



Workplace Wellbeing & Staff Feedback Policy

Signature Funeral Services

Effective Date: Sunday, July 20, 2025

Owner: Management / Director – Rodney van den Brink

1. Why This Matters

At Signature Funeral Services, we care deeply about the wellbeing of our team. We're more than just a workplace – we're a team that supports each other during good days and challenging ones. This policy is part of our effort to keep our work environment positive, respectful, and healthy for everyone.

We want everyone to feel:

- Comfortable sharing how things are going
- Safe both physically and emotionally
- That your voice matters and is always welcome
- That we'll listen and act with care and fairness

2. Our Commitment to You

We're committed to making sure you feel good about coming to work. Regular wellbeing check-ins give you the space to share feedback, ask for support, and tell us what's working and what's not.

These check-ins help us:

- Pick up on any worries early
- Sort out issues before they grow
- Celebrate what's going well
- Keep growing as a team and business



3. Who This Is For

This applies to everyone – full-time, part-time, casual. Whether you’ve been here for a week or years, your thoughts matter.

We’ll offer these wellbeing check-ins:

- At least once a year
- If something big has changed in your role or in the business
- Anytime there’s a concern or you’d like to chat
- After any workplace incident or injury

4. How It Works

1. You’ll receive a short form to fill out. It’s private and there’s no pressure – answer what you’re comfortable sharing.
2. If you tick that you’d like to talk more, we’ll arrange a relaxed, confidential chat.
3. What you share helps us make your experience at work better. We’ll take note and respond where needed.
4. You won’t ever be treated unfairly for speaking up. We value honesty and openness.

5. The Feedback Form

You’ll find the form attached to this policy. It’s simple and designed to be easy to fill out. We welcome suggestions, ideas, and concerns.

6. Your Privacy Matters

Everything you share is handled with care. We only share your feedback if we need to make things safer or better, and even then, only with the right people.

7. Keeping It Fresh

We’ll check in on this policy every so often to make sure it’s still working well. You’re always welcome to suggest changes or ideas to help us do better.

8. Related Info

- WHS Policy
- Grievance Process
- Code of Conduct
- Anti-Bullying Policy
- Staff Feedback Form (Appendix A)



Anti-Bullying Policy

Signature Funeral Services

Effective Date: Sunday, July 20, 2025

Owner: Management / Director – Rodney van den Brink

1. Purpose

Signature Funeral Services is committed to ensuring a workplace that is respectful, safe, and free from bullying. We take all forms of bullying seriously and are committed to preventing and addressing any behaviour that undermines the dignity, confidence, or wellbeing of any staff member.

2. What is Workplace Bullying?

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. This can include, but is not limited to:

- Verbal abuse or threats
- Humiliating or belittling comments
- Intimidation or inappropriate criticism
- Excluding someone from team activities without valid reason
- Spreading gossip or rumours
- Undermining someone's work or reputation

3. What is Not Bullying?

Reasonable management action carried out in a fair and respectful way is not bullying.

Examples include:

- Setting reasonable performance goals, standards, and deadlines
- Giving constructive feedback or managing performance concerns
- Making reasonable decisions about work structure or duties



4. Responsibilities

Everyone has a role in preventing workplace bullying:

Management will:

- Lead by example in respectful behaviour
- Act promptly when concerns are raised
- Provide training and clear policies
- Support staff through grievance processes

Employees must:

- Treat others with respect and kindness
- Avoid behaviour that could cause harm
- Report bullying concerns early

5. Reporting Bullying

If you experience or witness bullying, we encourage you to speak up. You can:

- Talk directly to the person if you feel safe doing so
- Raise your concern with your manager or Rodney van den Brink
- Use the grievance process for formal complaints

All reports will be taken seriously and handled confidentially. No one will be treated unfairly for making a genuine complaint.

6. Support and Outcomes

We are committed to supporting all parties involved. Depending on the situation, we may:

- Facilitate informal resolution
- Conduct a fair investigation
- Take disciplinary or corrective action if bullying is confirmed
- Provide counselling or mediation support if needed

7. Policy Review

This policy will be reviewed regularly and updated as needed to ensure ongoing protection of staff wellbeing.



Code of Conduct

Signature Funeral Services

Effective Date: Sunday, July 20, 2025

Owner: Management / Director – Rodney van den Brink

1. Purpose

The Code of Conduct outlines the standards of behaviour expected of all employees, contractors, and representatives of Signature Funeral Services. Our values are rooted in respect, professionalism, compassion, and integrity. This Code ensures our team continues to uphold the trust placed in us by the families and communities we serve.

2. Scope

This Code applies to all employees, whether full-time, part-time, or casual, as well as volunteers, contractors, and anyone representing Signature Funeral Services in a professional capacity.

3. Expected Standards of Behaviour

- Treat all colleagues, clients, and members of the public with respect, kindness, and courtesy
- Maintain professional and compassionate conduct at all times
- Be honest, transparent, and act with integrity
- Respect confidentiality and privacy of client information
- Adhere to all company policies, procedures, and legal obligations
- Take reasonable care for your own health and safety and that of others
- Use company equipment, resources, and vehicles responsibly
- Be punctual, presentable, and reliable in your duties

4. Respectful Workplace

We are committed to a workplace that is free of bullying, harassment, and discrimination. Everyone has the right to work in an environment where they feel safe, valued, and supported. We expect all team members to:

- Speak and act respectfully
- Avoid gossip or behaviour that undermines others
- Welcome diversity and inclusion
- Raise concerns constructively



5. Confidentiality and Privacy

Much of our work involves sensitive and private information. All staff must:

- Protect client confidentiality
- Only access or share information when required for work purposes
- Never discuss client details outside the workplace

6. Conflict of Interest

Staff must avoid situations where personal interests conflict with their duties to the company. If in doubt, always disclose the situation to management to ensure transparency and fairness.

7. Use of Company Resources

Company vehicles, phones, computers, and materials should be used appropriately and primarily for work-related tasks. Misuse of resources may result in disciplinary action.

8. Breaches of the Code

Breaches of this Code may lead to investigation and, if necessary, disciplinary action. We are committed to a fair and consistent approach, and you will always have the opportunity to respond to any concerns raised.

9. Continuous Improvement

We encourage feedback, self-reflection, and personal growth. This Code of Conduct will be reviewed regularly and updated as needed.



Signature Funeral Services Pty Ltd
Drug and Alcohol Fitness for Work Policy Statement

Purpose:

To maintain a safe, professional, and legally compliant working environment for all employees and clients.

Scope:

This policy applies to all employees, contractors, and casual staff engaged by Signature Funeral Services Pty Ltd.

Policy Statement:

All employees are required to report for work in a fit and unimpaired condition. The use of drugs or alcohol before or during working hours is strictly prohibited where it:

- Impairs an employee's ability to safely and competently perform their duties;
- Places themselves or others at risk;
- Damages the reputation of the business.

Under Clause 5.4 of your Employment Agreement, you are required to:

- Exercise reasonable skill, care, and diligence;
- Comply with lawful directions and all company policies and procedures;
- Comply with relevant legislation, including work health and safety laws.

Testing and Disclosure:

The Company may, where there is a reasonable belief of impairment or a breach of this policy, direct an employee to undergo drug and alcohol screening. Refusal to comply with such a direction without reasonable grounds may be treated as serious misconduct.

Support and Assistance:

Employees experiencing issues with substance use are encouraged to confidentially raise concerns with management to discuss appropriate support and any available options.

Consequences of Breach:

Any breach of this policy may result in disciplinary action, up to and including termination of employment.

Issued: 13/07/2025

Name: _____

Signed _____ Date _____



Grievance Process

Signature Funeral Services

Effective Date: Sunday, July 20, 2025

Owner: Management / Director – Rodney van den Brink

1. Purpose

Signature Funeral Services is committed to providing a respectful, fair, and inclusive workplace. We understand that from time to time, staff may have concerns or grievances relating to the workplace, their colleagues, or management. This process provides a clear, supportive, and confidential way to raise and resolve these concerns.

2. What is a Grievance?

A grievance is any concern, complaint, or issue an employee has about their work environment, relationships at work, workplace decisions, or treatment they have received.

It may relate to:

- Bullying, harassment, or discrimination
- Workplace conflict
- Unfair treatment
- Unsafe working conditions
- Breaches of policy or procedure

3. Guiding Principles

- We encourage open and honest communication.
- All grievances will be handled promptly, fairly, and confidentially.
- No one will be victimised or treated unfairly for raising a genuine concern.
- We aim to resolve issues at the lowest possible level, through respectful dialogue.

4. Steps to Resolve a Grievance

Step 1 – Informal Discussion:

If you feel comfortable, raise your concern directly with the person involved. In many cases, this can resolve issues quickly.

Step 2 – Speak with a Manager:

If the issue is not resolved or you do not feel comfortable speaking with the person, you are encouraged to speak with your direct manager or Rodney van den Brink. They will listen, take your concern seriously, and work with you to find a solution.



Step 3 – Formal Grievance:

If the issue is not resolved informally, you can submit a formal grievance in writing.

Management will:

- Acknowledge receipt of the grievance
- Conduct a fair investigation
- Keep you informed throughout the process
- Document the outcome and any actions taken

5. Support and Confidentiality

We understand that raising a grievance can be difficult. You may choose to bring a support person to any meetings. All matters will be treated confidentially and with care, and only those who need to be involved will be included in the process.

6. False or Malicious Claims

We take all concerns seriously. However, deliberately making false or malicious complaints is considered misconduct and may result in disciplinary action.

7. Review and Feedback

We review our grievance process regularly and welcome staff feedback to improve how we handle concerns.



Policy Acknowledgment Form

Signature Funeral Services

Employee Name: _____

Position: _____

Date: _____

I acknowledge that I have received, read, and understood the following policies provided by Signature Funeral Services:

- Work Health and Safety (WHS) Policy
- Workplace Wellbeing & Staff Feedback Policy
- Staff Feedback & Wellbeing Review Form
- Grievance Process
- Code of Conduct
- Anti-Bullying Policy

Drug and Alcohol Fitness for Work Policy Statement

Office Conduct & Respectful Communication Memo

I understand that it is my responsibility to read and comply with the policies and to seek clarification if I have any questions or concerns. I am aware that these policies are intended to provide a safe, respectful, and supportive workplace environment for all staff.

I also understand that these policies may be updated from time to time and that I will be informed of any significant changes.

Employee Signature: _____

Date: _____

Manager/Witness Signature: _____

Date: _____



Work Health and Safety (WHS) Policy

Signature Funeral Services

Effective Date: Sunday, July 20, 2025

Owner: Management / Director – Rodney van den Brink

1. Our Commitment

At Signature Funeral Services, the safety and wellbeing of our team, clients, and visitors is our top priority. We are committed to creating and maintaining a safe, healthy, and supportive workplace where everyone feels valued and protected.

We strive to comply with all relevant Work Health and Safety legislation and standards, and to continuously improve our practices through education, consultation, and proactive risk management.

2. Objectives

- Prevent workplace injuries and illnesses by identifying, assessing, and managing risks
- Provide and maintain safe equipment, systems, and work environments
- Support the mental health and wellbeing of all employees
- Promote a culture of safety and shared responsibility
- Ensure all staff understand their WHS roles and responsibilities

3. Responsibilities

Management will:

- Lead by example in safe practices
- Provide appropriate training, instruction, and supervision
- Ensure all incidents and hazards are reported and addressed promptly
- Regularly review WHS policies and procedures

Employees are expected to:

- Take reasonable care for their own health and safety
- Follow safe work procedures and instructions
- Report hazards, near misses, and incidents promptly
- Use equipment and PPE as instructed

4. Mental Health and Wellbeing

We recognise that wellbeing is more than physical safety. We are committed to preventing psychological harm by promoting a respectful and inclusive culture, addressing stressors early, and providing access to support when needed.



5. Consultation and Communication

Signature Funeral Services values open communication. We actively consult with staff on WHS matters, listen to feedback, and involve our team in developing safe work procedures.

6. Continuous Improvement

WHS is everyone's responsibility. Through regular reviews, training, and collaboration, we aim to keep improving our systems to create a safer and more supportive workplace for all.

7. Policy Review

This policy will be reviewed at least annually or sooner if legislation, workplace practices, or risks change.