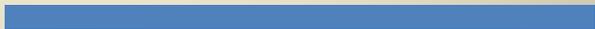


Human Resource Manual



1. Welcome

Congratulations on your appointment and welcome to the team at Altaira.

We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business provides casual and permanent staff to a variety of clients in the Health and Hospitality Sector. We strive to deliver exceptional customer service.

You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other employees and our customers will reflect the value that Altaira places on people, teamwork, and our commitment to superior customer service.

The purpose of the Human Resources Manual ('**the HR Manual**') is to introduce you to Altaira, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behaviour and our policies and procedures.

The HR Manual should be read in conjunction with your Contract of Employment and your Position Description.

2. Purpose of the HR Manual

The purpose of the HR Manual is to provide a clear and consistent framework for the management of employment related matters within Altaira.

It outlines the Policies and supporting procedures and manuals that support fair, lawful and ethical workplace practices and promote a safe, respectful and productive working environment.

The HR Manual applies to all employees, contractors, labour hire workers and representatives of Altaira unless otherwise stated.

Employees are expected to familiarise themselves with the contents of the HR Manual and comply with the applicable policies and a condition of employment or engagement.

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

3. Governance of this Manual

Altaira is committed to strong governance, accountability and continuous improvement in the management of its workforce.

The Director, Head of Education and Clinical Compliance and Head of Corporate Compliance are responsible for reviewing the HR Manual and ensuring its effective implementation.

Managers and Team Leaders are responsible for applying the policies consistently and fairly.

Employees are responsible for complying with all relevant policies, procedures and manuals.

4. Compliance

The HR Manual operates in conjunction with:

- Australian workplace legislation,
- Applicable Awards,
- Enterprise agreements and contracts and
- Industry standards and code of practice.

Where there is any inconsistency between the HR Manual and the above requirements, legislative or contractual requirements will prevail.

5. Continuous Improvement

The HR Manual is reviewed annually to ensure it remains current, effective and aligned with organisational objectives and legal obligations.

We welcome feedback from employees, contractors, labour hire workers and representatives of Altaira unless otherwise stated, and we use this feedback along with audits and reviews to continuously improve the services that we provide to our clients in our commitment to continuous improvement under ISO 9001:2015.

6. Our Company History

Altaira was established in 2008 when Gaynor Giro (Director) saw an opportunity to provide temporary, quality staffing solutions initially to the health care sector.

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

It was identified that there was need for more pragmatic, service focused providers who were willing to put the customer first and understand their particular needs.

7. What We Do

At Altaira we provide the following products and services to our clients:

- Temporary and permanent staffing resourcing in the health care sector – acute and aged care
- Particular focus on aged care – residential and community
- Casual Pool Management
- Aged Care Consulting Services (Accreditation, Clinical IT Systems and transition management)
- Hospitality
- Domestic Services
- Event staffing

8. Our mission, vision and values

Mission

Our mission is to partner closely with clients and employees, provide trusted and high-quality clinical governance, and deliver innovative solutions that help shape positive outcomes for the industry and broader community”

Vision

Our vision is to be recognised as a leader in aged care staffing, delivering consistent, high-quality care outcomes through a sustainable and supported workforce.

“While you are taking care of others, we are taking care of you”

Values

- Respected
- Trusted

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

- Experts
- Flexible
- Professional

9. Payroll

Your pay cycle is weekly. Our pay cycle runs from Tuesday to Monday over a one-week period and pays are processed on Tuesdays.

Pays will be automatically deposited electronically into the bank account details provided to Altaira by you.

Taxation payments are automatically deducted from your salary.

Superannuation payments are paid into your nominated fund. Please contact Finance if you have any questions.

10. Changing Bank Details

If you need to change or update your bank details for your payroll you can use either of the following methods:

- *In Person* - Visit the office in person. You will need to bring your ID to update your details; or
- *Workforce app* - Update your details via the workforce app. You can either update yourself, or call through to the Allocations team for assistance.

Please never send bank details to be updated as an email.

Quick Reference Guide to updating Bank Details

1. Staff member contacts Allocations.
2. Allocations will first offer the above two options:
 - Update details themselves through the Workforce app, or
 - Attend Altaira in person.
3. Allocations staff must verify the following information:

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

- Full name
- Date of birth
- Address
- Email address
- Previous bank details

Once all details are verified, bank details can be updated in the Workforce app.

11. Overtime

Overtime is work which is performed at the direction of the Manager and which is more than your contracted hours of work and can occur from time to time due to business requirements.

Overtime must be approved by your Manager. If you are asked to work overtime, please ensure you have approval.

Overtime payment will be approved in accordance with the relevant Award.

12. Lateness for work

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your Manager as soon as practicable (and prior to your normal starting time wherever possible).

If you are unable to do this personally, you are requested to ask someone to telephone on your behalf. An email or text message is not acceptable method of notification.

Subsequent to this, you must keep your Manager informed of your progress.

Wherever possible you should make non-emergency appointment, dental, medical, business or other appointments outside your normal working hours if possible. It is understood, however, that this is not always feasible, and employees may access the applicable leave entitlements where required

It is essential that you are ready to commence work at your normal commencement time as other employees. In cases where this is not possible due to family reasons hours can be negotiated with your Manager.

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

13. Reimbursement of Expenses

Altaira will reimburse employees for pre-approved expenses necessarily incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing Altaira with receipts or other evidence of payment and of the purpose of each expense.

Employees will also be required to complete the Expense Reimbursement Form or via an alternate pre-approved method.

14. Travel

Reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on the appropriate form, signed by the appropriate Manager and supported with the necessary substantiating documentation.

The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of Altaira.

Employees should arrange travel and accommodation through Altaira's preferred travel supplier prior to departure.

Generally air travel will be by economy class, with a carrier chosen by Altaira.

15. Dress Code

The purpose of a Dress Code is to ensure all employees present a professional, safe, and hygienic appearance that promotes confidence in the quality of care delivered. Uniform standards support infection prevention, patient safety, and organisational reputation by ensuring consistency across clinical and non-clinical roles.

All staff are required to wear the approved uniform and comply with appearance and hygiene standards at all times while on duty.

Uniforms must be worn in a clean, tidy, and professional manner, reflecting the organisation's commitment to safety, respect, and high-quality service delivery.

Office Employees

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

Office employees are expected to dress in appropriate business casual attire.

Managerial staff are expected to wear business attire when attend meetings during business hours with clients or potential clients.

Managerial staff/ Office Staff may wear smart casual or business casual attire where appropriate when attending social events with clients.

All non-office staff – clinical care settings and community-based services

You must wear your uniform to every shift including your ID badge. Acceptable work attire includes:

- Black trousers
- Black shoes
- Altaira scrub shirt
- ID Badge

Please refer to the Uniform Policy for further information.

16. Policies, Procedures and Manuals

To ensure a safe, compliant and respectful workplace, Altaira maintains a range of Policies, Procedures and Manuals that govern our workplace. Separation and Post Employment

All employees are required to read, understand and adhere to them as a condition of employment.

Documents are periodically reviewed to ensure they remain fit for purpose and maintain alignment with Altaira’s Quality Management System (QMS).

The table below outlines Altaira’s key policy documents. These are to be read in conjunction with the related procedures and manuals.

Click to access policies, manuals, and other information to support you:

<https://www.altaira.com.au/tools-resources-for-staff/>

Policy ID and Name	Purpose		
<i>General</i>			

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

QMSP001 Quality Management Policy	Provides an overview of Altaira’s quality objectives and commitment to quality, continuous improvement and meeting customer, regulatory and stakeholder requirements.
<i>Workplace conduct and ethics</i>	
QMSP012 Code of Conduct	Sets out the standards of behaviour, ethics and professional conduct expected of all employees at Altaira
QMSP011 Conflicts of Interest Policy	Sets out how actual, potential or perceived conflicts between an employee’s personal interests and their work duties are identified, disclosed and managed at Altaira.
QMSP030 Drug and Alcohol Policy	Sets out Altaira’s rules and expectations regarding use, possession and effects of drugs and alcohol in the workplace.
QMSP036 Communication in the workplace	Sets out Altaira’s standards and expectations for how people communicate with each other, clients and external stakeholders in a professional, respectful and lawful way.
QMSP038 Allied Health Informed Consent Policy	Altaira’s approach to providing clients with education about what treatment will be administered along with information and alternative management options to that the client can make an informed decision about their health care.
<i>Anti-Bullying, Harassment & Discrimination</i>	
QMSP032 Commitment to Safe, Respectful and Inclusive Behaviour	How Altaira expects people to be treated with a focus on psychological safety, dignity, inclusion and respect
QMSP018 Equal Opportunity, Discrimination, Bullying and Harassment Policy	Sets out Altaira’s commitment to fair treatment, inclusion and a safe respectful workplace

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

QMSP017 Reconciliation Policy	Explains Altaira’s commitment to reconciliation and how it will respect, recognise and support Aboriginal and Torres Strait Islander peoples in its work, services and workplace
QMSP033 Right to Disconnect Policy	Altaira’s approach to employees disengaging from work related communications outside their agreed working hours
QMSP021 Working from Home Policy	Sets out the conditions, expectations and responsibilities for employees who perform work remotely either on a regular or ad-hoc basis
<i>Ethics, Conduct & Social Responsibility</i>	
QMSP019 Corporate Social Responsibility Policy	Explains how Altaira acts ethically and responsibly, to contribute positively to society, the environment and the economy
QMSP003 Environment and Sustainability Policy	Altaira’s commitment to minimising its environmental impact, complying with environmental laws and operating in a responsible, sustainable way
QMSP029 Supplier Policy	Altaira’s expectations, standards and processes for selecting, engaging, managing and reviewing suppliers and contracts
<i>Work Health & Safety</i>	
QMSP005 Work Health and Safety Policy	Outlines Altaira’s commitment to providing a safe and healthy workplace and sets out responsibilities for managing health and safety risks
QMSP006 Rehabilitation and Return to Work Policy	Outlines how Altaira supports workers who are injured or ill to safely recover and return to work.
<i>Leave and other Employee Entitlements</i>	
QMSP027 Employee Assistance Policy	Explains how employees can access confidential support services to assist with personal or work-related issues that may affect their wellbeing or performance

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

QMSP022 Offers of Conversion from Casual to Permanent Policy	Altaira’s criteria and obligations for offering eligible casual employees' conversion to permanent part-time or full-time employment
QMSP015 Leave Policy	This Policy details employees’ entitlements and obligations in relation to all types of leave.
<i>Mandatory Checks and Training Policies</i>	
QMSP028 Performance Improvement, Counselling and Discipline Policy	Sets out how Altaira manages performance issues, supports improvement and addresses any misconduct and in a fair and consistent way
QMSP008 Mandatory Checks Policy	Sets out the requirements for all Altaira Employees to comply with applicable legislation and client policies.
QMSP026 Probation Policy	Outlines how new employee’s performance, conduct and suitability for a role are assessed during an initial trial period of employment with Altaira
QMSP030 Remuneration and Benefits Policy	Altaira’s approach, principles and governance for how employees are paid and rewarded
QMSP010 Training Policy	Sets out how staff are provided with training and resources appropriate to their position and identified business needs
QMSP024 Paid Training Policy	Sets out when, how and under what conditions employees are paid for the time spent undertaking training
<i>Privacy, Security & Information Management</i>	
QMSP016 Information Technology (IT) Policy	Sets out how Altaira’s information technology systems and digital resources are to be used, accessed and protected.
QMSP002 Privacy Policy	Explains how personal information is collected, used, stored, disclosed and protected at Altaira in accordance with privacy laws (the Privacy Act 1988 and Australian Privacy Principles -APPs)

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026

QMSP031 Acceptable Use of Information Assets Policy	Sets out how using information assets in ways that do not put at risk the availability, reliability, or integrity of data, services or resources. It also means using them only for legitimate business purposes and in ways that do not violate laws or Altaira's policies.		
QMSP037 Deactivation Policy	Altaira's approach to remove, suspend or disable user access to Technology and applications when access is no longer required or becomes a risk.		
<i>Complaints, Grievances and Reporting</i>			
QMSP039 Whistle Blower Policy	Altaira's approach to encouraging, receiving, investigating and protecting disclosures about suspected wrongdoing, misconduct or improper conduct		
QMSP040 Feedback and Complaints Policy	How Altaira receives, manages, responds to and learns from feedback and complaints from clients, customers, patients, staff or other stakeholders		
Office Staff only			
Policy ID and Name	Purpose		
QMSP004 Company Car Policy	Sets out the responsibilities and conditions for the uses of company provided vehicles.		
QMSP007 Signature Delegation Policy	Outlines who is authorised to approve, sign or commit Altaira to decisions, contracts, expenditure and legal or operational documents and within what limits.		
QMSP009 Recruitment Policy	Sets out how Altaira advertises, selects and appoints employees in a fair, consistent and compliant with employment law		
QMSP023 Potential Client Risk Management Policy	Altaira will assess the risk posed by any potential client to the business and its stakeholders before entering into a contractual arrangement.		

Document Name	Human Resource Manual	Authorised by	Director
Document Group	Manuals	Version No	2
Document Number	QMSM012	Issue Date	10/02/2026