



## HR-F-014 RECRUITMENT & SELECTION GUIDELINES

The Recruitment, Selection and Appointment process at MacKillop is supported by a number of tools/templates/forms to be used by the Hiring Manager (as referenced throughout this document). These tools encourage best practice at each step where transparency, equal opportunity and finding the most suitable candidate is paramount. HR may be contacted at any stage of the process for advice and/or assistance, including being a member of the Selection Panel.

These guidelines are to be used in conjunction **with HR-P-001 Recruitment, Selection and Appointment Procedure.**

### 4.1 Planning

To fill a vacant position the Hiring Manager is to consider the following issues:

- The purpose of the job and the tasks to be carried out.
- The Business Plan objectives and budgetary implications.
- Whether other alternatives have been considered.

### 4.2 Position Description

The position description is to be written using the **Position Description Template** and approved by the relevant Authorising Manager.

### 4.3 Advertising

The authority to advertise a vacant position rests with the Hiring Manager in the relevant area. The authority to appoint a person to a vacant position rests with the relevant Authorising Manager.

All vacancies of six months or longer, including secondments and fixed term positions are to be advertised internally at a minimum. However, in the event that a fixed term position becomes permanent, there is no requirement for the position to be readvertised. The employee initially appointed to the position may be appointed automatically.

If, however, the decision is made at the end of the fixed-term to readvertise then a fair and valid justification is to be provided to the employee regarding why reapplication is necessary.

The completed **HR-F-005 Requisition for a Job Advertisement** and approved **Position Description** in electronic Microsoft Word format is to be emailed to **recruitment@mackillop.org.au** no later than 10.00am Tuesday of the week of the first advertisement.

It is vital the contact person nominated in the job advertisement be available during the advertising period to deal with any inquiries about the position. The contact person needs to have sufficient knowledge of the position and the authority to answer questions.

The HR Team Member at [recruitment@mackillop.org.au](mailto:recruitment@mackillop.org.au) will:

- Create and arrange all internal and external advertisements in the appropriate advertising medium in consultation with the relevant Hiring Manager.
- Notify all employees of vacancies through the weekly internal '**Employment Opportunities at MacKillop**' email which is linked to MacNet's '**Employment Opportunities**'.

#### 4.4 Selection Panel

##### **Panel Composition**

A selection panel of at least 2 and no more than 3 people is to be established to review all applications for ongoing and fixed term appointments of more than 6 months.

The panel members should:

- Have selection skills and an understanding of selection procedures.
- Have a good knowledge of the work areas.
- Have an understanding of the requirements of the position.
- Have sufficient understanding of the organisation.
- Be senior to the role being recruited.
- Ideally **not** be a peer of the candidate. Where a peer is involved in the interview process the Authorising Manager is to ensure that there is no bias and that transparency is paramount. As necessary, HR may be consulted.

##### **Responsibilities of the Selection Panel**

The main responsibilities are:

- To maintain confidentiality during the selection process; and
- To ensure that the best available candidate is recommended; and
- In accordance with the Fair Work Act (2009) and applicable Federal and State anti-discrimination legislation ensure that there is no bias or discrimination on the basis of a candidate's:
  - gender
  - age
  - disability
  - marital, parental or carer status

- physical features
- lawful sexual orientation or activity
- political / religious belief or activity
- industrial activity
- pregnancy, breastfeeding
- race
- HIV/Aids status personal association with a person who could be discriminated against on the basis of a characteristic listed above
- or any other personal attribute against which it is illegal to discriminate

### **Recruitment Best Practice**

The best methods to ensure that the selection process is undertaken in a fair and consistent manner are:

- Using the tools/templates/forms that are referenced throughout this procedure.
- Adhering to equal opportunity policy and practices.
- Planning recruitment, selection and appointment activities in a detailed manner.
- Attracting the largest pool of suitably qualified candidates.
- Seeking information that is necessary to satisfy the job identified in the position description.
- Basing the selection decision on the available relevant evidence from interviews, or other selection/recruitment tools, references and material provided by the candidate.
- Maintaining confidentiality of information.
- Providing feedback to candidates who request it.

### **4.5 Shortlisting Process**

Complete **HR-F-006 Pre-Interview Shortlisting Template** to shortlist candidates prior to interviews by assessing their application against the key selection criteria. The form enables the selection panel to do this in a transparent manner.

It is preferable that the full selection panel participates in the shortlisting process. Whilst many candidates may meet the mandatory requirements shortlisting should be done on the basis of the most competitive candidates.

#### 4.6 Check the status of Non-Australian Resident Visa Working Rights applications.

The following is to be completed as part of the short listing process:

- (a) Identify the candidate's working rights on their **HR-F-009 – Employment Application Form**.
- (b) If the candidate is a non-resident the Hiring Manager/Selection Panel is to check the type of visa and its expiry date to ensure that the candidate's visa allows them to work in Australia and that the permit does not expire before the proposed employment end date. Job offers cannot proceed where the length of the employment contract goes beyond the candidate's visa expiry date.
- (c) If the candidate is deemed suitable for the role and the visa and all other requirements are met, the Hiring Manager/Selection Panel is to ask the candidate to bring with them to the interview their right to work in Australia documentation. The original documentation, which is usually the candidate's passport, is to be sighted and a photocopy taken and dated noting that the original has been sighted. If unsure how to check the visa details contact HR.
- (d) Copies of the candidate's passport and visa details are to be emailed to **recruitment@mackillop.org.au** to be verified and confirmed on the VEVO system, prior to any offer of employment being made.
- (e) When submitting **HR-F-013 Employment Contract Advice Sheet** copies of all documentation listed above is to be attached and emailed to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au).

#### 4.7 Unsuccessful Applications

The Hiring Manager is to use **HR-F-010 Response Emails** to communicate with those candidates who have not been short listed.

When an internal candidate has been excluded from the shortlist it is recommended that the person be counselled and given feedback by the Hiring Manager before interviews are conducted. All unsuccessful applications must be destroyed.

#### 4.8 Interview Preparation

Whilst the Hiring Manager is the selection panel key person, the panel should meet together to prepare and agree on the questions that best test the key selection criteria prior to interviewing.

**HR-F-007 Interview and Assessment Guide** is to be used as the basis for designing the interview questions and for completing the assessment of each candidate after they have been interviewed.

- The questions should be short, unambiguous and relevant to the key selection criteria.

- Behavioural based questions should form the basis of the interview questions as they relate to exploring the candidate's past experiences, actions and reactions and results achieved in a variety of relevant situations. Past performance has been shown to be the best predictor of future performance in similar situations. Refer '**Planned Behavioural Questions Library**' for suggested detailed interview questions.
- It may be appropriate to ask 'scenario-based' questions. These should be limited as candidates tend to provide their opinion and theory rather than their actual experience. If this occurs it is important that the panel probe further so that the candidate shares their actual experience.
- The same questions are to be asked of all candidates.
- Be wary of overloading the interview with too many questions. 8 - 10 targeted questions are recommended to allow time for probing/follow up and for the candidate to ask questions.
- Questions that must be avoided include any questions that may offend anti-discrimination or equal opportunity employment laws e.g. "Are you married?" or "Do you have children?" Questions of this type bear no relevance to job related key selection criteria and could be viewed as discriminatory.

#### 4.8.1 Interviews

##### **Prior to Interview:**

- The Hiring Manager or Delegated Authority is to ask all interview candidates to bring their original or certified copies of their 100 point identity documents and Working with Children Check Card/Number (if they have one) to their interview.
- Whilst waiting for their interview, candidates will be asked to complete **HR-F-025 CRIMTRAC Form**.
- The Hiring Manager or Delegated Authority is to sight the original or **certified** identity documents, update **HR-F-025 CRIMTRAC Form** confirming they have sighted the documents. (Note – where the identity documents are **certified copies**, a photocopy of these must be taken and attached to **HR-F-025 CRIMTRAC Form**.)
- The Hiring Manager or Delegated Authority is to obtain a clear photocopy of the candidate's **Driver's Licence** and **Working with Children Check Card/Number** where available.
- All original identity documents must be immediately returned to the candidate.
- In the event the interview candidate is successful, this documentation will be used to conduct pre-employment checks (continued at **Section 5.1.1**).
- In the event the interview candidate is unsuccessful all CrimCheck documentation is to be destroyed by the Hiring Manager or Delegated Authority as it is no longer required by MacKillop and breaches privacy if kept without reason.

**During the Interview:**

All candidates are to be treated equally with the same common courtesies. It is important that each panel member asks questions and takes an active role in the interview process.

The Hiring Manager may start the interview by:

- Thanking the candidate for attending the interview.
- Giving an overview of the position in relation to the program/area and the overall structure.
- Introducing the other panel members and their roles.
- Explaining the purpose and structure of the interview and that notes will be taken by panel members.
- Explaining to the interviewee that most questions will be behaviourally based about the key selection criteria.
- Explaining that the candidate will have the opportunity to ask questions.

During the interview, specific questions should be asked to clarify concerns raised by the resume, for example a gap in a candidate's employment record.

It is important to make notes about each candidate during and at the conclusion of the interview while the information about the candidate is fresh in the mind. Each panel member is to complete a separate **HR-F-007 Interview and Assessment Guide**, including the Ranking Grid. This is particularly important in the event that an unsuccessful candidate is aggrieved with a recruitment decision and it must be shown that the process has been fair, unbiased and transparent.

**Post Interviews**

After all interviews have been completed, the selection panel is to re-convene to discuss the performance of each candidate and agree on a preferred candidate.

Where the selection panel members disagree on who should be appointed, the final decision sits with the Authorising Manager.

The selection panel should also agree on what feedback is to be given to the unsuccessful candidate by referring to selected comments noted throughout the completed **HR-F-007 Interview and Assessment Guides**.

Feedback is to be given by the Hiring Manager.

## 4.9 Reference Checks

**HR-F-011 Reference Check Guide** is to be used to complete all reference checks.

Reference Checks are mandatory prior to appointment. This is a critical part of the selection process to clarify, confirm or counter information gathered by the panel relating to the candidate's past performance, skills, abilities and personal attributes.

A minimum of two, relatively recent, professional referees nominated by the candidate are to be contacted by a member of the interview panel, usually the Hiring Manager. Both reference checks are to be working references as opposed to personal or character references, where the referee is senior to the candidate rather than a peer and has held appropriate employment positions to be able to adequately answer the questions.

When speaking with a Referee it is essential to verify their authenticity by confirming their role and position within the organisation and by contacting them on their land line at work via the organisation's main number/reception, rather than on their mobile where it is difficult to verify the authenticity of the stated relationship of the referee to the applicant.

If one referee provides negative feedback on any area, comment should be sought from the other referee and any patterns of concern are raised. It is highly recommended that the question "would you employ this person again?" be asked. A third referee may be contacted if further clarification is required.

For internal candidates it is at the Hiring Manager's discretion whether reference checks are required.

## 4.10 Selection Recommendation

The Hiring Manager, with the Selection Panel's endorsement, recommends appointment of the successful candidate to the Authorising Manager by completing **HR-F-008 Interview Report Summary**.

This summary is comprehensive as it includes details taken from the interview notes for all candidates interviewed for the vacant position and a recommendation to either proceed to hire or not. Appointment is dependent upon the completion and clearance of the pre-employment checks.

The Hiring Manager may still recommend the appointment of a candidate despite the selection panel members disagreeing on whether to appoint. Where in these circumstances the Authorising Manager approves the appointment, they are to provide an explanation for why the appointment should proceed. This is to be documented on **HR-F-008 Interview Report Summary**. Alternatively, a second interview can be held with a new selection panel.

## 4.11 Unsuccessful Interview Candidate File

The Hiring Manager retains the **HR-F-008 Interview Summary Report** and all related recruitment process documentation including interview and selection notes on file. All

documentation is to be held in accordance with the relevant State Privacy/Personal Information legislation for at least 6 months and then is to be destroyed. It is a legislative requirement that interview documentation is kept for this period as it serves as evidence should a candidate be aggrieved of a decision at a later time.

#### 4.12 Verbal Offer

A verbal offer to the preferred candidate prior to completion of the mandatory pre-employment checks can only be made with the approval of the Authorising Manager and is to be made subject to a satisfactory Police Check and a valid Working with Children Check. Refer **Section 5 Pre-Employment Checks**.

#### 4.13 Employment Contract

The Hiring Manager completes **HR-F-013 Employment Contract Advice Sheet**, with all required documentation attached, and sends to the relevant Authorising Manager for review and approval.

#### 4.14 HR Advice

The Hiring Manager or Delegated Authority emails the authorised **HR-F-013 Employment Contract Advice Sheet** and attached documentation to HR at [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au) at least **10 days** before the employee commences. This is to ensure the person is paid in the next available pay cycle.

#### 4.15 Successful Candidate Correspondence

The HR Administrator emails the Employment Contract and e-starter pack to the candidate. The e-starter pack contains comprehensive instructions for the candidate to follow to ensure their smooth and professional employment commencement with MacKillop.

New employees should not commence employment and cannot be paid until they have agreed to and signed the Contract of Employment and associated documents.

When all documentation is received the employee will be paid in the next scheduled pay cycle. It is not possible to pay someone outside the scheduled pay cycle.

#### 4.16 Unsuccessful Candidate Correspondence

At the completion of the selection interviews and upon acceptance of the position by the successful candidate, all unsuccessful candidates are to be promptly advised of the decision.

Where there are less than 3 unsuccessful candidates, the Hiring Manager is to call the candidate, particularly if they were a strong contender. Contact HR beforehand if guidance is required.

In situations where there has been a large scale recruitment campaign, where numerous candidates have been interviewed at the one time, it is appropriate for the Hiring Manager to



notify unsuccessful post-interview candidates via email using **HR-F-010 Response Emails – Unsuccessful Email (After Interview)**.

At this time, the unsuccessful candidates' pre-employment identity check information (provided at interview) must be destroyed. However, the candidate's application and interview notes are to be maintained for 6 months as per **Section 4.11**.

Post Interview Counselling ensures good public relations and assists MacKillop in maintaining a good reputation. This feedback is particularly important for candidates to improve their competitiveness in the future and is a courtesy that should be extended.

Counselling also has a positive influence on employee relations generally. When the interview panel members are constructive and honest about the reasons for their decisions, there is a greater opportunity for the selection processes to be viewed as fair and equitable. The feedback and counselling cannot be discriminatory and should focus on:

- The key selection criteria used.
- The individual's performance against each of these key selection criteria.
- Suggested courses of action for improving performance and competitiveness in certain areas.

The Hiring Manager, in addition, may also use **HR-F-010 Response Emails – Unsuccessful Email (After Interview)** for advising unsuccessful candidates.

## 5. PRE-EMPLOYMENT CHECKS

All MacKillop staff, including paid and unpaid/volunteer positions, are required to have a number of pre-employment checks (refer **HR-P-001 Recruitment, Selection and Appointment Procedure Section 5** for a table of all checks required). MacKillop's Funding Agreements require a number of these checks to be conducted prior to a person commencing with MacKillop.

### 5.1 National Police Records Checks – Victoria, New South Wales and Western Australia

MacKillop mandatorily requires all employees, students, carers/volunteers and carer's family members to have a satisfactory National Police Record Check prior to commencement with MacKillop. These checks are arranged and paid for by MacKillop.

#### **Updated Check every 3 years**

In addition, an updated satisfactory national police records check is to be conducted every 3 years for all foster carers, lead tenant and permanent and casual residential care employees.

#### **Young People**

Where checks on young people are required (for example, members of a volunteer carer's family), police checks are to be replaced by referee checks given that police do not release information in relation to young people. The referee checks are to be conducted with

teachers and parents and others who personally know the young person. The credentials of the referees are to be verified.

In Victoria, Police do not release information in relation to persons aged sixteen or younger.

In NSW, Police do not release information in relation to persons aged fourteen or younger.

In WA, Police do not release information in relation to persons aged fifteen or younger without their Parent/Guardian's co-signature/consent.

### **Overseas Residents**

MacKillop require all foster carer, lead tenant and permanent/casual residential care candidates, who have resided in an overseas country for 12 months or more in the last ten years, to contact the relevant overseas police force to obtain a criminal or police record check.

Police Certificates are obtained by the candidate through the Department of Immigration and Citizenship at <http://www.immi.gov.au/allforms/character-requirements/>

Some countries will not release information regarding an individual for personal or third party purposes. Where police record checks cannot be made, referee checks must be conducted with at least two individuals who personally knew the individual while they were residing in the other country.

The candidate is to be informed that referees will be asked whether they have knowledge or information concerning the candidate, which would adversely affect the candidate from performing the job, including any relevant criminal offences. The credentials of persons acting as referees must be verified and can include previous employers, government officials and family members. Note that this reference check is in addition to the 2 working professional referee checks that is to be conducted prior to appointment (refer **Section 4.9**).

Overseas candidates cannot commence with MacKillop until this process is satisfactorily completed and authorised by the relevant Director or CEO.

### **When is a Police Check not required?**

Only in exceptional circumstances, candidates (generally contractors), who are providing a service for MacKillop but will not come into direct contact with clients, may be exempted from this procedure. However, written approval is to be obtained from the Director, Human Resources.

#### **5.1.1 Online Crimcheck Database Process**

##### **FOR EMPLOYEES**

- (a) Where an interview candidate is successful, the Delegated Authority scans and emails the **HR-F-025 CRIMTRAC Form** to CrimCheck for processing. .

- (b) It is the responsibility of the Delegated Authority to monitor the progression of the lodged CRIMTRAC application.
- (c) Where a clearance has been received, the Delegated Authority advises the Hiring Manager and forwards the **HR-F-025 CRIMTRACK FORM** to the HR Administration Officer. The Delegated Authority must then destroy any copies of the completed form.
- (d) Where a clearance is unsuccessful, the Delegated Authority advises the Hiring Manager and the HR Operations Manager.

The Hiring Manager contacts the candidate and advises them that they cannot commence until a National Police Records Check via the applicable State Police (namely Victoria, NSW or WA) is completed, refer **Section 5.1.2**.

- (e) Where the clearance is successful the Hiring Manager or Delegated Authority proceeds to the Working with Children Check Process – refer **Section 5.2-5.4**.

#### **FOR VOLUNTEERS**

- (a) The Hiring Manager or Delegated Authority asks the volunteer candidate to bring their original or **certified copies** of their 100 point identity documents and Working with Children Check Card/Number (if they have one).
- (b) The volunteer candidate is asked to complete the **HR-F-025 CRIMTRAC Form**.
- (c) The Hiring Manager or Delegated Authority sights the identity documents; updates the **HR-F-025 CRIMTRAC Form**, confirming they have sighted the original or **certified copies** of identity documents. (Note – where the identity documents are **certified copies**, a photocopy of these is to be taken and attached to the **HR-F-025 CRIMTRAC Form**).
- (d) The Hiring Manager or Delegated Authority obtains a clear photocopy of the candidate's **Driver's Licence** and **Working with Children Check Card/Number**.
- (e) The Hiring Manager or Delegated Authority Lodges the **HR-F-025 CRIMTRAC Form**.
- (f) The Hiring Manager or Delegated Authority updates MRDS with the candidate's details including the program / service area and the date the **HR-F-025 CRIMTRAC Form** was lodged.
- (g) The Hiring Manager or Delegated Authority destroys the **HR-F-025 CRIMTRAC Form** and accompanying documents, **except the Driver's Licence and Working with Children Check card/number**. This is a CrimCheck audit requirement.
- (h) Where the clearance is successful the Hiring Manager or Delegated Authority updates MRDS with the date the clearance was received and reference number.

- (i) The Hiring Manager proceeds to the Working with Children Check Process – refer **Section 5.2-5.4**.
- (j) Where the clearance is unsuccessful the Hiring Manager and Authorising Manager are advised immediately. The Hiring Manager contacts the individual and advises them that they cannot commence until a National Police Records Check via the applicable State Police (namely Victoria, NSW or WA) is completed, refer **Section 5.1.2**.

### 5.1.2 National Police Records Check Process via applicable State Police

The following process only applies to those candidates who have a disclosable outcome through the CrimCheck process:

- (a) The preferred candidate or volunteer completes and submits the relevant **State Online Application Form & Instructions** at :
  - VIC employees & volunteers - [http://www.police.vic.gov.au/retrievemedia.asp?Media\\_ID=72672](http://www.police.vic.gov.au/retrievemedia.asp?Media_ID=72672)
  - NSW employees and volunteers - <https://npcoapr.police.nsw.gov.au/asp/dataentry/Applicant.aspx>
  - WA employees - <http://www.postconnect.com.au/npc/index.php>
  - WA volunteers - <http://www.communities.wa.gov.au/SiteCollectionDocuments/Consent%20form%20for%20Volunteers%20July%202009.pdf>
- (b) The candidate, upon receiving their certificate, presents the original to the Hiring Manager.
- (c) Candidates cannot commence until the Certificate is received. In the event that the candidate refuses to present the certificate, the employment or volunteer status is to be rejected immediately.
- (d) The Hiring Manager completes **HR-F-012 Police Check with History Form**, summarising details including the nature of the candidate or volunteer's police record and emails the report to the Authorising Manager providing recommendations to proceed with appointment or not.
- (e) In Victoria, the Hiring Manager must also contact the relevant Department of Human Services (DHS) Area Director, discuss the proposed appointment, obtain their authorisation via email, and attach the email to **HR-F-012 Police Check with History Form**. (Refer to the relevant Program Service Agreement for appropriate protocol of communication). *There is no equivalent requirement in NSW or WA.*
- (f) Where it is recommended to appoint, the Authorising Manager refers the disclosable outcome to the relevant Director who forwards their approval to the CEO for their authorisation. This must be completed within One week of notice of the disclosable outcome.
- (g) The employee/volunteer concerned must not commence work unless authorised by the CEO.

- (h) If authorised the Hiring Manager, in the case of employees, forwards the **HR-F-012 Police Check with History Form** authorisation to appoint to **employmentcontracts@mackillop.org.au**.
- (i) In the case of volunteers the Hiring Manager forwards the **HR-F-012 Police Check with History Form** authorisation to appoint to the Local Site Administrator/Delegated Authority who uploads the document onto MRDS.
- (j) Where the decision has been made not to appoint, the Hiring Manager advises the candidate/s or volunteer directly and attaches **HR-F-012 Police Check with History Form** to the Candidate's Recruitment File.
- (k) Any person refused employment; a placement or voluntary work because of a disclosable record may appeal to the CEO.

## 5.2 WORKING WITH CHILDREN CHECKS (WWCC)

It is a condition of employment that all current employees and volunteers have a valid Working with Children Check or have submitted an application prior to commencing with MacKillop. Where an individual applies for a WWCC and is engaged by MacKillop but subsequent to that, results in an unsatisfactory notice according to the relevant state legislation, their employment/volunteer status will be terminated.

Each WWCC has an expiry date. HR will notify Managers when employees/volunteers are required to renew their WWCC's.

Each state has its own process, as outlined below, which is subject to change through state jurisdictions so it is important that Hiring Managers, HR and staff keep informed of any changed requirements.

### 5.2.1 VICTORIA

1. Note that Victorian teachers registered with the Victorian Institute of Teaching (VIT) are exempt from the WWC Check. If registration with VIT expires the employee must obtain a Working with Children Check before the expiry date of the VIT registration.
2. Where an employee/volunteer does not have an existing card they may access application forms at <https://online.justice.vic.gov.au/wwccu/onlineapplication.doj> and have them processed through Australia Post outlets.

For **employees**, the following details are to be used when providing Details of Organisation/s:

Name of the primary organisation – MacKillop Family Services  
Address details – 237 Cecil Street, South Melbourne, VIC, 3205  
Employer Contact number – (03) 9699 9177

For **volunteers**, the following details must be used when providing Details of Organisation/s:

Name of the primary organisation – MacKillop Family Services  
 Address details – the postal address of the relevant Program  
 Employer Contact number – the phone number of the relevant Program

3. The employee/volunteer presents the verified application receipt (valid for a maximum of 60 days) to the Hiring Manager on or before commencement with MacKillop.
4. The Hiring Manager forwards a scanned copy to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au) for employees and the Local Site Administrator/Delegated Authority for volunteers.

It generally takes 4 - 6 weeks for an application to be processed.

5. Where an employee/volunteer has an existing card, the Hiring Manager or Delegated Authority obtains a clear scan of the WWCC card. For employees, they email it to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au) and for volunteers, they email it to the Local Site Administrator/Delegated Authority.
6. The Hiring Manager is notified of the outcome. Only those with a clearance and in certain circumstances those with an interim negative notice can be engaged to work or volunteer with MacKillop's services.
7. The employee/volunteer is then required to update their new employer details by:

Accessing

<http://www.justice.vic.gov.au/workingwithchildren/home/cardholders/update+your+details/> or calling the Information Line on **1300 652 879**.

When completed, Employees are required to sign the '**Working with Children Check**' Declaration and email to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au).

### 5.2.2 NEW SOUTH WALES

1. Where the employee/volunteer does not have an existing WWCC Number, they may apply for one at [www.newcheck.kids.nsw.gov.au](http://www.newcheck.kids.nsw.gov.au) or call a Customer Support Officer on **(02) 9286 7219**.
2. The employee/volunteer presents their Application Number and 100 point proof of identity to the Hiring Manager or Delegated Authority.
3. The Hiring Manager or Delegated Authority crosschecks the employee/volunteer's identity (the same proof of identity used for the CrimCheck Database can be used in this instance) with their Application Number.
4. The Hiring Manager or Delegated Authority verifies the employee/volunteer's Check online at <http://kids.nsw.gov.au/kids/working/newcheck> by entering the candidate's WWCC number, surname and date of birth and the result should be provided immediately.

5. MacKillop can only engage an employee/volunteer with a clearance or a current application.
6. For employees the Hiring Manager prints a copy of the verification advice, dates and attaches it to the **HR-F-013 Employment Contract Advice Sheet** and emails it to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au).
7. For volunteers the Hiring Manager or Delegated Authority prints, dates and scans a copy of the verification advice and forwards it to the Local Site Administrator to upload onto MRDS and update MRDS with the results.
8. The employer must keep a record of every clearance for every employee/volunteer showing the candidate's name, WWCC number, expiry date and date of verification by the employer. This is auditable by the Commission for Children and Young People (CCYP).
9. Where the employee/volunteer has an existing Working with Children Check Number and changes Employer, there is no requirement for the individual to notify CCYP of their new employer as this is done automatically when MacKillop verifies their WWCC Number online.

### 5.2.3 WESTERN AUSTRALIA

1. Where an employee/volunteer does not have an existing card they may access and send application forms through Australia Post outlets or by contacting the WA WWC Screening Unit on **(08) 6217 8100** or **1800 883 979** (Country callers).

For employees, the following details are to be used when providing Details of Organisation/s:

Name of the primary organisation – MacKillop Family Services  
 Address details – 237 Cecil Street, South Melbourne, VIC, 3205  
 Employer Contact number – (03) 9699 9177

For volunteers, the following details must be used when providing Details of Organisation/s:

Name of the primary organisation – MacKillop Family Services  
 Address details – the postal address of the relevant Program  
 Employer Contact number – the phone number of the relevant Program

2. The Hiring Manager or Delegated Authority completes the relevant sections and co-signs the application forms.

It is important that the Hiring Manager or Delegated Authority do not fill in and sign blank application forms because when signing the application form they are declaring that the information provided is true and correct and that the candidate is in child-related work. Penalties apply for providing false or misleading information.

3. The employee/volunteer lodges the WWC Check application form at an authorised Australia Post outlet with 100 points of identification.
4. The employee/volunteer presents the verified application receipt to the Hiring Manager or Delegated Authority on or before commencement with MacKillop.
5. The Hiring Manager forwards a scanned copy to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au) for employees and the Local Site Administrator/Delegated Authority for volunteers.
6. Where an employee/volunteer has an existing card, the Hiring Manager or Delegated Authority obtains a clear scan of the WWCC card. For employees, they email it to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au) and for volunteers, they email it to the Local Site Administrator/Delegated Authority.
7. The Hiring Manager is notified of the outcome. Only those with a clearance can be engaged to work/volunteer in MacKillop 's services.
8. The employee/volunteer is then required to update their new employer details by:  
Completing the 'Update Details' Tab at <http://www.checkwwc.wa.gov.au/checkwwc>
9. When completed, Employees are required to sign the '**Working With Children Check' Declaration** and email to [employmentcontracts@mackillop.org.au](mailto:employmentcontracts@mackillop.org.au).

### 5.3 DEPARTMENT OF HUMAN SERVICES (DHS) CARER REGISTRATION

In Victoria, all foster/out of home carers/residential care workers must be registered with DHS and a disqualification check conducted. This includes 'Agency' residential care employees.

The Hiring Manager or Delegated Authority :

- Registers the carer on the Carer Register by changing the carer's status to registered
- Completes the Carer Details screen
- Prints the 'Disqualification Check' email from DHS and attaches it to **HR-F-013 Employment Contract Advice Sheet**

It is a legislative requirement that all carers are registered within 14 days of being approved, employed or engaged. It is MacKillop's 'best practice' approach that all carers are registered before they commence with MacKillop.



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**References:**

- HR-P-001 Recruitment, Selection and Appointment Procedure
- HR-F-005 Requisition for a Job Advertisement
- HR-F-006 Pre-Interview Shortlisting Template
- HR-F-007 Interview and Assessment Guide
- HR-F-008 Interview Report Summary
- HR-F-009 Employment Application form
- HR-F-010 Response Emails
- HR-F-011 Reference Check Guide
- HR-F-012 Police Check with History form
- HR-F-013 Employment Contract Advice Sheet
- HR-F-014 Recruitment & Selection Guidelines
- HR-F-025 CRIMTRAC Form
- HR-F-015 Recruitment, Selection and Appointment Process Flow Chart
- Position Description Template
- Planned Behavioural Questions Library