



# Staff Policy





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## **WELCOME!**

*I am grateful for the opportunity we have to work together to serve our congregations and to see **turningpoint** continue to make a positive impact in our communities, cities, states, and nations.*

*The Bible has many important things to say about the relationship between believers, who are all members of His Body.*

*Those of us in leadership are exhorted to treat you respectfully. You, in turn, as Staff are exhorted to give your best in the service of the Lord.*

*I pray that our relationship will always be positive and that it will be characterized by the love of Jesus Christ. We want to be an effective team working together for the advancement of God's kingdom. I also pray that during our time together, we will experience spiritual growth individually and also see the church grow and develop.*

*Thank you for the important part you play.*

*Serving together with you,*

*Ps Phil*

## **INTRODUCTION**

The Policy and Procedures Manual is designed to provide an overview and summary of the policies and procedures in effect at Cranbourne Christian Fellowship Centre Inc. (CCFC) trading as **turningpoint**.

This document is designed to be a reference for all **turningpoint** pastors, staff, volunteers, and co-workers; hereafter know as Staff, whether paid or unpaid.

It is designed:

1. To create guidelines and parameters for serving as Staff in the ministry of **turningpoint**.
2. To simplify many aspects of **turningpoint**'s procedures to a routine so that more time and effort may be devoted to spiritual, inspirational, creative and Gospel ministry.
3. To establish respectful communication methods for all Staff and Members of **turningpoint**, concerning any matter.
4. To provide a structure for effective accountability for **turningpoint** Staff.

Additions, amendments and/or deletions are the responsibility of the Office Manager, who will hold the 'Master Copy' of the document. All copies made of this document are to be recorded under 'Version Control' located in the Document Control section at the start of this manual. The Office Manager is responsible for keeping any copies up-to-date with the 'Master Copy'.

## ***Staff Values***

The following Staff Values are to be the foundation for the way that we conduct ourselves and our work and ministry. They represent who we are and what we are committed to, as **turningpoint** church.

These values are considered to be reflective of the ideal working environment, culture, and community that Staff would find conducive to effectiveness and fulfilment in their work and ministry.

As Staff of **turningpoint** we will endeavour to display:

1. **Character** – Be Christ-like, displaying this character in all that we do and say.
2. **Excellence** – Work with a spirit of excellence and a good attitude; doing all things well, as unto the Lord.
3. **Respect** – Treat every person with respect, valuing their thoughts, creativity, and opinions.
4. **Serving** – Value each person by serving them in a loving manner and providing outstanding and timely “customer service”.
5. **Atmosphere** – Create and maintain an open, honest, and positive environment where diversity is encouraged; new ideas are welcomed; and the free expression of our God-given ability to rejoice, have fun and enjoy what we do is valued.
6. **Spirituality** – Pursue an intimate relationship with God, keeping Him central in my life.
7. **Flexibility** – Recognize that a healthy church will change and grow, so we will do our utmost to flow with these changes.
8. **Stewardship** – Be a good steward of the resources entrusted to us, acting with integrity and honesty.
9. **Encouragement** – Seek to be a person who promotes and lifts others to higher levels of faith, esteem, and achievement.
10. **Teamwork** – Recognize the value of every person's role and work in a spirit of unity to achieve our common goals.

## ***Staff Belonging***

It is a requirement that staff at **turningpoint** be Members of the church, fulfilling all the requirements and commitments of a faithful Member. If not already a Member, staff must apply for Membership within three months of starting work. If, within those three months, the staff employee/volunteer is unable to become a **turningpoint** Member, the Office manager will restrict access and duties, limiting the employee/volunteer from functioning in any area of reasonability or leadership, or from working in an area involving children or vulnerable persons.

## ***Staff Dedication to Work***

Each Staff member has a function to support the Members of **turningpoint** through the activities carried out and in the specific areas of ministry where Staff are required to work.

“Servants, respectfully obey your earthly masters but always with an eye to obeying the real master, Christ. Don’t just do what you have to do to get by, but work heartily, as Christ’s servants doing what God wants you to do.” Ephesians 6:5-6

It is each Staff member’s duty to apply his/her skills to assigned tasks with faithfulness and diligence that would be consistent with any well-managed business effort.

## ***Moral Lifestyle***

At **turningpoint**, Staff, and Members represent **turningpoint** and God in their work ethics, morals, and conduct - including during and after normal business hours and at weekend services and church functions. As such, all Staff are expected to maintain exemplary standards of behaviour at all times.

**turningpoint** maintains a "zero tolerance" policy and will administer discipline, up to and including termination of employment; duties; and/or Membership, for violations including, but not limited to:

1. Sexual misconduct
2. Theft
3. Drug/substance abuse
4. Alcohol consumption, or the use/ possession of illegal or controlled substances on **turningpoint** properties
5. Illegal activity which may (or does) result in arrest and/or conviction.



6. Any activity or behaviour which is considered by the Oversight to be inappropriate or reflects unfavourably on the image (witness) of **turningpoint**.

## **SECTION 1 – GENERAL OFFICE OPERATIONS**

The following information and important responsibilities are provided in order for the pastors, staff, volunteers, and co-worker (hereafter known as Staff) at **turningpoint** to work harmoniously together and to build and maintain good relationships:

### **1. *turningpoint Office Hours***

Office hours - Monday to Friday 9:00 am to 4:30 pm. (Individual office times determined by the Office Manager)

Lunch break – 1 Hour (time to be determined by the office Manager)

### **2. *Attendance at Meetings***

In general, all relevant Staff who are required to attend a meeting on a particular day are expected to attend unless permission to be excused has been given by the Office Manager.

### **3. *Staff Meetings:***

The purpose of Staff meetings is to provide an opportunity for communication at a personal level and any Staff member is free to raise any matter for discussion. It is also an important opportunity for Staff to have an input into decisions that need to be made. It is recommended that unusual matters be placed on the agenda via the Office Manager.

The Office Manager will schedule these meetings on a regular or ad hoc basis as they deem necessary. Staff who are absent for any reason must accept the responsibility to catch up with the items discussed and decisions made.

### **4. *Special Meetings:***

From time to time, special purpose meetings are scheduled. Details of these meetings will be advised separately to the Staff involved.

## **5. *turningpoint Leaders Meetings:***

**turningpoint** Leaders Meetings are held on a regular basis at different locations and times. Staff may be required to attend these meetings.

Where a Staff member might attend a church other than **turningpoint**, the Office Manager may still deem it necessary for the Staff member to attend.

## **6. *Major Events***

There are **turningpoint** calendars available to all Staff, which provide details of major **turningpoint** activities and events. Attendance at these events is expected unless deemed by the Office Manager as not necessary.

## **7. *Leaving the Office or Workstation***

All Staff are required to notify the Office Manager when they will be out of their office or away from their workstation for a lengthy period. Notification should be given before they leave, as to their whereabouts, and the approximate time of returning to the office or workstation. Staff are required to inform the Office Manager with an estimated return time if they are delayed in returning to the office.

## **8. *Telephone Messages***

If a Staff member receives a call and the desired person is not available to take the call, the Staff member will encourage the caller to leave a message on the Staff member's own personal voicemail (the Receptionist will not give out the Staff or a **turningpoint** Member's personal phone number or details unless they are listed in general church publications). Otherwise, a message will be sent electronically to the desired person with; time of call; date; person inquired after; urgency of the message; return phone number (or email address) and the message. If the details are not forthcoming, then the caller is to be notified that no message will be forwarded.

## **9. *Staff Prayer***

All Staff members are expected to participate in the prayer component of the Staff Meeting, and other required meetings. Non-attendance would need to be endorsed by the Office Manager.

## **10. Staff Birthdays**

The Office Manager will arrange that Staff birthdays will be celebrated on the 1<sup>st</sup> Monday of each month except on public holidays.

## **11. Staff Farewell**

Long-term Staff who are leaving are generally given a farewell gathering on their last day. The Office Manager will organize the event.

## **12. Visitors**

If you are arranging an appointment for someone to come to see you at a **turningpoint** location, please ensure that the visitor understands that they must report to the Information Desk upon arrival. All Staff are encouraged to receive and greet their visitors. Visitors must register their details in the office logbook on arrival and when leaving. If visitors arrive without an appointment, they will be asked to wait until the appropriate person has been contacted.

Any visitors requiring to enter a Child Care or a “school vulnerable persons” area will be required to hold a WWCC. The personal details of the Visitor (name, phone, email, representing company) will be entered into our database, along with a copy of their WWWC and ID.

All Staff are expected to help or direct visitors to the appropriate people, when available.

## **13. Dress Code**

During business hours, staff are expected to maintain appropriate dress code and grooming, as directed by the Office Manager. **turningpoint** has chosen an office environment characterized by "smart casual" dress with a focus on neatness, cleanliness, and modesty.

There will be times where it will be appropriate to dress more formally or more casually based on the Staff member's role and the task at hand.

If a Staff member has some doubts as to the suitability of any clothing or grooming styles, they should discuss this with the Office Manager.

## **14. Electrical Appliances**

All electrical appliances and equipment should be approved by the Office Manager before use. All heating and cooling appliances are to be plugged directly into power outlet sockets, **not** power boards.

It is a Staff member's obligation to report any concerns about an appliance to the Office manager.

## **15. Kitchens and Staff rooms**

All Staff are expected to clean up after themselves: washing, drying, and putting away dishes when using the kitchens; and caring for the appliances provided. Food safety regulations must be observed in preparation and storage of all food. If storing personal food, please label with your name and date. Children are not to be in the kitchen and Staff areas unless supervised by an adult.

All Kitchen equipment can only be used by permission of the Office manager after required training has been completed. Other than tea and coffee, all other desired sundries must be purchased at personal expense.

## **16. Car Parking**

Staff are only permitted to park in marked car spaces and are not permitted to park their cars in the spaces reserved for disabled persons, loading zones or other restricted parks and roadways. Some car parks may be cordoned off for other uses, so please adhere to any direction or signage.

## **17. Smoking**

Under Victoria's *Tobacco Act 1987* (the Tobacco Act), smoking is prohibited in all enclosed workplaces and public spaces where members of the public gather and may be exposed to second-hand tobacco smoke.

Therefore all **turningpoint** properties indoors and outdoors are deemed public space and are therefore to be smoke free.

## **18. Information Desk/Reception**

The Information Desk has four primary functions:

1. To provide a place to welcome people at church services and **turningpoint** events.
2. To provide a place for people to obtain information about **turningpoint** and its ministries.
3. To function like a "post office" to facilitate communication between our Staff and Members for all administrative tasks and information relating to **turningpoint**.
4. To receive payment of any monies required for **turningpoint** activities and events.

All Staff members should be vigilant to ensure that appropriate information is distributed to the Information Desk so that it is available when needed. This is done by contacting the Office Manager who will ensure that appropriate information is available electronically and in hard copy.

## **19. Attendance/Punctuality**

If a Staff member is absent, or even late in reporting for work, they place an extra burden on fellow Staff. In situations where it is impossible for a Staff member to report to work for any reason, it is their responsibility to give advance notice of their tardiness or absence to the Office Manager. Staff should endeavour to make all medical, dental, and other appointments outside normal working hours or during lunchtime. Before making an appointment that needs to be during office hours, staff should consult with the Office Manager.

## **20. Change of Status**

Staff are required to notify the Office Manager after changes in any of the following:

1. Name, address, or phone number
2. The person(s) to notify in case of emergency
3. Marital status and/or number of dependants
4. Exemptions for tax withholding purposes
5. Nominated beneficiary for group insurance benefits
6. Nominated Bank Account details for salary payments

All information will be stored in **turningpoint**'s database.

## **21. Full Disclosure**

All Staff must disclose to the Office Manager any criminal charges and convictions (either final or pending), or any conduct which is contrary to the principles as taught by **turningpoint** and set forth in the Bible.

The Office Manager will require 100-point ID check for all Staff and will store copies of all details on the **turningpoint** data base.

The Office Manager may, in their discretion, unless otherwise required by law, inform other Staff members, legal authorities or any other person the Office Manager may choose.

Some charges, convictions or conduct may be grounds for termination of position, or for disciplinary action.

## **22. Duty of Care**

All Staff that may come into contact with children or vulnerable persons will be required to hold a valid WWCC or similar and hold Membership within **turningpoint**. Additionally, Staff must complete the **turningpoint** Duty of Care with within the first six months and be endorsed by the Oversight.

Each Staff member must give consent to a police criminal record check to be carried out as often as **turningpoint** deems necessary. The ongoing engagement of Staff is conditional on the assessment of the report by the Office Manager.

Failure to hold **turningpoint** Membership, a valid WWCC or completing the **turningpoint** Duty of Care within six months, enables the Office Manager to have authority to terminate the Staff's position or restrict the Staff member to areas where children and vulnerable persons will not be in attendance.

## **23. Sexual Harassment**

**turningpoint** will not tolerate any form of sexual harassment of our Staff by anyone, including management, non-management, suppliers, Members, or any other individuals or organisations. Sexual harassment is a very serious and damaging practice. It not only demeans the individual being treated in such a manner, but it also creates stress in the entire organisation.

If you believe you have been sexually harassed, you are strongly encouraged to report any such incident to the Office Manager or a pastor. You will, at all times be protected from any form of discrimination or negative behaviour. **turningpoint** will not allow any form of reprisal against any Staff lodging a complaint or against corroborating witnesses.

If a Staff member has a concern involving an immediate risk to the welfare of a child, or a vulnerable person, or if there is a belief it could be of a criminal nature then call the police on 000 or make a report as a Mandatory or Mandated Reporter.

## **24. Dispute Resolution**

In the event of a dispute arising between Staff members, the following steps are to be followed in logical order until successful resolution is achieved:

1. Staff member discusses the issue with a fellow member of Staff (Supervisor).
2. Staff member and Supervisor discuss the issue with the Office Manager.
3. If unresolved, the Office Manager meets with a Campus Pastor.
4. If unresolved, the Senior Minister meets with the affected parties and makes a final ruling, unless otherwise required by law.

## **25. Staff Training**

**turningpoint** is committed to partnering with its Staff in their ongoing professional development. Staff training may take many forms, including in-house seminars, external seminars, conferences, and courses offered via educational institutions and/or external organisations.

This partnership may range from **turningpoint** providing partial or full-time release for the Staff member to complete the training, right through to **turningpoint** covering all time and costs associated with the training. The final arrangement will be determined in consultation with the Staff member considering the extent of direct relevance that the training has on the current or proposed role of the Staff member, in conjunction with the Office manager.

## **26. Staff and Family Members in the Turningpoint Buildings**

We welcome visits to our offices and buildings by family members of Staff; however, we ask Staff to recognise that in a working environment, prolonged visits are not appropriate. Occupational Health & Safety requires family members should be accompanied by the Staff member at all times.

Staff are reminded that your work time should not be impacted because of personal visitors. Any time in Luo that would be required must be arranged and approved by the Office manager before the visitation.

## **27. Risk Management**

All Staff have an ethical and moral obligation to exercise care as there are many areas within **turningpoint** operations that potentially expose the Staff and Members to risk. It is the responsibility of every Staff member to minimise these risks. This requires constant awareness in identifying and eliminating risks from the way we operate.

For those risks that cannot be fully eliminated, **turningpoint** purchases insurance to transfer the risk to a third party. This does not absolve Staff from the requirement to minimize risk.

A number of risk management policies are contained within this Manual. Please see the Office Manager if you have concerns regarding the management of any risks.

## **28. Intellectual Property**

It will be considered that any intellectual property created in any medium by Staff of **turningpoint** will be owned exclusively by **turningpoint** in line with Acts 13 of the *Designs Act 2003*. This Act stipulates that a design created by an employee during the course of his or her employment, or an independent contractor pursuant to a contract of service, will be owned by the employer.

All **turningpoint** original productions - “soft or hard” - are to be stored within **turningpoint** storage areas, sanctioned places or devices with appropriate security approved by the Office Manager to protect the Intellectual Property.



Sharing of **turningpoint** Intellectual Property will be determined by a Campus Pastor or the Office Manager.

## **29. Acceptable use of Electronic Media**

**turningpoint** recognises that Workers may need access to Electronic Media Systems in order to fulfil their role. Staff using Electronic Media Systems belonging to **turningpoint**, whether or on off the premises, ensure that the **turningpoint** policies are being adhered to and not be regarded as private in nature.

**turningpoint** accepts that from time to time some access will be used for personal use, as long as it:

1. Is infrequent and brief;
2. Does not interfere with the duties of the Worker or his/her colleagues;
3. Does not interfere with the operation duties or cause system outages
4. Does not compromise the security of **turningpoint** or of its systems;
5. Does not compromise the reputation or public image of **turningpoint**;
6. Does not impact on the electronic storage capacity of **turningpoint**;
7. Incurs no additional expense for **turningpoint**;
8. Does not create or exchange messages that are offensive, harassing, obscene or threatening;
9. Does not visit websites containing objectionable (including pornographic) or criminal material;
10. Does not create, store, or exchange information in violation of copyright laws;
11. Does not involve internet-enabled gambling or gaming activities;
12. Does not conduct any illegal activities or activities that are not in line with **turningpoint** values;
13. Does not create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.

If a cost is incurred to **turningpoint**, then the Staff member will be liable for:

1. loss, damage or theft of associated tools;
2. payment of telecommunication bills;
3. payment for online subscriptions.

**turningpoint** may, at its discretion, monitor:

1. Storage volumes;
2. internet sites visited;
3. downloaded volumes;
4. suspected malicious viruses;
5. messaging;
6. emails;
7. computer hard drives;
8. tracking locations

## **SECTION 2 – STAFF COMMUNICATIONS**

Communication is a vital aspect of any church or community of people. Problems can often be diagnosed as resulting from poor communication between the parties involved.

With increased communication, fewer problems are likely to arise and the better the church morale becomes. It is essential that communication flows both vertically and horizontally and this is the responsibility of every person connected with **turningpoint**. The Staff electronic Notice Boards (TEAMs Chat etc.) should be checked regularly by Staff for general information.

The Staff meeting is also a vital forum of information; communication and attendance by all Staff is expected. (Exception: by approval of the Office Manager. Minutes of meetings will be made available for them).

### **1. Public Statements and Media Relationship**

**turningpoint** does not intend to curb freedom of speech, rather to establish a framework for an effective working relationship with the media. Staff are free to discuss **turningpoint**'s work and its goals while observing **turningpoint**'s Privacy Policy, provided that they make it clear that such a presentation is not authorised by **turningpoint**. **turningpoint** operates on the values of:

- Honesty:** The organisation will never knowingly mislead the public, media or staff on an issue or news story.
- Transparency:** The organisation will promote openness and accessibility in our dealings with the media, whilst complying with the law and maintaining confidentiality when appropriate.
- Clarity:** All communications with the media will be written in plain English.
- Balance:** Information provided will, as far as possible, be objective, balanced, accurate and timely.

Where a public comment is requested or required, ONLY a Campus Pastor or the Office Manager may respond. Staff members are not permitted to make any public statement about **turningpoint**, its Members, its visitors, its meetings, its Staff, its policies and procedures or any other aspect of **turningpoint** or their employment or engagement relationship with **turningpoint**, unless authorized by the Office Manager. Public statements include:

1. statements made to members of the media (radio, television, newspapers, journals, etc.)
2. attorneys, unless required by subpoena; and/or
3. employees of government agencies, including legislators.

Any person or entity requesting a public statement should be referred to the Office Manager or Campus Pastor.

## **2. Social Media**

Social media is an important tool that **turningpoint** uses to publicise its operations and solicit public support, therefore, every post must be in keeping with **turningpoint**'s mission, core values, and policies.

The Office Manager will be responsible to the Oversight to determine if the posts are:

1. professional and respectful;
2. promoting the best interests of **turningpoint**;
3. misleading or deceiving statements or inferences;
4. using appropriate language;

5. including intellectual property that only **turningpoint** has permission to use.

When engaging in personal and/or professional social media use, Staff must ensure that they:

1. don't use **turningpoint** details to register personal social media accounts;
2. refrain from conduct that has the potential to damage **turningpoint** reputation;
3. don't make comments that are unlawful, obscene, defamatory, threatening, harassing, discriminatory or hateful to, or about other Staff, Members, or clients of **turningpoint**;
4. act in a timely manner to correct or remove inappropriate posts (including defamatory and/or illegal content);
5. take appropriate and timely action to repair relations with any persons or organisations offended by an inappropriate post;
6. Avoid making blog comments and social media replies. To ensure that trolling and spamming do not occur, Staff should remove offensive or inappropriate replies, caution offensive posters, and avoid replying to any further requests for information generated by the post topic;
7. don't make comments that are, or could be perceived to be, made on behalf of **turningpoint**, rather than an expression of a personal view;
8. compromise Staff, Members, or clients.
9. Posts containing bullying, harassment, victimisation, discrimination, defamation, or any statement which makes someone think negatively of another should not be posted, as it may violate legislation such as:
  - a. Australian Human Rights Commission Act 1986 (Commonwealth)
  - b. Racial Discrimination Act 1975 (Commonwealth)
  - c. Disability Discrimination Act 1992 (Commonwealth)
  - d. Age Discrimination Act 2004 (Commonwealth)
  - e. Sex Discrimination Act 1984 (Commonwealth)

f. Defamation Act, 2005 (Victoria)

The Office Manager may, in their discretion, unless otherwise required by law, inform other Staff members, legal authorities or any other person the Office Manager may choose. Some charges, convictions or conduct may be grounds for termination of position, or for disciplinary action.

### **3. Disclaimer**

All published articles by any ministries/departments or other entities of **turningpoint**, e.g. leaflets, for general distribution that deal with sensitive or controversial issues must be approved by the Office Manager or Campus Pastor. This is to ensure that the articles are balanced and consistent with the general views of **turningpoint**.

In addition, if an article or leaflet is supplied by another organisation and is to be distributed by **turningpoint**, the articles must be qualified with attached wording to the effect that:

"the views expressed by the author(s) are representative of the view of the author(s) and may not necessarily represent the views of **turningpoint**, its Leaders or its Members".

### **4. Staff Information**

Staff are not to pass on addresses or telephone numbers of other Staff or Members unless this information is already available in the public **turningpoint** directory or in a **turningpoint** bulletin/newsletter. If an urgent situation requires immediate contact with a Staff member or Member, this is to be handled by the Office Manager.

### **5. Confidentiality**

During engagement at **turningpoint**, a Staff member may acquire or have access to personal information about Members, attendees, business information, or other confidential information related to **turningpoint** or affiliated organisations.

All details of the financial, emotional, spiritual, and physical dealings of **turningpoint** and its Members (both personal and corporate) shall not be divulged to other parties. Exceptions to this are: 1) where there are statutory requirements 2) within the role of the Staff member in the normal course of their duties, as specifically detailed in the Staff member's job description or directed by the Office Manager.

At no time during or following engagement with **turningpoint** can a Staff member use such information to benefit themselves or divulge such information to any person, firm or corporation. At no time is a Staff member allowed to copy such information without the prior knowledge and approval of the Office Manager. To divulge, disclose or copy such information without approval may result in immediate termination of the relevant Staff member's engagement with **turningpoint** and/or their Membership or greater.

## **6. Mail - Physical and electronic**

Each Staff member is provided with an area for distribution of external and routine internal mail. It is expected that Staff will check and clear these pigeonholes frequently to ensure a good flow of information.

All mail for external posting can be left in the "posting" area. This "posting" area will be cleared around 4:00pm of most working days.

Each Staff member is provided with an e-mail address to which e-mail messages may be sent from internal and external sources. The protocol for e-mail addresses is usually (*firstnamesurnameinitial@turningpoint.asn.au*) although some email addresses will only contain the first name of the relevant person. At times, a group name may be given for a group of Staff members may use. The main email address for **turningpoint** correspondence is *church@turningpont.asn.au*.

Refer to Attachment 10B - **turningpoint** e-Mail Policy. Of particular note is that e-mail is primarily an office tool and not a source of entertainment or personal communication.

All e-mail messages sent from a **turningpoint** system to external addresses shall be composed on the standard template incorporating the **turningpoint** details and disclaimer. Where an e-mail is sent to an external list of recipients, the addresses should be contained in the "Bcc" field so as to retain the privacy of all recipients, unless you have obtained their permission to do otherwise.

In order to manage hard disk space on the server, all Staff are required to regularly delete non-essential e-mail messages.

## **7. Internet**

Access to the internet for work use is provided to all Staff via individual workstations. Please see the Office manager for further details.

The internet connection provided by **turningpoint** may be used for limited private use, following approval by the Office Manager.

The internet connection provided by **turningpoint** is not to be used for any activities that are not in accordance with the beliefs and values of **turningpoint**. Staff should be aware that **turningpoint** may monitor all sites accessed via its internet connection. All instances of inappropriate use of the internet will be addressed directly with the Staff member in question by the Office Manager and may form grounds for dismissal.

## **8. Intranet**

At this point in time, there is no **turningpoint** Intranet setup. TEAMS is being used as the main internal collaboration system.

## **9. Public Information**

**turningpoint** employs various forms and methods of advertising - internally to our Members and externally to the community at large. All **turningpoint** advertising is co-ordinated through the **turningpoint** Office in conjunction with the Office Manager to ensure that all advertising is presented in a consistent manner and includes all necessary information.

The following guidelines apply in addition to the information contained in Section 11, Appendix 4, which sets out the Church policy, and "Guidelines for Internally Designed Publications".

## **10. Weekly Newsletter and public promotions**

Information to be provided in the weekly Newsletter/mail out is limited to promotion of the activities (that have a wider church appeal) for the upcoming week and major events. All notices or articles for the weekly Newsletter must be handed to the Newsletter Co-ordinator or emailed to [church@turningpoint.asn.au](mailto:church@turningpoint.asn.au) two days before the Newsletter release. As many inserts need to be edited due to space restrictions, each department should nominate a group member to be contactable to discuss these edits.

As a general rule, the length of time an event can be displayed in the Weekly Newsletter:

1. Annual events - 8 weeks
2. Association Meetings - 6 weeks
3. All Members event - 4 weeks
4. General event - 2 weeks
5. Regular event - 1 week

### **11. Website**

It is the responsibility of each department to ensure that the information on the website about its ministry is kept relevant and always updated. As a general guide, the website should contain information about the department's vision, structure, ministry objectives and other general and specific advertising of its upcoming events in an interesting and well-presented manner.

It is imperative that all the conditions set out in the privacy policy are adhered to regarding the posting of any personal information and any photos that may depict or display an individual without their consent.

### **12. Flyer Distribution**

Advertising material that is to be distributed at the entrance of the Church or during the Church meetings on the weekends must first be approved by the Office Manager or Campus Pastor, a minimum of one week before it is anticipated to be distributed.

### **13. External Advertisements & Procedures**

All placements of external advertisements in newspapers, magazines or other publications must be approved by the Office Manager.

### **14. Letter Heads & Proformas**

A standardized format has been developed for all letters, memo and faxes, both for internal and external communication. To ensure a well-presented and consistent "brand", all staff must use the **turningpoint** document templates available when creating a new document. Any **turningpoint** documentation should use Arial as the predominant font. If there is a need to develop new standard templates, then this should be discussed with the Office Manager.



## **15. Letters**

All written correspondence to people or businesses outside our congregation, as well as written correspondences to our own congregation must use the **turningpoint** letterhead. Stocks of these letterheads are kept in the **turningpoint** Office.

A sample copy of the letter proforma is enclosed at the end of this section as Attachment 3B.

A draft of all correspondence designed for "mailouts" must be signed off by the Office Manager before being mailed out.

A draft of all correspondence addressing sensitive or serious issues must be signed off by the Office Manager before being mailed out.

Copies of all outgoing communication must be saved and stored in **turningpoint** storage areas.

## **16. Email**

All email correspondence addressing sensitive or serious issues must be signed off by the Office Manager before being sent. Copies of all outgoing communication must be saved and stored in **turningpoint** storage areas.

## **17. Communication Forms.**

Communication forms are found at the below link and these forms are available to and are relayed to the respective people/departments: [www.turningpointchurch.org.au/resources-1](http://www.turningpointchurch.org.au/resources-1).

## **18. Workflow and assignment**

General all work requests are placed via the website via

# **SECTION 3 – SECURITY**

## **1. Church Files and Records**

All information obtained must comply with the **turningpoint** Privacy Policy.

All confidential **turningpoint** Member or Staff information, files, and records are to be secured only in **turningpoint** storage areas at the end of each day or when not in use.

Files that are able to be accessed on personal equipment (phone, computer etc.) must have password restricted entry.

Only specifically authorized individuals may access or be in possession of **turningpoint** Member or Staff information, files, or records including those on or in computer files, file cabinets, and/or Staff desks. Breaches of security involving **turningpoint** Member/Staff files must be reported immediately to the Office Manager. Files or records which are no longer required to be kept are to be securely removed.

Staff must not divulge information contained in a **turningpoint** database or file to anyone except as required to fulfil their job. Violation of this policy is grounds for possible termination.

It is the responsibility of all Staff to update any changes to addresses, phone numbers, email address or any incorrect information held.

## **2. Keys**

Staff and Members, depending on their responsibilities, may receive key(s) to allow access to various areas of **turningpoint** premises. All keys issued must be recorded in the Key Holder Register (refer Attachment 4B).

These keys are obtained from the Office Manager. Staff Members will be required to sign a Key Request Form (refer attachment 4C). All keys must be returned on or before the last day of engagement or termination to the Office Manager.

A bond is required upon the issuing of Keys. Lost keys must be reported immediately to the Office Manager immediately. Routine assessments will be carried out to maintain the Key Register. Keys must NOT be duplicated or given to others.

The Bond will be forfeited if there has been any breach in key management.

## **3. Building Security**

All Staff and visitors to **turningpoint** Church must report to Reception and sign in the logbook.

All Staff need to accept responsibility for closing all windows, turning off lights, air conditioners and electrical appliances and locking doors before leaving the building.

All Staff should be aware of the security arrangements and, if required to lock up, are expected to secure windows and doors before activating the security alarm system and locking up the premises and gates (refer Attachment 4E for Lockup Procedure).

Any suspicious activity on the property should be immediately reported to the police and to the Office Manager.

#### **4. *After Hours Appointments/Meetings***

If arranging appointments after hours, please ensure that you are not alone in the **turningpoint** buildings.

#### **5. *Copyrighted Software***

Every **turningpoint** Staff, Member, contractor, and consultant is considered personally responsible for all assigned software assets and must co-operate in ensuring that software product licenses are fully respected.

Staff are not allowed at any time to load any software onto any computer at **turningpoint**. If there is a need for software requirements that are not available through the church, the person requiring that software must speak directly with the Office Manager who will determine whether the software is appropriate.

#### **6. *Copyrighted Media***

**turningpoint** respects the copyrights of all media (audio, visual or print). Every **turningpoint** Staff, Member, contractor, and consultant is personally responsible for ensuring that copyrighted media is not copied or reproduced, except by prior written permission of the copyright owner as indicated on each piece of media.

All requests for permission to copyright or reproduce copyrighted media must be made via the Office Manager.

#### **7. *Copyright – Music***

The Church has a license agreement with CCLI. Staff should be familiar with what is permitted to be copied under the terms of this agreement.

## **8. *Scanning of Signatures***

Staff are not permitted to scan or use scanned signatures for any applications unless specifically authorised by the Office Manager and the owner of the signature.

Inappropriate use of scanned signatures is grounds for possible dismissal.

## **SECTION 4 - EMPLOYMENT**

### ***Introduction***

This section is to help identify requirements and responsibilities, and as a general guide and to be read in conjunction with any workplace contract and/or employment ward.

### **1. *Salary Structure***

The Finance committee functions to analyse current award rates in line with the appropriate salary structure for each staff position and make recommendations to the Oversight. The Oversight then either confirm or modify the recommendations of that advice and instruct the Treasurer accordingly. Any queries relating to salary structure should be directed to the Treasurer.

### **2. *Pay Days***

Wages will be paid into the nominated bank account via electronic transfer on a weekly basis or as personally negotiated with the Treasurer. All enquiries should be directed to the Treasurer.

### **3. *Superannuation***

Each employee qualifying for an employer-sponsored superannuation policy will be provided with a superannuation policy document upon commencement. All enquiries should be directed to the Treasurer.

### **4. *Public Holidays***

The office will be closed on the following public holidays where these days fall on a weekday: New Year's Day, Australia Day, Labour Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Melbourne Cup Day, Christmas Day, and Boxing Day. If a public holiday falls on a weekend, the Victorian Government statute will determine whether a day-off is awarded in lieu.

## **5. Annual Leave**

All applications for annual leave must be submitted to the Office Manager in writing for approval.

Leave may be taken at any time throughout the year subject to the Office Manager's approval.

If a Staff members accrues more than the equivalent of 4 weeks of annual leave at their current FTE (20 days for FTE=1.0), then they may be required by the Office Manager to take annual leave so that the annual leave does not increase to more than the equivalent of 4 weeks of annual leave at their current FTE.

## **6. Annual Office Closure**

The **turningpoint** office will normally close the Monday before Cup Day and for the period between Christmas and New Year public holidays.

All Staff are required to take leave at this time and may nominate this leave either as Annual Leave or Leave without Pay, subject to the conditions of these types of leave.

## **7. Compassionate Leave**

All Staff are entitled to up to 3 days of compassionate leave in any one calendar year (prorated to their FTE).

Compassionate leave is appropriate for exceptional circumstances involving hardship or grief – the death of a loved one, critical illness or emergency involving an immediate family member, etc. Compassionate leave entitlement may be taken separately or consecutively as the need arises.

Staff are required to advise the Office Manager at their earliest opportunity if they are unable to be at work on a given day due to circumstances involving compassionate leave. All applications for compassionate leave need to be submitted to the Office Manager. The Office Manager will then approve or reject such applications.

## **8. Sick Leave**

All applications for sick leave must be submitted to the Office Manager in writing after returning to work. For absences of 2 or more consecutive days then a medical certificate from the Staff member's medical doctor must be attached to the application.

Staff are required to advise the Office Manager at their earliest opportunity if they will not be at work on a given day due to illness. Where sick leave extends beyond 2 days, the Staff member must keep the Office Manager informed as to the anticipated date of return to work.

The number of sick days available per year is in accordance with current state and federal award legislation and are duly noted on individual Staff contracts. Once sick leave has been fully used up, Staff will not be paid for any days taken off due to illness until their next annual cycle commences.

The Treasurer will appoint someone to keep a record of all the days that are granted.

## **9. Long Service Leave**

All applications for long service leave must be submitted to the Office Manager and then be approved by the Treasurer.

## **10. Leave without pay**

All applications for Leave without Pay must be submitted to the Office Manager and then be approved by the Treasurer.

## **11. Staff Ministry Leave**

All Staff are entitled to some time off during each year to assist with the ministry of **turningpoint** i.e. kids camps, PD days, ministry training days etc. The amount of days and approved ministries are to be determined by the Office Manager.

## **12. Variations to Agreed Conditions**

All variations to the agreed working hours and leave arrangements are to be arranged with the Treasurer and the Office Manager.

# Attachment 4A – turningpoint Privacy Policy

## *Introduction*

**turningpoint** is committed to protecting the privacy of its Members, Staff, Visitors and Clients. We have created a Privacy Policy to ensure that we uphold the trust people place in us when they provide us with their personal information.

### **1. Personal Information Collection and Handling**

- a. When we collect personal information we will ensure that we do so in a fair manner. We will only collect information that is necessary for conducting our activities.
- b. We use personal information to provide personal ministry to an individual, to administer an individual's relationship with **turningpoint** and to provide individuals with information on events and ministries. Without personal information details, **turningpoint** may not be able to interact with an individual or provide ministry in a meaningful way.
- c. Whenever we collect personal information from third parties concerning an individual, we will take reasonable steps to advise that individual that we have the personal information, the reasons why we have it, and how the individual may gain access to it.
- d. **turningpoint** has a privacy policy that all Staff will need to sign (available via [www.turningpointchurch.org.au/tp-staff](http://www.turningpointchurch.org.au/tp-staff)) and adhere to. In brief, no personal information should be passed on to anyone else without the consent of the individual concerned. All information given to the church office is used for pastoral care purposes and is stored correctly.

### **2. Use of Personal Information**

Personal Information will only be used:

1. For the purpose it was collected and for related purposes that the person would reasonably expect it to be used;
2. Where consent is provided for the particular use;
3. If we are required by law to disclose it; or

Personal information is not generally available to persons who are not Members or Staff. **turningpoint** has a Church Directory and this is available to Members and Staff on request. We will regularly provide Members, Attendees and Clients with the opportunity to update their details via the Information Desk.

Dealing with a request for personal information: -

1. it is deemed that personal details listed via **turningpoint** publications are public and available;
2. at no time should personal information be given via an coming call/contact unless that information is already available in a **turningpoint** publication;
3. if a request for details NOT available in a **turningpoint** publication: -
  - a. the requester will be asked for their personal details;
  - b. the requesters personal details will then be passed on to person in question;
  - c. no other dealings or secondary requests will be dealt with.

### **3. Sensitive Information**

Some personal information is sensitive. We will only collect sensitive information for the purposes required by the activities of **turningpoint**.

Any sensitive information that **turningpoint** collects in the course of its activities is covered by an exemption set out in the 10 National Privacy Principles.

### **4. Storage of information**

Personal information we collect from individuals is kept confidential and secure.

When files are not being used, they will be stored in locked filing cabinets or password-protected electronic files. On occasion, the personal Information must be shared with third parties. This personal information will be shared where:

1. there is risk of harm being caused;
2. when **turningpoint** is required by law to disclose the information;



3. when there are matters of a serious moral nature which require the attention of the Senior Minister.

## **5. Online Privacy**

We have a public website at <https://www.turningpointchurch.org.au/> which is available to anyone. **turningpoint** collects personal information via forms on the website. The information that we request is limited to what is needed to provide the user with a particular service. When browsing our Internet site, cookies are used to track transactions.

When a user browses this website, our internet site host makes a record of the visit and logs the following information for statistical purposes:

1. the user's server address
2. the user's top level domain name (for example .com, .gov, .au, .uk, etc)
3. the date and time of the visit to the site
4. the pages accessed and documents downloaded
5. the previous site that was visited and/or the search engine keyword used to find our site
6. the type of browser and operating system being used
7. the amount of data in bytes that was downloaded from our site

No attempt is made to identify users or their browsing activities except, in the event of an investigation, where a law enforcement agency may inspect logs.

We have sections on the website which are available only to Members, Leaders, and Staff of **turningpoint**. These sections include information similar to that which is distributed in hard copy form to our Members, Leaders, Staff and have password protection.

## **6. Management of Information**

We will take all reasonable steps to ensure that the personal information collected from individuals is complete and up-to-date. We will regularly provide Members, Leaders, and Staff with the opportunity to update their details via our Information Desk.

We will take all reasonable steps to protect the information from misuse, loss, unauthorized access, or disclosure. **turningpoint** has procedures to securely destroy all personal information which is no longer needed.

## **7. Anonymity**

Where practicable and lawful, **turningpoint** will endeavour to provide individuals with the option of interacting anonymously. However, given the activities in which **turningpoint** is engaged in, this will generally not be a practicable option.

## **8. Access to Information**

We will provide people with reasonable access to the personal information collected by **turningpoint** in the course of its dealings with the person. However, in certain circumstances we may deny access to this information to the extent that:

1. Providing access would pose a serious and imminent threat to the life or health of any individual;
2. Providing access would have an unreasonable impact upon the privacy of other individuals;

In such a situation we will explain to the person the reason for denying such access.

**turningpoint** will do everything it can do to respect the privacy of individuals and will only make an individual's personal information available to those who have need of it to provide a service to the individual.

*If you would like access to **turningpoint** databases, please read through the form that can be accessed by going to the link below, and then you need to agree with the statements and then click submit the form:*

<https://turningpoint.churchcenter.com/people/forms/341541>

## STAFF DECLARATION

Please ensure you have read the turningpoint Staff Guide carefully and understand every section. Once you have finished and understood, tick each box below, sign the document then upload to the turningpoint Staff web page.

I declare that I have read the policies and procedures outlined in the turningpoint Staff guide handbook and agree to abide by them for the duration of my service as a volunteer at any turningpoint church campus.

I have read the following sections and fully understand what is required of me.

Section 1 – General Office Operations

Section 2 – Staff Communications

Section 3 – Security

Section 4 – Employment

_____	_____	_____
First Name	Middle Name	Last Name
_____		_____
Signature	Date	

You can upload this PDF of the **turningpoint** Staff Policy at the below link, please ensure you have signed and dated it and checked the four boxes above before uploading this file:

<https://turningpoint.churchcenter.com/people/forms/392048>

### **turningpoint Cranbourne**

1785 South Gippsland Hwy,  
Cranbourne East  
opposite Devon Road  
(03) 5996 3048  
**Pastor Norma Cayzer**  
Sunday Services: 9am, 11am, 6pm

### **turningpoint Lyndhurst**

Marriott Waters Community Centre  
25 Boland Drive,  
Lyndhurst 3975  
(03) 9773 5551  
**Pastor Sandra Tennison**  
Sunday Service: 10am

### **turningpoint Frankston**

The Chapel, 51/ 325 Nepean Hwy,  
Frankston  
(03) 9785 7229  
**Pastor David Owens**  
Sunday Service: 10.30am

### **turningpoint Koo Wee Rup**

335 Rossiter Road,  
Koo Wee Rup  
(03) 5997 2217  
**Pastor Sean LaBrooy**  
Sunday Services: 10am, 6pm(Fortnightly)

### **turningpoint Seaford**

224 Seaford Road,  
Seaford  
(03) 9785 7229  
**Pastor Marg Aeschlimann**  
Sunday Service: 2pm

### **turningpoint Lilydale**

197 Main Street,  
Lilydale  
(03) 9735 4419  
**Pastor Phil Cayzer**  
Sunday Service: 10am

### **turningpoint Rosebud**

Rosebud Guide Hall  
Cnr Jetty Road & Morgan Street,  
Rosebud  
(03) 5910 4802  
**Shane Foreman**  
Sunday Service: 2pm

### **turningpoint Morwell**

81 Princes Drive  
Morwell  
(03) 5996 3048  
**Pastor Steve Franklin**  
Sunday Service: 10am

### **turningpoint Filipino Outreach**

Facebook turningpoint  
Filipino Outreach \*\* (see link below)  
turningpoint Filipino  
Outreach Online \*\*\* (see link below)  
0437 860 597  
**Cynthia Quiambao**  
Sunday Service: 2pm

### **turningpoint Officer**

Function Room  
Comely Banks Recreation Reserve  
125 Bridge Rd,  
Officer VIC 3809  
(03) 5997 2217  
**Pastor Tony O'Connell**  
Sunday Service: 2pm

\*\* <https://www.facebook.com/turningpointFilipinoOutreach/>

\*\*\*<https://www.turningpointchurch.org.au/filipinoonline>

1783 South Gippsland Highway  
Cranbourne East VIC 3977

Phone (03) 5996 3048  
church@[turningpoint.asn.au](mailto:turningpoint.asn.au)  
[turningpointchurch.org.au](http://turningpointchurch.org.au)