



HANDBOOK

MISSION STATEMENT

Our mission is to continue to be recognised as one of Australia's leading service providers to the Entertainment industry with a reputation that also extends to the international market.

All Access Crewing Pty Ltd strives to provide ongoing industry support and involvement while keeping a strong work ethic of reliability, adaptability and complete customer satisfaction and will continue to grow from strength to strength.

TERMS OF EMPLOYMENT: INCLUDING NOTES DERIVED FROM THE ENTERTAINMENT INDUSTRY AWARD

All Access actively implements procedures to comply with ever changing industry standards under the MEAA (Media and Entertainment Art Alliance), which is dictated by the Entertainment Industry – Concert and Event Crewing Service Award prepared by the Australian Industrial Relations Commission.

All Access recognises and acts in accordance with the award to ensure continued fair relations between employees. Additionally, The Media and Entertainment Art Alliance (MEAA) governs the award pay as well as procedures recommended for settlement of disputes, anti-discrimination actions,

(For further reference, a full copy is kept at the All Access Office)

MEANING OF A EMPLOYEE

Important and essential responsibilities of a employee to comply and assist in maintaining All Access standards are as follows;

- Take reasonable care to ensure own safety
- At all times wear personal protective equipment
- Work with others in a safe manner and monitor work for hazards, make sure you tell your supervisor
- Co-operate with management with regards to WH&S policies
- **Do not operate any machinery unless you have a current certificate of competency**
- Always be punctual or contact your supervisor if you will be late
- **Always check in and out with supervisor at the commencement and completion of a job**
- Ensure you stay with the allocated production department or inform your supervisor of change
- Always wear appropriate harness as made available by the Principal Contractor or your own when climbing
- Arrive 15 minutes prior to commencement of work
- Always ensure compliance with All Access Handbook and Workplace Health and Safety induction
- Report unsafe work conditions to the office before proceeding work 07 3352 7622 and also to your work supervisor

For your own professionalism, it is important/recommended that you supply your own common hand tools and PPE that are essential in the industry i.e.; shifters, ratchets (19/24mm), multi tools, gloves, maglight, tape, GIG APPOINTMENT DIARY, and any personal items you may require. Remember these as well as the above items are a tax deduction. If you require further info on specific department tools, All Access can advise you.

Additionally it is important to remember other responsibilities such as:

- Providing electronic banking details
- To complete timesheets if expected
- To advise your supervisor if you are unable to fulfill your obligations.

THE AWARD

The Entertainment Industry – Concert and Event Crewing Service Award applies to the employment of casual employees at concerts, events and other venues by crewing service Contractors, where the work involves transportation, setting up, operation and dismantling of sound, lighting, staging and associated equipment.

The award also assists in recommended procedures for certain industry related matters.

Communication, Consultation & Dispute Resolution

*"As soon as practicable after the dispute or claim has arisen, the employee/s concerned will take up the matter with their principle **Contractor** supervisor affording them the opportunity to remedy the cause of the dispute. If not resolved, raise the matter with and discuss it with the appropriate person in the site where the Sub-Contractors work."*

With the award in mind, All Access' fair and equitable process for dealing with grievances procedure is as follows:

- 1) Report Incident to supervisor / person in charge as soon as appropriate,
- 2) Record your complaint in writing and send it to the All Access Administration, identifying the following:
 - The circumstances surrounding the situation
 - Who was involved
 - Why you feel unfairly treated
 - Any evidence you have
 - Date the situation took place and where
 - The name of any witnesses who could support your case.

Any concerns / queries should be corresponded to All Access Administration for resolution. Your grievance will be evaluated and a decision made. The results of the grievance will be appropriately recorded for the future. In the event that a grievance cannot be resolved internally, you will be advised of the appropriate body where they can seek further assistance.

ANTI-DISCRIMINATION

As a member of the All Access team, it is important as an employee (under the Workplace Relations Act) to actively recognise and practise respect and also to value the diversity of the workforce by helping prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

"Accordingly, in fulfilling their obligations under the dispute avoidance and settling clause, the respondents must make every endeavour to ensure that neither the award provisions nor their operation are directly or indirectly discriminatory in their effects."

WAGES AND RELATED MATTERS

The minimum rate of pay for a Crewing Services Worker (as dictated by the Award) is as follows:

As an All Access Sub-Contractor, rates that apply are as follows;

Day Rate Stage Hands 0800 to 2000
Night Rate Stage Hands 2000 to 0800

	Day Rate	Night Rate
Level I – Entry Level / Minimal Experience	\$18.50	\$26.00
Level II – Semi Experienced	\$19.00	\$26.50
Level III Experienced	\$20.00	\$27.00

*For trainee rates, please contact Dee Dimmick for further information on **07 3352 6371**.*

For All Access staff members that specifically qualified in specialist fields, the rates that apply are as follows:

	Day Rate	Night Rate	Flat Rate
Make Up Assistants			\$27.00
`C' Class Driver			\$25.00
Climbers			\$28.00
Fork Lift Operator / EWP / Truck Driver			\$30.00
Rigger / Scaffolder			\$36.00
Crew Boss – Small gig <i>To be confirmed / negotiated with Dee at time of booking</i>	\$19.50	\$26.50	
Crew Boss – Big gig <i>To be confirmed / negotiated with Dee at time of booking</i>			\$27.00
SHOWCALL			
Wardrobe			\$27.00
Show crew			\$27.00
Follow spot operators			\$27.00
SPECIALISTS			
Stage Manager			\$30.00
Assistant Stage Manager			\$27.00
AV / Lighting / Sound Technician			\$30.00

Please note:
All pay rates are subject to change according to the specific requirements of individual client bookings

DAY & TOURING RATES

Day and Touring rates are subject to negotiation in regards to event requirements and can be mediated with the assistance and support of All Access Administration.

MEAL BREAKS AND REST PERIOD

"No employee will work more than 5 consecutive hours without an unpaid meal break of half an hour. This meal break may be reduced to less than the specified period if the employee elects to do so"

"Where practicable the employee will be given a 10minute paid crib break after 3 hours worked"

"A employee who is required by the client to work through a meal break will be paid double the prescribed rate for half an hour"

As the above states, under the award you are entitled to an unpaid meal break after five hours. It is your responsibility, if you are not working under a crew boss to bring this to the attention of the people you are working with. If they request for you to continue through your meal break and you agree, then this is not a problem.

WAGES

Wages are based on the number of hours worked and will reflect the timesheets that have been completed by the crewchief. If any errors are identified, amendments and will then fall in the following pay week.

TIMESHEETS

Timesheets must be completed at the end of a job by the crewchief and handed into or emailed to the All Access Office the next working day. If there is no crewchief allocated to the job it will your responsibility to call in your hours and All Access administration will confer with the client regarding the hours worked.

THE PAY WEEK

The pay week commences on the Monday of each week concluding on Sunday.

Pays will be directly deposited to your nominated bank account on the following Friday Morning. The office must be in receipt of your invoice by 1700 (5pm) Tuesday. If your invoice is received after this time, payment will be made the following pay week and will be subject to a \$5 late fee. Any adjustments to your pay can only be attended to during office hours.

COMPANY DETAILS

Phone: 07 3352 7622

Fax: 07 3352 7698

Post to PO BOX 1243 Stafford City, Q 4053 or
office at 1 / 8 Finsbury St, Newmarket

HOURS OF WORK

The very nature of the industry determines the hours of work. Most load Ins of an event take place in the morning and the load outs usually after the final show at night. Normally a load in and/or out can take three hours as production crews are working to a tight schedule. Corporate events or film shoots for instance, may be anything from 4 to 12 hours' duration. Therefore there are no set 9-5 situations in the entertainment industry, so employees need to be extremely flexible.

Additionally, there will also be times where a crewing employee may be required at short notice and for long or short periods of time.

BOOKING RECORDS

It is important once you have been booked for a gig to record all relevant information into your diary i.e. Venue, meeting location, start time, onsite contact & dress type (corporate etc). If a change occurs to your start time, your supervisor will contact you.

At the completion of work that you have been booked for, please record the finish time in your diary along with any meal breaks that were taken.

By keeping accurate records of times you have worked, when it comes to your wages you will have the correct information.

CALL IN TIMES

Additionally, All Access asks that you please call in your times to the office when you have finished a gig, especially a small gig where there may not be an allocated Crew Boss. If this does not happen, you may not be paid in that pay week. This information is necessary to enable invoicing of the client

FUEL FOR TRAVEL

All Access will meet your fuel receipts for jobs that are beyond Ipswich, Gold Coast and Coolumb on the North Coast, however when you utilise someone else's vehicle for travel to the coasts or Brisbane Areas, please have the ethics to contribute to their fuel costs.

ALL ACCESS ACCOUNTANT

The All Access Accountant is MSI Taylor. After negotiations we have made available their services to our employees. If for any reason you may have a query regarding your tax requirements and an All Access administrator cannot answer the question first and foremost, you may contact;

SEAN HEGARTY

MSI TAYLOR

Level 9, Toowong Tower
9 Sherwood Rd

p 07 3870 0198

f 07 3870 3167

e seanh@msitaylor.com.au

Please be aware Mr. Hegarty is a professional and a charge may incur for the consultation so please consult an All Access administrator first.

STANDARDS OF CONDUCT ACCESS AND EQUITY

The company actively implements procedures and practices that ensure that all personnel have the equal opportunity in accessing allocations in work dependent on their qualified skills, knowledge and experience and conduct.

All staff must observe the standards of conduct set out in this book. Observance of these standards protects **everyone's** interest.

PROFESSIONAL BEHAVIOUR

All staff is expected to behave in a professional manner when representing the Company. This includes when you are traveling to or from the site, during the work and wearing the Company uniform. All staff is required to be punctual, cooperative and discreet. Use of inappropriate behavior such as bullying, sexually harassment or any negative comments towards the company, its clients and its employees will not be tolerated. This could result in immediate cessation of work.

RESPECT AND INTEGRITY

At all times it is expected that our clients and other staff members be treated with respect and integrity. If you are running late for a site, it is expected that you contact your Supervisor and advise them, or you may be replaced without notification. This naturally flows through to performers and touring personnel. Please respect their privacy and do not attempt at anytime to approach performers for autographs etc

SOLICITATION OF CLIENTS / EMPLOYEES

Solicitation of the Company's clients is prohibited at all times.

All employees are expected to read and sign the confidentiality agreement. Solicitation agreements are signed by each of our clients prior to an event that stipulates they cannot secure your services without penalty. Please do not approach All Access' client at any time you engaged by All Access. Therefore your first responsibility is to All Access always.

DRUGS AND ALCOHOL

It is prohibited for any employees or representative of the Company to be under the influence of alcohol or illegal drugs while traveling to or from a worksite or while working on site or performing site activities, including operating vehicles or equipment. The manufacture, distribution, possession, use and or sale of an illegal drug or alcohol on site are prohibited. We are obliged to comply with the law if an incident is brought to our attention in the event of a work related incident, blood tests may be enforced. If you are found under the influence of an illegal drug or alcohol you will not qualify for workers compensation or public liability.

Persons determined to be in a state that is hazardous to them, or others will be asked to cease work immediately.

ACCIDENT REPORTING AND RECORDING

All injuries of any nature (within reason) shall be recorded on an incident report form. This is for the benefit of both companies and individuals should any further disputes occur.

Additionally, a blood test may be required if accidents occur as part of the Workplace investigation. If a crewmember is found under the influence of any such substance, they will be not be eligible for compensation.

If an incident occurs in relation to equipment damage, a formal report/notification of all details relating to the situation must be handed as soon as possible to an All Access Administrator and or Crew boss.

MOBILE PHONES See Policy Manual

Mobile phones or pagers must be turned off and not worn whilst working. You can check your messages during your breaks.

FIRST AID See Policy Manual

Most sites have a St Johns Ambulance in attendance. All incidents and accidents are to be reported immediately to your supervisor and necessary paperwork is to be completed. There will be a first aid kit on site supplied at each event for your use.

HOUSEKEEPING

Cleanliness and order are the basic requirements of fire and accident prevention and must be maintained at all times. The responsibility for good housekeeping lies with each individual on every site.

THEFT

All thefts will be reported immediately to the Police. You are responsible for the security of your own valuables.

UNABLE TO WORK

If you can't do a gig, don't replace yourself, instead exercise correct procedure and phone All Access Office and inform the correct supervisor of your situation and have them replace you.

WORK ETHIC

Working in the entertainment industry requires dealing with a broad spectrum of people and you are expected to work well with each other. Teamwork was discovered because of this industry! High performance, respect and integrity, focusing on the job at hand, are critical components of a great work ethic. Always do the best you can at any given moment and if you need assistance, please speak with your Company supervisor. It is extremely important that you do not approach touring personnel with the intention of working on a tour or soliciting, as this is considered unprofessional. Punctuality on the job is paramount, as each department is bound by schedules. In the same vein, the staff numbers are pre decided and if you cannot meet your given work start time or meeting place, it is vital that you contact your Company supervisor.

OCCUPATIONAL HEALTH & SAFETY (OH&S) See Policy Manual

With the ever changing requirements and ever increasing liabilities involved within the industry, it will soon be compulsory for all crew to hold a Blue Workplace Health and Safety Ticket. This will be superceded by a White card in the near future All Access holds induction training at the office to supply its crew with current entertainment specific wh&s requirements. However if a crewmember is unable to attend, it is up to him / her to soon supply their own accredited ticket for entry to any work / construction site. Some events that will require this ticket include Livid, Big Day Out, etc.

Workplace safety is a responsibility of us **ALL**. All Access requires that all clients and employees strictly follow safe working practices and procedures as well as adhering to the safe polices and rules laid down by the current Occupational Health and Safety Act. Every person has an obligation to themselves and their working companions, to do their utmost to preventing accidents and to develop and maintain a co-operative spirit of safety consciousness.

Additionally in relation to Occupational Health and Safety, some personal protective equipment that should be supplied by you as the employee for work on construction sites is as follows;

- **Head protection** – Hard Hats to be worn correctly at ALL times by ALL personnel in any designated areas. Hard hats are not required to be worn inside buildings, vehicles except where there is danger of being hit on the head from any direction or you are directed to do so by the client or venue / site manager.
- **Ear protection** – Shall be worn where noise level exceeds 85 db.
- **Eye Protection** – Shall be worn where any hazardous condition exists e.g. power tools.
- **Weather Protection** – e.g. hats / sunscreen / wet weather gear.
- **Hand Protection** – shall be worn where there is any possibility of damage to subcontractor's hands.
- **Foot Protection** – Strong sensible footwear must be worn at ALL times. Steel caps are required for outdoor events
- **Protection when working at heights** – Harnesses, helmets, ascenders and other appropriate equipment must be worn at al times when working at heights or under where there is any danger of falling.

3 STRIKE RULE See Policy Manual

If any of the said rules of this handbook are violated the following may occur;

- **Strike 1** - The first violation may result in either a verbal reprimand from your supervisor or a written warning, depending on the offence. The fact that a verbal reprimand has been given will be included on your official records only if a second warning has been given.
- **Strike 2** - Any second violation may result in a written warning, stating the offence and the action taken. This report becomes part of your permanent record.

Reprimands are given in order to correct a particular behaviour before it becomes a problem. We want to give anyone the opportunity to improve and become a better employee. However, if any employee repeatedly violates the required standards of conduct after being warned, this is interpreted to mean that the subcontractor does not wish to work with All Access Crewing Pty Ltd

- **Strike 3** – Termination of employment is a drastic step. However, some violations are severe enough to warrant immediate suspension or termination. These include;
 - Immoral or indecent conduct
 - Repetitive complacent attitude + lack of punctuality
 - Falsification of application
 - Possession of, taking or being under the influence of alcohol or non medical drugs on the property
 - Discrimination of other subcontractors
 - Gross misconduct or physical violence towards others

OUR RESPONSIBILITIES TO YOU

EMPLOYER BENEFITS: VIEWING AN EVENT

Your supervisor will inform you if you are allowed to view a performance or part thereof. Some artist's management may preclude staff from viewing particular events. All staff entering an event must wear earplugs and additionally be aware of their authorised Access Area! ***This is a privilege and not a right.***

MANAGEMENT'S OPEN DOOR POLICY

All Access cannot emphasise enough the importance of open communication. Our open door policy guarantees you the opportunity to discuss problems and suggestions without the risk of recrimination. Your supervisor is always willing to listen to your concerns and suggestions. If there is a problem that you feel needs attention, please follow these steps:

- Discuss any problem or complaint with your supervisor privately as soon as it arises, and in a calm manner. Your supervisor will attempt to resolve the situation, or it may be directed to your Principal Contractor.
- Your Supervisor will gather all facts and meet with you and the others involved separately reviewing the situation and resolving the problem. If you are still not satisfied, other arrangements such as mediation can be arranged.

SUPERVISORS RESPONSIBILITIES

- Set an example (a good one)
- Prepare safe work procedures
- Ensure all staff understand that health and safety is of paramount importance to them and the Company
- Ensure a site induction is performed and relevant PPE is worn by staff
- No employee is to undertake a task they have not been trained to do
- Immediate reporting and investigation of incidents to determine causes and preventative action
- Respond to all safety suggestions and take appropriate action to correct any unsafe conditions or reporting to management items beyond their authority to remedy
- Ensure first aid boxes are replenished
- Conduct regular risk assessments of site for hazards
- Ensure the employee has a certified current competency for the use of tools/equipment
- Supervision of staff
- Monitor time sheets and have them signed by production personnel
- Allocation of meal breaks and to which designated area.
- Monitor tasks assigned to staff and ensure that all staff have a break of half an hour after five continuous working hours

UP-SKILLING AND TRAINING

All Access is committed to professional development for its employees. With assistance from ETETC Inc we can recognize your current skills and offer qualifications in the industry if you are eligible. If you are interested in formal skills or interests please contact Dee on 07 3352 6371. All new entrants are given basic training before commencing work as well as a WH&S induction.

OFFICE

The office is now located upstairs AT 1/8 Finsbury Street Wilston and with its reception area down stairs at entry and is contactable on 07 3352 7622. The hours of business are 0900 to 1700 Monday to Friday. The office will provide a support service for you:

- This includes a register of crewing staff and their availability for work. It is your responsibility to keep the office informed of your availability
- Administration staff and management are available however this is by appointment only. An appointment book has been created. Please ring the office to make an appointment
- Tea, coffee and cold drink facilities are available to you at the rear of the building however, unscheduled meetings are to be conducted downstairs or outside
- This is a smoke free workplace
- A service fee will now apply for any phone calls, faxes, e-mails or photocopying made at Office.
- Copies of award payments, occupational health and safety legislation are available
- Inductions are a minimum charge to employees

DRESS CODE

T-shirts can be purchased from the office only. If we do not have stock, you can leave your name. It is a requirement that you wear the All Access shirt on work events; however please remove the shirt if you are attending elsewhere after a load in/out. All staff and employees are representatives of All Access. It is important that you present a neat and tidy appearance at all times. Please wear the All Access shirt.

Corporate Events:

Dress blacks and footwear must fit properly and be worn at all times. No open shoes or defective footwear are to be worn on site. Where applicable, wearing of supplied uniform is expected, Hair is to be neat and presentable and body adornments to be covered or removed. This applies to all corporate clients that you work for.

Outdoor Events:

Shirt and hats are to be worn at all times. Sunscreen is to be applied regularly.

VENUES

All venues have dress and behavior codes. At no time are you to remove any clothing prior to working whilst there are patrons still in attendance. At no time are you to go to any part of the venue that you are not asked to work in. Please note each venue has its own emergency procedures that must be adhered to. It is your responsibility to familiarise yourself with these on your arrival and prior to commencement of any work on site. It is expected that you follow these procedures at all times. Certain venues, e.g. Brisbane Convention and Exhibition Centre, supply a uniform and you must sign in and out at security prior to commencing work.

Please note:

- All work sites are hard hat areas some are vested also (you should have a hardhat and vest)
- Smoking is prohibited inside all venues; please smoke only in designated areas.
- No smoking in trucks
- No mobile phones whilst working

IN CONJUNCTION WITH THIS HANDBOOK YOU SHOULD RECEIVE:

1. Tax Declaration
2. Application
3. Policy Manual
4. Enrolment for WH&S card

VENUE	ADDRESS	PHONE #	NOTES
Brisbane Entertainment Center	Melaleuca Drv Boondall Brisbane	(07) 3265 8111 Reception	BEC Adrian Green - Technical Manager
Brisbane Exhibition & Convention Center	Cnr Grey / Merivale Streets Southbank, Brisbane	(07) 3308 3000 Reception	BCEC Heather – AV Department Corporate Dress
Chameleon	45 O'Connell Tce Bowen Hills Brisbane	(07) 3854 1511	Brian O'Conner Operations Manager
Conrad Jupiters Casino	Broadbeach Island Gold Coast Australia 4218	(07) 5592 8100	
Dreamworld	Dreamworld Parkway, COOMERA, QLD, 4209. Tel:	(07) 5588 1111	Big Brother Venue
Entertainment Lighting Supplies	30 Taree Burleigh Junction Gold Coast	(07) 5593 5105	ELS
Gold Coast Parklands	Smith St, Southport Gold Coast		Big Day Out Homebake
Hedgehog	15 Computer Rd, Yatala Gold Coast	(07) 3804-6044	Corporate Dress
Hyatt Regency,	Warren Rd Yaroomba Cooloom	(07) 5446 1234	Corporate Dress
IJS Concert Sound & Lighting			
Lighting Dimensions	36 Burrows St, Bowen Hills Brisbane	(07) 3252-9198	
Marriott Brisbane	515 Queen Street Brisbane, 4000	(07) 3303 8000	Corporate Dress
Marriott Gold Coast	158 Ferny Ave Surfers Paradise Gold Coast	(07) 5592 9800	Corporate Dress
Movieworld	Pacific Motorway, Oxenford Gold Coast,	(07) 5573 3999	
Norwest			
Powerhouse	119 Lamington St Newfarm	(07) 3358-8622 Admin	Nerell Corporate Dress
Queensland Performing Art	Cnr Melbourne & Grey St Southbank 4101	Stage Door (07) 3840 7500	QPAC qpac.com.au All Crew to sign in at Security at Stage Door
RNA Showground's	Main Entrance Gregory Tce		Livid Festival
Royal Pines	Rosst St Ashmore	(07) 5597 1111	Corporate Dress
Sheraton Brisbane	249 Tourbot St Brisbane	(07) 3835 3535	Corporate Dress Security Requirements Sign In & Out from Car park attendant office between 0700- 2100 Outside of this time, dial 9 on security phone located on wall for Security
Sheraton Gold Coast	Sea World Drive, Main Beach # Gold Coast,	(07) 5591 1488	Corporate Dress
Southbank	Grey St Brisbane		
Staging Connections - Brisbane	6 Snyder St Bowen Hills	(07) 3252 9333	Corporate Dress
Staging Connections – Gold Coast	19 Northview St Mermaid Beach	(07) 5526 0500	Corporate Dress
Staging Dimension	36 Burrow St Bowen Hills Brisbane	(07) 3252 5795	
Tivoli	52 Costin Street (off Gregory Terrace) Fortitude Valley	(07) 3257-1583	
Treasury Casino	Old Treasury Building Top of Queen Street Mall Brisbane City QLD	(07) 3306 8888 Reception	Corporate Dress
Versace	924 Seaworld Drive Main Beach Gold Coast	(07) 5509 8000	Corporate Dress

I have completed, read and understand :

- 1. the employee hand book**
- 2. the policy manual**
- 3. the employee agreement**
- 4. the application form**
- 5. the health and safety induction**

I agree to work in accordance with the All Access requirements and conditions of employment

Dated.....

Name.....

Signature.....

Witness.....