



# Recruitment and Employment Policy and Guidelines

## Current Version

<b>Service Area</b>	Disability, Mental health, Aged Care	<b>Version</b>	1.5
<b>Process Owner</b>	Governance Lead   Clinical Lead	<b>Date of Issue</b>	14 Jan 2023
<b>Approved by</b>	Chief Executive Officer	<b>Review</b>	Jan 2025

## Modification History

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Approved by</b>	<b>Description of change</b>
1.0	5/2018	Natashia Telfer	Employsure	Broaden coverage across community
1.1	5/2023	Natashia Telfer	CEO	New policy (new system – Xero Me) Updates to onboarding processes simplified
1.2				
1.3				
1.4				
1.5				
1.6				
1.7				

## In conjunction with:

- Daily Operations
- Brevity Onboarding: Scheduling Policy



## Contents

Position Requirements .....	4
Recruitment and Selection Requirements.....	4
Worker Screening.....	6
Working with Vulnerable People Policy.....	7
<b>WWVP Card Holder Procedure</b> .....	8
<b>WWVP SIL Property Requirements</b> .....	8
Employee English Language Proficiency Policy .....	9
<b>Bi-lingual &amp;/or Non-English-Speaking Clients/Participants</b> .....	10
Immigration/Visa Holders.....	10
Equal Employment Opportunity Policy.....	11
Modern Slavery Act .....	12
<b>Conditions of Employment</b> .....	13
Behaviour and Code of Conduct: Service Delivery .....	14
Employment Type and Hours of Work.....	16
<b>Casual Employment</b> .....	16
<b>Contracted Employment</b> .....	16
<b>Transitioning Employment</b> .....	17
National Uniform Policy .....	18
NCC Recruitment Procedure .....	20
<b>Advertising and Reviewing</b> .....	20
Employment Applications & Interviews.....	21
<b>How Can a Person Apply for a role?</b> .....	Error! Bookmark not defined.
<b>How does National receive Application Packs?</b> .....	Error! Bookmark not defined.
<b>Reviewing Application Candidates</b> .....	21
<b>Reference Checks</b> .....	23
<b>STEP 8: Referee Checks</b> .....	23
<b>Offer/Decline of Employment</b> .....	23
<b>Induction Process –</b> .....	24
<b>Entering Employee Details to System</b> .....	24
<b>NCC Rostering</b> .....	26
<b>Assignment of Services</b> .....	26
<b>Confirmation of Services</b> .....	26
<b>Dispatch of Employee Rosters</b> .....	26
<b>Dispatch of Client Rosters</b> .....	26



<b>Rejection of Shift</b> .....	26
<b>Setting Up Your Employee Payslip Access: 'Xero Me'</b> .....	28



## Position Requirements

Position Descriptions are listed within Item 10 within the Schedule on employee contracts. All position descriptions are in line with the employees employed scope of practice and are considered essential roles to maintain effective services to the community.

Service Delivery Roles: Will be clocking in and out of client shifts	Non-Service Delivery Roles Will be working within contracted hours in office
Registered Nurse (RN)	Administration Officer (AO)
Endorsed Enrolled Nurse (EEN)	National Daily Operations Manager (NDOM)
Assistant Nurse (AN)	National Support Coordination Manager (NSCM)
Support Worker (SW)	Governance Manager (GM)
SIL Manager (SM)	Clinical Manager (CM)
Support Coordinator (SC)	Chief IT Officer (CIO)
On Site Team Leaders (TL)	Chief Operations Officer (COO)
	Chief Financial Officer (CFO)
	Chief Executive Officer (CEO)

## Recruitment and Selection Requirements

- Valid Senior First Aid
- Valid CPR
- Drivers Licence and own vehicle
- Minimum 3 months paid experience
- Legally entitled to work in Australia
- X2 Professional References
- 100 points of Identification
- Worker Screening Check
- ACT WWVP card
- ACT Police Check
- NDIS Worker Orientation Module
- COVID 19 Infection Control Training
- Annual Influenza Vaccination
- Annual COVID-19 Vaccination

### Carer / Nurse Employees

- Minimum of a relevant Certificate III
- OR Studying to a higher level
- X2 Professional References
- Registration (if applicable)

### Administration / Management / Support Coordination

- Training and Experience
- X2 Professional References

## Selection

National selection process seeks to identify the best candidate on merit.



National reviews all written applications and determines any applicants that they wish to interview. National assesses applicant's suitability based on the key selection criteria and the roles and responsibilities set out in the position description.

Interviews may be conducted face-to-face or over the telephone. Where a phone interview results in the best candidate, National will meet with the applicant before confirming the appointment.

If an applicant is found suitable for employment, a minimum of 2 referee checks will be undertaken to confirm previous roles and responsibilities and employment dates. Where possible, additional questions based on the key selection criteria are asked of referees. Background, registration and required security checks will also be undertaken.

### After the Decision

National contacts the approved candidate:

1. offering the candidate the position via email and invited candidate to induction
2. checking Immigration Law Compliance (if applicable)

New employees are invited to attend induction meeting where National prepares a contract for the approved candidate and arranges for it to be signed prior to commencing with National.

During this 2 hour orientation, the new employee will be inducted to workplace operations including policy overview, reportable incidents, complaints and feedback processes.

While we have a People + Culture Lead whom oversees the recruitment process, the orientation process is currently undertaken by NCC's CEO Natasha Telfer.

National arranges for supply of uniforms, name badges and will provide mandatory orientation.



## Worker Screening

The Worker Screening Check will set a single national standard for all NDIS workers, helping to improve participants' choice and control, and the quality and safety of their NDIS supports. Workers who receive an NDIS Worker Screening clearance to work in identified Risk Assessed roles will be subject to ongoing monitoring against police and other information. **National will be required to only engage employees who have an NDIS worker screening clearance in risk assessed roles including management and directors.**

We have deemed all roles at National as Risk Assessed Roles. All personnel are required to provide National with your COVID-19 EXTENSION letter with the 6-month extension post Public Health Emergency. Upon this period, when employee is due for a WWVP renewal, you will be required to apply through Access Canberra and will then be linked to the Worker Screening Register. You will be required to list the relevant National team (NHS, NNA, NCC) as your employer and we will be required to log on and verify your employment.

The NDIS Worker Screening Database will support the NDIS Worker Screening Check. The NDIS Commission is responsible for establishing, operating, and maintaining the database. The database will:

- have a register of cleared and excluded workers from all states and territories to enable national portability of clearances
- support national ongoing monitoring of the conduct of workers with clearances
- mean NDIS providers across the country can sponsor applications and check the clearances of prospective workers through the NDIS Worker Screening Database, without needing to contact individual state and territory worker screening units
- help NDIS providers with record-keeping requirements



## Working with Vulnerable People Policy

### **POLICY STATEMENT**

National is committed to protecting the rights, dignity, and interests of all. The protection of the rights of children, elderly and vulnerable people within the community is ensured by compliance with the legislated checking systems with appropriate safeguards for people who work with, or who want to work with vulnerable people.

The Working with Vulnerable People & Police Check Policy articulates the principles by which the requirements of the Aged Care Act 1997 and the Working with Vulnerable People (Background Checking) Act 2011 is to be managed within National.

### **SCOPE**

This policy applies to all National employees.

### **POLICY**

It is a Condition of Employment for all employees to hold a current certificate of a person's nationwide criminal history in line with the Aged Care Act 1997 and registration issued under the Working with Vulnerable People (Background Checking) Act 2011. The employee must provide the original certificate or a certified copy of the unconditional Working with Vulnerable People registration and current National Police Check Certificate to National prior to commencing employment.

The employee is responsible for obtaining, maintaining and payment of the Police Check and Working with Vulnerable People registration. The cost incurred by the employee may be claimed as a tax deduction as it is an expense incurred in the course of employment.

Where a certificate or registration expires, prior to a new one being provided, the employee will be withheld from providing services until a new certificate and registration is obtained. The National HR Systems contain the certificate issue dates and provide reminder emails to both the employee and National Management when a registration or certificate is due to expire.

Failing to provide ongoing evidence of suitability to work with vulnerable people, in the form of a Police Check Certificate and the Working with Vulnerable People registration may be irreconcilable with employment with National.

#### Assessing Police Certificate and Conditional Working with Vulnerable People Registrations

All Working with Vulnerable People Registrations and Police Certificates must be held unconditionally with nil to minor misdemeanour offences recorded only and each check will be assessed individually in line with the guidance provided in the Accountability Principles 2014 made pursuant to the Aged Care Act 1997. If a registration or certificate is rescinded by the authorised issuer employment may be reviewed immediately.

No person with a precluding offence noted on their certificate will be employed by National and no authorised issuer will provide a registration for any citizen with these offences.

If the employee ceases to hold the registration or the registration becomes conditional, or National has reason to believe that any subsequent check may have recorded outcomes of precluded offences the employee has an obligation to and must notify National immediately and National will make a decision about ongoing employment where required.



### *WWVP Card Holder Procedure*

**\*WWVP CARD MUST BE ON PERSONS AT ALL TIMES\***

As per employment contract, all National employees are expected to arrive to a shift, adequately equipped and ready to start. This includes carrying your WWVP Card in your possession. Many sites may be subject to on-the-spot audit checks of all working personnel on site. In the event an employee arrives to a site without their WWVP card, the facility may request you be sent home to retrieve the card before you can commence work. In the event this occurs, the employee is not paid for this time.

### **WWVP SIL Property Requirements**

At commencement of shift all staff are to put their WWVP card on the whiteboard. The senior role, (RN) is responsible for ensuring the team for the shift have provided it.

In the event an employee arrives without their WWVP card, you will be sent home to retrieve the card before you can commence work and will not be paid for this time.

### ***Penalties for employee:***

It is an offence if a person engages in a regulated activity for which they are required to be registered, and they are not registered. For an individual, penalties up to a maximum of \$7000 apply. It is an offence if a person engages in regulated activity for which they are required to be registered, is not registered and knows, or is reckless about whether the person is engaging in a regulated activity or is required to be registered. For an individual, penalties up to a maximum of \$28,000 apply.

### ***Penalties for employer:***

It is an offence if an employer engages a person in a regulated activity for which they are required to be registered, and the person is not registered. For an employer, penalties up to a maximum of \$35,000 apply. It is an offence if an employer engages a person in regulated activity for which they are required to be registered and knows that the person is not registered or is reckless about whether the person is engaging in a regulated activity or is required to be registered. For an employer, penalties up to a maximum of \$140,000 and/or up to 2 years imprisonment apply.

### **Relevant Legislation:**

Working with Vulnerable People Act 2011  
Health Records (Privacy and Access) Act 1997  
Human Rights Act 2004  
  
Human Rights Commission Act 2005  
National Disability Insurance Scheme Act 2013  
Disability Services Act 1991  
Disability Services Regulation 2014

Discrimination Act 1991  
Fair Work Act 2009  
Work Health & Safety Act 2011  
Health Professionals Act 2004  
Information Privacy Act 2014  
Official Visitor Act 2012

[www.legislation.act.gov.au/a/2011-44](http://www.legislation.act.gov.au/a/2011-44) [www.ors.act.gov.au/community/working\\_with\\_vulnerable\\_people](http://www.ors.act.gov.au/community/working_with_vulnerable_people).  
[http://www.legislation.act.gov.au/Human Rights Act 2004](http://www.legislation.act.gov.au/Human_Rights_Act_2004)

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>





## Employee English Language Proficiency Policy

### POLICY STATEMENT

National is committed to providing quality, person centred health care in an environment of positive culture, professional practice, sound stewardship, integrity and respect.

National considers proficiency in the English language – written, spoken, reading and comprehension – to be essential for effective communication and the delivery of safe patient care. Demonstrated English language proficiency is a requirement for employment as a registered nurse or midwife, enrolled nurse or as a personal carer.

### PURPOSE

Health care providers, patients and their families need to be confident that nurses, midwives and assistants in nursing can communicate safely and effectively. In accordance with the Nursing and Midwifery Board of Australia *English Language Skills Registration Standard*, all nurses and midwives are required to demonstrate they meet the English Language Proficiency articulated in the Standard so as to meet the requirements for registration.

All applicants, including internationally qualified applicants, who seek initial registration as a nurse or a midwife in Australia, must demonstrate that they have the necessary English language skills as articulated in the standard.

### SCOPE

This policy applies to all employees of National.

### POLICY

English is to be the only language spoken within the workplace between all employees. The only exception to this is if an employee has been assigned a pre-arranged bi-lingual client service to assist a bi-lingual client/participant.

The following English language requirements for internationally qualified applicants seeking employment with National are essential, and stipulated by the Nursing and Midwifery Board of Australia for the English language Skills registration standard:

- Evidence of completion of five years full time or equivalent study taught and assessed in English of tertiary and secondary, tertiary and vocational or a combination of both.
- The applicant was taught and assessed in English for five years or equivalent in the following countries: Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom and the United States of America.
- Completion of the International English Language Testing System (IELTS) examination (Academic) with a minimum score of 7 in each of the four components of listening, reading, writing and speaking.
- Completion of the Occupational English Test (OET) with an overall pass, and with grades A or B only, in each of the four components of listening, reading, writing and speaking.
- If an applicant has completed an Occupational English Test (OET) with an overall pass with A or B grades, they meet the English language requirements.
- English proficiency test results must have been received in the two years prior to registration.



- A IELTS or OET over two years old will be accepted if the applicant can also prove that they have either maintained continuous employment as a registered nurse/ midwife with English being the language practiced or has been enrolled in a program of study taught in English.
- Registered nurses, midwives and enrolled nurses are expected to achieve a minimum score of 7 in each of the four components of listening, reading, writing and speaking - Proficient English level - in the IELTS. This is a minimum requirement for an applicant seeking registration with the Nursing and Midwifery Board of Australia. New Zealand registered nurses are exempt from this requirement under the Trans-Tasman Mutual Recognition Act 1997.

### ***Assistants in Nursing***

National has set the minimum standard of 5 in each of the four components of listening, reading, and writing and speaking - Vocational English - of the IELTS as the requirement for any applicant seeking employment as an assistant in nursing.

### **RESPONSIBILITIES**

It is the responsibility of the prospective employee to ensure they fulfil the requirements of the English Language proficiency as per the position applied for. The employee must provide evidence of the acquired English Level and submit with the application for employment.

### ***Bi-lingual &/or Non-English-Speaking Clients/Participants***

National will implement resources where possible to improve service accessibility for bi-lingual and/or non-english speaking clients/ participants. Please see Section 6 Client Focused: Supporting NES Cultures

### **References**

Acacia Immigration Australia

International English Language Testing System Australian Nursing & Midwifery Accreditation Council  
Nursing and Midwifery Board of Australia

### **Immigration/Visa Holders**

It is the employee's responsibility to manage and maintain their visa with work rights. Should their visa status change or is renewed at any time they need to notify us and provide evidence or be in breach of the terms of their employment contract.

It is the employee's responsibility to ensure that they are managing any other hours of work performed for National and other companies. Each employee needs to update their availability to manage their hours and any other employment to ensure they are not in breach of their own visa.

National does not offer VISA sponsorship of any kind.



## Equal Employment Opportunity Policy

### **POLICY STATEMENT**

National is committed to the principles of Equal Employment Opportunity and supports the creation of working environments that ensure all employees have an equal chance to seek and obtain employment, promotion, training and the benefits of employment.

National is an equal opportunity employer and all employees are treated on their merits, without regard to race, age, gender, marital status or any other factor not applicable to the position.

### **SCOPE**

This policy applies to all employees of National.

### **POLICY**

National does not tolerate any form of discrimination. National fosters an environment whereby all employees have the right to work in an environment free of discrimination and harassment.

Under Commonwealth and State and Territory anti-discrimination laws, discrimination against team members, clients/participants or suppliers on the following grounds is against the law:

- gender
- relationship or parental status
- race
- religious belief or activity
- political belief or activity
- impairment
- family responsibilities
- sexuality
- Age.

All patients and employees are to be treated equitably and are not subject to unlawful discrimination. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Disciplinary action will be taken against anyone who unlawfully discriminates against a colleague or patient. Discipline may include a warning, counselling or up to and including dismissal, depending on the circumstances.

### **Relevant legislation**

[Discrimination Act \(1991\) ACT](#)



## Modern Slavery Act

### **POLICY STATEMENT**

National is committed to the principles of the Modern Slavery Act 2018 and supports the creation of working environments that ensure all employees have the opportunity to work free of threat, coercion and exploitation.

### **SCOPE**

This policy applies to all employees of National.

### **POLICY**

National does not tolerate any form of Modern Slavery. National fosters an environment whereby all employees have the right to work in an environment free of threat, deception and exploitation.

Under the Modern Slavery Act 2018 (Cth) modern slavery includes eight types of serious exploitation:

- trafficking in persons,
- slavery,
- servitude,
- forced marriage,
- forced labour,
- debt bondage,
- the worst forms of child labour, and
- deceptive recruiting for labour or services.

Modern slavery describes situations where offenders use coercion, threats or deception to exploit victims and undermine their freedom. Modern slavery is only used to describe serious exploitation. It does not include practices like substandard working conditions or underpayment of workers.

A review of National's business operations has been undertaken and a no/low risk contribution to Modern Slavery has been assessed. All National employees are required to hold their own visa as a condition of employment and National do not sponsor any visas (see Immigration/Visa Holders policy). National adhere to all requirements of the Nurses Award 2020 and Fair Work Legislation as advised by their employment advisers.

All National Employees must ensure that they understand, and comply with the Policy and as such all National Employees:

- Are required to avoid any activity relating to National's business operations or supply chain that might lead to, or suggest, a breach of this Policy. If a staff member does come across any instances of potential modern slavery, they must escalate as soon as possible to National Management;
- Must notify their immediate manager, as soon as practicable, should they suspect that a conflict with the Policy has occurred, or is likely to occur in the future; and



- Are encouraged to speak up regarding concerns about any issue or suspicion of the existence of modern slavery in any part of National's business operations or supply chain.

#### **Relevant legislation**

[Modern Slavery Act 2018 \(legislation.gov.au\)](https://www.legislation.gov.au)

#### *Conditions of Employment*

All National employees must maintain ACT WWVP, National Police Check, First Aid + CPR at their own expense and attend mandatory training provided by National on a minimum of an annual basis (See mandatory training policy) in line with contractual obligations and any obligations set upon the industry by territory and/or industry standard as they arise.

Any employee with VISA requirements and/or restrictions is required to notify National and ensure information is updated as required. Failure to provide updated requirements will result in the employee being removed from active roster until evidence is provided.



## Behaviour and Code of Conduct: Service Delivery

To ensure the best possible care to client/participant, the public and to provide a positive work environment, National expects employees to comply with *the Code of Conduct*. National Code of Conduct encompasses NDIS Code, Aged Care and Charter of Rights and APRHA. It articulates the following:

### Respect for Ourselves and Others

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty and transparency.
- Treating others with respect and dignity
- Embracing diversity and respecting the dignity, culture, ethnicity, values and beliefs of the patients we care for and the colleagues we work with.
- Working respectfully, cooperatively and collaboratively with colleagues to best meet patient needs.
- Not acting in a way which is intended to bully; harass or intimidate our colleagues or others.

### Respect for the Law and Lawful Instructions

- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.
- Maintaining current registration with the Australian Health Practitioner Regulation Agency where applicable.
- Complying with Professional Codes of Conduct and Ethics
- Complying with any laws relating to work undertaken by National.
- Complying with National policies and procedures.
- Complying with reasonable and lawful instructions of a Manager.
- Complying with workplace health and safety regulations.

### Integrity

- Maintaining trust by providing safe and competent care.
- Maintaining currency of professional knowledge and skills.
- Recognising and practicing within our scope of practice.
- Declaring any real or perceived conflict of interest.

### Diligence



- Exercising due care, diligence, responsibility and sound judgment when carrying out our roles and responsibilities.
- Providing care based on best available evidence and best practice.
- Correctly reporting work hours, being punctual and reliable.
- Not carrying out our duties if we are under the influence of alcohol or any other drug that inhibits performance.
- Maintaining the privacy, confidentiality, and security of patient information.

Care Recipients are also required to treat all staff with respect, integrity and diligence. Care recipients are to adhere to the house rules of their SIL property, in relation to fostering a welcoming and positive environment for themselves, others, visitors, families, care employees and health professionals.

**References:**

[APRA Code of Conduct](#)

[NDIS Code Conduct](#)

[NDIS Practice Standards and Quality Indicators](#)

[Aged Care Code of Conduct](#)

[Quality Standards - Aged Care Quality and Safety Commission](#)



## Employment Type and Hours of Work

### *Casual Employment*

National generally employs all staff on a casual basis unless otherwise contracted. As such, casual employees will be required to comply with the following:

- A probationary period of 3 months from employment start date
- The employee must negotiate working hours solely with *National*.
- The employee is required to perform the hours of work allocated by *National*

Employees must advise *National* of any other employment or professional obligations with any other parties in writing prior to this new arrangement commencing to ensure there is no conflict of interest or breach of the policies.

### *Contracted Employment*

National may require ongoing employment with individuals to ensure we can meet the needs of the participants and clients. The offer of ongoing employment is at the discretion of National. As such, contracted employees will be required to comply with the following:

- A probationary period of 3 months from employment start date for all contracted employment
- The employee must negotiate working hours solely with National and is expected to meet the contracted hours required.
- A full-time employee is an employee who is engaged to work 38 ordinary hours per week.
- A part-time employee is engaged to perform less than 38 hours per week
- Changes in hours may only be made by agreement between National and employee. Any agreed variation to the regular pattern of work will be recorded in writing.
- Work a minimum of three consecutive hours on any shift

All employee rosters will be provided weekly via email in advance in line with the client/participant/house requirements. Should the employee's with any contractual hours not be met- National may utilise the employee across our affiliated entities to fulfil the contractual hours. (See Rostering & Shift Principles) The rostered hours of part-time employees may be altered at any time by mutual agreement between the National and the employee to best meet the needs of the client/participants.

All permanent/part time employees will receive an emailed roster with shifts assigned in line with their availability prior to the commencement of the roster period, being the first Monday of each fortnight. It will also be available 24/7 through employee login access. It is the employee's responsibility to know when their rostered shifts are scheduled. Non-attendance of these shifts with no notification will count towards the National Non-Compliance Policy.

All permanent/part time employees are requirement to maintain a timesheet and submit it on a fortnightly basis. (See Timesheet Procedure)

The contracted employee is required to contact National in writing for the following:

- i. Change in availability / rostered days off





- ii. Requesting annual leave with 4 weeks' notice and submitting of Annual Leave Application (available in "Documents" through employee login) See "Annual Leave Policy".

### *Transitioning Employment*

Transitioning within National can occur in a few ways.

- National may have AN role transitioning to EEN, RN roles across our various teams and in line with National Learning Pathway.
- In line with Fair Work, National may offer casual employees offer of conversion to permanent Part time / Full time employment after a minimum of 6 months of consistent employment to ensure we can meet the needs of the participant and is at the discretion of participant and National.

In the event a casual employee wishes to transition, the employee will be required to apply for transition. Upon approval, employee will be invited to sign a new employment contract and participate in the required transition induction process. (See RN Transition Program Policy)

**Apart of any transition within National requires new employment contracts to be signed, new induction process and in permanent roles, introduction of time sheets.**



## National Uniform Policy

### POLICY STATEMENT

National is committed to providing quality, person centred health care in an environment of positive culture, professional practice, sound stewardship, integrity, and respect.

Employees are to be professionally presented and well-groomed at all times they represent National. Employees are to dress in accordance with their professional position, with workplace health and safety standards and infection control standards.

### SCOPE

This policy applies to all employees of National.

### POLICY

**General Appearance & Hygiene:** All Employees are required to maintain a physically clean and well-groomed appearance and be neatly and professionally dressed for every shift. Employees must comply with any request by the facility if dress is deemed hazardous and/or unsuitable in any way.

- Hair should be neat and clean.
- Minimal jewellery should be worn (for example a watch, studs or sleeper earrings).
- Make-up should not be excessive.
- Perfume should not be overpowering, body odour to be maintained appropriately.
- Closed-in toe and heel footwear need to be worn in clinical areas to comply with WHS
- No long sleeves to be worn while delivering personal/clinical care.
- No eating or chewing gum while undertaking care.
- Ensure all cuts and abrasions are covered with a waterproof dressing.

**Care/ Nursing Employees attending client/participants within the community:** Will be provided with a National Community Care shirt and name badge. To be paired with grey, navy, black slacks, trousers, ¾ pants, scrub pants or business skirt. Shoes are to be protective, closed toe and low or flat heels. In winter, employees will be provided with a NATIONAL winter vest.

Community Nursing team may wish to wear scrubs. Grey is preferable.

**Employees attending Approved SIL properties / EN/RN Clinical:** providing any form of personal care, clinical care, manual lifting - are to wear smart casual attire. Shoulders to be covered. Shoes are to be protective, closed toe and low or flat heels. Name badge provided. The following items are prohibited:

- **NO** tracksuit pants, pyjamas, yoga pants, leggings or gym tights
- **NO** singlets, mid drift, off the shoulder tops
- **NO** dresses, short skirts or short shorts
- **NO** Slippers, Ugg Boots, Open Toe Shoes

**Employees attending 24/7 support properties:** Will be provided with a National Community Care shirt and name badge. To be paired with grey, navy, black slacks, trousers, ¾ pants, scrub pants or business skirt. Shoes are to be protective, closed toe and low or flat heels. In winter, employees will be provided with a NATIONAL winter vest.

Community Nursing team may wish to wear scrubs. Grey is preferable.



**Administration/Management/Coordination Positions:** are invited to wear neat, smart casual attire. In the event any employee is required to deliver any form of personal care, clinical care, manual lifting of any kind, appropriate footwear is to be protective, closed toe shoes. Employees are welcome to NCC shirts should they wish.

**Returning NCC Property:** Upon completion of employment, National requires all property to be returned within 2 weeks of last working day. For security purposes, we CAN NOT donate or repurpose uniform shifts/vests/bags with logos. This is in the best interests and security of all clients/participants, facilities and hospitals.



## NCC Recruitment Procedure

### *Cold Call Applications &/or Referrals*

If NCC receive a call or emailed resume, the candidate should be directed to access the NCC applications. These can be accessed via the website - [Apply Now | NCC \(nationalcommunitycare.com.au\)](#) and should be emailed to [info@nationalcommunitycare.com.au](mailto:info@nationalcommunitycare.com.au) for review.

Referrals should indicate in the email who has referred the candidate.

*All digital files available here:*

[https://nationalhealthcareservices.sharepoint.com/:f:/g/EnupgTbfr3dXtZ-9ZuxiOtABr9r-dP6wyeggEVP\\_IF4mvQ?e=ijXKYJ](https://nationalhealthcareservices.sharepoint.com/:f:/g/EnupgTbfr3dXtZ-9ZuxiOtABr9r-dP6wyeggEVP_IF4mvQ?e=ijXKYJ)

### *Running an Advertising Campaign*

From time-to-time NCC will engage in a bulk recruitment drive and do so by running an advert on SEEK.com.au.

- All advertised roles are to be approved by CEO prior to the appropriate manager proceeding with the advert.
- Upon approval, login details for authorised personnel is available through the SharePoint Recruitment Excel:  
<https://nationalhealthcareservices.sharepoint.com/:x:/g/ESidJyhRbThUtM70FVr9zKABmTiPJPAusphH1XMHNXlqBQ?e=DLCq5c>
- Advert may be posted by the relevant manager and/or administration personnel.
- Manager to verify the roles required to be advertised and the advert templates are currently available within the NCC SEEK login.
- Upon approval, management and/or admin personnel may post the advert following the website directives.
- The advert runs for a maximum of 30 days, during this time, it is the responsibility of the recruiting relevant manager and administration to monitor the SEEK advert and commence processing the applicants accordingly in line with the mandatory requirements for employment.
- Administration and hiring relevant manager are to determine and finalise suitable candidates and commence with interview waves. (Number of interview waves in dependant on positions required to be filled)
- Manager and Administration personnel to coordinate suitable interview days and timeframes and book in accordingly utilising the email templates available on SharePoint:  
[https://nationalhealthcareservices.sharepoint.com/:w:/g/EXkY\\_YIkeGtamI5yjXdE1DYBjNeSJHZS0gUKGKTvTQP23A?e=KT4M9M](https://nationalhealthcareservices.sharepoint.com/:w:/g/EXkY_YIkeGtamI5yjXdE1DYBjNeSJHZS0gUKGKTvTQP23A?e=KT4M9M)
- Proceed with ***Review of Application Candidates Procedure***



## Employment Applications & Interviews

### *Review of Application Candidates*

#### **STEP 1: Review of received application.**

Upon receiving the application pack, administration team may review candidates' application for suitability referencing the Application pack front cover page. Does the candidate possess the following?

- |   |   |
|---|---|
| <input type="checkbox"/> Resume                                       | <input type="checkbox"/> x2 Professional References           |
| <input type="checkbox"/> Complete application form attached           | <input type="checkbox"/> Drivers Licence and car              |
| <input type="checkbox"/> Qualifications – Minimum Cert III            | <input type="checkbox"/> Registered Vehicle                   |
| <input type="checkbox"/> ACT WWVP Card                                | <input type="checkbox"/> Studying Transcripts (if applicable) |
| <input type="checkbox"/> Smart Phone / Internet / Data                | <input type="checkbox"/> APRHA Registration (if applicable)   |
| <input checked="" type="checkbox"/> Valid First Aid and CPR           | <input type="checkbox"/> VISA documents (if applicable)       |
| <input checked="" type="checkbox"/> COVID-19 Infection Control Module | <input type="checkbox"/> 100 Points of ID                     |
| <input checked="" type="checkbox"/> NDIS Worker Orientation Module    | <input type="checkbox"/> Up to Date Vaccination Summary       |

#### **100 POINTS OF IDENTIFICATION**

100 points proof of ID is required to be provided – This may consist of a combination of at least one primary identification document and one secondary identification document. Secondary identification documents must include your full name, and your photograph or signature.

Primary identification documents (70 points each) include:

- Current AHRPA Registration
- Birth Certificate
- Citizenship Certificate
- Current Passport / was current within the preceding two years

Secondary identification documents (40 points each) include:

- Australian Drivers Licence
- Identification card for an Australian public employee
- State or Territory issued personal identification card
- Student card issued by an Australian tertiary education institution
- Identification card issued by the Commonwealth, a State or Territory as evidence of entitlement to a financial benefit

#### **STEP TWO: Determination of application suitability**

**NO** – decline of employment email to candidate. Template link below.

**UNSURE** - if you require further information, email request for further info to candidate.

**Highlighted Items** can proceed with application *if* the candidate can complete prior to commencement. Utilise email templates to provide candidate with feedback and links to access required training etc.



If information is adequate proceed to provide short listings to management for review.

**YES** - proceed to provide short listings to management for review.

[https://nationalhealthcareservices.sharepoint.com/:w:/g/EXkY\\_YlkeGtamI5yjXdE1DYBjNeSJHZS0gUKGKTvTQP23A?e=3mcoig](https://nationalhealthcareservices.sharepoint.com/:w:/g/EXkY_YlkeGtamI5yjXdE1DYBjNeSJHZS0gUKGKTvTQP23A?e=3mcoig)

### **STEP 3: Management Determination**

Management team will determine staffing levels and suitability of candidate notifying Administration team of the decision.

### **STEP 4: Administration to notify candidate**

Upon decision of management team, administration team can utilise the email templates to notify candidate of next steps. Decline offer, OR invite to interview.

Upon notification of invite to interviewee and cc in appropriate manager. (Grieg, Guy, Caitlin, Natasha)

### **STEP 5: Add to share calendar**

tentative booking and meeting room space to shared outlook calendar. Confirm once candidate confirms. Upon tentative booking, place a tentative meeting within the shared outlook calendar for booking of shared meeting spaces. *For example, Mary Smith is an AN suitable for NCC employment and invited on 31 Jan 2022 and meeting will be held in Meeting room 1. Outlook entry would be: "NCC AN Mary Smith: Meeting room 1 -Tentative" set on the appropriate date and time.*

Upon confirmation of candidate, edit the outlook entry removing the word tentative. "NCC AN Mary Smith - Meeting room 1". This will signify to all outlook users that the candidate has confirmed.

Note details in the "NCC Recruitment Process" excel.

<https://nationalhealthcareservices.sharepoint.com/:x:/g/ESidJyhRbThUtM70FVr9zKABmTiPJPAusphH1XMHNXlqBQ?e=dvscrT>

### **STEP 6: Day before scheduled interview, print resume ONLY and "Employee Application Checklist"**

[https://nationalhealthcareservices.sharepoint.com/:w:/g/EWjatZCS4YFUnAN9bo\\_Ds94BtcmQ8XIPXOuZ2QcJ8XbSjw?e=JI1271](https://nationalhealthcareservices.sharepoint.com/:w:/g/EWjatZCS4YFUnAN9bo_Ds94BtcmQ8XIPXOuZ2QcJ8XbSjw?e=JI1271)

### **STEP 7: Conduct Interview**

People + Culture Lead and/or Management to conduct interview. Upon completion, will provide Administration team with interview notes and make a determination on how to proceed, verbally notifying the administration team of action to be take. (proceed, wait or decline application)



### *Reference Checks*

#### **STEP 8: Referee Checks**

These can be conducted by administration team and recorded in the “NCC Recruitment Process” excel.

<https://nationalhealthcareservices.sharepoint.com/:x:/g/ESidJyhRbThUtM70FVr9zKABmTiPJPAusphH1XMHNXlqBQ?e=dvscrT>

The generalised reference questions are within the spreadsheet and listed below.

- *Length of time known in a professional role?*
- *What are the candidates strengths?*
- *Can you identify any weaknesses and/or areas for growth?*
- *Is the carer compassionate? empathetic? professional? liable?*
- *To your knowledge, has the candidate ever been performance managed?*
- *Would you hire the candidate to care for your own loved ones within your home?*
- *Any further information you feel as a potential employer we should be aware of?*

National request a minimum of 2 reference checks from candidates. 2 references are preference; however, we acknowledge that obtaining two may be difficult. If one reference is a strong reference and there is evidence of attempting the second reference, NCC management team may determine the 1 check is sufficient. Administration team to relay feedback to NCC Management team member for determination and document within “NCC Recruitment Process” excel.

### *Offer/Decline of Employment*

#### **STEP 9: Management Determination**

Management team will determine outcome based on application, references, client requirements and current roster requirements. Management are to notify Administration team of the decision.

#### **STEP 10: Administration to notify candidate**

Upon decision of management team, administration team can utilise the email templates to notify candidate of next steps. Decline OR offer of employment / invite to induction.

#### **STEP 11: Add to share calendar**

tentative booking and meeting room space to shared outlook calendar. Confirm once candidate confirms. Note details in the “NCC Recruitment Process” excel.

<https://nationalhealthcareservices.sharepoint.com/:x:/g/ESidJyhRbThUtM70FVr9zKABmTiPJPAusphH1XMHXlqBQ?e=dvscrT>



**STEP 12: Day before/Day of scheduled induction, add candidate to the appropriate system.**

## Entering Employee Details to System

- Authorised personnel to complete the employee data entry in platform including TFN, threshold option, Superannuation fund, bank account details, email and mobile number.  
**Please take care during the entry of all number data as any errors can create significant follow-on effects with external agencies including ATO, LSL Scheme, Employee superfunds and internal communications with employee.**
- Should there be an instance where National may have multiple employees with the same or similar name, the employees date of birth should be used as the identifying data and extra care should be taken by all authorised personnel to ensure the correct employee file is utilised as required.
  - For all paper-based files, the DOB can be added to the file.
  - For all digital files, only employee name should be used, and additional care taken when checking files.
  - Under no circumstance should an employee's name be changed in the data base system. It must reflect the employee's legal name.
- Admin to activate system login access at the commencement of the induction, as the inducting employee will walk the new employee through setting up their profile and availability.
- Scan in all relevant documents, label and save in the correlating company file in SharePoint, upon confirmation all details are entering in system and original documents are saved in SharePoint employee file, the paper copies can only be destroyed by shredding on site after this is confirmed.
- **(also see Brevity CORE Onboarding Procedure)**

## Induction Process –

### STEP 13: Prepare Induction Documents

Administration team to print new employee contract and prepare kit bag and set up Meeting room for booked induction.

- **Kit Bag** – found in white cube cupboards
- **X2 Docket Books** – lower shelves of cube cupboard next to matching kit bags
- **X1 Name Badge** – Prepare label on Dymo labeller located on top shelf of cube cupboard. First name only. Apply to badge and trim access.
- **X1 Pen** – located in cube cupboard - Colour coded.
- **NCC ONLY: X1 Box of Gloves** – located in CLINICAL cupboard.
- **NCC ONLY: X1 Hand sanitizer** - located in Cube cupboard
- **NCC ONLY: X1 NCC Lanyard and contacts card** – located in Cube cupboard
- **NCC ONLY: X1 CPR Face shield attached to lanyard** – located in Cube cupboard
- **X1 Copy of Employment Contract** – Created in system, printed, and clipped together.
- Clips found at Print Station in stationary cupboard.





- **NCC ONLY: X1 Copy of NCC INDUCTION Employee FAQ** - print from - <https://nationalhealthcareservices.sharepoint.com/:w:/g/EecXj7IV1mFXsiaTA7HYfA0BHis0vQWZSeERLbZLEYf45Q?e=uR5gos>
  - **X1 Vest** – located in cupboard. Excess stored in shower in appropriate company boxes and sizes. (WINTER ONLY)
  - **X2 Shirts** – located in uniform cupboards. Colour coded per company
- 
- Admin Personnel to greet and sit the new employee in the waiting chairs and/or meeting room if available. Notify relevant inducting manager of employee arrival.
  - Ensure all evidence has been obtained from new employee and follow up anything that required clarification.
  - Take employee to the hanging uniforms and confirm sizes for shirts. (Gloves for **NCC ONLY**)
  - Update Uniform register:  
<https://nationalhealthcareservices.sharepoint.com/:x:/g/ET51uW6YDRVcqCOQftyhMw4BmQWRHQAeM0MC-H3EbZJR2g?e=6cTDau>
  - Commence induction process and slides.



## NCC Rostering

Rostering dispatch is the responsibility of daily operations personnel. Clinical Coordinator, All NCC Managers and Team Leaders may also have input of rosters to ensure best outcomes are sought for client needs they may oversee and employee availability.

Some contracted employee roster hours may be offered on a fortnightly cycle in line with their agreed upon permanent part time contracts. As such, this will operate in line with a pay period cycle with Payslip Monday being the first day of the new 14-day cycle.

Rostering priority is as followed:

1. Client Requirements + Employee Skill Set
2. Availability + Permanent Contractual Hours
3. Client and Employee preference
4. Location + Travel required

No client service should be moved to a different time and/or day without authority from Daily Operations Manager and sought approval from client for service to be shifted. The rostering platform will not allow any person to move the service outside of the booked time without a pop up notification for confirmation.

*Assignment of Services*

*Confirmation of Services*

*Dispatch of Employee Rosters*

*Dispatch of Client Rosters*

*Rejection of Shift*



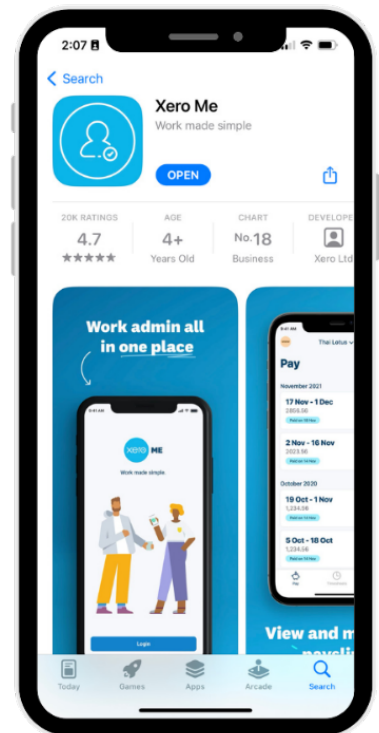
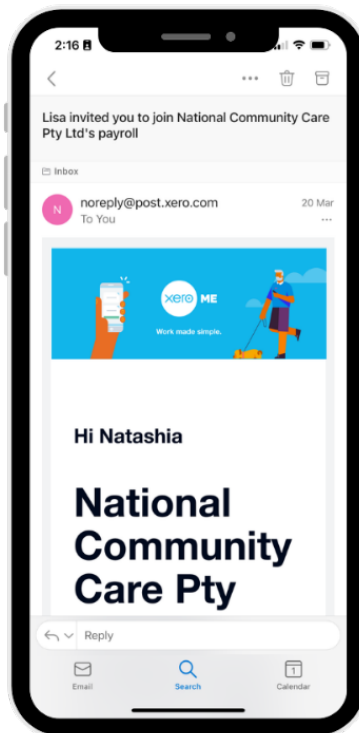


### Setting Up Your Employee Payslip Access: 'Xero Me'

All employment payslips and those eligible for leave requests can access this via the Xero Me app. In order to link the Xero Me app, employee will receive an email titled **"XXX invited you to join National Community Care Pty Ltd's payroll"**

The email entails the following steps in order to activate your employee access:

1. Accept the invite and enter a few details to set up your account. You will have 14 days from the date the email is dispatched.
2. Once your account is set up, you can choose to use Xero Me on the go with the app. You'll just need your Xero username and password to log in.



Once the employee has activated the app, employers can access payslips, submit timesheets (office personnel), view leave balances and submit applications (permanents)