



Spirometry Learning Australia

Human Resources Policy & Procedure Manual

Our History and What We Do:

Spirometry training is the principal activity of Spirometry Learning Australia (“the organisation”). Spirometry is recommended as an indispensable tool to aid in the diagnosis and monitoring of chronic airways disease and has been shown to have a considerable impact on the rate of diagnosis and clinical management of patients with COPD and asthma at the point of patient care (POC). In 2015 in response to the importance of promoting confidence in its use and to ensure high quality spirometry testing in POC services such as primary care, outpatient departments and hospital wards the Southern Adelaide Local Health Network (SALHN) and the Spirometry Development Group (SDG) developed and implemented a novel spirometry training approach, the Spirometry Learning Module (SLM), involving both on line learning and face to face workshops and mentoring to achieve a high level of competency for spirometry operators.

For many years the SLM was conducted within SALHN services and externally via the Asthma Foundation of SA. The SLM approach, combining on-line learning with interactive resources supported by a face-to-face workshop and an integrated approach with respiratory scientists, proved to be effective in participants who successfully completed the SLM with significant improvements in knowledge of spirometry test quality perceived confidence and experience of participants in spirometry measurement, and perceived knowledge of spirometry measurement and interpretation. These positive effects persisted in participants who could be followed up to 12 months. (Effects of the Spirometry Learning Module on the knowledge, confidence, and experience of spirometry operators; Parsons R, Schembri D, Hancock K et al December 2019npj Primary Care Respiratory Medicine 29(1))

Throughout 2018 and 2019 the SLM was reviewed and updated to SLMv2 and additional programs developed to become a suite of spirometry training and learning courses.

In 2019 Spirometry Learning Australia was established as a conduit to enable access of the SLM courses to the wider health professional community facilitated by a well- established general practice, Chandlers Hill Surgery, with a long standing respiratory medicine interest and credibility in training, research and patient management.

Spirometry Learning Australia’s flagship course, ‘Spirometry Learning Module – Competency Assessment’ (SLM – CA) course continues to be a comprehensive training program for health professionals who wish to achieve competency in point-of-care (POC) spirometry testing. It is designed to provide health professionals with the expertise, practical skills and confidence necessary to obtain quality assured POC spirometry measurements and reliably interpret test results. The SLM-CA is compliant with national and international spirometry standards (ATS/ERS).

The SALHN web-based learning management system hosts the Spirometry Learning Australia training programs.

Spirometry Learning Australia suite of resources include:

Spirometry Learning Australia – Competency Assessment

Spirometry Learning Australia – Refresher Course

Spirometry Learning Australia – Competency Assessment – Coal Mine Workers

Spirometry Learning Australia – Educational Resources for Health Professionals

Mission Statement:

Spirometry Learning Australia’s mission is to be recognised as one of the most innovative and effective providers of spirometry training to health professionals so that those people with lung disease can live their best life.

Vision Statement:

Our aim is to be:

- Known for high quality outcomes
- Known for strategies that contribute to lung health

Values:

- Integrity
- Diligence
- Trustworthy
- Honesty
- Respectful
- Agile
- Innovative
- Passion
- Fun
- Teamwork

ADHERENCE TO REGULATORY REQUIREMENTS

Spirometry Learning Australia recognises and adheres to the South Australia Fair Work Act 1994 (Version: 1.7.2017) and the Fair Work Act 2009 (No. 28, 2009; Compilation No. 33; Compilation date: 20 September 2017; Authorised Version C2017C00323 registered 03/10/2017) as per the Federal Register of Legislation.

CODE OF CONDUCT POLICY

Purpose

This policy affirms Spirometry Learning Australia's belief in responsible social and ethical behaviour from all employees and contractors. This policy clarifies the standards of behaviour that Spirometry Learning Australia expects of all employees and contractors.

Principles

Our employees and contractors contribute to the success of our organisation and that of the people for whom we provide services. Spirometry Learning Australia fully endorse that all employees and contractors are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the business, our clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and client trust.

Policy

Our Code of Conduct policy applies to all employees and contractors and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a Spirometry Learning Australia senior manager, any interest which may constitute a conflict of interest
- Promote the interests of Spirometry Learning Australia
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Spirometry Learning Australia and/or our clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Spirometry Learning Australia expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the Business Manager and / or Program Manager.

This policy will be regularly reviewed by the Business Manager and any necessary changes will be implemented by the Business Manager and / or Program Manager.

OCCUPATIONAL HEALTH AND SAFETY

Policy

Spirometry Learning Australia will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, Spirometry Learning Australia will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

Spirometry Learning Australia demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Manual handling policy

It is Spirometry Learning Australia's policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Workers' compensation policy

All employees may be eligible for workers' compensation benefits if injured while at work.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of Spirometry Learning Australia's first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
3. The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
 - employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses
 - name of the person entering details in the Register
 - date the employer was notified
4. Spirometry Learning Australia will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The SLA Business Manager must report serious injuries to RTWSA immediately.

Intellectual Property and Security

All intellectual property developed by employees during their employment with Spirometry Learning Australia including discoveries or inventions made in the performance of their duties related in any way to the business of Spirometry Learning Australia, will remain the property of Spirometry Learning Australia.

Employees may be given access to confidential information, data, business property, keys to premises or any other business-related property/information in the performance of their duties. This must be protected and used only in the interests of Spirometry Learning Australia.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Spirometry Learning Australia; or
- authorise or be involved in the improper use or disclosure of confidential information
- during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to Spirometry Learning Australia and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Spirometry Learning Australia and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and Spirometry Learning Australia may also pursue monetary damages or other remedies.

WORKPLACE DISCRIMINATION AND HARASSMENT POLICY

Aims

- Spirometry Learning Australia is committed to providing a safe, flexible and respectful environment for staff and clients free from all forms of discrimination, bullying and sexual harassment.
- All Spirometry Learning Australia staff are required to treat others with dignity, courtesy and respect.
- By effectively implementing our Workplace discrimination and harassment policy we will attract and retain talented staff and create a positive environment for staff.

Staff rights and responsibilities

All staff are entitled to:

- recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- work free from discrimination, bullying and sexual harassment
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All staff must:

- follow the standards of behaviour outlined in this policy
- offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint
- avoid gossip and respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect.

Additional responsibilities of managers and supervisors

Managers and supervisors must also:

- model appropriate standards of behaviour
- take steps to educate and make staff aware of their obligations under this policy and the law
- intervene quickly and appropriately when they become aware of inappropriate behaviour
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- help staff resolve complaints informally
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised
- ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made
- seriously consider requests for flexible work arrangements.

Unacceptable workplace conduct

Discrimination, bullying and sexual harassment are unacceptable at Spirometry Learning Australia and are unlawful under the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability.

Discrimination can occur:

- Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below).
For example, a worker is harassed and humiliated because of their race or a worker is refused promotion because they are 'too old'.
- Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below).
For example, redundancy is decided based on people who have had a worker's compensation claim rather than on merit.

Protected personal characteristics under Federal discrimination law include:

- a disability, disease or injury, including work-related injury
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members
- race, colour, descent, national origin, or ethnic background
- age, whether young or old, or because of age in general
- sex
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union
- religion
- pregnancy and breastfeeding

- sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- political opinion
- social origin
- medical record
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

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It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

Bullying

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination.

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting
- coercion
- isolation
- inappropriate blaming
- ganging up
- constant unconstructive criticism
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements
- unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable within Spirometry Learning Australia and may also be against occupational health and safety law.

Sexual harassment

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated unwanted requests to go out
- requests for sex
- sexually explicit posts on social networking sites
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life
- sending sexually explicit emails or text message
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour.

Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work.

All staff and volunteers have the same rights and responsibilities in relation to sexual harassment.

A single incident is enough to constitute sexual harassment – it doesn't have to be repeated.

All incidents of sexual harassment – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately.

Spirometry Learning Australia recognises that comments and behaviour that do not offend one person can offend another. This policy requires all staff and volunteers to respect other people's limits.

Victimisation

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator.

Spirometry Learning Australia has a zero-tolerance approach to victimisation.

Gossip

It is unacceptable for staff at Spirometry Learning Australia to talk with other staff members, clients or suppliers about any complaint of discrimination or harassment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

Merit at Spirometry Learning Australia

All recruitment and job selection decisions at Spirometry Learning Australia will be based on merit – the skills and abilities of the candidate as measured against the inherent requirements of the position – regardless of personal characteristics.

It is unacceptable and may be against the law to ask job candidates questions, or to in any other way seek information, about their personal characteristics, unless this can be shown to be directly relevant to a genuine requirement of the position.

Resolving issues at Spirometry Learning Australia

Spirometry Learning Australia strongly encourages any staff member who believes they have been discriminated against, bullied, sexually harassed or victimised to take appropriate and immediate action by contacting the SLA Business Manager directly by mobile phone.

Staff who do not feel safe or confident to take such action may seek assistance and advice from the SLA Program Officer who may provide support or action on their behalf.

More information

If you have a query about this policy or need more information, please contact the SLA Business Manager.

Review details

This policy was adopted by Spirometry Learning Australia on 1st July 2020 and is due to be reviewed on the 1st July 2021.