

**Interchange
Shoalhaven Inc.**

**Policy and Procedure
Manual**

**Section 2:
Staff Management**

STAFF MANAGEMENT

Staff management policy and practices cover the way in which staff are recruited, employed, supported and supervised in an organisation.

The documents included in this section are to be used by the Board of Management, Manager and staff to ensure that staff are employed and managed in a way that demonstrates efficient and effective management.

1. STAFF ACCOUNTABILITY
2. EMPLOYEE INFORMATION
3. DUTY STATEMENTS
4. CONDITIONS OF EMPLOYMENT - PAID STAFF
CONTRACT OF EMPLOYMENT
5. CONDITIONS ON ENGAGEMENT - VOLUNTEERS
6. CODE OF BEHAVIOUR FOR EMPLOYEES & VOLUNTEERS
7. BULLYING & HARASSMENT
8. RECRUITMENT OF STAFF
9. SCREENING FOR CHILD/SEX OFFENCES
10. STAFF SUPERVISION & SUPPORT
11. PERFORMANCE APPRAISAL
12. STAFF DEVELOPMENT EDUCATION & TRAINING
13. 13A. STAFF PERFORMANCE
proc : DISPUTE & GRIEVANCE PROCEDURE

13B. STAFF GRIEVANCE PROCEDURE
14. EMPLOYEE EXIT

Policy Name : 1. Staff Accountability***Responsible Officer: Manager******Date Approved: 2008******Date for review: 2011***

It is important for the smooth running of Interchange Shoalhaven that all staff (paid and volunteer) are clear about who they are responsible to, and that there is a set procedure for reporting.

Responsibility for the day-to-day management of Interchange Shoalhaven has been delegated by the Board to the Manager. This includes responsibility for :

- the employment and management of staff (paid and volunteer);
- service delivery;
- administration;
- service promotion and community liaison;
- liaison with funding bodies.

Role of Other Staff

All other staff are required to fulfil the requirements of their job as specified in the Duty Statement. All staff are employed by the Board of Management, however they are directly responsible to the relevant Coordinator.

PROCEDURE : 1. Staff Accountability***Staff Reporting Procedures******Manager***

The Manager should provide monthly reports (or as required) to the Board of Management including overall management & staff issues.

Coordinators

The Coordinators should provide regular reports (as specified by the Board) to the Board of Management, including Care information.

Book Keeper

The Book Keeper should prepare financial monthly statements for the Manager and the Treasurer to present to the Board of Management.

Policy Name : **2. Employee Information**

Responsible Officer: **Manager**

Date Approved: **2008**

Date for review: **2011**

The Manager will ensure a file on each employee is maintained. It will include their signed Agreement of Employment, their Duty Statement, notes on their performance, their training record and any other relevant information. The Book Keeper will maintain a file for each employee containing a completed employee record and information relevant to pays. Employees are entitled to see their files at any suitable time to be arranged with the Manager/ Board of Management.

PROCEDURE : 2. Employee Information

Staff Financial Issues

2.1 Salaries - All salaries should be:-

- a) Recorded on the Computer Payroll.
- b) Prepared and paid fortnightly either by cheque or by electronic direct bank deposit.

2.2 Personnel Data - The following details shall be kept up to date for each employee:-

- a) Particulars of engagement and termination of employment
- b) Authorised rates of pay from time to time
- c) Travel Allowance rates
- d) Absences, holidays and sick leave, long service leave
- e) Other information considered relevant

All current employee files are to be stored in locked filing cabinets

2.3 Taxation

- a) Tax Instalments shall be accounted for under the Group Employer system and must be remitted to the Tax Department by the 7th of the following month.
- b) Group Certificates and Statements of Earnings must be completed and distributed to employees by 14th July in each year. The Reconciliation Statement must be completed and sent to the Taxation Office by the 14th August each year.
- c) Employee Declaration forms shall be completed for each employee and copies sent to the Taxation Office.

2.4 Superannuation

Workers *must be offered a choice of* Superannuation funds. The nominated default superannuation scheme used by Interchange Shoalhaven is H.E.S.T.A. Contributions shall be made in accordance with Award requirements.

2.5 Fringe Benefits – see *Salary Packaging policy and procedures in PP1/7 Financial Management*) All workers are entitled to negotiate fringe benefits after their status has been confirmed following their three month probation.

2.6 Long Service Leave

Employees will be offered long service leave after 10 years of continuous service, excluding periods of unpaid leave like parental leave. Accruals for casual staff entitlements will be calculated and accrued after 5 years of service.

Policy Name : **3. Duty Statements**
Responsible Officer: **Manager**
Date Approved: **2010**
Date for review: **2013**

All staff should have a Duty Statement which specifies their roles and responsibilities.

Duty Statements should be reviewed and updated when a staff member leaves and/or at least every two years to ensure that they are appropriate. Updated copies of Duty Statements must be included in this Manual. Current Duty Statements are shown below.

Each staff person should be given a copy of their Duty Statement prior to their commencing employment and whenever their Duty Statements is changed.

Duty Statements:

- Volunteer
- Support Worker
- Activity Supervisor
- Assistant Coordinator – Respite
- Coordinator - Respite
- Coordinator – Social Support
- Coordinator – Holiday Programs
- Coordinator - Volunteers
- Coordinator – Support Worker team
- Book keeper
- Office manager
- Manager

<i>Policy Name :</i>	4. Conditions of Employment
<i>Responsible Officer:</i>	<i>Manager</i>
<i>Date Approved:</i>	<i>2006</i>
<i>Date for review:</i>	<i>2011</i>

Contract of Employment

The conditions of employment for Interchange Shoalhaven paid staff are specified in Interchange Shoalhaven's Contract of Employment. This contract is based on the relevant awards with some above-award clauses added following discussions with staff, their unions and the employer body. The following points apply to the Contract:

- All paid staff should have an Contract of Employment, which is to be signed by the staff person and the Coordinator or Board member prior to their commencing work. (See also, Recruitment of Staff.)
- Interchange Shoalhaven's policy on staff conditions of employment are specified in the Contract of Employment.
- Each staff person shall be given a copy of their signed 'Contract of Employment' prior to commencing employment.
- Probationary Period - The initial contract of employment for a new worker should be 3 months. If the Board is not happy with the person's performance their employment can be terminated on the day the agreement expires by giving at least 14 days notice in writing.
Subsequent contracts of employment could be for a year or more and should be negotiated between the Board and the employee.
- Review of Duty Statements:
Duty Statements should be reviewed whenever the Contract of Employment is due to expire or be reviewed. If the duty statement needs to be changed the Contract of Employment should be terminated by giving not less than 14 days notice in writing to the employee that their employment will cease on the expiry of the current term of their employment.
A new Contract of Employment should then be signed in relation to the revised duty statements.
Changes to the duty statements within a current term of employment must be agreed to by the employee.

A copy of the current Contract of Employment is included below.

NOTE: BEFORE A CONTRACT OF EMPLOYMENT IS SIGNED BY AN EMPLOYEE, THE BOARD MUST ENSURE IT IS CHECKED AGAINST THE RELEVANT AWARD OR SEEK LEGAL ADVICE TO ENSURE THAT IT COMPLIES WITH THAT AWARD.

Policy Name : **5. *Conditions of Engagement-
Volunteers***

Responsible Officer: *Manager*

Date Approved: *2007*

Date for review: *2011*

Interchange Shoalhaven recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- enables volunteers to contribute to their community;
- provides the opportunity for work experience and the development of new skills in volunteers;
- enables the success of Interchange Respite Services;
- allows for wider community participation in the service.

Volunteer Roles

Volunteers will not be used to replace paid workers in the service.

Each volunteer will be provided with a Volunteer Duty Statement and undergo satisfactory participation in the Volunteer Orientation Program.

Volunteers must be 18 years or over to work independently with consumers.

Volunteers of age from 16 to 18 years may work on groups at the discretion of the supervisor

Volunteers 15 years and under can only be involved in group activities if under the direct supervision of an adult who is not the supervisor for the activity and at the discretion of the supervisor.

Agreement of Employment for Volunteers

All volunteers must sign a Volunteer Agreement before commencing work. A copy is included.

Code of Behaviour

Volunteers are expected to conform to the Interchange Shoalhaven Code of Behaviour for Employees and Volunteers by signing the code before commencing volunteer work with Interchange. Volunteers must also demonstrate their understanding of the Non-disclosure of Information principles by signing the "Disclosure of Information" Form.

Rights of Volunteers

Volunteer rights are to be respected at all times. (Refer handout following)

Volunteers are entitled to see their file at any suitable time to be arranged with their supervising Coordinator. Information from volunteer files are not to be passed onto any other person or organisation without the written permission of the volunteer.

Reimbursement of Expenses

Expenses incurred by volunteers in assisting in the care of consumers will be reimbursed according to our schedule - Volunteer Care Arrangements Contributions and Volunteer Reimbursements (PPP3#16)

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VOLUNTEER INFORMATION MANAGEMENT CHECKLIST
– COORDINATOR

1. Initial information collected on *Volunteer Initial Contact Sheet*
2. Information provided on/after initial enquiry: eg
 - Interchange publicity material
 - Information sheet/ cover letter on volunteering at Interchange
 - Duty Statement of Volunteer
 - Outline of Orientation offered and requirements eg criminal record check and working with children check
 - Process of getting involved, eg
 - 1:1 or group orientation to role
 - application completed
 - checks undertaken
 - final interview/home safety check/personal details included authority to direct deposit banking forms completed
 - introductions to care coordinators
 - links made to individual families/groups
3. Orientation undertaken
4. Application received and checks undertaken
5. File created (from back)
 - Initial enquiry form
 - Volunteer application form
 - Permission to do checks and outcomes of checks
 - Personal details form & authority for direct deposit
 - File notes
 - Service Summary form started inserted inside front cover
6. Final Interview and home safety check undertaken
File notes made on recommendation for care and suitability.
Home safety check summary filed.
7. File given to Admin for details to be placed on mailing list and bank authority details noted by bookkeeper
8. Links made with Coordinators and care arrangements

Policy Name : **6. Code of Behaviour for Employees and Volunteers**

Responsible Officer: **Manager**

Date Approved: **2006**

Date for review: **2010**

The staff code of behaviour is a set of rules outlining standards of acceptable behaviour at work. It makes it clear to all people what is expected, and reduces confusion and possible conflict.

A copy of the code of behaviour should be given to all staff (paid and volunteer) on recruitment.

Failure to abide by the Staff Code of Behaviour may lead to dismissal from Interchange Shoalhaven.

Employees and volunteers should wear neat clothes appropriate to the type of work and not offensive to the consumers.

STAFF & VOLUNTEER CONDUCT IN CONSUMER FINANCIAL & LEGAL AFFAIRS

- No Interchange Shoalhaven worker (paid or volunteer) shall in any way attempt to influence the disposition of a consumer's legal **will** in the worker's favour nor shall a worker witness a consumer's will. Any consumer seeking advice about his/her will should be referred immediately to an independent legal adviser or organisation.
- Further no worker will seek **gifts** from any consumer.
- No worker shall, wherever practicable, accept gifts from consumers (except home garden produce and donations to Interchange Shoalhaven that are accepted). Details of all gifts must be entered into the donation book.
- The Manager or the Chairperson of the Board of Management must be immediately informed of any unsolicited gift or bequest of a value in excess of \$10-, for appropriate action consistent with this code of conduct.
- Workers must not accept any financial or legal responsibility for a consumer, such as :
 - * Operating a consumer's bank account (unless the consumer has filled out all necessary paperwork);
 - * Accepting a consumer's power of attorney;
 - * Being appointed executor of a consumer's estate;
 - * Signing credit cards or bank account cards.
- Workers will not offer financial advice to consumers, especially with respect to the investment or disposal of personal funds.
- Workers also must not :
 - * Offer to buy or request to acquire anything a consumer owns (or make any statement which could be construed in such a way)
 - * Ask for gifts or expect a consumer to do anything in return for help, other than any agreement a consumer has made in his/her care plan;
 - * Accept any gift (valued over \$10.), loan, cash or other payment from a consumer, apart from any financial contribution agreed in his/her care plan.

Code of Behaviour for Employees and Volunteers

Employees and volunteers agree to:

- abide by the philosophy of Interchange Shoalhaven;
- observe all the rules of Interchange Shoalhaven including those specified in the constitution and any others determined by the Board of Management or the membership of the organisation;
- adhere to all the accounting procedures of Interchange Shoalhaven;
- represent Interchange Shoalhaven in a positive way;
- not discuss confidential issues of Interchange Shoalhaven with people outside the organisation;
- not take illegal drugs or consume alcohol when on duty or on the premises;
- not have sexual relationships with service consumers
- follow any grievance procedures set down by the Board of Management to try to resolve any conflicts with other staff or members of Interchange Shoalhaven ;
- not harass in any form nor abuse, physically or verbally, consumers, other staff or members of Interchange Shoalhaven;
- support consumers in decision making without giving advice to consumers;
- promote family relationships by remaining objective;
- treat consumers with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.

Failure to abide by the above rules may lead to dismissal from Interchange Shoalhaven.

Policy Name : 7. Bullying and Workplace Harassment**Responsible Officer:** Manager**Date Approved:** 2007**Date for review:** 2011**Definitions:****Harassment** is any type of behaviour that:

- The other person does not want and does not return; and
- Offends, embarrasses, puts down, or scares them; and is
- Sexual, or
- Targets them because of their (or their relative's, colleague's or friend's) race, ethno-religion, sex, pregnancy, marital status, age, actual or presumed transgender, actual or presumed homosexuality, actual or presumed disability, or actual or presumed carers' responsibilities

Bullying is any type of behaviour that:

- Puts down (belittles), scares or offends someone and could put their health, safety or welfare at risk. This includes their psychological or emotional health.

Refer attachment BANNED BEHAVIOURS

Policy Statement:

Interchange Shoalhaven does not allow any type of Bullying or Harassment in the workplace or in any activity associated with work undertaken by Interchange Shoalhaven.

Everyone who works for Interchange Shoalhaven has the right to a workplace free from Bullying and Harassment

Every one of our consumers and visitors within the workplace has the right to a service and/or visit that contains no bullying or no harassment.

Interchange Shoalhaven will discipline and may dismiss any employee or member of management that is found guilty of Bullying and Harassment or who is involved in the identified banned behaviours

Interchange Shoalhaven will ensure all workers and volunteers including management committee members are trained in the nature of Bullying and Harassment and in this policy.

Interchange Shoalhaven states that if someone else finds behaviours to be bullying or harassing then it is managed as a bullying or harassment complaint.

Procedures: 7 Bullying & Harassment

Everyone's responsibilities:

1. Workers and volunteers must participate in training on bullying and harassment and be familiar with and understanding of the **Banned behaviours**
2. Workers and volunteers must never do or get involved in any of the behaviours that are banned in our workplace or any other behaviour that offends or intimidates others.
3. Workers and volunteers must always be cautious not to behave in any way that could be construed as bullying or harassment by another individual.
4. If a worker or volunteer is bullied or harassed, they should (if comfortable) tell the perpetrator that they are not comfortable with their behaviour. If the victim doesn't feel comfortable doing this, or they have attempted to resolve the matter and the perpetrator does not stop the behaviour, the grievance procedure should be used to resolve the matter.
5. If a worker or volunteer personally sees or hears anyone acting in a way that could be construed as bullying or harassment then the workers or volunteer is encouraged to speak with the perpetrator about why this behaviour is not accepted at Interchange Shoalhaven. Rumors must not be spread concerning this by the A worker or volunteer and if this does occur disciplinary action may follow. It is also possible that the subject of the rumours could sue for defamation.
6. If a worker or volunteer witnesses someone within the workplace being bullied or harassed the worker or volunteer must help prevent this behaviour by offering to support the victim. For example:
 - Refuse to join in on the bullying and harassment behaviour
 - Inform the victim they have the legal right to a bullying and harassment free workplace
 - Inform the victim of their right to approach the bullier and harasser to inform them that they do not feel comfortable with their behaviour if they feel confident to do so.
 - Tell the victim that they should report it to the appropriate person and that they will support them and act as a witness
 - Inform them of their rights to use the Interchange Shoalhaven grievance procedure.

Responsibilities of Management

1. Run regular induction and training programs about bullying and harassment so that all within the organisation know their rights and responsibilities.
2. Ensure all workers and volunteers are given a copy of the banned bullying and harassment behaviours and are informed that involvement in any of these behaviours may result in disciplinary action including dismissal.
3. Deal with any bullying or harassment complaints seriously, sympathetically, quickly, impartially (fairly) and confidentially - in line with Interchange Shoalhaven Grievance Procedure.
4. Endeavour to prevent all within the workplace from feeling victimised for making a bullying or harassment complaint.
5. Follow the Grievance Procedure in dealing with any breaches of confidentiality or dishonesty or misleading behaviours.
6. If the bullying/harassment has been confirmed, action must be taken to ensure that the bullying/harassment stops immediately. The person or people involved in this behaviour may be disciplined and/or dismissed according to staff performance dispute procedure.

BANNED BEHAVIOURS

Interchange Shoalhaven defines the following behaviours as Bullying and Harassment behaviours and bans these behaviour from the workplace as well as any other behaviours that can be construed as bullying and harassment:

- Touching someone else in a sexual way
- Touching someone else on their genitals excepting for the purpose of attending to personal care of an Interchange Shoalhaven consumer
- Downloading pornography, racist or similar material from the internet
- Circulating or displaying pornography , racist or similar material
- Arranging strip-a-grams
- Deliberately hurting anyone with actions or words
- Actual or threatened assault or highly aggressive behaviour towards someone
- Indecent or sexual assault
- Initiation rites that offend or harm someone
- Stalking another employee or consumer
- Victimizing someone for complaining that they have been bullied or harassed
- Victimizing witnesses, or friends or relatives of person who have been bullied or harassed

Sexual behaviours such as;

- Victimizing witnesses, or friends or relatives of person who have been bullied or harassed
- Sexual or suggestive remarks
- Unwanted sexual propositions, or repeated, unwelcome invitations to go out with someone
- Suggestive looks or leers
- Wolf whistling
- Unnecessary or unwanted physical contact - pinching, patting, brushing up against a person, sexual, intimate or threatening touching, unwelcome kissing, hugging or massaging,
- Spreading sexual or other rumours about someone
- Repeated, unwelcome questions about someone else's sexual life or relationship(s)
- Unnecessary and offensive touching
- Making someone else feel uncomfortable by encroaching on their personal space

Verbal behaviours such as;

- Making fun of someone - including imitating them, teasing them, or baiting them
- Putting someone down in an inappropriate way either individually or in front of a group.
- Jokes that could be construed as offensive
- Obscene, racist, sexist, anti-gay and/or any other telephone calls that could be construed as offensive
- Inappropriate language within the workplace such as sexual, sexist, racist anti-gay, or any other language that could be construed as offensive
- The spreading of rumours concerning an individual or group in relation to work practices or personal information.
- Swearing or shouting at someone.

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BANNED BEHAVIOURS cont**Non-verbal behaviours - such as:**

- Obscene or racist, sexist, anti-gay (and so on) letters, faxes, or email messages
- Obscene, offensive, or racist, sexist, anti-gay (and so on) language or illustrations in any work-sponsored publication
- Practical jokes that may be construed as offensive
- Putting sexually suggestive, offensive or degrading/insulting material on workplace walls, computer screen savers, faxes, email, and so on
- Displaying or circulating racist, sexist, offensive or degrading/insulting cartoons or literature.
- Using telephone texting or electronic means to distribute offensive material
- Accessing pornography in written form or on the internet

Physically threatening behaviours as well as intimidating behaviour - such as:

- Threatening to make someone's work or home life difficult
- Unnecessarily leaning over someone or standing too close to them with the intention of being intimidating or the action being perceived as intimidating
- Offensive or obscene hand or body gestures
- Deliberately standing in someone's path with the intention of intimidating them or stopping them
- Deliberate pushing, shoving or jostling
- Any form of aggressive or frightening behaviour directed towards a person or group of persons.

Excluding behaviours - such as:

- Ignoring someone, or being particularly cold or distant with them
- Continually ignoring or dismissing someone's contribution in a work meeting or discussion
- Deliberately excluding someone from a work meeting, discussions or work correspondence that they ought to be at or have access to.

Bad supervisory behaviours - such as:

- Excessive work scrutiny
- Inappropriate or unfair criticism of, or punishment about, someone's work or behaviour
- Asking other employees to report on a colleague without employees knowledge
- Setting impossible deadlines, task or targets
- Constantly changing work goals without consultation with staff person concerned
- Supervisor taking credit for the work of one or more of their staff
- Ignoring or dismissing someone's contribution
- Unfairly blocking promotion, training or development or other work opportunities.

THE CONSEQUENCES FOR BEING INVOLVED IN ANY OF THE BANNED BEHAVIOURS WILL BE DISCIPLINARY ACTION IN LINE WITH AGENCY POLICY AND OR DISMISSAL.

Policy Name : 8. Recruitment of Staff

Responsible Officer: Manager

Date Approved: 2006

Date for review: 2010

Recruitment Policy

All staff are recruited according to Interchange Shoalhaven's Equal Employment Opportunity and Affirmative Action Policy (see below).

All permanent vacancies of more than 10 hours per week will be advertised externally.

The Coordinators are responsible for the recruitment of Interchange Shoalhaven Support workers (paid and volunteer).

The Manager is responsible for the recruitment of the Coordinators and administrative staff.

The Board of Management is responsible for the recruitment of the Manager, Selection panels for the Coordinators and administrative workers will comprise three people, including the Manager, one Board member and an independent including at least one female and one male.

Equal Employment Opportunity and Affirmative Action Policy apply

Equal Employment Opportunity

INTERCHANGE SHOALHAVEN aims to choose the best person for the job regardless of:

- race, colour and national origin;
- physical, intellectual or psychological impairment including HIV and AIDS;
- gender;
- marital status (including de facto);
- parental status (including pregnancy);
- religious or political beliefs, activities or practices.

INTERCHANGE SHOALHAVEN will establish and monitor all employment policies, practices and procedures to ensure that equal opportunity principles are followed in all areas of staff management including:

- advertising for positions;
- Duty Statements and selection criteria;
- interview questions and processes;
- selection panel composition and practices;
- appointment procedures;
- staff training and development;
- transfer, promotion and higher duties;
- discipline and dismissals.

To find the best applicants for the position, Interchange Shoalhaven will focus on the requirements of the job rather than questions or assumptions about the applicant's circumstances or background.

Interchange Shoalhaven will provide information and training to all staff and management members involved in the staff advertising, selection and appointment process.

Affirmative Action

As an organisation whose principle focus is upon persons with disabilities, employment practices shall discriminate positively in favour of persons with a disability who have appropriate qualifications, with allowance made in respect of selection criteria if necessary.

Police Clearance - refer Policy #9. *Screening for Child/Sex Offences*

PROCEDURE : 8. Recruitment of Staff

7.1 Recruitment Process for permanent vacancies for Paid Staff

1. Clarify the need for and role of the worker and develop or review the Duty Statement.
2. Work out who will be involved in the shortlisting and interviewing.
3. Advertise the position.
4. Send applicants a copy of the Duty Statement (including essential and desirable criteria and rates of pay) and information on Interchange services.
5. Shortlist applicants on the basis of the essential and desirable criteria.
Interviewees will be notified with a minimum of 4 days notice.
6. Interview.
7. Select the most suitable applicant(s).
8. Advise the successful applicant(s) in writing, stating commencement details.
9. Sign a Contract of Employment.
10. Write letters to unsuccessful applicants.
11. Orientate the new worker.

8.1.1 Advertising Positions

Permanent Positions of more than 10 hours per week must be advertised in the local services. Advertisements will cover award category, relevant information from Duty Statement, essential criteria and desirable criteria. A copy of the most recent advertisement for all positions must be kept to make the compilation of future advertisements much easier.

8.1.2 Shortlisting

Shortlisting of all applicants should be carried out by the interview panel.

The panel should decide on the basis of the Duty Statement, what skills and experiences are essential in order to do the job, and which skills and experiences are desirable.

Applicants who, on the basis of their written application, appear to have the essential skills and experiences should be shortlisted for an interview.

In line with the affirmative action policy, applicants with a disability who have most of the essential skills and experience may be shortlisted if the selection panel consider that the other skills/experiences can be developed through training and on-the-job support.

The Shortlisting and Interview Panel

The interview panel for all permanent positions will comprise of:

- one Board of Management member;
- at least one male and one female person;
- the Manager or other relevant staff member;
- one other independent person such as a worker with another community group, local government authority or government department;

The interview panel for casual Support Worker positions will comprise :

- the supervising Respite Coordinator or other relevant staff member;
- at least one male and non female person;
- a consumer or Carer of a consumer;
- one other independent person such as a worker with another community group, local government authority or government department;

PROCEDURE : 8. Recruitment of Staff cont***8.1.3 Interviewing***

The selection panel should draw up a list of interview questions prior to the interviews. All applicants should be asked the same questions. The questions will aim to explore the applicant's relevant skills and experience to perform the duties. Interview schedules for all positions are retained for future reference.

8.1.4 Short term Recruitment to meet casual vacancies

Where short term vacancies of less than 6 months arise, positions can be filled through the process of awarding fixed term contracts. These contracts can be awarded to people who have demonstrated, through written application and interview with supervising Manager, that they meet the criteria for the temporary position.

External advertising and the formal interviewing process are not required for fixed term contracts of less than 6 months duration.

Extensions to 6 month fixed term contracts will only be considered under exceptional circumstances, for example extensions to limited term maternity leave.

8.2 Procedure When a New Staff Person Joins

When a new staff person is appointed to Interchange Shoalhaven the following procedure applies:

- a Contract of Employment specifying all the terms and conditions of Employment is signed by the staff person and the Chairperson or the relevant Coordinator and a copy given to the staff person;
- ensure the person has a copy of their Duty Statement;
- an employee record is completed and details put on computer payroll;
- an Employee Tax Declaration Form is completed and forwarded to the Australian Tax Office;
- a page in the timesheet folder is set up (for permanent employees);
- the employee is given time to read the staff orientation kit, and the opportunity to ask any questions;
- when practicable, a handover is arranged with the previous occupant of the position.
- contents of this Policy and Procedure Manual relevant to the person's position are explained to them.
- the employee is advised of opportunities for Superannuation, Union & Membership & Fringe Benefits.

Staff Orientation Kit

A staff orientation kit will be maintained and given to all new staff members on recruitment. The orientation kit will include:

- agency name, address, phone numbers and fax numbers;
- agency philosophy and objectives including brief history;
- management model;
- organisation chart;
- staff roles, rights and responsibilities;
- pay day and method of payment;
- Contract of Employment;
- code of behaviour & Disclosure of Information declaration;

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- occupational health and safety information;
- consumer rights;
- information on the function of and location of the Policy and Procedure Manual.
- Grievance procedures
- Detailed care information for direct care workers

EMPLOYEE INFORMATION MANAGEMENT CHECKLIST
– COORDINATOR/MANAGER

1. Employees recruited as per Recruitment policy, including referee and medical (if required) checks
2. Criminal Record check and Working with children check undertaken
3. Offer of employment and contract details signed off by management and employee
4. Personal details recorded on *Personal Details Form*. This form is given to Admin for recording details on database and then returned to Coordinator for filing
5. Orientation undertaken and completed
6. Admin Orientation including
 - direct deposit authority
 - superannuation details
 - Taxation details
 - Receipt of keys
 - Receipt of security code
 - Receipt of telecard/ mobile telephone
 - Receipt of id card
 - Signing off of contract identifying items issued

Admin Personnel file created with above details stored in Bookkeeper's cabinet

Support Workers - Timesheet file created for storage in Care records cabinet in Coordinator – Support Worker's office

Permanent workers – timesheet slot created in time book
7. Coordination file created for storage in Coordinator/Manager's cabinet (from back)
 - Job application
 - Permission to do checks and outcomes of checks
 - Letter of offer and job contract
 - Personal details form
 - File notes
8. Details added to data base (admin) Support Worker List (Coordinator) and Emergency Contact Sheet (Manager)
9. Links made with Coordinators and care arrangements

Policy Name : 9. Screening

Responsible Officer: Manager

Date Approved: 2006

Date reviewed: 2010

Date for review 2013

Persons employed or engaged as a volunteer in any position associated with the educating, minding or caring for children and people with disabilities are in a “privileged” position and higher standards than those which might normally prevail in relation to their suitability for employment are therefore not unreasonable.

The policy of Interchange Shoalhaven Inc. is to endeavour to ensure all employees and volunteers who are associated with this organisation are of good character and can be relied upon to provide a high standard of service to our consumer group. In particular, offences involving violence, child abuse, sexual assault and repeated drink driving would exclude involvement with Interchange.

The Child Protection (Prohibited Employment) Act 1998 requires all employees in child related employment to declare whether they are a prohibited person, ie a person convicted of a serious sex offence (refer *Prohibited Employment Declaration* for full definition) or not. Employees with such convictions are disqualified from working in child-related employment unless they seek exemption from either the Industrial Relations Commission or Administrative Decisions Tribunal.

A Working with Children Check must be undertaken on all persons involved in direct care management or care delivery for people with disabilities through Interchange Shoalhaven in line with guidelines outlined following.

The use of a criminal record check is only one form of enquiry that should be undertaken to establish a person’s good character. The following checks and balances are built into our initial recruitment and our ongoing review processes:

1. Internal checks
 - ✓ Personal interview
 - ✓ Referee checks
 - ✓ Proof of identity and residency status
2. External checks
 - ✓ Criminal record check through the NSW Police Department
 - ✓ Working with Children Check, as required under the Child Protection (Prohibited Employment) Act 1998
 - ✓ Prohibited Employment Declaration, as required under the Child Protection (Prohibited Employment) Act 1998

Provisions have been made that recognise the individual’s right of privacy in respect of convictions. The information from signed consent forms are sent to the authority specified on the form. There are no details given to Interchange by the authority, except an 'OK' or 'Not OK'. This is a confidential process.

Privacy Considerations

The basic principles established by the NSW Privacy Committee to protect the privacy of individuals with convictions are as follows :

- (a) Ten Year Limit - No questions should be asked relating to notifications, convictions or release from imprisonment which occurred more than ten years ago.

Note : In respect of persons employed in any position involving the education, minding or caring for children (and people with disabilities) criminal record

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checks for offences in the nature of assault, rape and other acts of sexual assault or similar nature will be undertaken for an unlimited period.

- (b) Openness - No criminal record or Department of Community Services record checking should be carried out without the subject's knowledge
- (c) Discussion - No adverse decisions should be undertaken without giving the subject the opportunity of prior discussion.
- (d) Review - All adverse decisions should be subject to an appropriate review
- (e) Destruction - Details of a person's criminal record should be destroyed after it has been used.

PROCEDURE: 9. Screening

Internal Screening

1. Personal interview

All applicants for paid and volunteer work involving direct care of people with disabilities must be interviewed by a Respite Coordinator or Manager (and in line with recruitment procedures). Any workers undertaking care in their own home must be interviewed with other household members in their home by a Respite Coordinator.

2. Referee checks

All applicants for paid and volunteer work must give the names of at least two referees who will be contacted for verbal or written references by the Respite Coordinator or Manager.

3. Proof of identity and residency status

Applicants for employment with Interchange Shoalhaven must provide proof of identity (e.g. drivers licence, bank account record) and evidence of residency status (e.g. birth certificate, residency certificate).

External screening

1. Prior to employment

During recruitment for any position with the organisation:

- ✓ all material regarding the position will include information advising that prohibited persons are not permitted to apply and that the Working with Children Check and Criminal Record Check will be undertaken on all preferred applicants
- ✓ all applicants for employment must complete a Prohibited Person Declaration and consent to the Working with Children Check and Criminal Record Check.
- ✓ Where care will occur in the prospective Respite Worker's home, the worker, their partner, any residents over the age of 18 years, and/or any other person who will be staying in the home when care may occur, must complete a Prohibited Person Declaration (Refer *Attachment 4*), consent to the Working with Children Check (Refer *Attachment 3*), and consent for Criminal Record Check through the NSW Police Department.

No Working with Children Check is to be made on :

- (a) Any applicant to whom it is not proposed to work with people with disabilities or their carers.
- (b) Those applicants who are immediate school leavers

Process

A. **Declaration** All applicants for employment that involves working directly with people with disabilities must complete a Prohibited Person Declaration. (Refer *Attachment 4*) This declaration will be stored on the applicant's personnel file. Should an applicant declare themselves a prohibited person they cannot be employed in child-related employment.

B. **Criminal Record Check** All applicants for paid or volunteer work with Interchange Shoalhaven must sign a consent for a Criminal Record Check through the NSW Police Department. The consent and record of approval are recorded in the individual's personnel file.

Should the check not be clear, the Interchange Manager will be informed by the clearance agency

PROCEDURE: 9. Screening cont

The manager will arrange to obtain the details of criminal activity direct from the applicant. After obtaining this information, should Interchange wish to still consider the applicant, the details of the criminal activity can be confirmed through the Clearance agency screening officer.

C. Working with Children Check

For employment that involves direct contact with children where that contact is not directly supervised, the successful applicant must be subject to a complete Working with Children Check prior to commencing employment.

- ✓ This consent will be stored on the applicant's file.
- ✓ Interchange Shoalhaven is registered with the NSW Commission for Children and Young People who undertakes the Working With Children Check.
- ✓ The NSW Commission for Children and Young People will:
 - * complete a criminal record check (for sexual offences)
 - * undertake a check of relevant apprehended violence orders
 - * determine if the applicant has any previous disciplinary proceeding
 - * notify Interchange of the outcome of the checking process
 - * undertake a risk assessment of any prospective child-related employee whose check has identified any matter which should be taken into consideration before employment is commenced
 - * contact any prospective child-related employee whose check has identified a matter which should be taken into consideration to discuss findings prior to completing the Working with Children Check

If this Working with Children Check is not successful, employment cannot proceed.

2. During Employment

It is a requirement of our service that we regularly review the suitability of workers who work with consumers. All Criminal Record checks must be repeated every three years for those undertaking 1:1 care work of people with disabilities. All paid workers must be asked as part of their performance appraisal, and all volunteer Respite Carers as part of their annual survey:

Since you commenced as a worker with Interchange:

1. *Have you been the subject of any Police or Department of Community Services investigation or notification (or similar matter) that could be considered relevant to your role with Interchange?*
2. *If you provide care in your home :*
 - 2.1 *Has a member of your household been the subject of any police or Department of Community Services investigation or notification (or similar matter) that could be considered relevant to your role with Interchange?*
 - 2.2 *has any member of your household reached the age of 16 years ?*
 - 2.3 *Are there any new adults living in your home ?*

The supervising coordinator needs to assess any information resulting from such enquiry and determine whether this places in question the worker's suitability for the job and/or whether there is a need for new Working with Children Check and/or Criminal Record Check.

Policy Name : **10. Staff Supervision and Support**

Responsible Officer: **Manager**

Date Approved: **2007**

Date for review: **2011**

Supervision and support are important to ensure that staff are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on staff development issues noted in staff performance appraisals.

A risk management approach is employed to prevent of minimise stress in the workplace

Interchange recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- ⇒ making good staff working conditions a priority;
- ⇒ clearly defining job responsibilities and accountability structures;
- ⇒ establishing support systems for all staff including stress management training

All paid staff will be provided with regular supervision at least bi-annual performance appraisal. Volunteer respite workers will be provided with supervision and support at least annually depending on the amount of care provided.

The Chairperson of INTERCHANGE SHOALHAVEN Board of Management (or other nominated Board member) is responsible for providing supervision and support to the Manager.

The Manager is responsible for providing supervision and support to all permanent staff.

The Coordinators are responsible for providing supervision and support to all direct care workers (paid and volunteer).

All service staff has the right to fair management, professional support, ongoing education and professional guidance, effective communication with management and an avenue to express concerns and grievances without fear of retribution or disadvantage in a safe working environment.

Interchange Shoalhaven is committed to the provision of information and training on abuse issues and on-going support of staff who encounter abuse situations involving consumers and carers. (Refer pp3:#10.1 - policy and debriefing procedures)

PROCEDURE : 10. Staff Supervision & Support

1. Working conditions

The quality of the service provided to consumers and carers is linked to the conditions provided to workers and volunteers.

- ⇒ Ensure that the working environment of staff acknowledges their family life, personal commitments and individual ability
- ⇒ Insist that workers take accumulated time-in-lieu and holidays, take lunch breaks and have planning time
- ⇒ Implement a complaints procedure
- ⇒ Ensure mechanisms exist to address staff conflict. Types of conflict include:- Sexual harassment
 - Sexual and racial discrimination
 - Ostracism by fellow workers
 - Reaction to unfair dismissal
 - Reaction to failure to obtain promotion
- ⇒ Develop a consultation policy and processes to reduce the potential for staff conflict
- ⇒ Include a mechanism for employees to give feedback
- ⇒ Resolution should be met by following set procedures where both parties feel they are being fairly treated:
 - Refer to Conflict Management and Bullying Management (PP2 #7)**
- ⇒ Provide parental leave, flexible work hours and opportunities for part-time work
- ⇒ Monitor leave entitlements (too much leave & too little leave)

2. Clearly defined roles

Poorly defined roles lead to conflict and confusion

- Ensure each worker and volunteer has a clear job description
- Ensure new workers is given a thorough induction to their role and to the organisation
- Ensure workers are aware of their reporting responsibilities and by whom their work is supervised

3. Staff support

- Provide regular supervision. This involves monitoring the worker's abilities as well as assessing how well they are coping with responsibilities.
- Ensure realistic workplans and timelines are developed and monitored
- Provide opportunities for staff to network with workers in similar roles in other organisations.
- Ensure staff contribute at staff meetings and receive appreciation and positive feedback from peers
- Ensure training in stress management is provided and stress management resources are available for staff.

4. Supervision sessions will cover the following points:

- review of performance since last session;
- major activities planned before next session;
- organisation issues;
- feedback on performance including identification of strengths and weaknesses;
- identification of strategies for staff development, especially in addressing staff weaknesses.

Policy Name : **11. Performance Appraisal**

Responsible Officer: **Manager**

Date Approved: **2006**

Date for review: **2010**

INTERCHANGE SHOALHAVEN is committed to supporting staff to improve their own efficiency and effectiveness. Staff are expected to perform their duties to the best of their ability and to show a high level of personal commitment to providing a quality, professional service at all times.

Performance appraisals will be conducted at least bi-annually by the Supervisor for all paid staff. Performance appraisals will be carried out for the Manager by the Board member who is his/her supervisor.

Performance Appraisals are based on Duty Statements and agreed work plans.

Performance Appraisals will also be carried out for regular volunteers in the service.

Purpose

Performance Appraisal is a method of evaluating and supporting staff through an agreed process of communication. There are many reasons why Performance Appraisal is an essential component of staff supervision and support, including:

- ✓ Providing staff with opportunities to identify their training needs to improve their performance,
- ✓ Helping individuals in their career development process,
- ✓ Assisting staff and teams to focus on their goals and outputs and thus work more effectively,
- ✓ Improving communication between individuals and management,
- ✓ Motivating employees to do well,
- ✓ Giving feedback to employees including giving recognition and encouragement for a job well done and identifying areas where additional training or improvement is necessary,
- ✓ Allowing input from employees to improve job design and the organisation itself,
- ✓ Clarifying priorities for individuals and checking that their workplan is realistic,
- ✓ Providing an opportunity for employees to communicate grievances and either personal or work related problems,
- ✓ Identifying any obstacles that need to be removed for good job performance,
- ✓ Checking the effectiveness of other personnel policies such as staff selection, training and development.

PROCEDURE : 11. Performance Appraisal

Performance Appraisal Process

1. T.R.A.C.

Rate from 1-10 how much you (as their supervisor):

TRUST the worker

RESPECT the worker

have AFFECTION for the worker

have CONFIDENCE in the worker

2. ANALYSE YOUR WORKER'S PERFORMANCE

- (1) Run through the attached questionnaire (*attachment 2*) to help you identify actual problem(s) with an employee
- (2) Read through the attached handout "How to Analyse an Employee's Performance" (*Attachment 3*)
- (3) Gather together the worker's Duty Statements, past Performance Agreement, any notes on their work performance, and feedback from other staff/consumers etc and use the attached form : "Performance Analysis Form" (*attachment 4*) to identify the positives and negatives you wish to address at the Appraisal meeting.

3. ARRANGE THE MEETING

Refer to the attached handout "Asking your employee to meet with you" (*Attachment 5*)

Specifically ask them to use the attached questionnaire to prepare for the meeting.

Make sure they have a copy of :

- * the Performance Appraisal Questionnaire (*Attachment 6*)
- * their Duty Statement
- * their last performance Appraisal
- * the handout " Purpose of Performance Appraisals" (*Att 1*)
- * the agreed time etc of meeting.
- * the following handout : "Preparing for the Appraisal" (*Att 7*)

4. CONDUCTING THE APPRAISAL MEETING

4.1 Introduction

Clarify the purpose of the meeting :

- . to discuss and reach agreement on the best ways the employee can
 - continue to perform duties well
 - improve work performance in some areas
- . this may involve agreed changes for both worker & supervisor
- . For this to work it is important for both to have a constructive approach to the meeting :
 - try & listen to each other's point of view
 - put an emphasis on the job, not personalities
 - be prepared to learn from each other and modify ideas in a constructive way

Describe Process

- A. Their analysis - finding out how things are going for them
 - finding out what you can do for them
- B Your analysis - presenting supervisor's view of their work performance
- C. Negotiating Performance Agreement

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4.2 Worker's self analysis

- ask employee to present their analysis. Listen, acknowledge, seek clarification, consider outcomes, possible future outcomes

4.3 Supervisor's analysis

- present your analysis . Refer attachment : “ How to present your analysis of the Employee's Work Performance” *(Attachment 8)*

4.4 Negotiate

- Write down agreed actions/outcomes on attached form : “Performance Agreement” *(Attachment 9)*
- agree on how it is to be used / what follow-up is required:

4.5 Close the meeting

- refer attachment “Closing the Interview” *(Attachment 10)*
- acknowledge contributions of staff member & thank them
- acknowledge value of Performance Agreement

5. FOLLOW-UP

Refer handout “ Informal Follow-up/The Follow-up Interview” *(Attach 11)*

Policy Name : **12. Staff Development, Education
and Training**

Responsible Officer: **Manager**
Date Approved: **2006**
Date for review: **2011**

All Interchange Shoalhaven staff will receive training appropriate to their position. By providing opportunities for staff development and encouraging staff to expand their knowledge and skills, INTERCHANGE SHOALHAVEN believes that the improved abilities of its staff will be reflected in continuing improvements to services. Staff development, education and training is tied into the performance appraisal and staff supervision process.

PROCEDURE : 12. Staff Development, Education & Training
Basic Training Requirements

The training needs of staff and volunteers should be discussed with the Coordinator on recruitment, at the annual staff performance appraisal and at supervision sessions. The staff Coordinators are responsible for ensuring that the basic training needs of support workers. This may be through:

- the provision of a staff orientation kit and/or procedures manual;
- referral to an external training course
- the provision of 'in-house' training sessions or on the job training.

Basic training for staff will ensure that:

- all new staff have induction training through an orientation session. This will cover the staff orientation kit and the content and use of this Policy and Procedure Manual;
- staff receive training on occupational health and safety issues and in the use of equipment;
- staff receive training regarding the legal responsibilities associated with their work;

Direct care staff training

- Volunteer orientation package
- Support Worker orientation package
- staff receive training related to the needs of the consumer group;

Staff Development Opportunities

INTERCHANGE SHOALHAVEN will support its staff in staff development, education and training activities which are relevant to, and will benefit the organisation. Support may include:

- staff attendance for up to six days per year/pro rata for workshops, seminars and conferences run by INTERCHANGE SHOALHAVEN or other agencies;
- flexibility of working hours to participate in an accredited course of study part-time or externally at a recognised educational institution;
- purchasing resources such as videos and research literature.

Support Workers should report back to the Coordinator about any training activities which they have attended and the value of the activity to their work.

Any staff wishing to participate in staff development opportunities should discuss these with their immediate supervisor at least 14 days prior to the activity. This will allow for the rostering of a person's work.

Policy Name : **13. Staff and Volunteer Performance
Dispute and Grievance Procedure**

Responsible Officer: *Manager*

Date Approved: *2006*

Date for review:

13A Staff and Volunteers Performance Dispute

The Staff and Volunteers performance dispute procedure is the procedure for dealing with issues of poor performance by a Staff person or Volunteer. The procedure provides Staff and Volunteers with an opportunity to improve their performance through training and trial periods.

The following is the procedure for dealing with a Staff or Volunteer performance dispute not involving misconduct which would result in instant dismissal. It is also included in the Interchange Shoalhaven Contract of Employment.

Step 1: Verbal Warning

The employee or volunteer will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the complaint.

The employee or volunteer will be informed of this Dispute Procedures and the organisation's Grievance Procedure.

If appropriate, the Manager/Coordinator will, in consultation with the employee or volunteer, outline how the employee or volunteer must improve his/her performance. Any assistance needed by the employee or volunteer to improve his/her performance will be identified and provided where possible.

A date to review the employee or volunteer's performance will be set if required.

Step 2: First Written Warning

If at the time of review set in Step 1, the employee or volunteer's performance is still unsatisfactory, there will be further discussion with the employee or volunteer. This will include the employee or volunteer, a representative of their choice and the Manager/Coordinator.

The complaint against the employee or volunteer and plans for improvement will be recorded in writing and a copy given to the employee or volunteer clearly stating that a lack of improvement by a given time will result in a final written warning.

Step 3: Final Written Warning

If at the date set in Step 2, the employee or volunteer's performance has not improved, there will be further discussion with the employee or volunteer. This will include the employee or volunteer, a representative of their choice and the Manager/Coordinator. The complaint against the employee or volunteer and plans for improvement will be recorded in writing and a copy given to the employee or volunteer clearly stating that a lack of improvement by a given time will result in termination of employment.

Step 4: Termination of Employment

If the problem still persists after the final written warning the employer may terminate the employment of the employee or volunteer. In the case of a Staff and Volunteers performance dispute between the Manager/Coordinator and the Board of Management, any dismissal must be by a majority vote of the Board.

Detailed notes of these meetings will be recorded on the Employee or volunteers file. The terminated employee or volunteer must be given information regarding unfair dismissal appeals process.

13B. Staff and Volunteer Grievance Procedure

The Staff and Volunteer grievance procedure specifies the procedures Staff and Volunteers can follow if they have a grievance about their employment conditions, their supervisor or the Board of Management.

Step 1

The employee or volunteer may approach their supervising Coordinator or Manager for discussion and advice on the issue. The discussion is confidential.

Step 2

If the problem is not resolved in Step 1 the employee or volunteer may put the issue in writing to the Manager and request that the issue be raised with the Board of Management at the next Board meeting.

The Board of Management shall make a decision on the issue and advise the employee or volunteer within 7 days.

Step 3

If the problem is not resolved in Step 2 the employee or volunteer may attend a meeting of the Board of Management and shall be entitled to address that meeting. The employee or volunteer may be accompanied by a representative of their choice. The employee or volunteer may request that their supervisor not be present while they address the meeting.

The Board of Management shall make a decision on the issue and advise the employee or volunteer of their decision within 7 days. The decision of the Board is final.

Appeal

The Coordinators, Manager and Board will ensure that their decisions are in line with the relevant Acts of Parliament which govern the employment of Staff and Volunteers.

If Staff and Volunteers feel that they have been unfairly treated, they may consult with the relevant Union or the Industrial Relations Commission of NSW.

If Staff and Volunteers feel that they have been unfairly discriminated against on the grounds of sex, race, etc. they may refer the issue to the Equal Opportunity Tribunal.

Staff and Volunteers should be made aware of their rights to consult with the Industrial Relations Commission of NSW or the Equal Opportunity Tribunal.

Misconduct

Misconduct includes very serious breaches of agency rules which warrant the instant dismissal of an employee, Board member or volunteer.

Examples of misconduct include:

- theft of property or funds from INTERCHANGE SHOALHAVEN ;
- wilful damage of service property;
- intoxication through alcohol or other substances during working hours;
- verbal or physical harassment of any other employee or volunteer or consumer particularly in respect of race, sex or religion;
- the disclosure of confidential information regarding the organisation to any other party without prior permission;
- the disclosure of information concerning the consumers of the organisation other than the information that is necessary to assist consumers and to ensure their safety;
- carrying on a private business from INTERCHANGE SHOALHAVEN premises or using the service's resources for private business;
- bringing dishonour to the organisation.
- falsification of any organisation's records for personal gain or on behalf of any other employee or volunteer;
- failure to comply with the relevant Code of Behaviour.

This is explained to all workers and Board Members at Orientation

Policy Name : 14. Employee Exit

Responsible Officer: **Manager**
Date Approved: **2006**
Date for review: **2011**

All levels of staff may leave voluntarily or be terminated from the service in accordance with current industrial relations regulations and service policy as appropriate.

Failure to perform duties and/or adhere to service policies and procedures will lead to termination. Staff are to be given the opportunity to air grievances via the Grievance Procedure.

An appropriate service representative will conduct an assessment of the situation and an appraisal or exit interview as soon as possible after notification.

In cases of dismissal details of reasons for termination will be provided in writing to the person concerned within 3 working days of the exit interview.

In respect of paid employees the steps outlined in the Social and Community Services Award will be followed.

PROCEDURE : 14. Employee Exit

When an employee leaves INTERCHANGE SHOALHAVEN, the following procedure applies:

- arrange an exit interview or termination interview. The exit interview is conducted by the Manager, Supervising Coordinator or a member of the Board of Management and provides useful feedback about Interchange Shoalhaven for use in planning and evaluation.

A copy of the Exit Interview Record is included below;

- prepare the employee's termination payment:
 - calculate ordinary wages due or wages in lieu of notice;
 - calculate annual leave due to the date of termination. This is paid at the employee's current rate of pay;
 - calculate leave loading in accordance with the employment contract;
 - check if the employee is entitled to pro-rata long service leave;
 - check if any allowances are owing (e.g. travel, meals);
 - check if the employee owes INTERCHANGE SHOALHAVEN any monies;
 - prepare a written statement showing the detailed calculation of all monies to be paid to the employee;

make sure there is a letter of resignation from the employee if they resigned, or a letter of termination from the Board of Management if they were dismissed. (Copies of these letters should be kept on file with copies of employee contracts etc);

- If requested, prepare a written statement of employment detailing the period of employment and type of work performed.
- If appropriate, prepare a reference;
- complete a Department of Social Security Employment Separation Certificate and give it to the employee;
- make sure that property belonging to INTERCHANGE SHOALHAVEN is returned, including keys, files, equipment, ID Cards and Phone cards.