



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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FINAL

MALENY NEIGHBOURHOOD CENTRE		
2020 RECRUITMENT & EMPLOYMENT POLICY v2		
Authorised By: Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
Responsibility for the review:	Centre Coordinator / Development Worker (CCDW) with endorsement by the MNC Management Committee	
Date last review: Developed May 2017 Review commenced Oct 2019	Reviewed By: Approved by MNC MC on 26 March 2020 (Signature)	Date of next review: March 2023
Review Process	This Policy will be reviewed by the CCDW and endorsed by the Maleny Neighbourhood Centre Management Committee.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of MNC Management Committee and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 6. Human Resources	
Other Standards:	Standard 1. Governance and Management Standard 4. Safety, Wellbeing and Rights	
Relevant Policies:	Ethics Policy Workplace Health & Safety Policy Equal Employment Opportunity Policy - new, to be developed Disciplinary/Dismissal Policy - new, to be developed	

Forms or other organisational documents:	<p>Work Agreement Letter of offer Recruitment Privacy Statement (Appendix 1) Fair Work Information Statement</p>
Legislation or other requirements:	<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>
Purpose and Commitment	<p>This policy sets out the processes and procedures to be followed for recruitment and employment of personnel by the MNC.</p>
POLICY	<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"> 1. Recruitment / Overview 2. The Personnel Recruitment Process <ol style="list-style-type: none"> a. Review / Develop Position Description and Selection Criteria b. Advertise vacant position using appropriate channels c. Formation of recruitment selection panel d. Review applications and undertake short-listing of suitable applicants e. Schedule and undertake interviews f. Disabled applicants g. Making a decision h. Pre-employment checks / References i. Offering the job to the successful applicant j. Induction and probation k. Record-keeping 3. HR Issues, Payroll, Leave and Entitlements 4. Performance Reviews 5. Appendices <ol style="list-style-type: none"> i. Appendix 1 – MNC Recruitment Privacy Statement ii. Appendix 2 – Induction plan (sample)

1. Recruitment / Overview

The Maleny Neighbourhood Centre Strategic Plan lists the Centre's mission statement which is to "foster resilient and fair communities and a just society where diversity is celebrated and participation encouraged". Clearly this statement is relevant for recruiting practices at Maleny Neighbourhood Centre (MNC) for both paid and voluntary positions.

There are position descriptions and selection criteria developed for all paid roles at MNC. Persons wishing to apply for a paid position at MNC are required to:

1. Submit an application that addresses the requirements detailed in the selection criteria and position description
2. Attend an interview to determine suitability
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.
4. If successful they agree to:
 - a. become a financial member of MNC
 - b. work within conditions of employment
 - c. comply with MNC Policies and Procedures
 - d. participate in performance reviews

2. Personnel Recruitment Process

Vacant (paid) positions will be advertised via local and regional social media, employment and community service appropriate internet sites and hard copy news publications. The advertisement will provide details (name, phone and email) of a nominated contact person who can answer enquiries and send out an application pack.

An Application Pack for a position will consist of a Position Summary, a Position Description and Selection Criteria. Details of the application process are listed in the Procedures section below with **documents with bolded titles** requiring preparation in advance.

3. HR, Payroll, Leave and Entitlements

Contracts for all paid positions (Centre Coordinator and Development Worker (CCDW), Admin /Finance Officer, Admin Assistant, Volunteer Support Worker (VSW) and Skilling Queensland for Work (SQW) Coordinator) will be compliant with the industrial / legislative requirements of the Social, Community, Home Care and Disability Services Industry Award 2010 that covers them.

4. Performance Reviews

Performance Reviews are to be conducted for all staff as follows:

Position	Period of Review	Responsibility
Admin Assist Officer	Six Monthly	CCDW
Admin / Finance Officer	Six Monthly	CCDW
Volunteer Support Worker	Six Monthly	CCDW
SQW Coordinator	Six Monthly / At end of each course	CCDW
CCDW	Six Monthly	President or other member of the executive

5. Appendices

- (i) Appendix 1 – MNC Recruitment Privacy Statement
- (ii) Appendix 2 – Induction plan (sample)

PROCEDURES

1. Recruitment / Overview

All staff (paid and volunteers) at MNC are required to have a current Queensland Government Blue Card. 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. Employment contracts cannot be finalised without the successful applicant holding a current Blue Card.

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.

2. Review / Develop Position Description and Selection Criteria

A) Position Description and Selection Criteria must be developed for each paid position.

- These should be reviewed on a regular basis, and in particular, prior to undertaking a selection process, to ensure they remain up to date with the actual duties performed in that position.
- The Job Description for the vacant position is to be written in consultation with the team who will be conducting the interviews (where possible) and it must include:
 - the job title (which must be gender neutral);
 - the location of the job;
 - wage or salary scale for the position;

- who the job role reports to;
- the work type (casual, part-time, full-time) and hours;
- main purpose of the job;
- main duties and responsibilities;
- contact details (name, phone and/or email);

B) Advertise position using appropriate channels

- The advertisement of the position will be via regional social media, employment and community service appropriate internet sites and hard copy news publications. It will include:
 - job title;
 - location;
 - salary;
 - application closing date;
 - a role description;
 - required and preferred qualifications, experience, skills and personal traits;
 - details on how to apply along with contact person (name, phone, email);
 - the intended interview date/s, if possible.

The advertisement should also include a statement about privacy in relation to job applications, such as ‘MNC will treat your application confidentially, in accordance with our privacy statement which will be made available upon request’.

The job advertisement must support MNC’s diversity strategy by mentioning in the body of the advertisement that ‘MNC promotes a culture which respects, values and celebrates diversity’.

C) Formation of Recruitment Selection Panel and Short-listing

A Selection committee will be formed to undertake the recruitment process. The committee will have members with a range of knowledge / experience including in recruitment processes and the work requirements for the position to be filled. When a senior position such as the CCDW position is being advertised, an external independent person will also be included on the Selection Committee.

A database of applications received will be kept for 12 months. Applicants need to nominate at least 2 referees. After the closing date has passed, applications from candidates will be short-listed. Decisions regarding applicant's suitability should be based on evidence that the applicant has met the requirements of the selection criteria.

A **Selection Criteria Score Sheet** needs to be prepared in advance. Each member of the selection committee is to score applications and provide scores to be tallied. The applicants with the highest scores will be offered an interview. Where possible up to four applicants will be interviewed. Other applicants are not notified until the entire recruitment process is complete with a successful applicant accepting the position

D) Arrangements for interviews

Prior to interviews **each selection criteria needs to be weighted** for importance. Questions relevant to the Selection Criteria are the only ones that can be asked in the interview.

To arrange interviews with short-listed candidates, emails or phone calls are more appropriate methods and they should include:

- date, time and place of their interview (with some flexibility regarding the arrangement of time, if possible e.g. 10 am - 12 pm);
- travel directions to the interview venue;
- a request that they contact the author of the email/message if they have any special requirements in relation to the interview (related to access to the venue or any other special need related to a disability);
- if appropriate, details of any test or presentation they will be required to do, or anything that they should bring with them (e.g., examples of work or proof of qualifications that are essential to the post).
- All applicants should be interviewed on the same day, if practical

E) Interviewing

An **Interview Score Sheet** will be used by all selection committees when conducting interviews. The sheet lists the questions that will be asked by the interviewers for each selection criteria and includes a scoring matrix. The sheet will be prepared by the chair of the committee once the interview questions have been decided. Each member of the selection committee needs a score sheet per applicant to be interviewed. After each interview, interviewers will tally their scores.

F) Disabled applicants

Where the candidate being interviewed has a disability for which adjustments may need to be considered, the candidate's requirements should be discussed with him/her once the planned questioning is complete. The outcome of these discussions must not influence the consideration of the candidate's application (unless their disability precludes them from performing essential tasks, even with the addition of reasonable adjustments). If the disabled candidate best meets the selection criteria, consideration must be made regarding what would be 'reasonable adjustments' to accommodate the needs of the person in question.

If it is considered that the adaptations needed would not be deemed to be 'reasonable' under anti-discrimination legislation, the CCDW or a member of the selection panel will draft a letter/email to the applicant explaining why the adaptations cannot be made. Reasons for not making adjustments to the working environment must be both material and substantial, and must be documented.

G) Making a Decision

The selection panel should not discuss their scores or impressions of the applicant until all the applicants are interviewed. After all interviews are completed, interviewers add their scores and collate. There may be one candidate who ranks highest for all selection criteria. If not, the selection panel can discuss their scorings and come to a consensus decision.

H) Pre-employment checks / References

The next step is to contact the referees of the leading candidate. If the result is positive, the candidate is offered the position via email or phone if possible. If the candidate accepts the offer of position, the other interviewees are advised by email that they were unsuccessful. Then all other applicants are notified by email.

If a vacancy should occur within 12 months of the selection process, the next highest scoring interviewee, that was found to be suitable, can be offered employment without the need to re-advertise the position.

I) Offering the job to the successful applicant

Applicants are offered a position once they have been approved by the CCDW and/or MNC Management Committee. The offer is communicated through a 'letter of offer' which should clearly indicate:

- new employee's name;
- nature of the job e.g. fulltime, part time, casual;
- remuneration;
- annual leave, sick leave, maternity/paternity leave;
- terms and conditions of resignation/termination, including notice period;
- instructions for returning relevant documentation (employment contract).

To comply with the Fair Work Act 2009, the **Fair Work Information Statement** is enclosed with the letter of offer. The Fair Work Information sheet can be directly downloaded from www.fairwork.gov.au/fwis or found through the Fair Work Ombudsman website at www.fairwork.gov.au.

In addition to the Fair Work Information Statement, the contract of employment and MNC's Recruitment Privacy Statement should also be enclosed with the letter of offer.

J) Induction and probation

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 MNC's policies and procedures. 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 4 weeks of notice

	<p>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>For each new employee, an Induction Plan must be prepared before their start date. A sample of an induction plan is provided with this policy in Appendix 2.</p> <p>K) Recruitment Record-keeping</p> <p>All records relating to the recruitment and selection procedure will be retained only for as long as is necessary (generally up to 1 year), and will be securely destroyed thereafter in accordance with MNC's Recruitment Privacy Statement.</p>
	<p>3. HR, Payroll, Leave and Entitlements</p> <p>The successful applicant will need to sign an employment contract and be added to the payroll system. They will need to provide their bank account details, Tax File Number (if not already provided) and nominate and provide relevant details for their desired superannuation fund.</p> <p>All paid staff are required to have a current Blue Card and to become members of MNC. New appointees will be required to show an acceptable form of ID (drivers licence, passport ec) and a current Blue Card (or evidence that they have applied for one). They will also need to take out MNC membership (if not already a member) upon commencement.</p>
	<p>4. Performance Reviews</p> <p>Performance Reviews are to be completed as per the chart above, with direct comments on the Position Description / Tasks of the role. Each page of the review is to be initialed by the position holder and the responsible reviewer as a true and accurate record and this original filed in the locked HR personnel file.</p> <p>Performance Reviews are to be tabled as soon as possible after the review at a meeting between the reviewer and the worker.</p> <p>Performance Reviews may identify a need for staff training or for process changes at an operational level. In either event, the CCDW will investigate what is required and forward the information to the MNC Management Commitment for consideration and endorsement.</p>
	<p>5. Appendices 1 & 2 As detailed below.</p>

APPENDIX 1:

MNC Recruitment Privacy Statement

MNC collects personal information from prospective employees for the purposes of administering a recruitment process.

We use the personal information of MNC staff for the purposes of administering their employment with MNC. This may include using and disclosing personal information for:

- general management of employment
- performance management (misconduct, grievance, probation)
- financial, legal, security, information technology and communications matters related to a staff member's employment.

Personal information collected by MNC is treated as confidential. MNC will treat your personal information in accordance to the following:

- MNC collects the personal information provided by you to assist the selection panel assessing your suitability for the vacancies advertised.
- MNC may disclose your personal information collected to assist the staff involved in assessing your application, referees and other third parties involved in assisting MNC with the recruitment process and if you are a successful applicant, to those involved in the MNC induction process.
- If you do not provide MNC with the information requested, we will be limited in our ability to assess your suitability for the position you are applying for or, for successful applicants, to finalise your engagement.
- If you provide personal information during a recruitment process and are unsuccessful in securing the position, we will destroy your personal records 12 months after the application closing date. Interview records are kept for 12 months in the event of a dispute relating to MNC's selection decision.
- Personal information provided by you for the purposes of processing payroll are stored securely and are only accessed for the purposes of processing payroll and Australian Taxation Office reporting. They are only accessible by the Financial Officer.
- You will be able to access and update your personal information by directly contacting the Administration / Finance Officer or the CCDW.

APPENDIX 2:

Induction plan (sample)

This plan is used to guide the induction process for new employees. Once it is completed, both the supervisor and new employee should sign-off as it is completed.

Note: The term supervisor refers to the person who will train the new inductee into the new role (CCDW or MNC Executive Committee member/s).

The completed plan will form part of the new employee’s training records.

Name: Starting date:
 Position: Reviewed by:
 Supervisor: Reviewed date:

Item	Responsible officer	Completed (sign-off and date)
Introductions	Supervisor	
Hand out organisational policies and procedures	Supervisor	
Introductions to all staff on-shift.	Supervisor	
Role, Responsibilities & Performance Expectations		
Provide position description	Supervisor	
Work Plan/performance expectations	Supervisor	
Performance evaluation	Supervisor	
Reporting relationships.	Supervisor	

Organisational Overview		
Mission, values and relevant areas of business plan/objectives.	Supervisor	
Overview of MNC's services	Supervisor	
Administrative Arrangements		
Collect paperwork to enable processing of payroll and superannuation.	Supervisor	
Office Facilities & Equipment		
Bathroom, kitchen, use of photocopier and phone system	Supervisor	
Emergency exits, emergency procedures and occupational health and safety officer	Supervisor	
Introduction to email, electronic filing of invoices, reports, stock control reports	Supervisor	
Organisational Policies and Conditions of Employment		
Terms and conditions of employment	Supervisor	
<ul style="list-style-type: none"> • Dress code 	Supervisor	
<ul style="list-style-type: none"> • Equal employment opportunity (EEO), harassment and discrimination 	Supervisor	
<ul style="list-style-type: none"> • Disciplinary/Dismissal procedure 	Supervisor	

• Employee details form	Supervisor	
• Grievance and complaints	Supervisor	
• Health and safety	Supervisor	
• Privacy	Supervisor	
• Staff remuneration and performance appraisal	Supervisor	
• Staff training and development	Supervisor	
• Statement of values	Supervisor	
• Tax file number declaration form	Supervisor	
• Choice of superannuation fund information and application form	Supervisor	
• Leave application form	Supervisor	
• MNC organisational chart (if applicable)	Supervisor	
• Emergency evacuation procedures	Supervisor	
• Security and keys (if applicable)	Supervisor	