

UNIT 3: Industrial relations, workplace environment and practice

This unit focuses on the core elements of a healthy, collaborative, inclusive and harmonious workplace and is separated into three main areas:

- wellbeing, culture and the employee-employer relationship
- workplace relations, and
- communication and collaboration.

Students will learn how to maintain positive working relationships with colleagues and employers, understanding the characteristics of a positive workplace culture and its relationship to business success. They will investigate key areas relating to workplace relations including methods for determining pay and conditions, workplace bullying, workplace discrimination, workplace harassment and dispute resolution. Students will discover how teamwork and communication skills contribute to healthy, collegiate and productive workplaces.

APPLIED ACCOUNTING TRACK

Area of Study 1 – Workplace wellbeing and personal accountability

- | | |
|---|---|
| <input type="checkbox"/> Task 1 Can you read the org chart? | <input type="checkbox"/> Task 10 Is it professional? |
| <input type="checkbox"/> Task 2 Unlock the business terms | <input type="checkbox"/> Task 11 Dress for success! |
| <input type="checkbox"/> Task 3 Summarise the structures | <input type="checkbox"/> Task 12 Listen up! |
| <input type="checkbox"/> Discussion spot 3.0 | <input type="checkbox"/> Recap Questions 3 |
| <input type="checkbox"/> Task 4 Be safe at work! | <input type="checkbox"/> Discussion spot 3.1 |
| <input type="checkbox"/> How well do you know your human rights? | <input type="checkbox"/> Discussion spot 3.2 |
| <input type="checkbox"/> Recap Questions 1 | <input type="checkbox"/> Task 13 Show me the casual loading! |
| <input type="checkbox"/> Task 6 Exploring unions and associations | <input type="checkbox"/> Task 14 Label the payslip |
| <input type="checkbox"/> Task 7 The workplace culture game | <input type="checkbox"/> Task 15 Is it teamwork or collaboration? |
| <input type="checkbox"/> Recap Questions 2 | <input type="checkbox"/> Task 16 Unlock the bunker! |
| <input type="checkbox"/> Task 8 How well can you prioritise? | <input type="checkbox"/> Discussion spot 3.3 |
| <input type="checkbox"/> Task 9 The 30-sec work/life challenge | <input type="checkbox"/> Recap Questions 4 |

APPLIED ACTIVITY TRACKER

Area of Study 2 – Workplace responsibilities and rights

- | | |
|--|---|
| <input type="checkbox"/> Discussion spot 3.4 | <input type="checkbox"/> Task 23 Is it discrimination? |
| <input type="checkbox"/> Discussion spot 3.5 | <input type="checkbox"/> Task 24 Create an infographic |
| <input type="checkbox"/> Task 17 Fair work info statement | <input type="checkbox"/> Discussion spot 28 |
| <input type="checkbox"/> Task 18 Employment conditions | <input type="checkbox"/> Recap questions 8 |
| <input type="checkbox"/> Discussion spot 3.6 | <input type="checkbox"/> Real life: Brodie's law |
| <input type="checkbox"/> Task 19 What's my award? | <input type="checkbox"/> Task 25 Are they being paid correctly? |
| <input type="checkbox"/> Task 20 Employment contract | <input type="checkbox"/> Task 26 Fair or unfair? |
| <input type="checkbox"/> Task 21 Is it bullying? Or not? | <input type="checkbox"/> Task 27 What's their classification? |
| <input type="checkbox"/> Recap questions 5 | <input type="checkbox"/> Discussion spot 29 |
| <input type="checkbox"/> Task 22 Strategies for +ve workplaces | <input type="checkbox"/> Recap questions 9 |
| <input type="checkbox"/> Discussion spot 3.7 | |

APPLIED ACTIVITY TRACKER

Area of Study 3 – Communication and collaboration

- | | |
|--|---|
| <input type="checkbox"/> Discussion spot 3.1 | <input type="checkbox"/> Task 32 Share your information |
| <input type="checkbox"/> Task 28 Identify their text | <input type="checkbox"/> Task 33 Create 5W's and a H |
| <input type="checkbox"/> Task 29 "Say my name, say my name" | <input type="checkbox"/> Task 34 Probing or leading? You decide |
| <input type="checkbox"/> Task 30 Best to communicate? | <input type="checkbox"/> Task 35 Game: 20 open-questions |
| <input type="checkbox"/> Recap questions 7 | <input type="checkbox"/> Recap questions 10 |
| <input type="checkbox"/> Task 31 Listen up Workplace meeting | <input type="checkbox"/> Task 36 Save Gordon! |
| <input type="checkbox"/> Discussion spot 3.11 | <input type="checkbox"/> Task 37 Propose and justify a strategy |
| <input type="checkbox"/> Recap questions 9 | <input type="checkbox"/> Task 38 Help them find the right tool |
| <input type="checkbox"/> Discussion spot 3.12 | <input type="checkbox"/> Recap questions 11 |

Workplace wellbeing and personal accountability

Area of Study 1: Workplace wellbeing and personal accountability

In this area of study students will be introduced to the features and characteristics of a healthy, collaborative and harmonious workplace. They will examine the concept of culture and consider the characteristics of work–life balance. Students will analyse the interconnection between an employee and employer expectations and understand the importance of diversity and inclusion in the workplace. They will apply their understanding of workplace wellbeing to simulated workplace scenarios and real-life case studies.

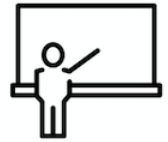
Everyone wants to work in an environment that is healthy, collaborative and harmonious where they are valued and teamwork and open communication is encouraged. A positive workplace culture is one that values diversity and inclusion, promotes and encourages workers to have a work-life balance and supports and physical and mental wellbeing of its employees. To achieve this, it is important that both employers and employees have clear expectations and open lines of communication, ensuring that everyone is on the same page. This can help to foster a positive and productive work environment where employees feel valued and supported.

As a young employee entering the workforce it can be challenging to navigate what you need to know and how to fit into your new role. Firstly, and most importantly you need to know your rights as a worker and the importance of being a part of a safe and healthy workplace. You should take the time to familiarise yourself with the laws that protect you as a worker, such as minimum wage, overtime pay, anti-discrimination laws and workplace safety regulations.

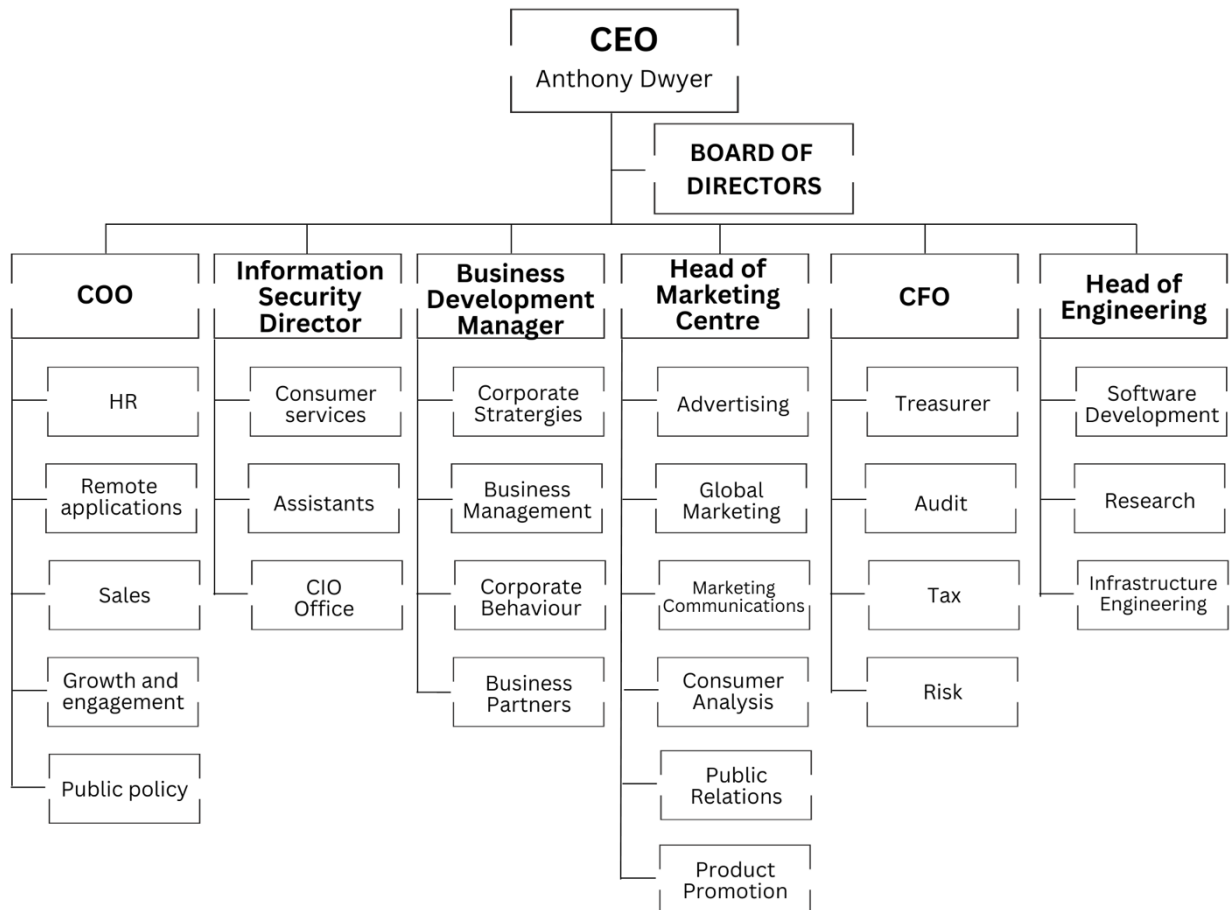
Starting a new job can be exciting and challenging at the same time, especially when it comes to fitting in and adapting to a new environment. Every workplace will have its own unique culture, so it is important to observe and understand how things work in your new job. This includes things like dress code, work processes and communication styles. Don't be afraid to ask for help or clarification when you need it. You are not expected to know everything on your first day. Asking questions shows an employer that you are willing to learn. By understanding and adapting to the workplace culture, you will be better equipped to succeed in your new role.



TASK 1 CAN YOU READ THE ORG CHART?



Have a look at the following workplace structure and answer the following questions.



1. Is this organisational chart in a vertical or horizontal format?

2. Who is head of the organisation?

3. Based on the departments and job roles, have a guess at what type of business you think this organisational chart may belong to?

4. What roles report to the CEO? List them.

5. If you were an employee in sales, who would you report to?

6. If you were an employee in corporate behaviour, who would you report to?

7. If you were an employee in growth and development, who would you report to?

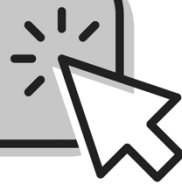
8. If you were an employee in research, who would you report to?

9. List the roles that are part of the marketing centre.

10. What does CEO and CFO stand for and who do they report to?

SAMPLE

TASK 2 UNLOCK THE BUSINESS TERMS



TASK 1

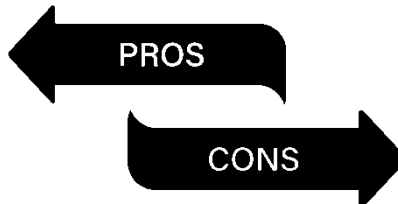
Use the clues to unlock the business acronyms and abbreviations. They have been highlighted in bold to assist you. An example has been provided.

Example:

I will get that work to you by COB today!	Close Of Business
1. The COO is in charge of all day-to-day operations of the business, they will need to report this to the CEO .	
2. You will need to ensure that you get the BGT to the CEO by the end of the week.	
3. The P&L should be available next week for the board meeting.	
4. You will need to ensure the new product passes all QA checks.	
5. That's a great deal! Find time to present it to the BDM .	
6. Before we set up a team could you ensure that you complete all R&D ?	
7. Oh no! This is a PR nightmare.	

Matrix structure

Describe it:



Discussion spot 3.0



Match the characteristics of the workplace structure listed in the left column with the corresponding structure type in the right column.

Characteristic	Workplace structure
Is a hybrid functional and project-based structure	Hierarchical structure
Has the potential to cause silos	Flat structure
Structure is divided into projects or specialised teams	Matrix structure
Organisation is divided into different departments or functional areas	Flat structure
Most common to larger organisations	Project-Based structure
Fewer levels, less layers	Functional structure
Common for start-ups	Functional structure

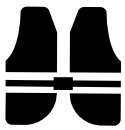
Statutory and national policy bodies



Key knowledge

- The role of statutory and national policy bodies including Safe Work Australia, WorkSafe Victoria, the Fair Work Ombudsman, Victorian Equal Opportunity and Human Rights Commission and the Australian Human Rights Commission.

As an employee, new to the workforce it is important to know your rights and how to keep yourself safe and healthy at work. Workers in Australia are entitled to a number of rights. It is important that you are aware of these. Some of these rights include:



Right to a safe and healthy workplace and conditions

Employers have a responsibility to ensure that workplaces are free from hazards that could cause harm to workers. This includes providing appropriate safety equipment and training, maintaining equipment and facilities in good working order, and implementing policies and procedures that promote safety and health in the workplace.



Right to non-discrimination and fair and equal treatment

Workers have a right to non-discrimination in the workplace. This means that they should be treated fairly and equitably regardless of their race, gender, religion, age, disability status, or any other protected characteristic. Workers have the right to speak out against discrimination in the workplace without fear of retaliation. This right to non-discrimination in the workplace is not only a legal requirement but also a fundamental human right.

Workers are also entitled to fair and equal treatment and should not be subjected to any form of harassment, bullying, or victimisation. All workers should be treated with dignity and respect and be able to perform their job duties without fear of harm or discrimination.



Right to privacy

Workers have a right to privacy in the workplace. This includes privacy in their personal and work-related communications, as well as privacy with regards to their personal information. This privacy must be respected by employers and no unreasonable surveillance or monitoring of employee activities should occur.

There are a number of statutory and national policy bodies that are responsible for protecting these rights and enforcing laws and regulations related to workplace safety, health and wellbeing, including Safe Work Australia, WorkSafe Victoria, the Fair Work Ombudsman, Victorian Equal Opportunity and Human Rights Commission and the Australian Human Rights Commission. Each of these bodies assist the government to enforce laws to protect workers.

These bodies provide information and resources to support employees and employers to ensure safe and healthy workplaces. They can also assist workers to understand their rights and how to address any concerns they may have in the workplace.

TASK 4 BE SAFE AT WORK!



As an employee in a workplace, you can help to prevent work related injuries and illnesses by taking simple actions to ensure workplace health and safety. Below is a list of workplace actions. Determine which actions you should and shouldn't do to ensure **your** safety and the safety of **those around you** by placing a tick next to the things you should do and a cross next to the ones you shouldn't.

- 01 Report workplace incidents as soon as they occur
- 02 Talk or text when operating machinery
- 03 Adopt correct manual handling when lifting, pulling or pushing
- 04 Know the location of all safety related equipment, including fire extinguishers
- 05 Take regular breaks. Taking time to stretch from repetitive tasks
- 06 Always do as your employer instructs you, no matter what!
- 07 Ensure that your work station is ergonomical
- 08 Wear all required elements of your uniform even if they are uncomfortable
- 09 Come to work when you are feeling unwell or sick
- 10 Report hazards as soon as you identify them
- 11 Ensure that your qualifications and certifications are current
- 12 Come to work when you are affected by drugs or alcohol
- 13 Ignore a hazard when you see one, the inspector will find it on their next inspection
- 14 Know the locations of all exits and assembly areas
- 15 Come to work if you feel extremely tired
- 16 Complete daily housekeeping tasks to ensure that the areas you are responsible for are clean and hygienic
- 17 Ensure that you get enough sleep before attending work
- 18 Use poor body posture
- 19 Wear appropriate personal protective equipment (PPE) as required by your workplace
- 20 Ignore a fire drill if you know it is a practice
- 21 Wash hands with soap for at least 20-seconds after using the bathroom
- 22 Ensure that you are socially distanced where possible
- 23 Allow rubbish bins to overflow, it is not your job to empty them
- 24 Question something that feels unsafe
- 25 Tell your employer if you are stressed and feel your workload is too much

TASK 5 DO YOU KNOW YOUR HUMAN RIGHTS?



There are 20 basic rights in Victoria’s Charter for Human Rights and Responsibilities. These promote and protect the values of freedom, respect, equality and dignity for all Victorians. Some of these include:

- The right to be protected from torture and cruel, inhuman or degrading treatment
- A right to humane treatment when deprived of liberty
- Right to protection from retrospective criminal laws

Do you think you can guess what the remaining 17 rights are? Here are some clues to help you.

1 **have a right to...**
L

2 Recognition
E **L**

3 **F** **D** from forced
 R **K**

4 **F** **D** **OF**
M **V**

9 **P** **T** **T**
FOR **F**
C

10 **C** **U**

11 **P** **P**

12 **P** **B** **C** **L**

13 **A** **F**
 R **G**

5 **P** **V**
R **P** **U** **I**

6 **FREEDOM** of **T** **G**
 conscience,
R **G**

7 **F** **D** of
E **X** **P** **S** **N**

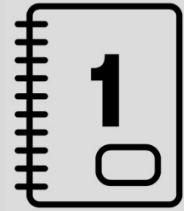
8 **P** **F**
 assembly and freedom of association

14 Not to be **T** **D** **OR**
P **U** **D** more than
O

15 **L** **B**
S **C** **Y**

16 **C** **M**
 proceedings

17 The rights of people with
D **S** **B** **E**



1. What is a workplace structure? Why is it important that workplaces have one?
2. List three workplace structures and provide a brief explanation.
3. What are 'silos'? Is it a good or bad thing in an organisation? Explain.
4. What law and regulation do WorkSafe Victoria enforce?
5. What Act does the Fair Work Ombudsman protect?
6. What charter and law does the Victorian Equal opportunity and Human Right Commission uphold?
7. If you believed that you were not being paid at the correct rate, which statutory or national policy body should you seek support from?
8. If you felt that you were being discriminated from being promoted at work, which statutory or national policy body should you seek support from?
9. If you had an issue with a hazard in your workplace not being adequately controlled, which statutory or national policy body should you seek support from?
10. What are human rights? Provide 3 examples of human rights.

Advocacy organisations



Key knowledge

- The role of advocacy organisations including unions and employer associations. (AoS 1)
- Employee advocates, including unions and professional associations (AoS 2)

Advocacy is the act of speaking up, promoting or defending a particular cause, idea or group of individuals. It involves making a case for a particular viewpoint and working to bring attention to it. The goal of advocacy is to bring about change, influence public opinion and persuade decision-makers to take action on a particular issue. Advocacy can take many forms, including lobbying, public speaking, writing and media campaigns.

When it comes to workplaces and employee and employer rights most advocacy work is done through unions and employer associations. There are many different types of unions and employer associations available and they are generally industry-specific, representing workers in sectors such as construction, education, healthcare and others. These unions and associations represent the interests of employees and employers respectively in workplaces, negotiating fair wages, benefits, working conditions and protecting the rights of members. These organisations vary in size and scope and can play a crucial role in promoting and protecting the rights of employees and employers in the workplace.

When you start working it is important to be informed about the employee union in your industry. Knowing what it advocates for can help you make informed decisions about your employment and ensure that your rights are protected. By being a member, you have a voice in the workplace and contribute to the negotiation of better wages, working conditions and benefits. Unions also provide support for employees facing issues such as discrimination or unjust termination. Knowing about the employee union in your industry can help you make informed decisions about your employment and ensure that your rights and interests are protected. The cost of being a member of a union is around \$10 per week for full-time employees.

TASK 6 EXPLORING UNIONS & ASSOCIATIONS






In Unit 1 Work-related Skills you may remember learning that there are 19 industry groupings in Australia. They are listed below. Choose five and using the internet see if you can find an employee union and employer association for each industry group. Provide the name of the organisation and the specific group within the industry that the union or association advocates for.

Remember you are looking for one that protects the **rights of employees** and one for **employers**.




- Accommodation and food services
- Administrative and support services
- Agriculture, forestry and fishing
- Arts and recreation services
- Construction
- Education and training
- Electricity, gas, water and waste services
- Financial and insurance services
- Healthcare and social assistance
- Professional, scientific, technical services
- Manufacturing
- Mining
- Other services
- Information media and telecommunication
- Public administration and safety
- Real estate, hiring and real estate services
- Retail trade
- Transport, postal and warehousing
- Wholesale trade

An example for the education and training industry has been provided.

Industry 	Employee Union / Who is it for? 	Employer Association / Who is it for? 
Education and Training	AUE – Australian Education Union	AHEIA – The Australian Higher Education Industrial Association
	School Teachers, Casual Relief Teachers, Disability Services, Education Support, Graduate Teachers, Principals, Early Childhood Educators, Student Teachers and TAFE Teachers	Universities
1.		

Continued...

Continued...

Industry 	Employee Union / Who is it for? 	Employer Association / Who is it for? 
2.		
3.		
4.		
5.		

SAMPLE