



Human Resources Policy

This policy provides comprehensive guidance on managing workers, including hiring, induction, training, performance review, termination, and resignation processes. Management is responsible for overseeing the implementation of this policy and ensuring consistent enforcement. This policy is readily accessible to all employees, and support will be provided to those requiring assistance in understanding its details.



HUMAN RESOURCES POLICY

Every Human Disability Services Pty Ltd

Hiring & Onboarding

Hiring Staff

We hire additional staff to address gaps in service provision, enhance customer experience, and support organisational growth. New staff are required when:

- Participants are turned away or seek services elsewhere due to insufficient staff.
- Budget allows for additional staff, with identified gaps to be filled.
- New services or supports are planned, necessitating additional resources.

Each role requires a position description outlining:

- Skills and knowledge
- Responsibilities and scope
- Mandatory training and certifications

Candidates are evaluated based on qualifications, cultural fit, and potential value to Every Human. The selection process ensures new hires align with the organisation's values and have the necessary skills to meet participant care requirements.

Employment Contracts

All workers (full-time, part-time, or casual) must have a documented, signed employment contract detailing:

- Job title and type
- Commencement date
- Duties and hours
- Remuneration and entitlements (including overtime)
- Notice for dismissal or resignation
- Process for contract amendments

Contracts clarify job expectations and protect both the organisation and the employee.

Staff Induction

New staff complete an online Staff Induction following the Onboarding Process. The Induction integrates employees into Every Human, ensuring understanding of roles, responsibilities, company culture, and values. It includes:

- Completion of NDIS Quality, Safety, and New Worker – NDIS Induction Module
- Legislative requirements and organisational policies
- Overview of restrictive practices and duty of care expectations
- Training in abuse, neglect, harm, and exploitation prevention
- Incident reporting and complaint handling
- Orientation of relevant locations

Performance Reviews & Staff Grievance

Staff Evaluations

Staff evaluations support employee development and organisational success. Regular reviews ensure employees receive constructive feedback, set clear objectives, and identify training gaps. Evaluations occur every 6 or 12 months to address performance issues, provide feedback, set goals, and enhance employee skills and confidence.

Staff Complaints

A grievance procedure ensures employee concerns are addressed fairly and promptly, fostering a positive workplace. An online Complaints Form and Feedback Form are available to report concerns



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anonymously. Reports of bullying, harassment, abuse, neglect, and exploitation are confidentially investigated.

Refer to the following policies for more details:

- Workplace Health & Safety Policy
- Bullying & Harassment Policy
- Abuse, Neglect & Exploitation Policy

Exit Processes

Dismissals

Terminations comply with legislative requirements, including notice, entitlements, and record-keeping.

Immediate dismissal applies only in cases of serious misconduct or policy breaches, such as:

- Abuse, neglect, bullying, harassment, or discrimination.
- Failure to report or concealment of misconduct.
- Breach of confidentiality or professional boundaries.
- Non-compliance with mandatory documentation and reporting.
- Breach of duty of care, resulting in harm or risk to participants.

Proper documentation minimises disputes and ensures fairness in handling terminations. Refer to the Manage Worker Performance Process for detailed procedures.

Resignations

Staff must adhere to their contract's notice period when resigning. An exit interview is offered to gather feedback and improve the workplace.

Relevant Items

Regulations relevant to this policy include:

- *NDIS (Quality Indicators) Guidelines 2018 (Cth)*
- *NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth)*
- *NDIS Quality, Safety and You online orientation training*

Internal Documents relevant to this policy include:

- Participant Exit Form
- Participant Intake Form
- Support Plan
- Staff Training and Development Register
- Worker Appraisal
- Worker Training Plan