

HR Policy - Employment Conditions & Expectations

Policy

Headway Gippsland Inc. utilises an external HR system to assist with managing human resources processes.

Processes explicitly required by funding agreements are documented separately in this procedure.

Headway Gippsland Inc. is committed to the safety and well-being of all children accessing our service, including the cultural safety of Aboriginal children, the cultural safety of children from CALD backgrounds, and the safety of children with a disability. Headway Gippsland Inc. has zero tolerance for child abuse and believes the rights of the child are paramount and they should feel safe and supported accessing our service.

We have specific policies and procedures in place to support and educate our staff and volunteers and all allegations and safety concerns will be treated seriously and acted upon immediately. These policies and procedures can be accessed via the staff portal on our website, so that you may familiarise yourself with those applicable to your role.

We actively encourage applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.

Procedure

Advertisements

All positions may be advertised in local regional press, Facebook, websites or through an external HR company, appropriate to the position, except for casual, auxiliary or sessional workers, who may be recruited by local or specialist knowledge as is considered to be appropriate by the Chief Executive Officer. Headway Gippsland Inc. reserves the right at times to seek employees from recruitment agencies or other local sources.

All advertisements will be written in clear, concise language, free from jargon, in order to encourage the widest possible range of people to apply for the position.

We actively encourage applications from Aboriginal people, people from culturally and linguistically diverse backgrounds and people with other disabilities.

Enquiries

Enquirers requesting information related to an advertised position will be provided with:

- A position description: with a clear request for all applicants to forward the names and contact details of two professional referees
- Reference to the SCHADS award

Interviews

All interviews will be conducted by a panel determined by the Chief Executive Officer or his/her delegate.

Where people will be employed to work with children, interview questions should aim to uncover applicants' understanding of child safety and communicate our culture of valuing child safety.

The panel will be made up of at least two current employees of Headway Gippsland Inc.

Referee Checks

All applicants will provide two referees with their applications and reference checks will be completed.

At least one of these referees should be from a current/most recent employer.

HR Policy - Employment Conditions & Expectations

Eligibility To Work

In the case of asylum seekers and refugees who may be unable to provide character references to accompany a statutory declaration, the statutory declaration will suffice with proof of status. However, eligibility to work should be confirmed as part of the recruitment process by the funded organisation using the Department of Immigration & Border Protection's Visa Entitlement Verification Online (VEVO) checking system at <http://www.border.gov.au/Busi/Visa>

NDIS Worker Screening Check

From 1 February 2021, everyone who works for Headway Gippsland must have clearance to do so.

All new workers at Headway Gippsland in risk-assessed roles (refer to table below) are required to have a NDIS Clearance before they can start work.

Screening Check Process

- Staff register for a Service Victoria account and follow the online process
- Headway Gippsland will approve or disapprove the employee application within 28 days once advised of an application.
- Staff must provide evidence of a clearance check prior to working with participants.
- Staff must provide evidence of renewal every five years.
- A Headway Gippsland representative will confirm the clearance status of workers in the NDIS Worker Screening Database and record expiry dates in CRM.

Police Checks

The NDIS worker screening check includes a criminal history check. A separate police check is not required.

For positions not categorised as a NDIS risk assessed role a current police check is required.

Proof Of Identity

The NDIS Worker Screening Check includes proof of identity. Separate proof of identity is only required for positions that do not require the NDIS Worker Screening Check ([see NDIS Risk Assessed Roles](#)).

For positions not categorised as a NDIS risk assessed role, proof of identity is required.

- Australian Driver Licence or learner permit
- Australian passport (dated up to three years after the expiry date)
- ImmiCard (issued by Australian Government)
- KeyPass (issued by Australian Post)
- Other forms of photo identification approved by Headway Gippsland Inc.

Working With Children Check

To be provided by all employees, volunteers (including members of the Board of Directors) and secondary applicants, providing services to those under 18 years of age. This document must be current, and employee must login to service Victoria and link Headway Gippsland as their employer.

HR Policy - Employment Conditions & Expectations

Code Of Conduct

All staff are required to complete and comply with a code of conduct, this includes social requirements for disability workers including zero tolerance to abuse.

The Headway Gippsland Code of Conduct and Ethics reflects the requirements of the NDIS Code of Conduct (workers) and the Disability Service Safeguards - Code of Conduct.

A copy of the signed code of conduct should be retained in the staff records kept on CRM.

Breaching The Code Of Conduct

The NDIS Commission and/or Victorian Disability Worker Commission can take a range of actions if a disability worker breaches the NDIS Code of Conduct.

Headway Gippsland will work with the team member and the Commission/s where required, where a complaint is received, or a breach of the Code of Conduct is identified.

Actions may include:

- require a disability worker to improve their skills and capabilities,
- require a disability worker to work with the Commission to improve their conduct,
- for more serious breaches, issue an order that stops a person from providing disability services in Victoria. (Information about these orders will be published on the Commission's website), and/or
- if an alleged criminal act is involved, refer the matter to the police.

NDIS-Assessed Roles

Headway Gippsland will assess all roles and identify each one that is a risk-assessed role.

Risk-assessed roles include:

- key personnel including the CEO and board members
- any role for which the regular duties include the direct delivery of specified supports or specified services to a person with a disability; or
- any role for which the regular duties are likely to require more than incidental contact with a person with a disability.

Position Title	Risk Assessed Role	WFH Approval	Manager's Discretion	Additional Comments
Administration Assistant	Yes	No		
Administration Officer	Yes	Yes	Yes	
Board Member	Yes	N/A	N/A	
Chief Executive Officer	Yes	Yes	Yes	
Plan Manager/CRM Technical Specialist	Yes	No		

HR Policy - Employment Conditions & Expectations

Position Title	Risk Assessed Role	WFH Approval	Manager's Discretion	Additional Comments
Executive Assistant	Yes	Yes	Yes	
Finance Manager	No	Yes	Yes	
Finance Assistant	Yes	No		
General Manager	Yes	Yes	Yes	
Client Services Intake Coordinator	Yes	No		
Life Skills Officer	Yes	No	N/A	
Marketing And Communications	Yes	Yes	Yes	
Client Engagement & Quality Team Leader	Yes	No		
Operations Manager	Yes	Yes	Yes	
Plan Management	Yes	No		
Social Support Program Assistant	Yes	No	N/A	
Social Support Program Coordinator	Yes	No	N/A	
Support Coordinator	Yes	No	Yes	
Support Coordinator Manager	Yes	Yes	Yes	
Client Service Engagement Coordinator	Yes	No		

If employees start work without a NDIS Workers Screening Check, they will be given no more than 3 months to gain their NDIS clearance. The employee will be classified and employed in an NDIS non-risk assessed role until such time as their clearance is obtained. If NDIS clearance has not been obtained within the 3-month period, they will be deemed to have been unsuccessful within their probation period, and their employment will be ceased.

HR Policy - Employment Conditions & Expectations

Disability Worker Regulation Scheme

The Disability Worker Regulation Scheme (DWRS) was established by the Disability Service Safeguards Act 2018 (Vic), to regulate all disability workers in Victoria, irrespective of the service funding source, from 1 July 2020. The main purpose of the Scheme is to ensure the quality, safety, responsiveness, and sustainability of the disability workforce.

Disability Worker Registration

Registration will commence on 1 July 2021 and is voluntary.

Under the Act, disability workers who do not have registration as a disability worker are called 'unregistered disability workers'. This status applies to all disability workers before July 2021.

Staff will be encouraged to register and maintain registration with an annual re registration.

The Victorian Register of Disability Workers will have two divisions:

Division 1 of the register is for the most skilled and qualified practitioners. Workers who meet the requirements of this division will be legally allowed to use the title 'registered disability practitioner'.

Division 2 of the register is for most registered workers in direct support roles. Workers registered in this division will be legally allowed to use the title 'registered disability support worker'.

Within these divisions, there are three types of registration:

1. General – which most workers will hold.
2. Limited – which includes workers who do not meet all the requirements for general registration but are otherwise eligible for registration for a specified purpose and period of time (examples include for teaching and research, supervised practice or to address an area of need).
3. Non-practising – which allows workers to continue to be registered while not in practice as a disability worker.

Disability Worker Regulation Scheme Notifiable Conduct:

Headway Gippsland (and Disability Support Workers) have a mandatory obligation to notify the Victorian Disability Worker Commission (Commission) or the Disability Worker Registration Board (Board) of any allegations that a disability worker has engaged in notifiable conduct.

The following four types of conduct must be reported to the Commission

- practising as a disability worker while intoxicated by alcohol or drugs,
- engaging in sexual misconduct while practising as a disability worker,
- placing the public at risk of harm because the disability worker has an impairment that detrimentally affects (or is likely to affect), the disability worker's capacity to practise as a disability worker, or
- placing the public at risk of harm because the disability worker practised, or is practising, as a disability worker in a manner that constitutes a significant departure from accepted professional standards.

Notifications can be made via a webform or by calling the Commission.

HR Policy - Employment Conditions & Expectations

Making A Complaint About Disability Workers to The Commission or The Board.

Anyone can make a complaint about any disability worker in Victoria. Complaints may be about:

- the standard of work
- the knowledge, skill or judgement of the disability worker
- their capacity to provide services safely
- an alleged breach of the Disability Service Safeguards Act 2018 (Vic) or the Disability Service Safeguards Code of Conduct.

Complaints can be made filling out a webform, calling or writing to the Victorian Disability Worker Commission.

Disability Worker Employment process

The appropriate manager should:

- Verify the applicant's ability to work in Australia.
- All support workers need to provide a signed and authorised Statutory Declaration relating to their citizenship since age 16.
- Signed code of conduct.
- Confirm NDIS worker screening check
- Verify Disability worker registration (if applicable)
- Where a person has lived or worked overseas for more than a year in the previous ten years international police check from that country should be obtained. Where this is not possible two referee checks from that country should be provided.
- Record feedback from at least two recent professional referees, if possible.
- Check driving license and insurance, if required for the position.
- Check professional registrations, if required for the position
- A Working with Children Check is required for all positions, ask the candidate to notify the card issuer that they will be working for Headway Gippsland Inc. and the appropriate manager must check the card number with Department of Justice to ensure no adverse findings since the card was issued.

Offences Excluding Employment

Some offences that may preclude a person from employment are:

- A conviction for murder or sexual assault; or
- A conviction of and sentence to imprisonment for, any form of assault

It is the discretion of management to decide whether the person is, despite any record, suitable to be employed by Headway Gippsland Inc., based on an assessment of risk and the relevance of the offence to the person's role in the organisation.

HR Policy - Employment Conditions & Expectations

Employment Agreement

Upon acceptance of the position, the successful applicant will be required to sign a workplace agreement. For new employees, this is a condition of employment.

One copy of this signed agreement will be kept in the worker's personnel file, and a copy will be provided to the successful applicant at the commencement of employment.

In addition to the Employment Agreement, the successful applicant will be required to provide the following documentation:

- Appropriate qualifications (copy to be provided)
- Fully Comprehensive Car insurance (if applicable)
- Code of Ethics and Conduct (signed)
- CPR certificate (if applicable)
- Level 2 First Aid certificate (if applicable)
- Driver licence
- Superannuation details
- Tax file number
- Working with Children's card

If the role doesn't require a NDIS Worker Screening Check the following documents are required:

- Police Check
- Proof of Identity (100 points)

Headway Gippsland Inc. also reserves the right to offer employment on a probationary basis where appropriate.

Employee Position Descriptions

- Position
- Skills and qualifications required
- Task responsibilities required of the worker

Induction & Job Training

As part of its participant-focused service delivery, Headway Gippsland Inc. is committed to ensuring that all workers receive induction upon commencement of employment with Headway Gippsland Inc. The induction covers working with people with an ABI and other disabilities, OH & S, manual handling and Headway Gippsland Inc. policies and procedures.

Minimum Induction & Training Requirements

All workers will receive initial induction and training provided by Headway Gippsland Inc., incorporating the following areas:

The Headway Gippsland Inc. induction process will also cover the organisation's procedures as contained in the Quality Management System for Headway Gippsland Inc., including data collection and completion of all forms and any other matters as required by funding bodies.

HR Policy - Employment Conditions & Expectations

- Human and Disability Rights
- The National Disability Insurance Scheme Practice Standards
- Duty of Care legislation & requirements
- Recognising child abuse and zero tolerance
- Emergency situations and evacuation
- Introduction to OH&S principles for support workers
- Infection prevention and hygiene practices
- Incident Reporting

Participant Specific Training

At times the specific needs of a participant may necessitate a worker undertaking additional training in order to ensure the best outcomes for that participant. Such training will either be provided within Headway Gippsland Inc., or by another appropriately qualified worker or agency. This could include issues specific to the participant's disability, infection control, equipment, manual handling or other family matters. Reimbursement of these activities will be discussed directly with relevant staff.

Professional Development

Headway Gippsland Inc. supports the development and maintenance of current professional information and skills of workers. Structured learning time and support are provided for workers via adequate training and in-service. Within this, the foundations of the agency are also strengthened. Links with other agencies that often occur in professional development are also acknowledged as significant ways of strengthening the agency.

Specific worker training may not be available until the minimum 3-month trial period has elapsed, unless approved by the Chief Executive Officer.

Minimum Training Requirements

At a minimum, it is expected that all workers be up to date in regard to disability awareness, NDIS Practice Standards, manual handling and lifting of participants. Duty of Care legislation and requirements, and hygiene and infection control. In addition, all workers will be expected to be familiar with all policy and procedures of Headway Gippsland Inc.

Guidelines for Workers Attendance at Training

Workers will be encouraged, and where appropriate, supported to attend conferences, seminars, TAFE courses and other training activities which are relevant to their particular role. It is the responsibility of the Chief Executive Officer to approve requests for paid attendance at training sessions.

To minimise the impact on day-to-day service provision, every effort will be taken to avoid doubling up on workers attending a given workshop/seminar and to ensure access to a wider range of professional development opportunities.

Workers attending conferences, seminars etc., will provide a written report which summarises the key points/outcomes, identifies issues which are relevant to services offered by Headway Gippsland Inc., and to make any recommendations which are relevant to the development of the agency.

At Chief Executive Officer's discretion, some training may be allowed at employee's own expense.

HR Policy - Employment Conditions & Expectations

Workers' Rights & Responsibilities

Headway Gippsland Inc. is committed to maintaining a harmonious work situation where workers rights and responsibilities are taken seriously in the development of a high quality, responsive and responsible service. To this end, each person accepts the following rights and responsibilities when they become paid or volunteer workers of this service:

Worker Rights

All workers have the following rights to:

- Fair remuneration and working conditions that are based upon current awards.
- A healthy and safe working place.
- Make a contribution to the management of Headway Gippsland Inc., through participation in workers meetings and service planning processes.
- Professional support and supervision
- Discuss any employment-related concerns with their appropriate manager.
- Invite union representatives to come into the service to assist them in any industrial matter
- Natural justice
- Practice in a way which is congruent with their professional code of ethics
- The protection given and implied in all Headway Gippsland Inc., policies and procedures.

Worker Responsibilities

Employment at Headway Gippsland Inc. also gives the following responsibilities to workers:

- To conduct themselves in a professional and respectful manner to all those connected with the service, including colleagues and participants.
- To comply with and enforce all Headway Gippsland Inc., policies and procedures.
- To enforce any lawful decision made by the Board of Directors or the Chief Executive Officer.
- To work to resolve conflict within the service, only moving to outside resolution when following the Headway Gippsland Inc., Grievance Procedure.
- To represent Headway Gippsland Inc., in a positive manner both during and after working hours.
- To provide high quality services to the best of your ability.
- To be responsible and ensure careful handling and protection of any personal items trusted to them, or used by them, at the direction of the participant.
- To bring to the attention of the Headway Gippsland Inc, any OH & S issues or matters that require management action or review.
- To keep up to date in current professional practice and be open to new ideas.
- To attend training/in-service training.
- Workers will be expected to recognise the consequences of any action they take and will act in the best interests of the participant with due regard to the principles of Duty of Care.

HR Policy - Employment Conditions & Expectations

- Workers will refrain from offering advice and/or undertaking work beyond their level of competence and appointed responsibility.
- The welfare of participants will take precedence over self-interest of workers.
- Workers will respect the confidentiality of participant information and not exploit their relationships with the participant.
- Workers may not provide individual service to participants beyond that for which they are employed.
- Workers are to ensure that their appearance is neat, clean and appropriate for their role. A high standard of personal hygiene is always expected.
- Workers who are taking prescribed drugs, which may affect their performance or driving ability must inform Headway Gippsland Inc. management to ensure workplace and participant safety.
- To minimise personal calls on mobile phones.

Breach of These Rights or Responsibilities

Breach of these rights or responsibilities may result in disciplinary or grievance procedures being instigated by either the employer or Employee.