

## Policy F-02

# Recruitment & Selection

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### 1.0 Policy

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The Disability Trust aims to recruit and select the best possible candidates in a timely and professional manner for all positions within the organisation.

The Trust is committed to ensuring recruitment and selection practices are open, competitive and based on merit. All candidates are treated equally throughout the recruitment and selection process ensuring no unlawful discrimination and creating a diversity in our workforce.

We support and encourage the recruitment of people with disabilities, people from culturally and linguistically diverse backgrounds and people of Aboriginal or Torres Strait Island backgrounds.

### 2.0 Purpose

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2.1 This Policy aims to ensure the most appropriate person appointed is the most appropriate person for the job.

### 3.0 Responsibilities

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3.1 Hiring Manager is responsible for:

- Commencing the recruitment process for positions by completing the Staffing Request or Change Form F-02-01;
- Conducting interviews;
- Selecting candidates;
- Completing and return relevant paperwork to Human Resources for processing and contacting Human Resources about contract details;
- Ensuring all Contract Information and Employment Kit information is returned to Human Resources for processing within one week of receipt of this information;
- Completing the Employee Access Permissions Form K-02-01 once a suitable candidate has been recruited.

3.2 Human Resources is responsible for

- Advertising positions;
- Accepting applications;
- Participating in interviews where required;
- Organising pre-employment and induction modules to be completed within i-induct.
- Advising payroll of the details of successful candidates;
- Adding the new employee to the HRIS and Carelink.

3.3 Training and Development is responsible for:

- Scheduling and conducting face to face training for new employees;
- Confirm results of the outcomes of the training with the Hiring Manager.

### 4.0 Definitions

- 4.1 *(CALD): Culturally and Linguistically Diverse* : Previously called Non English Speaking Background or NESB
- 4.2 *(CRC): Criminal Record Check* : National check of an applicant's criminal record prior to employment
- 4.3 *HR Consultant*: Human Resource Consultant
- 4.4 *HRIS*: Refers to the Human Resource Information System (TECH 1)
- 4.5 *KPI*: Key Performance Indicator
- 4.6 *OMIT*: Office Management Information Technology Team.
- 4.7 *WWCC - Working with Children Check*: National check of an applicant's record to identify if there have been any allegations or convictions of abuse against children in NSW
- 4.8 *WWVP – Working with Vulnerable People check – (ACT)* which provides for background checking as part of a risk assessment for people working with, or want to work with, children or vulnerable adults in the ACT
- 4.9 *i-induct*:: The Disability Trust's on-line induction system
- 4.10 *(HM) Hiring Manager*: Hiring Manager is the Manager responsible for the position which is being recruited.
- 4.11 *EOI – Expressions of Interest* – are generally used for non-ongoing positions, where a person is needed to fill a position for a short length of time.

### 5.0 Requirements

#### Approval to Recruit - New Position

- 5.1 The Hiring Manager is charged with giving due consideration to overall unit staffing and resourcing when formulating the hiring need. The Hiring Manager will normally consult with their Senior Manager/ Executive and relevant staff to evaluate the hiring need.
- 5.2 Any request for the creation of a new position for the level of Coordinator and above must have Board approval.
- 5.3 The Hiring Manager will identify the need for a new position by completing and lodging Form F-02-01 Staffing Request or Change to Human Resources.
- 5.4 The Hiring Manager will identify the required skills, knowledge and attributes of the position ensuring the outcomes, responsibilities, authority, accountability, functions and physical criteria are accurate prior to advertising.
- 5.5 Human Resources will develop a draft position description in consultation with the Manager responsible for the role.

#### Replacement Position

- 5.6 If the recruitment is to replace an existing position the Hiring Manager is required to lodge Form F-02-01 Staffing Request or Change to the applicable HR Consultant.



- 5.7 This form must include recommendation for remuneration, benefits and approval of funding.

**Casual Employees**

- 5.8 Hiring Managers require the approval of their Executive Manager should there be an exceptional need to appoint a casual employee without undertaking normal advertising requirements and without conducting a formal interview.
- 5.9 All casuals must complete the required induction program prior to commencing employment.
- 5.10 Two references must be verified and all mandatory CRC and WWCC process must be cleared prior to the casual employee member commencing work for The Disability Trust. One reference must be the candidates most recent employer.

**Advertising External Positions**

- 5.11 All applications are received by Human Resources through The Disability Trust web page. Hiring Managers accepting paper based applications must lodge the paperwork via this system.
- 5.12 Human Resources will up load job information packages under the positions vacant section of The Disability Trust website.
- 5.13 An ongoing positions vacant advertisement is available for Care Solutions staff outside normal recruitment campaigns for candidates wishing to express their interest in working with The Disability Trust.
- 5.14 Identified positions will be advertised on The Disability Trust Employment page, additional advertising strategies are available, consult with your HR Consultant.
- 5.15 It is advisable to run an advertisement of any nature for a minimum of 2 weeks.
- 5.16 The advertising costs for all recruitment is allocated to the Human Resources budget.

**Advertising for Internal Positions**

- 5.17 Internal positions will be available on The Disability Trust intranet, an employment opportunities email will be sent to advise all employees at least monthly.
- 5.18 Internal positions may consist of one of the following:
- Permanent positions which have become available and will be advertised internally for promotional reasons
  - Expressions of Interest, are for internally positions which are vacant for short periods of time.
- 5.19 Seeking expressions of interest internally for positions vacant for short periods can be both an effective use of resources and provide career development opportunities for employees.
- 5.20 While the expression of interest process need not be as structured as a full merit selection process, selection of candidates must nevertheless adhere to the principles of merit selection and be accountable.

### Planning the Interview Process

- 5.21 The Hiring Manager is responsible for:
- Booking the room for interviews; organising the interview panel;
  - With the assistance of HR preparing the interview questions and information tasks if required;
  - Explaining to the applicants at interview the next steps, should they be successful and the requirements with i-induct and training dates etc.

### Receipt of Applications

- 5.22 Once the advertisement for the position has closed and the HR Consultant responsible for the recruitment receives all applications they will conduct a review of each applications to ensure the applications meet the following criteria:
- 100 points of identification (An information sheet will be given to applicants in advance)
  - Driver's License (This can be included in the 100 points of id)
  - Senior First Aid Certificate or written proof of enrolment if applicable to the position
  - Vehicle Registration & Vehicle insurance (Comprehensive or Third Party Property Damage if applicable to the position)
  - Copies of any relevant qualifications
  - WWCC number for NSW applicants or Working with Vulnerable People card for ACT applicants
  - Cleared criminal record check
  - Appropriate work rights (citizen or visa status)
  - Capable of meeting the inherent requirements of the position

### Shortlisting Applications

- 5.23 The Hiring Manager with input from the interview panel will shortlist the applications to identify candidates who will be interviewed.
- 5.24 A good guide to how many candidates should be interviewed for one position is between 6-8 people.
- 5.25 The shortlisting must be based on the essential and desirable criteria.
- 5.26 If a candidate previously employed by The Disability Trust is shortlisted their previous Senior Manager or Executive needs to be contacted to supply a reference.

### Conducting Interviews

- 5.27 The Hiring Manager is responsible for contacting the candidates to arrange the interview times and schedule. The HR Consultant is available to assist with this if required. The Hiring Manager must notify the HR Consultant of this requirement prior to the advertising stage otherwise the HR Consultant may not be available at short notice.



- 5.28 Interviews will be conducted in a fair and consistent manner. Questions relate directly to the requirements of the position as outlined in the Position Description and indicated in the information package.
- 5.29 The Hiring Manager is responsible for informing candidates of the following information during the interview process:
- If the candidate is successful in progressing to the next stage of the recruitment process they will be sent a text message requesting them to complete the on line i-induct assessment process within 24 hours.
  - Check if the candidate is able to access a suitable computer to complete the on line assessment.
  - Make arrangements to assist candidates complete the assessment if they do not have access to a computer.

### Interview Panels

- 5.30 Each interview panel will comprise of at least one male and one female panel member where possible.
- 5.31 The Hiring Manager must understand the inherent requirements of the role.
- 5.32 Positions at the level of Coordinator must comprise of a Manager/ Senior Manager.
- 5.33 The Selection Panel work as a collective group and bring different perspectives and insights to the requirements of the position. The Selection panel must make a unanimous decision to which candidate has the greatest merit.
- 5.34 All positions at the level of Coordinator or above must be approved by the Executive Manager of the area.
- 5.35 After each interview, the panel should compare notes and discuss each candidate and their suitability for the position.
- 5.36 No offers of employment will be made at this stage of the recruitment process.

### Client Representation on Panels

- 5.37 The use of clients/ family and carers on interview panels is encouraged if suitable and should be discussed at the planning stage of recruitment.
- 5.38 Clients who have self-managed packages should always be provided with the option to have representation.
- 5.39 In the event that multiple families are seeking involvement on one interview panel a clear and transparent process must be taken by the manager to ensure fairness and equity.
- 5.40 Requests for involvement should be made in writing to the relevant Manager or HR.
- 5.41 Representatives should be briefed and supported by HR or the Hiring Manager on interview protocols.

### Reference Checking

- 5.42 All candidates are required to provide at least two recent work-related referees. Referees must have had direct supervisory contact with the candidate. Peer referees are not accepted. One reference needs to be with the candidate's

most recent employer.

- 5.43 The Hiring Manager responsible for the recruitment is responsible for conducting the reference checks. Checks must be completed using Form-F-02-04 Referee Report.
- 5.44 If the candidate has no employment history then Teachers and or Community Leaders such as Ministers or Sports Coaches are accepted.
- 5.45 The Hiring Manager must inform the HR Consultant of the preferred candidates(s) by email.

### **Pre-Employment Medicals**

- 5.46 Candidates for positions that fit into the high risk category such as high needs Group Homes and high medical support Day Programs will need to attend a pre-employment medical before they can be offered employment at The Disability Trust. Only those with two successful referee reports are to be asked to attend a pre-employment medical.
- 5.47 As part of The Disability Trust's recruitment process, candidates with identified previous health conditions are required to complete pre-employment medicals to ensure candidates are suitable for certain roles. If candidates cannot attend their assigned pre-employment medical, then they will need to pay for the cost of the pre-employment medical.
- 5.48 Any candidates requiring medicals to determine their ability to undertake the inherent duties of the position they are applying for must be approved by the CEO.

### **Approval to Employ**

- 5.49 On receipt of a successful induction report indicating the candidate has passed the induction the HR Consultant will confirm with the Hiring Manager and Training that an offer of employment can be made to the candidate.
- 5.50 The Hiring Manager must refrain from making an offer of employment until HR has confirmed that an offer can be made. The Human Resource Consultant will confirm this via email.
- 5.51 The Hiring Manager must contact the successful candidates by telephone and provide the following information:
- Congratulations and welcome
  - Inform them that an employment offer will be forwarded
  - Confirm a starting date
  - Inform the candidate of training dates and provide information about the on-line induction process.

### **Eligibility lists**

- 5.52 Hiring Managers can use an eligibility list for an advertised position when there are candidates who are eligible for appointment to the position but not selected for appointment. An eligibility list may contain only one person or a number of people. It does not need to include all eligible people, only those of greatest merit, and must be arranged in order of merit.



- 5.53 An eligibility list remains current for 6 months after the list was created and may be used for a single vacancy or multiple vacancies in any of the following cases:
- where a recommended candidate declines appointment to an advertised position.
  - when the Hiring Manager decides to postpone an appointment after selection panel action.
  - where an appointment is made, but after taking up duty the appointee vacates the position.
  - to fill a position that is substantially the same as the advertised position within the organisation.

### Unsuccessful Applicants

- 5.54 The Hiring Manager or HR if requested is responsible for informing applicants who attended an interview that they have been unsuccessful via telephone.
- 5.55 Candidates shortlisted for appointment but not given first offer of the position may subsequently be offered the position if the candidate first selected withdraws or fails to take up the appointment.
- 5.56 Should the Hiring Manager wish to keep a candidate information they need to inform the relevant HR Consultant.

### Employment Contracts and Engagement Letters

- 5.57 On receipt of all the relevant documentation the Human Resource Consultant will produce the employment contract for permanent staff or an engagement letter for casual employees for the final approval of the relevant Executive Manager.
- 5.58 Staff are paid under the correct Award or in line with a relevant Award offering a higher pay structure.
- 5.59 Successful candidates are required to disclose all conditions that may impact their ability to safely complete the work or changes that may affect their criminal record status or ability to work with children or vulnerable people.
- 5.60 The Disability Trust is committed to providing "reasonable adjustment to support the employment of people with a disability.

### Forms to be completed by the Employee

- 5.61 The HR Consultant will include the following documents (where applicable) with the employment contract for the employee to complete:
- Advantage Salary Packaging booklet
  - TP-K-01-01 Motor Vehicle Lease Agreement
  - Copy of "Our Services Brochure"
  - Fair Work Information Statement
  - Literacy, Learning and Numeracy Needs
  - Form-F-04-05 Vaccination Declaration
  - Form-F-04-09 Super Choice Checklist
  - Form-J-05-01 Payroll Information

- Tax File Number Declaration Form
- Choosing a Super Fund Form
- Hesta Product Disclosure Statement

### Care Solutions Staff

5.62 Occasionally another division of The Trust contracts an employee of Care Solutions to fill a shift. In these instances the employee concerned remains an employee of Care Solutions and remains under their Award or Agreement. In these circumstances the following conditions must be met:

- The employee remains broadly answerable to the management of Care Solutions, although may take some day to day direction from other employees of the division in which they have been booked to work.
- The employee should under no circumstances be required to undertake all requirements of the role of a permanent or long term casual within the division they have been contracted to work. In particular they should have no key worker function, no client training function, no supervisory function and they are not generally required to meet all essential criteria expected of substantive employees of the division.
- The employee is informed of differences in duties, contexts, performance expectations and line management accountabilities between themselves and substantive workers in the division and the difference in Award coverage is explained.
- The employee is informed of differences in payments and entitlements relating to their work as a contracted care worker and the payments and entitlements of employees falling under the substantive Awards for that division.
- Management of the division contracting casual care may provide feedback to Care Solutions management around performance issues but should not provide significant correction or work related advice to the employee.
- Care is booked and negotiated by management of Care Solutions.
- The employee is offered a choice to accept or decline any offer of work under this arrangement as per their existing agreement with Care Solutions.
- The employee must submit time sheets and have them approved by the management of Care Solutions.
- Generally contracting of care is short term and includes instances where the employee may be required to fill a small number of one-off shifts with no expectation that the employee take on the full requirements of substantive employees of the division.





### **Appointment of the CEO**

- 5.63 The appointment of the CEO requires the establishment of a selection committee that consists of at least one member of the Board and one other person who may be an independent person from outside the organisation. At least one member of the committee must be a woman.

### **6.0 Forms and Records**

- Form-F-02-01 Staffing Request or Change Form
- Form-F-02-04 Referee Report
- Form-F-02-05 Variation to Employment Contract
- Form-F-04-04 Employment Documentation Checklist
- Form-F-04-05 Vaccination Declaration
- Form-F-04-06 End of Probation Interview
- TP-F-02-02 Salary Sacrifice Agreement
- TP-K-01-01 Motor Vehicle Lease Agreement

### **7.0 Work Instructions and Safe Working procedures**

Nil

### **8.0 Related Policies**

- F-10 Employee Code of Conduct
- F-13 Resignation & Termination

### **9.0 Related Documents**

- 100 Points of ID Information Sheet
- Employment Kit
- Position Description

### **10.0 References**

- Disability Discrimination Act 1992 (Commonwealth)
- NSW Anti-Discrimination Act 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act 1986 (Commonwealth)
- NSW Ombudsman – See Ombudsman Act 1974
- ACT Government - See Working with Vulnerable People (Background Checking) Act 2011

