



Alcohol and Other Drugs Information for managers



Contents

Introduction	03
Overview of testing process	04
Tips for discussing AOD with employees and contractors	07
Q&As	08
Appendix I	
Reasonable suspicion checklist	12
Appendix II	
Testing instructions for managers	13

Introduction

Alcohol and Other Drugs (AOD) can have a significant negative impact on our personal lives and our working environments – affecting people’s ability to perform their job safely and effectively, and the health and safety of the people around them.

Our new AOD Policy will ensure drugs and alcohol do not compromise the safety of our people, the quality of the service that we offer to our customers, or the community’s trust in our brand.

The policy applies to all Australia Post Group workplaces and replaces the Australia Post AOD Policy for Transport and the StarTrack Drug and Alcohol Policy.

We need your help

As a manager or supervisor, you are the key to ensuring that the procedures related to our new AOD Policy are implemented with respect, confidentiality and understanding in your workplace.

You also play an important role in creating a safe and supportive environment for your team. So if you think someone in your workplace might have a problem with AOD, we need you to help us help them. That means knowing what signs to look out for, how to have kind, respectful conversations, and where they – and you – can go to get help if it’s needed.

This booklet provides important information to guide you, including details about the AOD Policy, how the testing process for both random and ‘for cause’ testing works and suggestions for how to have a conversation with your team members about this sensitive topic. A copy of the reasonable suspicion check list and a script to assist you when testing is taking place on site is included in the appendix.

Please display the enclosed posters in a predominant location in your workplace, and keep the wallet cards on hand for team members - to order more copies please make a request through the [People Services Portal](#).

Online versions of these resources along with the AOD Policy and Procedure for Management of AOD Testing can be found on [OurPost.com.au](#).

Training

All managers, supervisors and employees are required to complete mandatory online compliance training prior to undertaking random or ‘for cause’ AOD testing. Employees must complete one 10 minute module; managers and supervisors must complete this plus an additional 10 minute module. This should be implemented as per your usual training practices.

Manager testing

As part of our ongoing commitment to safety, we expect our leaders to model safe behaviours at all times in the workplace. Accordingly our clear expectation is that the most senior manager at a site where random testing is being conducted will put themselves forward to be tested. This is exclusive of them being selected in the random testing process where they will be required to be tested in accordance with random testing procedures.

Need help?

For further information, queries and advice, please submit a request through the People Services Portal or call People Services on 1300 116 947.

Overview of testing process

Our AOD Policy extends our AOD education, testing and support to all workplaces across the Australia Post Group.

Know your limits - under our AOD Policy:

- 1** All employees and contractors who drive a vehicle/motorcycle for work must not have a Breath Alcohol Content (BrAC) over the legal driving limit for the type of vehicle they use and type of license they hold while on duty. This will range from 0.00% to 0.05%.
- 2** Everyone else must not have a BrAC greater than 0.05% while on duty.
- 3** All employees and contractors must not return a positive drug test with levels over the cut-off levels specified in the relevant Australian Standard.
- 4** Employees and contractors can take prescription and non-prescription medication while on duty, provided this does not impact their ability to safely do their job.

We expect that the vast majority of our people already comply with these limits.

Random testing

- Under the AOD Policy, we can randomly test employees and contractors to ensure that they are not affected by AOD.
- All testing will be done by a competent, trained AOD Technician from an external AOD testing agency.
- If an employee or contractor is selected for testing, compliance is mandatory.
- Testing should take about 15 minutes and once the results are confirmed negative, the employee or contractor will return to normal duties.
- Employees and contractors who test positive for alcohol, non-negative (requires further investigation) for drugs, or refuse to be tested, will be required to leave the workplace pending further notification. The outcomes will be managed on a case-by-case basis and may include action under the relevant disciplinary process (for employees) or other remedial action (for contractors).

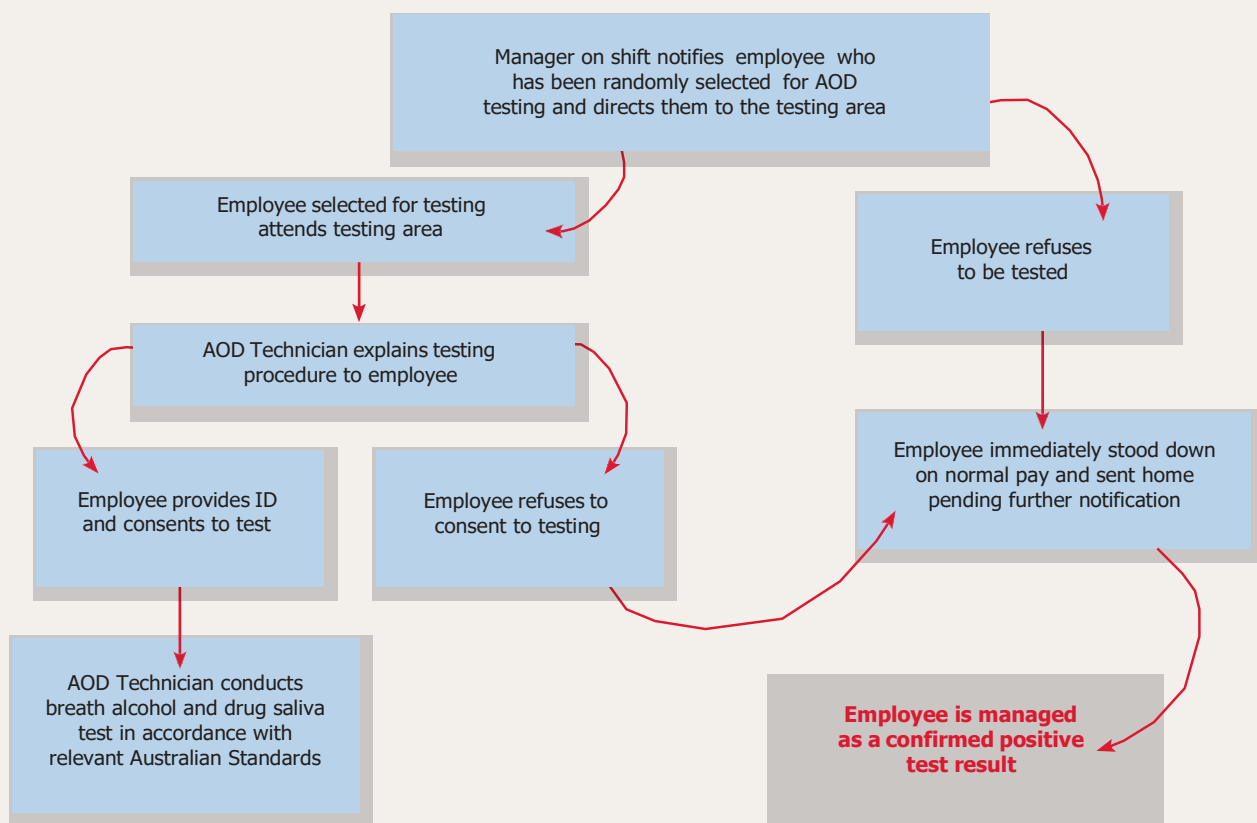
For cause testing

- Under the AOD Policy, we can also test employees and contractors under 'reasonable suspicion', post-incident and on return to work following a positive AOD test result.
- The process for testing, in these circumstances, is like the above process except it is targeted rather than random selection. The outcomes will be managed on a case-by-case basis and may include action under the relevant disciplinary process (for employees) or other remedial action (for contractors).

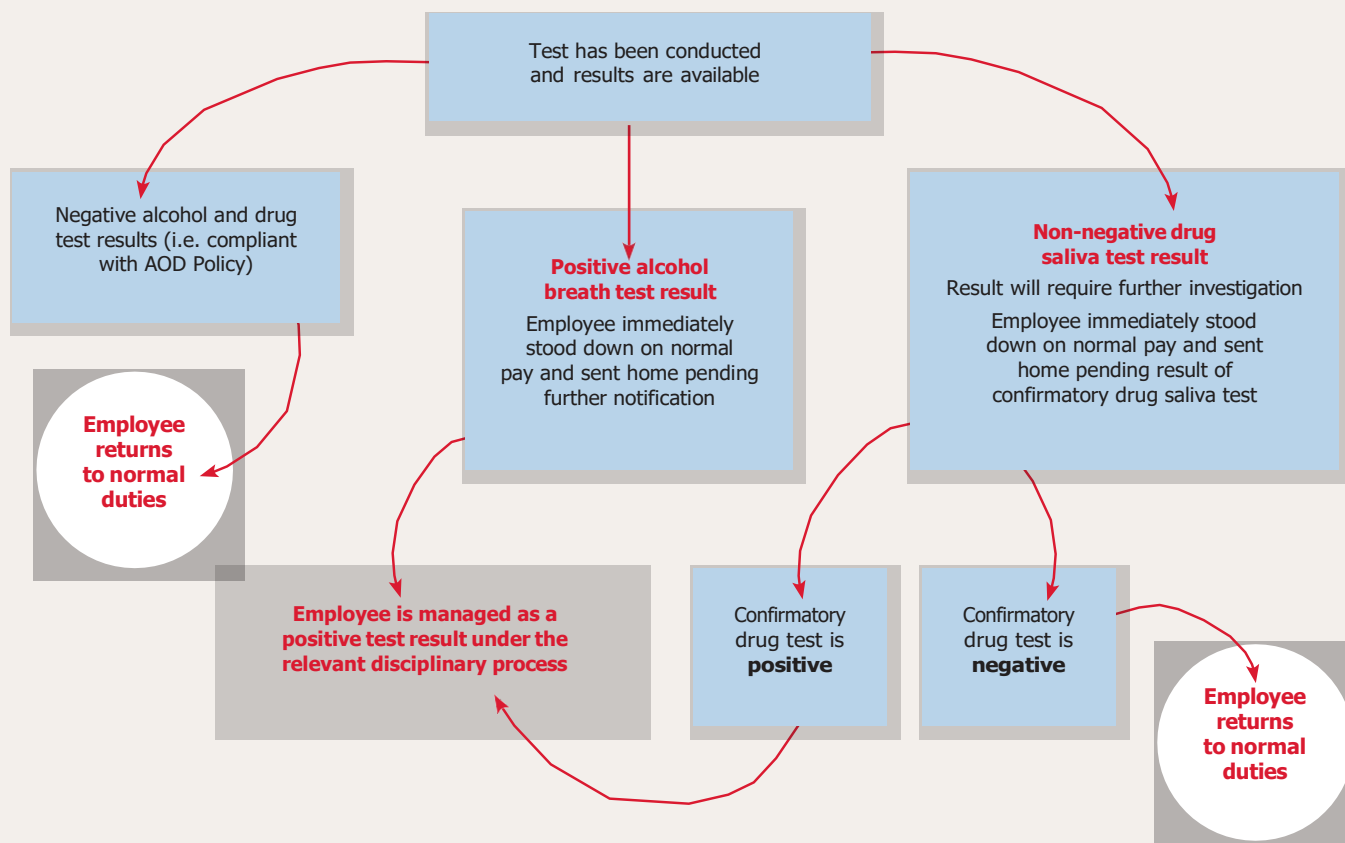
For more information on the AOD Policy visit ourpost.com.au

You can contact the Employee Assistance Program (EAP) or Workforce Assistance Program (WAP) on 1300 687 327 at any time for free, independent and confidential support.

Random testing process



Outcomes of testing





Tips for discussing AOD with employees and contractors

When talking with our people about AOD, you need to deliver messages in a clear, concise and consistent way.

Having discussions about AOD can be difficult, for both you and the employee or contractor. It is important to remember that managing AOD-related issues in the workplace should be no different to managing any other productivity, safety or wellbeing issues.

Tips for having an AOD related discussion with an employee or contractor:

- actively listen to the employee or contractor
- focus on what they are saying
- try not to interrupt them
- concentrate on the meaning of what they say, and try to pick up how they are feeling and the things they aren't saying
- check for understanding (that they understand you and you have understood them correctly)
- always be constructive
- empathise with the employee or contractor
- stick to the facts and be objective and specific
- stay calm and don't be provoked into a debate
- make sure personal biases or stereotypes don't cloud the discussion
- don't try to diagnose the 'problem', leave that to medical professionals
- avoid emotive language or anything that could sound judgemental (for example, avoid words like 'drunk', 'alcoholic' and 'addict')
- always offer the services of our Employee Assistance Program, or Workplace Assistance Program for contractors - 1300 687 327

Maintaining respect in the workplace

It is likely that speculation might arise if individuals leave the workplace following AOD testing. Any gossip or speculation must be addressed immediately in line with our policies and our value of Trust.

Tips for addressing gossip and speculation:

- On occasion workers may need to leave the workplace after AOD testing has occurred.
- This does not necessarily mean that person has breached the AOD policy, or done anything wrong. Regardless of their reasons for leaving the workplace, it is unacceptable to start or spread rumours that may damage another person's reputation or hurt their feelings.
- Such gossip and speculation can be extremely harmful and negatively impact on mental health.
- It is your responsibility to act in accordance with Our Ethics and treat all workers with courtesy and respect always.

We will support our people to address any AOD issues that they may have

As we roll out our AOD Policy, some employees may reduce or eliminate their AOD use. It's important for you to understand **a change in behaviour or mood**, potentially coupled with absenteeism or presentism, may indicate withdrawal signs that should prompt you to have a conversation with the employee or contractor and to offer them appropriate support.

Where an employee voluntarily discloses an AOD issue, you can seek advice and support from People Services.

There is also a list of free local support resources listed at the back of the AOD information booklet – you should have received this in the mail to your home address. You can also find a copy on OurPost.com.au.

Q&As

What sort of testing is done?

Our AOD Policy allows for both 'random' and 'for cause' testing for employees and contractors (which includes labour hire workers). 'For cause' testing includes 'reasonable suspicion' testing, 'post-incident' testing and 'testing on return to work following a positive AOD test result'.

How will people be selected for random testing?

At large sites, all people on site for that shift – including employees and contractors – will be randomly selected using a name randomiser.

In large office-based locations we will use a randomiser to select desk numbers.

At small sites with less than 8 people, everybody will be tested.

How will people be selected to undergo 'for cause' testing?

Managers may nominate individuals to undergo 'for cause' testing if they have a 'reasonable suspicion' that an employee or contractor may be impaired by AOD; or if they have been involved in a 'safety incident' involving vehicles, motorcycles, other modes of transport, or powered loadshifting equipment; or 'upon return to work following a positive test'.

Managers will have to discuss cases of 'reasonable suspicion' testing with their nominated approver and the People Services Team. If People Services is satisfied that there is reasonable cause, they will contact the testing agency to arrange the test.

I don't do drugs, why should I be drug tested?

Safety is our number one priority and we aim to create the safest possible work environments for everyone.

Making sure that all employees and contractors are safe from the impacts of AOD use is part of making your workplace safer.

Testing can help identify individuals who might be risking the health and safety of themselves and others (including you) at work. It's only fair that everyone has the same chance of being randomly tested. No one is saying that you, or anyone else, is doing drugs.

Is this just another case of 'big brother' prying into my private life?

We don't make any moral judgement. Your use of AOD in your own time is not our business, unless it impacts on your work.

If what you do during your own time potentially puts at risk your safety, the safety of your colleagues and/or the safety of the public while you are on duty, then that is our business.

Why has Australia Post Group chosen saliva testing over blood or urine testing for drugs?

The decision to use saliva testing technology over the more well-known urine and blood testing is based on our view that any testing undertaken should be as non-invasive as possible for our employees and contractors.

However, urine testing for drugs is undertaken by job candidates as part of their pre-employment medical assessment.

I'm taking medication prescribed by a doctor or pharmacist. Will that show up on a drug test? Do I need to tell my manager or supervisor about every prescription and non-prescription medication I am taking? What if I do not wish to discuss my personal health condition?

You are not required to discuss your personal health condition with your manager or reveal every medication you are taking.

However, some over the counter drugs or prescribed medicines may show up during testing.

We expect that, for any prescription or over the counter medication you take, you will:

- get professional medical advice from your doctor or pharmacist about the medication and any effects it might have on your ability to work safely and effectively; and
- tell your manager or supervisor if any medication is likely to affect your ability to perform your work safely, or if you should not perform your work while taking the medication.

This requirement is about ensuring that your health and safety at work – and that of your colleagues – is not put at risk due to any medication you are taking.

My culture or religion does not allow me to consume alcohol. Will I still be required to undergo an AOD test?

All Australia Post Group employees and contractors, regardless of culture or religion, are subject to the AOD Policy, which includes participation in AOD testing procedures. The AOD Policy has been developed to apply fairly and consistently to all employees and contractors.

If I know of someone who has an AOD problem and it may be affecting their safety, health and work performance, what should I do?

You should notify your manager or supervisor if you believe you or a colleague is at risk at work due to AOD use, or is otherwise in breach of the AOD Policy. This is a sensitive area, so please raise any concerns in a discreet and respectful way.

Q&As

What are the qualifications of the testers?

AOD technicians from an external AOD testing agency will conduct the testing. AOD technicians have completed training which certifies them as competent and authorised for this work.

All testing will be carried out in accordance with the Australia Post Group AOD testing procedure and relevant Australian Standards, to ensure the integrity of testing.

What are the breath alcohol limits?

All employees and contractors who drive a vehicle/ motorcycle for work must not have a breath alcohol content (BrAC) over the legal driving limit for the type of vehicle they use and the type of licence they hold while they are on duty. This will range from 0.00% to 0.05%.

All other employees and contractors must not have a BrAC greater than 0.05% while they are on duty.

I am not aware of Australia Post Group's new approach to AOD management and I have not received training on its content. Why should I be tested?

You should have received a briefing from your supervisor or manager plus an information booklet about AOD, which was sent to your home address. The booklet includes information about the impacts of AOD on individuals and the workplace, our position on AOD, and where to go to get more information and support.

All employees must have completed the online AOD training prior to being tested. If you have been selected for testing and have not completed the training, please tell your manager or supervisor. They will verify your training status and arrange training for you as soon as possible. If you have not been trained you will not be tested at that time.

Can I be discriminated against by being tested too often? What can I do if I believe I am being harassed and victimised?

We do not want to discriminate against any individual or group in the AOD testing process.

The selection is random, and is managed by an external AOD testing agency, not Australia Post Group. It will not 'target' individuals.

Managers will have to discuss cases of 'reasonable suspicion' testing with the nominated approver and People Services. If People Services are satisfied that there is reasonable cause, they will contact the external AOD testing agency to arrange the test.

If you are concerned about the number of random or 'for cause' AOD tests that you have had to undertake, please talk to your manager or supervisor, or make a request through the People Services Portal.

Will natural herbal drugs used by naturopaths show up in these tests?

It is important, even with 'natural' remedies that you understand:

- what substances you are taking;
- how they may affect your ability to work safely and effectively; and
- any possible impacts in terms of testing.

If you are taking herbal drugs that contain the substances being screened, then they may show up in the test result. If you are taking herbal substances, you should check with your healthcare provider.

What happens if I have been randomly selected for testing and then fall ill, need to go to the toilet or need to leave work?

Your manager will discuss your specific circumstances with you at the time and offer to get medical assistance if required. However, if, after becoming aware that AOD testing is occurring, an employee or contractor leaves the site or engages in other conduct which indicates that they may be avoiding AOD testing, the Australia Post Group management representative will direct them to return to the site immediately (if applicable) and attend a meeting to discuss the reasons for their conduct. A failure to comply with such a direction and/or provide a reasonable explanation for their conduct may result in the employee or contractor being deemed to have refused to undergo AOD testing.

I was at a party last night and side-streamed marijuana smoke. Will this show up in the drug screening?

Scientific evidence says that you cannot pick up enough side-stream smoke from being near a marijuana or pot smoker to test positive in an AOD testing process.

How long after consuming drugs will I produce a positive result from saliva testing?

The actual time after consumption that drugs will be detected varies between individuals and the type and quantity of drugs taken. It could range from hours to days. It is not possible to give a definitive answer.

Is using a discipline process appropriate for me if I am having difficulty managing my use of AOD?

The discipline process we use in relation to breaches of the AOD Policy is no different to how we deal with other breaches of the Australia Post Group policies and procedures.

Our Ethics is clear about the behavioural standards required of all workers, and if a worker falls short of those standards, then the relevant disciplinary process is used.

If you are an employee and you are having difficulty managing your use of AOD, please contact our Employee Assistance Program (EAP) for confidential counselling and assistance with rehabilitation. You can contact the EAP directly, or be referred by your manager. EAP is available on 1300 OUR EAP (1300 687 327).

Q&As

You may also wish to consult your GP or access a community-based program for assistance. A list of resources is available in the AOD information booklet that has been sent to you. These resources can also be found on OurPost.com.au

If you are a contractor, please talk to your employer or principal contractor about getting support. You can also contact Australia Post's Workforce Assistance Program (WAP) for confidential counselling and assistance with rehabilitation. WAP is available on 1300 687 327.

How many EAP/WAP sessions will Australia Post Group provide an employee or contractor who decides to seek help?

Generally we will fund up to six free sessions per person per year - this includes immediate family members. Additional free sessions may be permitted after discussions with the EAP/WAP Co-ordinator and treating medical practitioners.

Has the union been consulted about the AOD Policy?

Yes, we have engaged the relevant unions in consultation about the AOD Policy.

Can I refuse to take an AOD test?

You are required to comply with Australia Post Group's policies and procedures. If you refuse to take an AOD test after being randomly selected for testing or as part of 'for cause' testing, it will be treated the same as if you returned a confirmed positive test result.

What happens if I test positive? Will there be a "three strikes" policy?

On the day of testing, if you return a positive breath test or a non-negative drug test result which requires confirmatory testing, you will be directed to leave the site pending further notification. Appropriate arrangements must be made for you to travel home safely.

There is no hard and fast rule about the number of chances you get. We will take a case by case approach to all breaches of the AOD Policy.

How will the new AOD Policy impact StarTrack workers?

The new policy supersedes the StarTrack Drug and Alcohol Policy.

The AOD levels applied for alcohol readings and drug saliva results will not change.

It is expected that there will be minimal changes to the way breaches of the AOD Policy by employees are managed under StarTrack's Fair Treatment Policy.

For StarTrack managers, all requests for 'for cause' testing will be create a request in the People Services Portal. Managers will no longer be able to contact the external AOD testing agency directly after hours.

How will the new AOD Policy impact Transport workers?

The new policy supersedes the current Australia Post AOD Policy for Transport.

The breath alcohol content (BrAC) limit for NSW becomes 0.02% in line with NSW road-rules.

'For cause' testing also now applies (for further details refer to the Q&A 'What sort of testing is done?').

Will the senior manager on duty be routinely tested when random testing is occurring at their site?

As part of our ongoing commitment to safety, we expect our leaders to model safe behaviours at all times in the workplace. Accordingly our clear expectation is that the most senior manager at a site where random testing is being conducted will put themselves forward to be tested. This is exclusive of them being selected in the random testing process where they will be required to be tested in accordance with random testing procedures.

What records will be kept if I return a positive test? Will it be reported to the police or other authorities?

A positive AOD test result will not be reported to police or other authorities.

The external AOD testing agency will provide the name of any employee or contractor who returns a positive test result to People Services who will maintain a National AOD Register.

If you are an employee and subjected to the relevant disciplinary process as a result of a positive AOD test result, the usual records will be kept for that process.

Where can I access the AOD Policy and testing procedure?

The AOD Policy, testing procedure, and other information about AOD is available on OurPost.com.au. Ask your manager or supervisor for assistance if you are unable to access this information.

Where can I go for more information?

If you have further questions, please speak to your manager or supervisor, or submit your query via the People Services Portal.

Advice and support is available from the Employee Assistance Program and Workforce Assistance Program i.e. (for contractors) on 1300 687 327.

Contact details for other organisations that can give you expert information and advice about AOD are in the AOD information booklet that was sent to all employees and can be found on OurPost.com.au.



Reasonable suspicion checklist

This checklist is to be used by managers who suspect an employee or contractor may be impaired by alcohol or other drugs (please tick appropriate box and comment where necessary).

1. Breath

(smell of intoxicating liquor):

- ☐ Nil
☐ Slight
☐ Strong
 Other _____

2. Attitude

- ☐ Hallucinating
☐ Sedated
☐ Hostile
☐ Irritable
 Other _____

3. Actions

- ☐ Disruptive
☐ Vomiting/unwell
☐ Fighting/violent
☐ Excessively active
☐ Excessively drowsy
 Other _____

4. Body

- ☐ Flushed skin
☐ Sweating
☐ Twitching
☐ Dizziness
 Other _____

5. Eyes

- ☐ Watery/Glazed
☐ Pupils contracted
☐ Pupils dilated
☐ Involuntary movements
 Other _____

6. Breathing

- ☐ Normal
☐ Short
☐ Jerky
☐ Rapid
☐ Shallow
☐ Slow
 Other _____

7. Speech

- ☐ Incoherent
☐ Slurred
☐ Confused
☐ Fast
☐ Slow
 Other _____

8. Balance

- ☐ Unsteady
☐ Swaying
☐ Sagging
☐ Falling
☐ Staggering
 Other _____

9. Movements

- ☐ Needs support
☐ Clumsy
☐ Jerky
☐ Sluggish
☐ Tremor
 Other _____

Site

Name of Employee / Contractor

Name of Manager

Name of Nominated approver consulted

Time and date

Designation (Employee or Contractor)

Signature

Nominated approver agrees with Manager's need to discuss with People Services

Yes ☐ No ☐

Email completed form to People Services and contact them on 1300 116 947 to arrange testing

Testing instructions for managers

As the manager on duty, you are required to assist with random AOD testing today/tonight. Please follow the scripts below and the instructions of the AOD Technician

Step 1

You must tell selected employees/contractors about random AOD testing

- Hello *[name]*. Random alcohol and drug testing is being conducted at the site *[today/tonight]* in line with our Alcohol and Other Drugs Policy.

OPTION 1

If site has more than 8 workers present

- You've been randomly selected to undergo testing

OPTION 2

If site has less than 8 workers present

- All employees and contractors who are on site now are required to undergo testing.
- Please come with me to *[area where test will take place]* with some photo ID and follow the instructions of the tester. Thank you.

Step 2

If employee/contractor refuses to do testing

Ask them to come with you to a private area (allow them to bring a support person if they request one, provided they are immediately available) and follow the script below:

- *[Name]*, can you please explain to me why you've refused to undergo random testing *[today/tonight]*? (Listen to their response and address any reasonable concerns/questions).
- I need to remind you that undertaking random testing is a mandatory safety initiative, which all staff must comply with under our Alcohol and Other Drugs Policy.

If person continues to refuse testing, follow the script below:

- As you're continuing to refuse random testing *[today/tonight]*, I'll now need to speak with the People Services. Please stay here while I do that (Leave the room and call the People Services Team to discuss the reasons for refusal in private).
- (If People Services says to proceed, return to meeting) – I've confirmed with the People Services Team that your refusal to undergo random testing will be treated as a positive test result.

OPTION 1

If person is an employee

- Your health and safety is very important to us. As you haven't complied with the Alcohol and Other Drugs Policy, and we can't confirm your ability to perform your work safely, you'll be stood down from all duties on normal pay until further notice.

OPTION 2

If person is a contractor engaged directly by APG

- Your health and safety is very important to us. As you haven't complied with the Alcohol and Other Drugs Policy, and we can't confirm your ability to perform your work safely, you won't be required to perform any services for us until further notice.

OPTION 3

If person is a labour hire or subcontractor not engaged directly by APG

- In line with the Alcohol and Other Drugs Procedure, I must notify *[name of the contractor's employer agency]* that you've refused to undergo random testing. Also, as we can't confirm your ability to perform your work safely, you won't be required to perform any services for us until further notice.
- Before you head home, I need to confirm that you're able to do so safely. What are your travel arrangements? (If they don't have a safe way of getting home, e.g. they're driving themselves or riding a bike, arrange a taxi or someone else to drive them).
- I understand that this may be a difficult time for you and encourage you to contact our *[Employee Assistance Program (for employees)/Workforce Assistance Program (for contractors)]* for free and confidential counselling support. I can give you the number for the provider, Converge, if you like? **(1300 687 327)**.
- Do you have any questions? (Respond). You may now collect your belongings and head home. Thank you.

Step 3

If employee/contractor has a 'positive' alcohol test

Ask them to come with you to a private area (allow them to bring a support person if they request one, provided they are immediately available) and follow the script below:

- *[Name]*, I've been informed that you returned a positive test result for alcohol at the random testing that was conducted *[today/tonight]*.

OPTION 1

If person is an employee

- Your health and safety is very important to us. As you haven't complied with the Alcohol and Other Drugs Policy, you'll now be stood down from all duties on normal pay until further notice.

OPTION 2

If person is a contractor engaged directly by APG

- Your health and safety is very important to us. As you haven't complied with the Alcohol and Other Drugs Policy, you won't be required to perform any services for us until further notice.

OPTION 3

If person is labour hire or subcontractor not engaged directly by APG

- In line with the Alcohol and Other Drugs Procedure, I must notify *[name of the contractor's employer/agency]* of your test result. You won't be required to perform any services for us until further notice.
- Before you head home, I need to confirm that you are able to do so safely. What are your travel arrangements? (If they don't have a safe way of getting home, e.g. they're driving themselves or riding a bike, arrange a taxi or someone else to drive them).
- I understand that this may be a difficult time for you and encourage you to contact our *[Employee Assistance Program (for employees)/Workforce Assistance Program (for contractors)]* for free and confidential counselling support. I can give you the number for the provider, Converge, if you like? **(1300 687 327)**.
- Do you have any questions? (Respond).
- You may now collect your belongings and head home. Thank you.

Step 4

If employee/contractor has a 'non-negative' drug result (initial result)

Ask them to come with you to a private area (allow them to bring a support person if they request one, provided they are immediately available) and follow the script below:

- *[Name]*, I've been informed that you had an initial non-negative test result for drugs at the testing *[today/tonight]*.
- The second test sample you provided will now be sent by the AOD Technician to an approved laboratory for further testing.

OPTION 1

If person is an employee

- Your health and safety is very important to us. As we can't confirm your ability to perform your work safely at this stage, you'll now be stood down from all duties on normal pay until further notice.

OPTION 2

If person is a contractor engaged directly by APG

- Your health and safety is very important to us. As we can't confirm your ability to perform your work safely at this stage, you won't be required to perform any services for us until further notice.

OPTION 3

If person is labour hire or subcontractor not engaged directly by APG

- In line with the Alcohol and Other Drugs Procedure, I must notify *[name of the contractor's employer/agency]* of your initial test result. Also, as we can't confirm your ability to perform your work safely at this stage, you won't be required to perform any services for us until further notice.
- I'll let you know the test results as soon as possible. This may take a few days.
- Before you head home, I need to confirm that you are able to do so safely. What are your travel arrangements? (If they don't have a safe way of getting home arrange for a taxi or for someone to drive them).
- I understand that this may be a difficult time for you and encourage you to contact our *[Employee Assistance Program (for employees)/Workforce Assistance Program (for contractors)]* for free and confidential counselling support. I can give you the number for the provider, Converge, if you like? **(1300 687 327)**.
- Do you have any questions? (Respond).
- You may now collect your belongings and head home. Thank you.



