



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

<b>MALENY NEIGHBOURHOOD CENTRE</b>			
<b>2023 Recruitment and Employment Policy</b>			
<b>Authorised By:</b>	Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
<b>Responsibility for Review:</b>	Centre Coordinator (CC) and the MNC Management Committee		
<b>Policy Developed:</b>	May 2017		
<b>Last Review:</b>	27/10/2020		
<b>Approved by Management Committee:</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Signed:</b> </td> <td style="width: 50%;"><b>Dated:</b> 23 NOV 2023</td> </tr> </table>	<b>Signed:</b> 	<b>Dated:</b> 23 NOV 2023
<b>Signed:</b> 	<b>Dated:</b> 23 NOV 2023		
<b>Date of Next Review:</b>	October 2026		
<b>Review Process:</b>	<p>Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the Centre Coordinator for action and updating of policy documents.</p> <p>Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.</p>		
<b>POLICY CONTEXT</b>			
<b>Queensland Standards for Community Services:</b>	Standard 6. Human Resources		
<b>Other Standards:</b>	Standard 1. Governance and Management Standard 4. Safety, Wellbeing and Rights		
<b>Relevant Policies:</b>	Ethics Policy Workplace Health & Safety Policy		

	<p>Disciplinary &amp; Dismissal Policy  Code of Conduct Policy  Diversity and Inclusion Policy</p>
<b>Relevant Organisational Forms and/or Documents:</b>	<p>Workforce Development Plan  Employment Contract - Work Agreement  Letter of Offer  Staff Induction and Training Register  Induction Checklist  Key Registration Form  Leave Application Form  Staff Performance Review Form  Staff Self-Appraisal Form  Staff Performance Improvement Plan</p>
<b>Legislation and/or other requirements:</b>	<p>Fair Work Act 2009 (Cwth)  Work Health and Safety 2011 (Qld)  Sex Discrimination Act  Racial Discrimination Act  Equal Opportunity for Women in the Workplace Act 1999 (Cwth)  Disability Discrimination Act 1992 (Cth)  Equal Employment Opportunity Act 1987 (Cth)  Australian Human Rights Commission Act 1986 (Cth)  Income Tax Assessment Act 1997 (Cth)  Paid Parental Leave Act 2010 (Cth)  Superannuation Legislation Amendment (Stronger Super) Act 2012</p>
<b>OVERVIEW</b>	
<b>Purpose:</b>	<p>Maleny Neighbourhood Centre has robust processes in place for planning, attracting, recruiting, selecting and training staff. Maleny Neighbourhood Centre implements strategies to identify the current workforce, forecast future workforce requirements, and address gaps and issues in order to maintain a productive and sustainable organisation.</p> <p>All applicants have access to a fair, transparent and equitable process that reflects equal opportunity. Our recruitment, human resources, and worker screening practices align with legislative and regulatory requirements. Our workplace is free from discrimination and harassment, and robust processes and practices to reduce the likelihood of occurring are followed.</p> <p>We are open and honest in conversations with our staff. We uphold our legislative and regulatory responsibilities as employers in Queensland. Maleny Neighbourhood Centre provides our staff with the information they need to undertake their roles and uphold their responsibilities.</p>



<b>Scope:</b>	This Policy and Procedure apply to Maleny Neighbourhood Centre as a whole. Maleny Neighbourhood Centre practices comply with all employment-related legislation, including the Human Rights Act 2019. We are committed to ensuring all staff (paid and voluntary) and Management Committee members work in an environment that is safe, free from abuse and discrimination, and supported by evidence-based practices.
<b>POLICY AND PROCEDURES</b>	
<b>Policy:</b>	<p>The principles that support Maleny Neighbourhood Centre Recruitment and Induction Policy, Procedure and practice are:</p> <ul style="list-style-type: none"> <li>● <b>Safe</b> – we have zero tolerance for abuse, neglect, harm and discrimination.</li> <li>● <b>Human rights</b> - services are planned and delivered in a manner that respects and upholds the individual's human rights</li> <li>● <b>Accessibility</b> - information is accessible</li> <li>● <b>Planned</b> - workforce planning is undertaken in a manner that supports the level and type of services the organisation delivers</li> <li>● <b>Diversity</b> - recruitment processes encourage diversity and are consistent with our community and client base</li> <li>● <b>Ethical</b> – services are guided by transparent decision-making processes</li> <li>● <b>Equitable</b> – human resource systems, procedures and practices are fair and inclusive</li> <li>● <b>Experienced</b> – the Maleny Neighbourhood Centre team are appropriately skilled and qualified for the role they are recruited for.</li> </ul> <p>Principles for the Induction and Training Policy, procedures and practice include:</p> <ul style="list-style-type: none"> <li>● Increased efficiency and effectiveness through recognised human resource management practices</li> <li>● The development of an appropriately skilled and competent workforce</li> <li>● Clarity of roles, responsibilities and accountabilities.</li> </ul> <p>The Maleny Neighbourhood Centre human resource activities are underpinned by the principles represented in Equal Employment Opportunities (EEO) and Anti-Discrimination legislation.</p>
<b>Procedure:</b>	<p>This Recruitment and Employment Policy and Procedures document for Maleny Neighbourhood Centre is divided into sections as follows:</p> <ol style="list-style-type: none"> <li>1. Workforce Planning</li> <li>2. Recruitment and Selection</li> <li>3. Screening</li> <li>4. Appointment</li> </ol>

	<p>a.</p> <ol style="list-style-type: none"> <li>5. Employment Conditions</li> <li>6. Induction and Training</li> <li>7. Performance Management</li> </ol>
<p><b>Workforce Planning</b></p>	<p>Maleny Neighbourhood Centre will implement a Workforce Development Plan in alignment with the following requirements:</p> <ul style="list-style-type: none"> <li>● Human resource planning, for paid or voluntary roles, occurs yearly and reflects the organisation's current need.</li> <li>● The activities and services provided by Maleny Neighbourhood Centre are reviewed as per the delegation schedule to ensure we have an appropriately skilled and competent workforce to undertake the work required of them.</li> <li>● Planning considers the demand for specific skills and competencies of staff within the organisation, the scope of services we offer, the organisation's strategic goals, the funding available, and the human resource budget.</li> <li>● The organisational chart outlines all staff positions and lines of accountability.</li> <li>● The Management Committee ratifies the changes to the organisational chart.</li> </ul> <p>The Centre Coordinator will be responsible for the initial development and ongoing review of the Workforce Development Plan. The Workforce Development Plan will be developed in consultation with current staff and will be subject to the approval of the Management Committee. The Centre Coordinator will review the Workforce Development Plan on an annual basis in response to organisational strategic planning.</p>
<p><b>Recruitment and Selection</b></p>	<p>All roles within Maleny Neighbourhood Centre have a position description that outlines the roles and responsibilities expected of the position and the skills and capabilities needed to undertake the role. The recruitment and selection process includes the following actions:</p> <ul style="list-style-type: none"> <li>● Positions are advertised internally or externally. Temporary positions or short-term positions do not have to be advertised.</li> <li>● The staff requiring assistance obtains formal approval from the Centre Coordinator to fill a vacancy or new position and on the approach taken before commencing the recruitment and selection process.</li> <li>● To hold a paid or voluntary position with Maleny Neighbourhood Centre, people must: <ul style="list-style-type: none"> <li>○ Be appropriately skilled and qualified to undertake the role</li> <li>○ Have a criminal history screening</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Present specific experience</li> <li>○ Share at least two work-related references</li> </ul> <p>Persons wishing to apply for a paid position at MNC are required to:</p> <ol style="list-style-type: none"> <li>1. Submit an application that addresses the requirements detailed in the selection criteria and position description</li> <li>2. Attend an interview to determine suitability</li> <li>3. Hold a current Blue Card (Working with Children Check). If they don't have a current blue card they must apply for one before submitting an application.</li> <li>4. If successful they agree to: <ol style="list-style-type: none"> <li>a. become a financial member of MNC</li> <li>b. work within conditions of employment</li> <li>c. comply with MNC Policies and Procedures</li> <li>d. participate in performance reviews</li> </ol> </li> </ol>
<b>Screening</b>	<p><b>Blue Cards</b></p> <p>All staff (paid and volunteers) at MNC are required to have a current Queensland Government Blue Card as per the following requirements:</p> <ul style="list-style-type: none"> <li>● This requirement must be highlighted in selection packs to provide forewarning for potential applicants, as the process to obtain a Blue Card can take time.</li> <li>● Employment contracts cannot be finalised without the successful applicant holding a current Blue Card.</li> <li>● If the successful applicant hasn't been issued with their blue card at the commencement of employment, the worker can only be given a temporary contract until they have received their blue card.</li> <li>● A Staff Induction and Training Register is used to manage and track the status of Blue Card/Exemption Notices screening applications and expiry dates and Certificates of Approval</li> <li>● All paid and voluntary staff when their worker Blue Card/Exemption notice is due for renewal are notified</li> </ul>
<b>Appointment</b>	<p>All staff must meet the mandatory requirements for the role as identified in the position description.</p> <p><b>Paid Staff</b></p> <p>When an applicant is offered a position they are provided:</p> <ul style="list-style-type: none"> <li>● An employment contract</li> <li>● A tax file number declaration</li> <li>● A copy of the Fair Work Information Statement</li> <li>● A form to nominate a super fund</li> <li>● Information on employment benefits</li> <li>● MNC Membership form</li> </ul>



	New appointees will be required to show an acceptable form of ID (drivers licence, passport etc)
<b>Employment Conditions</b>	<p><b>Equal Employment Opportunity and Anti-Discrimination</b>  Maleny Neighbourhood Centre expects all paid and voluntary staff to behave professionally and responsibly at all times, whether with colleagues, in the office, at a work social event, or online. This means:</p> <ul style="list-style-type: none"> <li>● Taking reasonable care to treat people fairly and with respect and courtesy</li> <li>● Not adversely affect others in the workplace</li> </ul> <p>All staff and potential staff have equal access to employment opportunities, career opportunities, training, and natural justice processes.</p> <ul style="list-style-type: none"> <li>● If a staff member feels that they have been subject to any form of unlawful conduct contrary to EEO laws or this policy, they should not ignore it. All complaints of discrimination, harassment, bullying, victimisation and vilification will be treated seriously, promptly, confidentially and impartially.</li> <li>● MNC has a Conflict Resolution Policy for dealing with these issues.</li> </ul> <p><b>Probation</b>  All new staff will undergo a probationary period of 3 months during which they will be introduced to the main duties and responsibilities of their post along with:</p> <ul style="list-style-type: none"> <li>● MNC's policies and procedures</li> <li>● Inductions</li> <li>● Required training where applicable</li> <li>● Supervision activities where applicable</li> </ul> <p>Under the Fair Work Act 2009, the new staff member must still be provided with at least minimum entitlements and must be given at least 1 week of notice if their employment is to be terminated (provided there has been no serious misconduct, as it is clearly indicated in the MNC Disciplinary / Dismissal Policy).</p> <p><b>Leave Entitlements</b></p> <ul style="list-style-type: none"> <li>● Leave entitlements are included in each position description</li> <li>● Leave types in accordance with the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 include: <ul style="list-style-type: none"> <li>○ Mandatory: Annual, Personal, Carers' and Compassionate, Public Holidays, Parental, Long Service</li> <li>○ Optional: Community Service, Unpaid</li> </ul> </li> </ul>

- All leave (excl. personal leave of up to 3 days) must be requested via the Leave Application Form for the Centre Coordinator to approve and the Administration Officer to lodge
- Personal leave of up to 3 days can be taken with notice given to the Centre Coordinator (for all paid staff) or Volunteer Support Worker (for all voluntary staff)
- Return to Work conditions and processes are outlined in the Workplace Health and Safety Policy

#### **Changes to Personal History**

Any person working in or for our organisation must complete an LCS form 6: Change in personal circumstances form for any:

- Change of address
- Change to child protection history
- Change in criminal history
- Change-related to Blue Card/Exemption Card or application
- Change-related to the person being the respondent in a domestic and family violence matter
- Change in traffic history.

#### **Resignation**

- Resignation requirements are disclosed in the employment contract
- Paid Staff must formally resign by giving notice to the Centre Coordinator in accordance with length of service or payroll frequency
- Voluntary Staff must formally resign by giving notice to the Volunteer Support Worker; length of notice can be negotiated where applicable
- Termination is also outlined referred to in the Disciplinary and Dismissal policy

#### **Redundancy**

If a position is no longer required, we may offer redundancies.

- Redundancies are approved by the Centre Coordinator and Management Committee
- The Centre Coordinator discusses this with the affected staff

#### **Exit Interviews**

All staff are offered and exit interview as per the following requirements:

- The supervisor of the staff (paid or voluntary) finds a suitable time to seek feedback to inform ongoing workforce planning and report information to the Centre Coordinator or Management Committee where applicable
- The supervisor of the staff (paid or voluntary) must complete an exit checklist with appropriate handover where applicable including:

	<ul style="list-style-type: none"> <li>○ Key Registration (where applicable)</li> <li>○ Feedback and/or complaints</li> <li>○ Laptop return (where applicable)</li> </ul>
<p><b>Induction and Training</b></p>	<p><b>Induction</b></p> <ul style="list-style-type: none"> <li>● We meet the specific training and support needs of all new paid and voluntary staff members that we identified during the recruitment and selection process</li> <li>● We provide paid and voluntary staff members starting with us with timely and appropriate induction to their role, our service and our organisation <ul style="list-style-type: none"> <li>○ The induction process starts within the first week and finishes by the first month of employment</li> <li>○ The Induction Checklist outlines all induction activities</li> </ul> </li> <li>● Inductions are tailored for each role type; however, all inductions cover: <ul style="list-style-type: none"> <li>○ Their role, rights and responsibilities and reporting relationship</li> <li>○ Organisational structure, mission, and values</li> <li>○ Delegations schedule</li> <li>○ The regulatory and compliance framework and reporting relationships, including screening provision, funding/program requirements</li> <li>○ Mandatory workplace health and safety, manual handling, safe work practices and fire safety training</li> <li>○ Code of Conduct</li> <li>○ Risk and Incident Management</li> <li>○ Joint agency protocol to reduce preventable police call-outs to residential care services</li> <li>○ Advocacy</li> <li>○ Cultural awareness</li> <li>○ Complaints and feedback</li> <li>○ Privacy and confidentiality</li> <li>○ The processes for accessing all controlled documents, including Policies and Procedures</li> <li>○ The human rights of the people accessing our services</li> <li>○ Water hazard, water safety and risk.</li> </ul> </li> <li>● We establish work goals for individuals and teams, monitor and evaluate the performance of individual paid and voluntary staff and the teams they work within</li> <li>● We provide ongoing feedback and training to all paid and voluntary staff.</li> </ul> <p><b>Support and Supervision</b></p> <ul style="list-style-type: none"> <li>● Informal support and supervision to paid and voluntary staff is provided through: <ul style="list-style-type: none"> <li>○ regular meetings with their direct supervisor</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ informal one-on-one meetings with relevant colleagues</li> <li>● Completion of informal support and supervision is recorded in our Induction and Training Register</li> </ul>
<p><b>Performance Management</b></p>	<p><b>Objectives</b></p> <p>The objectives of performance management includes:</p> <ul style="list-style-type: none"> <li>● Developing agreed realistic expectations in relation to the staff member’s position description and work plan, against which assessment of performance can be made</li> <li>● Providing a formal means by which achievements can be assessed and recognised</li> <li>● Discussing and document how the employee is performing from their point of view and from their manager’s point of view</li> <li>● Identifying strengths in skills and knowledge, and considers if these can be better utilised</li> <li>● Identifying any weaknesses or problems in performance from the point of view of the staff member and their supervisor</li> <li>● Seeking common ground for ways to improve performance, where needed</li> <li>● Identifying training needs and discuss other forms of support or on-the-job development required</li> <li>● Reaching agreement on specific goals to be pursued in the period following the assessment</li> <li>● Where the performance review process determines that the staff member has performed satisfactorily or exceeded requirements, the salary increment specified in the Industrial Award and employment contract will apply.</li> </ul> <p><b>Process</b></p> <p>Performance management will be a collaborative process between the staff member and their manager as follows:</p> <ul style="list-style-type: none"> <li>● The staff member will complete a self-appraisal using the Performance Self-Appraisal Form. The staff member may choose to include a peer review component in their assessment and, in this instance, the direct manager arranges for peer assessment input to be gathered.</li> <li>● The completed self-appraisal (and, if applicable, peer review input) are made available to the reviewer (and, if applicable, the employee) at least 7 days prior to the review meeting.</li> <li>● The manager will prepare their own assessment comments for the review meeting, using the organisation’s standard Performance Review Form.</li> <li>● The staff member and the reviewer will meet to discuss findings, performance, future goals and development needs. The discussion will include opportunities for both parties to clarify and explain their comments.</li> </ul>

- The outcomes will be documented and agreed actions included within the staff member's work and development plan.
  - Both the supervisor and the staff member are responsible for implementing the plan.
- The supervisor and staff member both sign a record of the main discussion points and agreed-upon actions, and the record is retained in the staff member's personnel file.
- The manager maintains a performance review register, ensuring that each staff member receives a performance review once every 6 months.

**Documentation**

- A record of the main discussion points and agreed actions is written at the meeting or immediately after using the Performance Review Form by the manager.
- The record of discussion is reviewed by the staff member and manager, corrections or changes made, and a final version signed by both parties
- Documentation of the review should be completed within 14 days of the review meeting
- The record is kept on a confidential personnel file with access limited to the staff member and the manager unless both agree to any other person having access
- The record will be used as the reference for implementing agreed actions and for consideration of progress at the next review

**Managing under-performance or misconduct**

If, as the result of a performance review, performance or conduct problems are identified, the manager will implement the Staff Performance Improvement Plan for managing this.