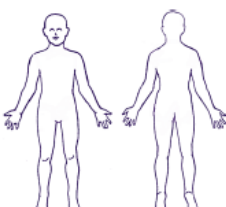
Infectious Substances

**YELLOW**



## INCIDENT REPORTING FORM EXAMPLE

### INCIDENT REPORT

Incident Type: <input type="checkbox"/> Safety and Health <input type="checkbox"/> Environmental <input type="checkbox"/> Other type of incident (see Section 5)			
<b>SECTION 1 - Details of Injured Person, Person Involved or Person Completing Report (must complete)</b>			
Name of person making this report:		Phone	
Name of person injured or involved:		Phone	
Employment Status:	Date of Birth	<input type="checkbox"/> Male <input type="checkbox"/> Female	
<input type="checkbox"/> Full time <input type="checkbox"/> Part Time <input type="checkbox"/> Casual <input type="checkbox"/> Volunteer <input type="checkbox"/> Subcontractor <input type="checkbox"/> Other (Specify):			
<b>SECTION 2 - Details of the Incident (must complete)</b>			
Date	Time: 24 hr clock		
Location	Job Number		
Task being performed at the time of the incident			
Name of Witness:		Witness Phone:	
Witness Statement	<input type="checkbox"/> Yes <input type="checkbox"/> No	Statement Attached	<input type="checkbox"/> Yes <input type="checkbox"/> No
Member of the Public Name	Member of the public Phone		
Member of the Public Address			
Description of the Incident		Photos Attached	<input type="checkbox"/> Yes <input type="checkbox"/> No
Person making this reports Signature: *		Date	
<b>SECTION 3 – Safety &amp; Health only (Must Complete)</b>			
Medical Treatment			
<input type="checkbox"/> Nil <input type="checkbox"/> First Aid Injury <input type="checkbox"/> Doctor Treatment <input type="checkbox"/> Hospitalised <input type="checkbox"/> Lost Time Injury <input type="checkbox"/> Ambulance called? <i>(LTI = at least one full shift off, due to injury)</i>			
Did the injured person stop work? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Date stopped work			
Time stopped work 24 hr clock			
Date Returned to work			
Time return to work 24 hr clock			
Has the person indicated they will make a Workcover claim?		<input type="checkbox"/> Yes <input type="checkbox"/> No	Have any similar Incidents occurred previously? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, date / /

## INCIDENT REPORTING FORM EXAMPLE CONTINUED

<b>SECTION 4 – Environmental (ONLY) Cross out if not an environmental incident</b>				
<b>Chemical Used</b>	Use the name in the SDS register in the IMS			
<b>Quantity Spilt</b>	litres	<b>Where did it enter the Environment</b>	<input type="checkbox"/> Drain <input type="checkbox"/> Soil	
<b>Type of Incident: (tick category)</b>				
<input type="checkbox"/> Spill (including fuel, oil, waste Material or other polluting substance)		<input type="checkbox"/> Unauthorised / Accidental damage to heritage item	<input type="checkbox"/> Unauthorised / Accidental vegetation removal or harm	
<input type="checkbox"/> Noise emission		<input type="checkbox"/> Erosion and sedimentation	<input type="checkbox"/> Contaminated water discharge	
<input type="checkbox"/> Other (provide brief description)				
<b>SECTION 5 – Other type of incident (tick one of the following)</b>				
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Burglary	<input type="checkbox"/> Break & Enter	<input type="checkbox"/> Criminal Damage	<input type="checkbox"/> Fire / Smoke alarm
<input type="checkbox"/> Property Damage	<input type="checkbox"/> Person Evicted	<input type="checkbox"/> Stolen Vehicle	<input type="checkbox"/> Troublesome Youths	<input type="checkbox"/> Shop Stealing
<input type="checkbox"/> Security Risk/Breach	<input type="checkbox"/> Industrial Relations	<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Drug Related (use of drugs, approached for drugs or if they want to buy drugs)	
<b>SECTION 6 – Informal Investigation</b>				
<b>5 Whys Investigation Result (Contributing Factors and the Root cause identified)</b>				
<b>Recommended Control Measure</b>				
<b>Further investigation required?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
<b>Section 7 - Client Reporting Details</b>				
<b>Has the client been informed</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Name of the person reported to:</b>		
<b>Date reported to client</b>		<b>Time reported to client</b>	24 hr clock	
<b>Section 8 - Manager / Supervisor Details</b>				
<b>*Supervisor Name: (if applicable)</b>		<b>Signature:</b>	<b>Date:</b>	
<b>*Managers Name:</b>		<b>Signature:</b>	<b>Date:</b>	

\* If this form is being completed digitally a signature is not required

## WORKERS CHANGE OF DETAILS FORM EXAMPLE

### DIVISIONS TO COMPLETE

Employee Code / No.

Admin. Code / Job No.

### Employee Details / Change of Details Form

This form is to be completed by a new employee so that we have their required information or by an existing employee wanting to update their details. Upon completion this form needs to be sent to payroll.

PERSONAL DETAILS					
Preferred Title:	Mr / Mrs / Ms / Miss	Preferred Name:			
Given Name(s):			Surname Name:		
Date of Birth:		Country of Birth:		Gender:	
Attached <input type="checkbox"/>	Please provide a copy of your Birth Certificate / Passport / Citizenship Documents to confirm your right to work in Australia. If you are born in Australia you must provide either a Birth Certificate or Australian Passport				
Health / Medical Information	(Include any allergies / food allergies if applicable)				
CONTACT DETAILS (MUST BE COMPLETED FOR PAYROLL)					
Home Phone Number:			Mobile Phone Number:		
An email address is compulsory as pay slips and staff notices will be forwarded to this email address					
Email Address:					
Home Address:					
Suburb/Town:			Postcode:		State:
Please provide postal address information if different to above, otherwise write AS ABOVE					
Postal Address:					
Suburb/Town:			Postcode:		State:
EMERGENCY CONTACT DETAILS					
Contact Name:			Relationship:		
Address:			Contact Number:		
NEXT OF KIN					
Full Name:			Relationship:		
Mobile Number:			Contact number:		
BANK ACCOUNT DETAILS					
Bank Name:			Branch:		
BSB Number:			Account Number:		
Account Name:			Account Type:		
AUTHORISATION					
I hereby certify that the information provided above is true and correct.					
Signature:				Date:	

## LEAVE APPLICATION EXAMPLE

### LEAVE APPLICATION

Employee Name: \_\_\_\_\_ Employee Code: \_\_\_\_\_

Leave Type (please tick)

- ☐ Annual  
☐ Long Service  
☐ Personal (formerly Sick Leave), i.e. you have been unwell  
☐ Carer, i.e. immediate family member is unwell  
☐ Compassionate, i.e. immediate family member with serious threat to life or passed away  
☐ Without Pay  
☐ Other (please specify) \_\_\_\_\_

Date's for Leave Taken: From (First day off) \_\_\_\_\_

To (Last day off) \_\_\_\_\_

Total Hours Requested: \_\_\_\_\_ Total Number of Days: \_\_\_\_\_

Please complete: Break down of hours to be taken off each site worked  
Each Manager's signature for requested time off

SITE WORKED	HOURS			JOB NO.	MANAGER'S SIGNATURE
	Weekday	Saturday	Sunday		

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorised by Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Comments:
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PAYROLL USE ONLY		
ACCRUED HOURS:	PAID FORNIGHT ENDING:	ACTIONED BY:
PAID HOURS:	DATE:	SIGNATURE:



## NOTES


## CONTACT DETAILS

<b>Australian Capital Territory</b>	<b>02 6241 1200</b>
<b>New South Wales</b>	<b>02 9525 9885</b>
<b>Northern Territory</b>	<b>08 7905 7051</b>
<b>Queensland / Head Office</b>	<b>07 3055 8400</b>
<b>South Australia</b>	<b>08 8268 7694</b>
<b>Tasmania</b>	<b>03 6121 4096</b>
<b>Victoria</b>	<b>03 9938 3900</b>
<b>Western Australia</b>	<b>08 9477 1783</b>



CLEANING SERVICES



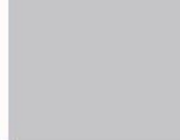
SECURITY SERVICES



BUILDING SERVICES



OTHER SERVICES



## MY INFORMATION

Employee Full Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Site /Depot Number: \_\_\_\_\_

Site /Depot Contact: \_\_\_\_\_



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