

Core Module Manual

Full Care Lifetime

HUMAN RESOURCES POLICY AND PROCEDURE

The purpose of this policy and procedure is to demonstrate that Full Care Lifetime will manage human resources effectively to ensure that adequate and appropriately skilled and trained staff and volunteers are available for the safe delivery of care and services to participants.

POLICY

Full Care Lifetime will ensure it is sufficiently resourced to meet legislative, policy and service standards.

Full Care Lifetime will ensure all staff have clear policies and procedures and work instructions that will enable them to deliver a quality service to participants.

All employees of Full Care Lifetime will maintain up to date Working with Children Check and Police Records Check and any other state relevant requirements.

Each participant's support needs will be met by staff who are competent in their role, hold relevant qualifications and have relevant expertise and experience to provide person-centred support.

All staff are recruited according to our Equal Employment Opportunity Policy. All permanent vacancies are advertised externally and internally. Only those who successfully pass the NDIS Worker Screening Check and NDIS Worker Orientation Program will be employed by Full Care Lifetime. The Director is responsible for the recruitment and administration of all employees.

PROCEDURES

- Full Care Lifetime will provide staff with clear policies and procedures and work instructions that will enable them to deliver a quality service to participants.
- Staff delivering disability support services must meet the minimum qualification and experience requirements set down by the NDIA.
- Staff delivering Aged Care services must meet the minimum qualification and experience requirements in accordance with relevant legislation.

all staff must have, where relevant:

- medication administration credentialing/re-credentialing.
- manual handling training and experience.
- their own car covered by full comprehensive car insurance.
- a Drivers' License – green P provisional or open licence.
- a current National Police Records Check and Working with Children Check and/or any other state requirements
- a current First Aid and CPR Certificate, including Anaphylaxis and Asthma.
- Full Care Lifetime will screen relevant requirements for existing staff, volunteers, students and contractors who work directly with participants every three years.
- We will provide ongoing training and development opportunities for staff.
- We will conduct performance reviews for all staff on a yearly basis.
- Full Care Lifetime ensures that staff are equipped with the necessary skills, knowledge, experience and qualifications to deliver exceptional support services to participants.

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- Full Care Lifetime will train all staff in emergency and disaster response procedures to ensure the safety and well-being of participants during critical situations.
- Full Care Lifetime will ensure infection prevention and control training, including refresher courses, will be undertaken by all workers involved in providing supports to participants.
- All the qualification certificates, trainings and mandatory checks are recorded in the HR staff matrix of Compliance Management System and staff's respective folders.

Recruitment

- Full Care Lifetime will develop advertising material and a website that stipulates employer requirements.
- Full Care Lifetime will advertise online and in the local newspapers.
- Management will review resumes and experience of potential candidates.
- Management will contact short-listed candidates and arrange interviews.
- Staff will complete relevant documents: Application for employment; Interview questions; Reference check form; Police Check, Blue Cards and Yellow Cards forms and certified copies of qualifications.
- Carry out reference checks to finalise choice of candidates.
- Phone successful candidate/s and send out Letter of Offer.
- Obtain candidates' acceptance of Offer (Returned Signed Letter).
- Complete mandatory checks including NDIS Worker Orientation module, Police Check, Yellow cards, Working with Children Checks, Tax file declaration, new employee information form where applicable.
- Provide comprehensive induction (Full Care Lifetime's mission, values, organisational structure, policies and procedures, staff code of conduct and WH&S)
- All staff information is collected in worker information form(form 06) containing basic information, emergency contact details, secondary contact details (if applicable), bank details, Australian business number etc.
- All new staff must be provided a Staff Handbook, incorporating their job description, staff Code of Conduct, an organisation chart highlighting their direct supervisor and other relevant information to orient them to the organisation.
- Issue uniform and other resources to new employees and arrange roster and 'buddy shifts.
- Add car registration and insurance details to register.
- Organise mentoring programs and professional development training.
- If required Full Care Lifetime will provide cultural awareness training on Aboriginal and Torres Strait Islander and CALD
- Full Care Lifetime will implement a mentoring program, probationary interviews and a yearly performance.
- Full Care Lifetime utilizes staff capability assessments to identify employees with skills relevant to assisting in emergency or disaster response, including expertise in contingency planning, infection prevention, and control.
- Company will develop a comprehensive education program and timetable.
- Company will determine mandatory specific training requirements of support workers with respect to participant's support needs which is documented in Participant profile Document.
- Company will develop a staff monthly meeting schedule to ensure staff concerns are heard and addressed accordingly.
- Company will ensure contracted staff performance are monitored on a regular basis.

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- Company will schedule regular meetings for feedback from staff on call or by feedback forms to ensure staff's inputs are recorded in the compliance management system.
- Company will arrange meetings with contractors for contract agreement's validity and terms are maintained.
- Staff members who have been injured or become ill and wish to make a Workers Compensation claim must Complete a Worker's Injury Claim Form, available from the state WorkSafe authorities and submit it to the Management Team.
- We will comply with other injuries and return to work schemes of each state.

Mandatory Checks

As a NDIS Registered Provider, Full Care Lifetime must screen new and existing staff who:

- are a key-personnel.
- are in a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability (see the NDIS Commission's List of Specified Services and Supports); or
- are in a role for which the normal duties are likely to require more than incidental contact with people with disability.
- If staff have only incidental contact with people with disability as a normal part of their jobs (for example, administrative support staff), it is not mandatory for them to have a check, however, Full Care Lifetime may still require them to get one.
- Prior to checks being undertaken, the person being checked must:
- consent to Full Care Lifetime undertaking checks, including police record checks and international police record checks, where applicable; and
- sign a statutory declaration stating they have fully disclosed all relevant information regarding their criminal record and employment history to Full Care Lifetime.
- Full Care Lifetime must also provide an opportunity for prospective employees and volunteers to disclose any criminal record or disciplinary actions as part of the recruitment process.
- The Operations Manager is responsible for:
- assessing whether a staff member needs a check.
- determining who will cover the costs of mandatory record checks.
- maintaining a record for all Full Care Lifetime staff including their qualifications, registrations, training and criminal history check status. The Operations Manager must ensure these have been sighted and maintain the details on each staff record; and
- maintaining a Criminal History Screening Register that contains the National Police Records Check and Working with Children Check Clearance Numbers, Expiry Dates and Currency Status for all staff.
- Employment contracts will stipulate that all staff are obligated to advise the Operations Manager if they are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably affect their ability to meet the inherent requirements of their job; and disclose formal disciplinary action taken against them by any current or former employer, including findings of improper or unprofessional conduct by a Court or Tribunal and investigations the staff member has been the subject of.

Results of the Police Record Check

Information released as part of a police record check is restricted according to the relevant legislation or release policies operating in the specific police jurisdiction. Where the police record check reveals no disclosable court outcomes, outstanding charges or other matters, their appointment may be confirmed.

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In all other cases, the Operations Manager will manage the assessment process in order to determine the applicant's suitability for employment or placement. The Operations Manager will ensure that the applicant, student or volunteer confirms that the details of the disclosable record are correct; assessment of any disclosable record of the applicant, volunteer or student is made in accordance with the assessment criteria detailed below; and any decision made for or against a person is able to be justified and is fully documented.

The Operations Manager should give consideration to the following criteria:

- the relevance of the criminal offence, in relation to the job or placement.
- the nature of the offence and the relationship of the offence to the particular job or placement for which the applicant is being considered.
- the length of time since the offence took place.
- whether the person was convicted or found guilty and placed on a bond.
- whether there is evidence of an extended police record.
- the number of offences committed which may establish a pattern of behaviour which renders the applicant unsuitable.
- whether the offence was committed as an adult or a juvenile.
- the severity of punishment imposed.
- whether the offence is still a crime, that is, has the offence now been decriminalised.
- whether there are other factors that may be relevant for consideration; and
- the person's general character since the offence was committed.

Where the Operations Manager makes the decision not to take on an applicant, volunteer or student with a disclosable record, they must:

- inform the unsuccessful applicant of the decision and its rationale.
- provide an opportunity for the unsuccessful applicant to discuss the results; and
- inform the unsuccessful applicant of the opportunity for the decision to be reviewed.

Working with Children Check (WWC)

WWC Checks are valid for 5 years and assess the level of risk an individual pose to children's safety. They are more extensive and targeted than Police Checks and consist of a national criminal history check and a review of findings of workplace misconduct.

All Full Care Lifetime staff, contractors or volunteers who have any contact with children in the course of their duties must have and maintain a clear WWC check.

Supervisor Support

- Full Care Lifetime has a commitment to assist all employee to perform their duties in accordance with the policies and procedures, including regular (6 monthlies at the minimum) supervisor meeting. Supervisor and employee are expected to actively contribute to this process.
- Nature of the support will determine the frequency and duration of the supervision conducted by Full Care Lifetime with the staff.
- All the supervision schedule and data will be documented and reviewed on a regular basis for monitoring purposes compliance management system under supervision schedule register.
- Where it is identified that staff are not performing to their required standard, it may result in immediate action including a development plan being implemented which may include further training.

Termination of employment

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- Staff are required to give the relevant notice as stated in the relevant industrial Award or instrument in the event they choose to end their employment with the organisation.
- Full Care Lifetime has the discretion to pay the staff member their notice period in lieu of having them attend work for the notice period.
- Full Care Lifetime will ensure all salary and entitlements are paid to the staff member within 14 days of the end of their employment.

Disciplinary Action

- Staff who do not comply with Full Care Lifetime Staff Code of Conduct, Policies and Procedures or do not respond to performance intervention may face disciplinary action.
- Full Care Lifetime will document performance-related discussions and counselling sessions and these will be kept on staff records.
- Where a staff member engages in serious misconduct so that it becomes unreasonable for Full Care Lifetime to continue their employment, the staff member may be dismissed instantly.
- Full Care Lifetime will comply with all State and Federal legislation and the staff member's Employment Contract in relation to disciplinary action and employment termination.

Exit Interviews

- The Operations Manager will ensure all staff leaving Full Care Lifetime have the opportunity to complete an Exit Interview.
- Exit interviews are voluntary and allow departing staff to offer feedback and suggestions that Full Care Lifetime may use to improve its workplace practices and environment.
- Staff will be provided with an Exit Interview Questionnaire to complete their Exit Interview.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.