



## ***SUSSEX NEIGHBOURHOOD HOUSE Inc.***

### **STAFFING POLICY & PROCEDURES**

#### **STAFFING POLICY:**

Sussex Neighbourhood House and has a commitment to inclusivity, access and equity in all its processes, and is therefore an equal opportunity employer.

It is intended that this policy, and set of procedures, provide a clear framework for use by both employer and employees, in addressing key employment issues.

#### **1. Equal Employment Opportunity**

- Equitable employment policies and practices are an essential aspect of Sussex Neighbourhood House's objectives and broader direction.
- Successful personnel (human resource management) practices demands equity in employment. For this to be achieved it requires the full support of all people in the organisation.
- It is expected that everyone will take responsibility for fair, non discriminatory behaviour. All discriminatory behaviour is undesirable, may be unlawful and will not be tolerated.
- We aim to choose the best person for the job regardless of :
  - Age
  - Race
  - Gender
  - Ethnicity
  - Culture
  - Religion
  - Ability
  - Sexual preference
  - Socio-economic status
  - Health Issues
- Employment policies, practices and procedures will be established and monitored to ensure compliance with all relevant State and Federal Legislation and equal opportunity principles are applied in all areas of staff management.
- To find the best applicant for the position, we will focus on the requirements of the job rather than questions or assumptions about the applicant's circumstances or background.
- Information and training will be provided to all staff and management involved in the advertising, selection and appointment of staff.

#### **2. Staff Recruitment**

All applicants for a staff position will be provided with a position description. In each case, the position description will then be incorporated in the employment contract when the staff member has been selected.

The position description content will vary according to the position, however, it will include information about the position, the criteria for selection, and the organisation.

Advertisement will occur through one of, or a combination of, the following:

- Internal advertising (encouraging existing employees to apply for the position)
- Word of mouth and “head-hunting” (using the networks to find suitable applicants)
- Centrelink/Employment agencies/Job Networks
- Public advertisements

### **3. Selection Panels**

The selection panel should include a minimum of 2, maximum of 4 members with representation from staff, management and client group/s. The panel must include sufficient expertise to make a selection and will make a recommendation to management for appointment.

### **4. Police Checks**

Sussex Neighbourhood House will comply with all legal requirements relating to Police checks of staff.

### **5. Confidentiality**

All information gained through the selection process will be maintained as confidential. All State and Federal privacy legislation will be adhered to, and all unsuccessful applications will be shredded.

### **6. Conditions of Employment**

- All employees will be required to sign and comply with Sussex Neighbourhood House Code of Conduct, Privacy Statement, and to adhere to the Sussex Neighbourhood House Code of Ethics.
- Full copies of relevant awards will be kept in the files in the office and will be readily available to employees.
- Hours of work will be specified in each workers contract.
- Part time staff will be paid according to awards. Therefore superannuation, long service leave and other types of leave are all covered in the awards.
- Redundancy and termination of part time staff are covered under the relevant awards. Termination conditions for other staff will be documented in the employment contract.
- Where an employee has an employment agreement that does not pertain to an award all key conditions will be in the agreement.

### **7. Induction**

New staff are provided with:

- orientation to the organisation;
- orientation to their new role;
- handover – if appropriate
- staff manual which includes materials relating to: general information, Administrative Records; Training Records; Information Technology; “Policies & Procedures” documents

- lines of authority and responsibility

At a session with the manager each new staff member will receive and have an opportunity to discuss:

- their employment contract
- documents relating to confidentiality, code of conduct, code of ethics
- staff dispute, mediation & disciplinary procedures
- House user dispute and mediation procedures
- Harassment policy
- access & equity

## **8. Grievance and Disciplinary Procedures**

These are made available to all staff at the time of signing their contract and are always available to staff in the Staff Kit and in the Policy & Procedures Manual kept in the office.

## **9. Staff Support and Supervision**

The Manager is directly accountable to, and supported by the Committee of Management.

All other staff are employed by the committee of Management to whom they are ultimately responsible. However for everyday purposes this role is delegated to the Manager who both supervises and supports staff and to whom staff are accountable.

Staff will be expected to attend staff meetings as they apply to their area.

## **10. Staff Training and Professional Development**

Sussex Neighbourhood House values the expertise of its staff and is committed to ongoing professional development for all staff members. Staff will be made aware of professional development opportunities and every effort will be made to facilitate some professional development for all staff in key area.

The House will have a professional development plan for staff, updated annually. Staff may request particular areas of identified need, and from time to time the House may do a skills audit on a particular area eg Computer skills, First aid, Integrating people with disabilities.

The House will from time to time run its own training for staff but will also enable staff to access training provided by other bodies.

All staff will receive basic information in the Staff Kit. Additional information is available through the office and the Manager.

## **11. Occupational Health and Safety**

All staff are required to be aware of the Occupational Health and Safety policy, kept in the office, available in the staff kit. This applies to both staff and all users of the House.

Staff will be informed of the existence and role of the Occupational Health & Safety Committee.

The Occupational Health and Safety Act is located in the Office.

There is a book in the Office for recording all incidents/accidents and injuries of any kind and these should also be reported to the Manager.

There is also a book in the Office for recording all workplace safety concerns and potential hazards. The Manager's attention should be drawn to that record.

### **12. Smoke Free Workplace**

Sussex Neighbourhood House is a no smoking venue and smoking must not be allowed in the building, or within 5 meters of any entrances and outside of openable windows.

### **13. Travel Allowances**

Travel can be claimed on previously approved travel for work purposes. Claims must be on the travel claim form.

### **14. Unpaid staff**

Many paid staff will have the assistance and support of unpaid volunteers from our community. Please see the volunteer's handbook for full details of the Houses' policy and position in relation to volunteer staff. All Volunteer staff are directly accountable to the Manager.

## **STAFFING PROCEDURES:**

### **RECRUITMENT**

- Sussex Neighbourhood House has a Staffing Policy which will be followed when employing staff.
- Staff positions are advertised widely, using a range of media strategies, according to the appropriate size and type of position advertised.
- Sussex Neighbourhood House advertises as an Equal Opportunity Employer.
- Applicants for training positions must hold a minimum of Certificate IV Workplace Trainer and Assessor.
- Applicants are supplied with a detailed position description, and key selection criteria.
- A short list of applicants is compiled and appointments made for interviews.
- Selection is made by an interview panel of relevant personnel and will focus on the requirements of the job, first and foremost.
- Best person for the position will be employed regardless of :
  - Age
  - Race
  - Gender
  - Ethnicity
  - Culture
  - Religion
  - Ability
  - Sexual preference
  - Socio-economic status
  - Health Issues

- Completion of a satisfactory police checks will be required before appointment can be made to a position where the clientele are children, or is directly targeting people with disabilities.
- All applicants are notified promptly of the selection panel's decision.

## **INDUCTION**

New staff are provided with:

- orientation to the organisation;
- orientation to their new role;
- handover – if appropriate
- staff manual which includes materials relating to: general information, Administrative Records; Training Records; Information Technology; "Policies & Procedures" documents
- lines of authority and responsibility

At a session with the manager each new staff member will receive and have an opportunity to discuss:

- their employment contract
- documents relating to confidentiality, Code of Conduct, Code of Ethics
- staff dispute, mediation & disciplinary procedures
- House user dispute and mediation procedures
- Harassment Policy
- access & equity

## **PERFORMANCE MONITORING**

Training staff will participate in moderation/verification with their fellow trainers

Staff will participate in:

- collegiate team meetings
- professional development
- annual performance appraisals

Staff also have regular daily access to the Manager and the Registered Training Organisation Officer.

## **STAFF DISPUTE AND MEDIATION PROCEDURE:**

It is the object of this procedure to ensure that grievances are resolved by negotiation and discussion between the parties.

It recognises that from time to time individual members of staff/volunteers may have grievances which need to be resolved in the interests of good relationships.

A member of staff/volunteer will have the right for a grievance to be heard through all levels of management.

However if the grievance is deemed by the House Manager or Committee of Management to be an act of serious or wilful misconduct, the following procedures will not apply. Acts which constitute serious or wilful misconduct include physical or verbal assault, stealing, harassment (including sexual harassment), child abuse (including sexual abuse) Health and Safety issues

property damage or acts of vandalism and any behaviour which might constitute a criminal offence. See Grievance Procedure for Acts of Serious or Wilful Misconduct.

1. In the first instance the member of staff/volunteer shall attempt to resolve the grievance with the other concerned party.
2. If the situation is still not resolved, then the House Manager should be informed and (if appropriate) mediation to commence.
3. If the member of staff/volunteer still feels aggrieved, then the matter shall be referred to the Chairperson of the Management Committee. A union representative, or support person of their choosing shall be present if desired by either party.
4. It is expected steps 1 and 2 shall take place within seven days.
5. If the parties are unable to resolve the dispute amicably, then the parties must within ten [10] days hold a meeting in the presence of a mediator. Both parties should agree on the choice of mediator, who can be either the Manager, or a mediator from the State Dispute Resolution Branch.
6. All applicants shall be given the opportunity to formally present his or her case to the mediator  
The mediator, in conducting the mediation must:
  - give the parties to the mediation process every opportunity to be heard  
and
  - allow due consideration by all parties of any written statement submitted by any party  
and
  - ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
7. The mediator must be:-
  - a person chosen by agreement between the parties involved
  - in the absence of an agreement:
    - In the case of a complaint between member of the House and another member, the Manager of Sussex Neighbourhood House Inc. will mediate, OR
    - In the case of a complaint between a member and Sussex Neighbourhood House Inc. staff member, a mediator appointed or employed by the State Dispute Resolution Branch (Dept. of Justice) will mediate
8. The mediator cannot be a member who is party to the dispute.
9. The parties to the dispute must in good faith attempt to settle the matter by mediation.
10. If the grievance still exists the matter shall be referred to an appropriate reference body (presently Conciliation and Arbitration Boards) for decision which shall be accepted by the parties as ending the matter.
11. Until grievance is determined, work shall continue normally in accordance with the custom or practice existing before the grievance arose, while discussions take place.

12. No party shall be prejudiced as to the final settlement by the continuance of work.

**1. FIRST WARNING:**

- ❖ Where a complaint concerning the performance of their work, the member of staff/volunteer shall be told by the House Manager or delegated person, as soon as possible. (Complaints must be specific and should relate to the job being done as outlined in the job description.)
- ❖ The complaint should be discussed by the House Manager and member of staff/volunteer and the House Manager should outline how the member of staff/volunteer must improve their performance. The member of staff/volunteer is entitled to have a representative of the union or any other person attend this discussion.
- ❖ If this resolves the dispute there is no need to proceed further.

**2. FIRST WRITTEN WARNING:**

- ❖ If the problem continues or occurs again after the verbal warning the member of staff/volunteer shall be given written notice of the complaints against them.
- ❖ The matter should be discussed at a special, properly constituted meeting of the Management Committee.
- ❖ The member of staff/volunteer should attend. They have the right of reply and should be able to discuss the complaints made against them.
- ❖ The member of staff/volunteer is entitled to be represented by their union or other representatives of their choice.
- ❖ The aim of the meeting is to resolve the dispute but if this is not possible the two parties should negotiate how the situation may be improved. For example, both the member of staff/volunteer and the Committee, might undertake to do certain things or change certain things within a trial period.
- ❖ A review could take place after this trial period.
- ❖ After this, the dispute may be resolved and there may be no need to proceed further.

**3. FINAL WRITTEN WARNING:**

- ❖ If the problem still persists, a meeting of the Management Committee shall be called and the member of staff/volunteer should be given notice to attend. Again they have the right of reply and can discuss the situation. The member of staff/volunteer is entitled to have representatives of the Union or of their choice attend the meeting.
- ❖ The matter should be discussed and further action may be considered.
- ❖ The two parties need to negotiate what this action might be and the member of staff/volunteer is given written notice - a "final written warning". If this resolves the dispute there is no need for further action.

**4. TERMINATION OF EMPLOYMENT:**

- ❖ If the problem still continues after these three warnings, another special meeting of the Management Committee shall be called and a decision made as to the employment of the member of staff/volunteer.

- ❖ The Committee might wish to consider alternatives like a Formal Dispute Resolution Meeting to further attempt to resolve the problem before deciding on termination.
- ❖ If dismissed, the member of staff/volunteer needs to be given notice or payment in lieu of notice as described in their contract or Award.

#### **5. GRIEVANCE PROCEDURE FOR ACTS OF SERIOUS OR WILFUL MISCONDUCT:**

- ❖ In the event of a situation arising where the behaviour of a member of staff/volunteer is deemed by the House Manager or Committee of Management to be an act of serious or wilful misconduct, the member of staff/volunteer shall be suspended pending investigation.
- ❖ The Committee of Management shall meet as soon as practicable to hear and determine the allegations/case. The member of staff/volunteer and his/her representative are entitled to attend this discussion and have the right to put his/her case to the Committee.
- ❖ Should the allegations be proven the Committee of Management shall terminate the employment of the member of staff/volunteer as described in their contract or Award.
- ❖ Should the allegations not be proven employment shall continue normally in accordance with the custom or practice existing before the grievance arose.
- ❖ All grievances or disputes shall remain strictly confidential, involving only the parties involved in the grievance, House Manager and Committee of Management.

#### **MEMBER DISPUTE & MEDIATIONS POLICY:**

1. The grievance procedures set out in the Constitution apply to disputes under the Rules for an Incorporated Association, Associations Incorporation Act (1981) between:
  - a) a member of the House and another member of the House OR
  - b) a member of the House and Sussex Neighbourhood House Inc.
2. The parties to the dispute must meet and if possible resolve the dispute within fourteen [14] days after the dispute comes to the attention of all parties.
3. If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend the meeting, then the parties must within ten [10] days hold a meeting in the presence of the mediator.
4. The mediator must be:-
5. a person chosen by agreement between the parties in the dispute OR
  - a) in the absence of an agreement:
    - In the case of a dispute between a member of the House and another member, a person appointed by Sussex Neighbourhood House Inc. OR
    - In the case of a dispute between a member and Sussex Neighbourhood House Inc., a person who is a

mediator appointed or employed by the Dispute Settlement Centre of Victoria, (Dept. of Justice)

6. A member of Sussex Neighbourhood House Inc. can be a mediator.
7. The mediator cannot be a member who is party to the dispute.
8. The parties to the dispute must in good faith attempt to settle the dispute by mediation.
9. The mediator, in conducting the mediation must:
  - a) give the parties to the mediation process every opportunity to be heard
  - and
  - b) allow due consideration by all parties of any written statement submitted
  - by any party
  - and
  - ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
10. The mediator must not determine the dispute.
11. If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute in accordance with the Act otherwise at law.