



Human resources

Introduction

This policy provides guidance on managing workers including:

- hiring new workers
- Inducting new workers
- Training new workers
- Performance reviewing workers
- Letting workers go
- Worker resignations.

Applicability

When

- Applies when managing new workers including hiring, training, performance reviewing and letting workers go.

Who

- Applies to all key management personnel.

Documents relevant to this policy

- NDIS Quality, Safety and You online orientation training
- Staff training and development register
- Worker appraisal
- Worker training plan

Regulations relevant to this policy

- NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth)

When to hire new workers

Taking on workers allows the organisation to:

- Offer additional services and supports
- Provide services and supports to new participants
- Improve the customer experience.

New workers should be hired when:

- Participants are being turned away due to lack of workers to provide the requested supports or services
- Participants are going elsewhere because the agreed supports or services cannot be provided
- The budget can afford new workers—in this case identify what gaps could best be filled with new workers
- New supports or services are planned and additional resources are required to provide those.



Criteria for selecting new workers

The criteria for selecting new workers should consider the following:

- Is the candidate suitably qualified for the role?
- Will the candidate fit the culture?
- Will the candidate be of value to the organisation?

Employment contracts

All workers including full time, part time, casual or contractors require a documented and signed employment contract which sets out:

- The job title and type of job (e.g. full time, part time, casual or contract)
- The commencement date
- The worker's duties
- The worker's hours
- The worker's entitlements including any overtime or penalties
- The notice required for dismissal or resignation
- How changes to the employment contract can be made.

Inductions of new workers

Inductions of new workers should cover (where relevant):

- Completing the NDIS Quality, Safety and You online orientation training
- Legislative requirements for working with vulnerable people
- How the new worker fits into the organisation
- The worker's general duties and responsibilities including duty of care expectations
- Restrictive practices including:
 - What is an authorised restrictive practice
 - What is an unauthorised restrictive practice
 - What is a prohibited practice
- Organisational policies and processes (e.g. abuse and neglect, bullying, harassment and discrimination, information security, risk management, WHS)
- Training in preventing, identifying, responding to abuse, neglect, harm and exploitation
- Incident reporting including referrals to appropriate authorities
- Handling complaints and escalating complaints
- Orientation of the work site (e.g. bathrooms, kitchen, parking, emergency exits).

Position descriptions

Each worker role type requires a documented position description which outlines:

- Identified skills and knowledge required for the role
- Responsibilities of the role
- Scope and limitations of the role
- Any mandatory training required for the role.



Performance management

Performance management of workers benefits both the organisation and the worker. Worker performance reviews should be generally conducted every 6 or 12 months by the worker's supervisor. Performance reviews can be used to:

- Identify performance issues early
- Provide feedback
- Build skills and confidence
- Set clear performance measures
- Keep the worker motivated and accountable.

Worker grievances

A grievance is a wrong or hardship suffered (real or perceived), which is grounds for a complaint. A worker grievance can also include any allegation of discrimination, bullying or harassment by another worker or manager.

A worker with a grievance should, in order of preference:

1. Attempt to resolve the issue e.g. discuss the issue with the person involved
2. If not resolved, notify their supervisor or manager, preferably in writing
3. If still not resolved, the manager or supervisor should notify key management personnel of the issue
4. If still not resolved, pursue the matter with external authorities.

Dismissals

All worker dismissals are conducted in line with legislative requirements, this includes:

- The notice given
- The worker's entitlements
- Organisational responsibilities
- Record keeping to avoid claims of unfair dismissal.

Workers may be dismissed without prior notice if they are implicated in cases of serious misconduct, have seriously breached abuse and neglect, bullying, harassment and discrimination policies, or breached duty of care responsibilities.

Refer to the Manage worker performance process for more information on how dismissals can be carried out correctly.

Resignations

Worker resignations should comply with the worker's employment contract including any required notice period.

Workers that have resigned should be given an opportunity to provide feedback via an exit interview.