RECRUITMENT

POLICY NUMBER: **NDIS STAFF 3**

INTENT

The purpose of this Policy is to provide clear guidance on the way Real Living Options Association Inc. recruits and selects employees to work for the Service.

DEFINITION

Employee – a person or people employed by the Service, also referred to as an employee.

Recruitment - the activity of employing workers to fill vacancies.

POLICY STATEMENTS

- Real Living Options Association Inc. supports an effective recruitment process which is based upon merit, qualifications and equity and is committed to recruiting employees who possess the qualities and qualifications relevant to the position, and attitudes and values consistent with the objectives of the Service**.**
- Real Living Options Association Inc. does not discriminate in employment opportunities or practices because of race, age, gender, marital status, religion, disability or any other factor not applicable to the position. Employees are valued according to how well they perform their duties and their ability and enthusiasm to maintain service standards.
- All positions will have a Position Description and Terms of Employment which are subject to regular review for the management of employees.
- NDIS Worker Screening must be obtained before duties can commence.

PROCEDURES

General Manager Position

- The Management Committee is responsible for the recruitment of the General Manager.
- The Management Committee will elect a selection panel to undertake the recruitment for the General Manager position.
- The position of General Manager will have a selection criterion which forms the basis from which the selection of an employee is made.
- Applicants must address all the selection criteria to be considered.
- Applicants for the General Manager position will be scored and weighted against the selection criteria and interview questions to provide a clear impartial process for selecting the person for the position.
- Referees will be contacted prior to finalisation of the decision and validation of qualifications is made.
- Applicants will be advised of the required start date at the interview.
- The position may be re-advertised if the applicants do not meet the requirements of the position.

- NDIS Worker Screening clearance must be obtained before employment commences.
- The person employed in the position of General Manager will sign a Position Description, Terms of Employment accepting their responsibilities of the position and a Code of Conduct and Confidentiality Statement.
- The full Management Committee will be advised of the outcome of the interview process and introduced to the successful applicant at a Committee Meeting.
- A Staff File will be created and maintained for the employee for the entire period of employment with the Service.
- The General Manager will be appointed for a 3-month probation period to allow the new employee time to gauge whether the position is what they expected and to allow the Management Committee to decide on the person's suitability for the position for ongoing employment.
- A Performance Achievement Plan will be developed by the Management Committee at the end of the 3-month probationary period.
- A further probationary period of up to 3 months may be agreed in writing if the employee has not met the required standards.
- The General Manager will be employed and remunerated under the relevant Industrial Award.

Office Staff Positions

- Any resignation of Office Employees is to be received by the General Manager in writing and presented to the Management Committee at the next scheduled meeting.
- In urgent circumstances a special meeting of the Management Committee may be called to deal with the resignation and to discuss the recruitment for the position.
- All office positions have a selection criteria which forms the basis from which the selection of an employee is made.
- Applicants must address all the selection criteria to be considered.
- The General Manager and the Support Manager will be appointed to shortlist the applicants and undertake the interview process, unless the application is for the position of Support Manager, in which case another suitable person will be appointed.
- The Treasurer of the Management Committee will be appointed on the selection panel for the position of Finance Officer.
- Applicants for an office position will be scored and weighted against the selection criteria and interview questions to provide a clear impartial process for selecting the person for the position.
- Applicants will also undergo a basic computer literacy skills test under the observation of the Support Manager and/or HR and WHS Officer.
- Referees will be contacted prior to finalisation of the decision and validation of qualifications is made.
- Applicants will be advised of the required start date at the interview.
- The position may be re-advertised if the applicants do not meet the requirements of the position.

- An NDIS Worker Screening must be obtained before employment commences.
- New employees will sign a Position Description, Terms of Employment accepting their responsibilities of the position and a Code of Conduct and Confidentiality Statement.
- The Management Committee will be notified of the outcome of the interview process and introduced to the successful applicant at a Committee Meeting.
- A Staff File will be created and maintained for the employee for the entire period of employment with the Service.
- Office Employees will be appointed for a 3-month probation period to allow the new employee time to gauge whether the position is what they expected and to allow the General Manager to decide on the person's suitability for the position for ongoing employment.
- A Performance Achievement Plan will be developed at the end of the 3-month probationary period.
- A further probationary period of up to 3 months may be agreed in writing if the employee has not met the required standards.
- Office Staff will be employed and remunerated under the relevant Industrial Award.
- All unsuccessful applicants will be advised in writing of the result of their application and applications will be returned if requested.

Lifestyle Assistant Positions

- The Support Manager and HR & WHS Officer are responsible for the appointment of Lifestyle Assistants, based on their application received, and their appropriateness to the identified needs of the Participants and the duties of the roster.
- Participants and/or their Representative/Nominee may choose which Lifestyle Assistants they would like to support them.
- The Support Manager will ensure that a process is in place for the recruitment of Lifestyle Assistants.
- Referees are to be contacted before the applicant is appointed. NDIS Worker Screening must be obtained before duties can commence.
- The Support Manager will endeavour to ensure there are an adequate number of Lifestyle Assistants employed to meet the needs of the Participants and the Service at all times.
- Approval to advertise for Lifestyle Assistants where costs are to be incurred is to be sought from the General Manager.
- Lifestyle Assistants will sign a Position Description, Terms of Employment, Code of Conduct and Confidentiality Statement and complete an Induction as set out in the Induction Policy.
- Lifestyle Assistants will be employed and remunerated under the relevant Industrial Award.
- All unsuccessful applicants will be advised in writing of the result of their application and applications will be returned if requested.

DELEGATIONS

Management Committee

- Elect a Recruitment Selection Panel as appropriate for the position of General Manager.
- Conduct referee checks for the General Manager position.
- Ratify the appointment of the General Manager.

Selection Panel

- Undertake preparation and currency of Selection Criteria and Interview Questions.
- Undertake the selection process.
- Undertake the interview process.
- Appoint the appropriate applicant.

General Manager

- Co-opt the Support Manager for the recruitment of office positions.
- Ensure as far as practicable the recruitment process is conducted according to the relevant Award.
- Preparation and currency of Position Descriptions and Terms of Employment.
- Ensure NDIS Worker Screening has been obtained prior to employment beginning.
- Conduct referee checks for Office staff.
- Conduct Inductions as appropriate.
- Approve advertising for filling any position vacancies.

Support Manager

- Keep the General Manager informed of vacancies in Lifestyle Assistant positions.
- Undertake recruitment of Lifestyle Assistants.
- Ensure Referee Checks are undertaken for Lifestyle Assistants.
- Liaise with HR and WHS Officer and the Administration Officer in regard to completing relevant paperwork for Lifestyle Assistants.
- Ensure Inductions and Buddy Shifts for Lifestyle Assistants have been completed before commencing duties.
- Liaise with Participants and Representatives/Nominees regarding the placement of Lifestyle Assistants.

HR and WHS Officer

- Assist the General Manager as requested with the recruitment processes for all office roles, including advertising, short listing, interviewing, reference checking, and onboarding.
- Assist the Support Manager for applicants who undergo a basic computer literacy skills test.
- Assist the Support Manager with the recruitment of Lifestyle Assistants by coordinating the end-to-end recruitment processes for all support worker roles, including advertising, short listing, interviewing, reference checking, and onboarding.
- Work in consultation with the Administrative Officer to create and maintain staff files and ensure all competencies are current.
- Setup new employee profiles in Akuety.

- Ensure Inductions and Buddy Shifts for Lifestyle Assistants have been completed before commencing duties.
- Ensure all workers meet NDIS requirements before commencement, including NDIS Worker Screening, mandatory NDIS training and Organisational induction and training.

Administrative Officer

- Create and maintain staff files
- Monitor NDIS Worker Screening outcomes
- Manage the online induction process and any further online training
- Maintain the Competency Register

RELATED DOCUMENTUMENTATION

Interview Questions – relevant to the position
Selection Criteria – relevant to the position
Lifestyle Assistant Application Form

REFERENCES

Social, Community, Home Care and Disability Industry Award 2010
National Employment Standards
Industrial Relations Act 1999
Equal Employment Opportunity Act
Anti-Discrimination Act 1991
Privacy Act 1988 (as amended 2010)
National Disability Insurance Act 2013
National Disability Insurance Rules
NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

07/06/2012, 22/03/2018, 28/07/2022, 06/11/2025