

**Human Resources Management Policy and Procedure**

**Purpose**

Child and Adolescent Psychology Services (CAPS) aims to create supportive strategies to manage staff. Through creating a safe, supportive and positive environment, CAPS believes that staff will be more confident and able to facilitate high level supports for participants.

**Scope**

This policy encompasses both workers and the management resources use in relation to them. This policy includes all relevant elements needed to comply with the *Fair Work Act 2009* and the NDIS Quality and Safeguards Commission.

**Policy**

Human resources management principles

* Only those with the appropriate qualifications and experience are employed
* Before commencing work, staff will complete the NDIS Worker Screening Check, NDIS Worker Orientation Program and any other state requirements.
* To ensure quality support, numbers of staff members are monitored and are reasonable in comparison to the number of participants and their needs
* Regular training and performance reviews are conducted to ensure that staff are providing a continuous high level of support
* All staff must have a current Working With Children Check and a driver’s license, as well as any other legislated checks, registrations, licenses and insurances
* Poor performance or allegation will result in performance management
* Human resources procedures and regularly reviewed in internal audits and the results are used to make improvements
* External expert advice is accessed when needed
* Conditions for staff comply with the *Work Health and Safety Act 2011* and any other relevant legislation
* CAPS will treat their staff in line with the following principles:
	+ Fairness and equity
	+ Respect
	+ Accountability
	+ Support of development
	+ Understanding and flexibility around personal needs

Corporate governance management

Staff performance reviews are conducted regularly to ensure that the necessary knowledge and skills required are upheld by all staff. If a staff member is identified to not have the required skills, then CAPS will endeavor to providing the information and training they need.

Staff recruitment

Staff are hired based on their suitability to the role, judged through areas such as their experienced, training, etc. CAPS endeavors to recruit staff members from a variety of backgrounds and skill levels to meet all the needs of participants. Each role will be explained in-depth to the applicants so that they are as prepared as possible before entering the role. CAPS will never employ someone who is unable to complete the pre-employment checks to satisfactory.

The recruitment of staff abides by the equal opportunity policy. Employment can be undertaken through internal or external advertisement. Only staff who have completed all the necessary checks and programs will be employed at CAPS. Staff will be employed through collaboration with management and the CEO.

Equal Employment Opportunity Policy

* Provide equal opportunity to all perspective and current staff
* Encourage a fair and equal work environment
* Comply with anti-discrimination legislation
* Maintain a workplace where diversity is valued and respected and people are treated with dignity and tolerance
* Enforce a zero-tolerance stance on discrimination, harassment, and victimization

CAPS will employ the person best suited for the job, regardless of:

* Race
* Nationality or ethnic origin
* Disability
* Gender
* Age
* Sexual orientation
* Marital or family status and responsibility
* Religious or political beliefs
* Activities or practices

**Code of Conduct**

All staff are required to have knowledge of and abide by the NDIS Code of Conduct and Child and Adolescent Psychology Services Code of Conduct. These documents will be provided to staff in the worker induction.

**Procedure**

Process for filling a vacant position

*Review the position*

* Review the purpose and need for the role
* Create or make changes to the position description
* Examine the position against the requirement for the relevant registration group
* Develop a selection criterion, noting which elements are required and which are optional/desired
* Determine an appropriate assessment of the criteria

*Advertisement of the position*

* Any position can be advertised either within the company or externally

*Interview process*

* The manager who will be overseeing the successful applicant will conduct the interview. If the position is for a manager, then the CEO will conduct the interview
* All applicants will be asked the same questions. These questions will be relevant to their skills, experience, ability to perform required duties and other questions relevant to the position
* All interviews will be complete before selecting preferred applicants
* The decision-making process will be documented
* Pre-employment checks are completed
* Applicants will be notified of whether they were successful or unsuccessful
* Offer of employment will be extended to the successful applicant, on the provision of their pre-employment checks are acceptable, including:
	+ Reference checks (if the role is risk assessed or the interviewer feels it is necessary)
	+ National Police check
	+ Working With Children’s Check
	+ Completed NDIS Worker Orientation Modules
	+ NDIS Worker Screening check
	+ Insurances (if required for role)
	+ License (if required for role)
	+ Vaccination certificate
	+ Relevant training/qualification certificate(s) (if required for role)
* If checks are completed and satisfactory, a documented offer of employment will be sent to the applicant for them to sign before the commencement of their employment

Procedure for new employee

* Documentation needed will be provided to the staff member, so they are able to complete the Annual Training Plan
* All documentation signed by the new worker will be documented in their personal file. Copies of documents will be provided to the new worker if required

Supervision of new staff

* New staff members will be introduced into their role at an appropriate rate
* New staff will be supervised where necessary and until both the worker and supervisor are confident in the workers abilities
* The CEO will mentor and monitor new management staff
* Managers will assist new staff in accessing knowledge and skills
* Orientation duration will be judged by the experience of the worker and the difficulty of the role

Position descriptions

* Position descriptions will be provided to all new employees, specifying all aspects of their role and their responsibilities. New position descriptions will be provided to employees if their position description changes
* Position descriptions will be reviewed regularly and updated when needed

Code of Conduct Agreement

* All staff are required to read and understand the Code of Conduct, so they can understand their duties in their delivery of supports
* CAPS workers are required to sign a Code of Conduct when commencing their employment to show they have read and understood the document. Appropriate actions will be taken if a worker’s actions are not in accordance with the Code of Conduct.

Staff information

CAPS has created policies and procedures with the necessary and critical information that workers need to complete their work in a safe and effective manner. These documents are provided to workers upon the commencement of their employment. All staff are expected to maintain the knowledge set out in these documents, as dictated in the Annual Training Plan. All staff will be notified of any updates to these documents and will be required to read and understand the updated elements of the document.

Staff ID

Workers will be provided with an ID card that they are required to always have with them (preferably on a lanyard) so that participants are able to identify them as working for CAPS.

Record keeping

A file is kept for each individual worker, including:

* Application for role
* National Police check
* Working With Children’s check
* Certificate for Qualification/training (if applicable)
* Signed offer of employment
* Image of their driver’s license and documentation of their car registration and insurance (if applicable)
* Signed Code of Conduct Agreement
* Performance reviews
* Performance improvement plans (if applicable)
* NDIS worker screening check
* NDIS Orientation completion

Workers are entitled to request to see the information in their file at any time.

Staff supervision and support

Supervision and support for workers is used to ensure that they are feeling supported in their learning and to identify areas that they are struggling in. Workers may be supervised when they have been newly employed, during performance reviews and after a performance review (to monitor progress in areas needing development). Supervisions and supports may be carried out in a participant’s home or in the community or in the organization’s office.

Staff will be provided with all relevant contact information upon commencing their employment. Managers and CEOs many be contact over the phone, or an in-person meeting can be arranged if required.

Staff’s education and training, along with their performance reviews, will allows the organisation to find the best way of providing support. Staff are provided with all information that is relevant to them and their work and are also encouraged to attend relevant meetings so they can provide any input or feedback.

Performance development reviews

* CAPS aims to provide staff with all the means needed to provide the highest quality of support. Supports are expected to be delivered to staff’s highest ability, showing a commitment to professionalism and high-quality care.
* Performance reviews will be conducted annual for each individual staff member.

Reviews aim to:

* + Confidentially discuss the staff members work performance
	+ Discuss performance within the position description
	+ Discuss any problems and endeavor to find a solution
	+ Develop tactics to improve performance

Staff training

Staff will be provided with the necessary training and information, by:

* Ensuring staff complete all elements of the inductions
* Providing training to necessary staff for specific participant needs
* Ensuring staff are only placed with participants that they have the appropriate training for
* Provide any training needed to address identified areas of development after a performance review

Staff development

CAPS creates opportunities for staff development by:

* Having flexible hours that allows staff to participate in extra study
* Aiding staff who are partaking in extra study through providing support for study placement
* Discussing necessary training and training opportunities with individual staff members during reviews

Staff performance dispute procedure

This is the procedure used when there is a staff performance dispute. This does not involve misconduct; Misconduct is an action that results in instant dismissal.

*Verbal warning*

Staff are told as soon as possible that a complaint has been made concerning their work performance and is given the opportunity to explain.

The outline will be explained how their performance must improve, with assistance being provided to them where possible.

A date for a performance review is set, with adequate time given for the staff member to resolve the issue.

*First written warning*

If the staff members performance does not reach satisfactory improvement by the review date another discussion will be had.

The complaint made and plans for improvement will be outlined in writing, clearly stating that failure to satisfactorily improve by the designated date will result in a final warning. A copy will be provided to the employee.

*Final written warning*

If the employee’s performance has still not improved by the given date, a discussion will be had will the employee. This meeting will require the involvement of the CEO and relevant managers.

The complaint and plans for improvement are recoded in writing and will also outline that failure to improve by this date will result in termination of employment. A copy will be provided to the employee.

*Termination of employment*

If the staff member fails to make satisfactory improvement by the set date, then their employment can be terminated. The CEO is the only one able to finalize the termination.

If termination is decided against then a plan will be made to manage the performance issues. Detailed records will be kept of the performance dispute, stored in the employee’s personal file.

Staff grievance procedure

*Discussion*

Staff members can approach the CEO or their manager to discuss any issues. The conversation will be confidential and discussions around the issue will be occur within 7 days.

External advice can be sought if the staff member feels that the issue has not been dealt with appropriately.

*Misconduct*

Misconduct is a serious breach of policy and procedure or other unacceptable behavior and is grounds for immediate dismissal. Examples are:

* Theft of organisation funds or property
* Purposeful damage of organisation property
* Being intoxicated through a shift
* Harassment or discrimination towards a staff member or participant
* Sharing confidential information about participants or the organisation with unauthorized parties
* Falsifying organisation records
* Misconduct in relation to the Code of Conduct

*Seek advice*

The CEO is to be made aware of alleged misconduct immediately. Both the organisation and the staff member may acquire the advice externally.

*Suspension*

The accused staff member will be immediately alerted of allegations of misconduct. The staff member will be suspended from their duties while an investigation is carried out. A letter will be given to the staff member that states the time, date, and event of the alleged misconduct.

Time sheets

Each staff member is required to log their hours for each week on the Xero me app. The CEO will check rosters against the registered hours to determine if they are accurate before completing the payment. For transporters, kilometers driven with children in the car are to be sent to the CEO at the end of each week.

Workers’ compensation

Workers that acquire an injury or disease, with work being a large contributing factor, will receive financial support, as well as other assistance. This is in accordance with state legislation and regulations.

Employee exit procedure

When a staff member leaves the employment of CAPS, the procedure followed is:

1. The staff member is asked to provide any useful feedback
2. Information related to the exit is documented
3. Useful feedback is integrated into the improvement process