

Purpose and Scope

This policy provides guidance on the processes for attracting, selecting and appointing staff to ensure recruitment is managed according to standardised processes that are fair, transparent and effective, and follow all legal requirements.

Responsibilities and delegations

This policy applies to	Governing Body. CEO, Staff and Volunteers
Specific responsibilities	The Board – responsible for ensuring effective and legitimate people and culture governance mechanisms are in place. CEO – responsible for monitoring and ensuring adherence to this recruitment policy and related procedures. Ensuring due diligence and taking reasonable steps to ensure Access4u is meeting relevant standards and legislative requirements. Managers/Staff and Volunteers – responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO
Exclusions	Governing body members are selected and appointed according to the Board Charter.

Policy context – this policy relates to:

Organisation policies	Staff Recruitment Position Description Policy Code of Conduct
Organisation forms, record keeping, other documents	Contracts, Position Descriptions, Code of Conduct, Essential Training, Induction, Workpro, Screening Checks Position Description Tool, Reference Check Tool
Standards	NDIS Practice Standards Child Safe Environments SCHADS Award
Legislation	<i>NDIS Act 2013</i>
Contractual obligations	Staff Employment Contract National Screening Checks Lodgement of a Child Safe Environment statement with the Department of Human Services

Definitions

Position description: a formal approved document that describes the role, responsibilities and accountabilities of a position. It is used to determine the appropriate level and salary for the position and as a key resource in performance management and staff development.

Recruitment: all activities related to the formation or review of workforce positions and the selection and appointment of staff.

Recruitment convenor: person undertaking coordinating the recruitment process on behalf of the organisation, with responsibility for ensuring all recruitment policy requirements are fulfilled.

Selection criteria: the documented criteria against which an applicant's claim on a position will be measured. There are a number of approaches to selection criteria, including measures of skills and experience, competencies and test performance (e.g. verbal reasoning or psychological testing).

Staff: employees, contractors and volunteers who work for the organisation. Employer responsibilities to staff can differ depending on the employment relationship and the work performed, so organisations need to be clear about the status of staff.

Procedures

Establishment of a position

A recruitment process is commenced with the establishment of the position to be recruited. Establishment of a position results from organisational planning and associated workforce review and involves the commitment of budget and other organisational resources to the position. Establishment of positions will be approved by the CEO.

Development of position descriptions

Staff position descriptions will be developed prior to recruitment activities as a formal statement of the roles, responsibilities and accountabilities of each position, according to the Staff Recruitment Position Description Policy and using the Position Description Tool. Position descriptions will be approved by CEO.

Formation of the recruitment panel

All recruitment will be managed by a recruitment convenor and recruitment panel. For permanent or long-term positions, the recruitment panel is to consist of a convenor and a minimum of one other member. Care must be taken to ensure diversity in the recruitment panel, wherever possible.

Where practicable, the recruitment panel will be composed of members of staff who are senior to the position being recruited, with expertise in the specific work role under consideration.

The recruitment convenor will ensure that the recruitment is conducted fairly and transparently, according to recruitment and other relevant policies of the organisation.

The recruitment panel is responsible for recommending the most suitable applicant for appointment and for ensuring that recruitment is undertaken according to the Staff Recruitment Policy. Key responsibilities are:

- ensuring appropriate effort is made to attract the most suitable applicants
- conducting recruitment as a merit-based, fair, transparent and effective process, which complies with legal requirements
- maintaining accurate records of recruitment activities and decisions
- protecting confidentiality
- documenting and managing conflicts of interest appropriately
- restricting recruitment panel actions within organisational delegations, and seeking appropriate approvals.

Use of recruitment agencies

Where recruitment agencies are used for part or all of a recruitment process, commitment to merit selection, equity, transparency, contract conditions and legal compliance will be sought.

The employment relationship with the appointed applicant and the employment contract conditions that apply will be clarified before recruitment is commenced.

Confidentiality and conflict of interest

All recruitment panel members and other staff (e.g. administrative support staff) who are involved in recruitment processes will maintain confidentiality.

Recruitment panel members will also alert all members of the panel to any conflict of interest, including prior knowledge or relationship with an applicant, and any prejudicial aspects of that experience or relationship.

Panel members acting as a referee for an applicant will disclose this to the panel as soon as possible. Where a prior relationship with an applicant exists, the recruitment panel will determine and document the appropriate role, if any, for the panel member in the recruitment process.

Advertising positions

The approach to advertising will ensure the widest range of suitable applicants is made aware of the opportunity. Advertising can be formal (e.g. print and online media) and/or social (e.g. word-of-mouth or via social media).

All recruitment advertisements will provide access to:

- position title and classification (if relevant)
- salary range, including superannuation
- position purpose and key tasks
- requirements and selection criteria, including special conditions that apply (membership of targeted community, current driver's licence, out-of-hours availability, travel etc.)
- location of position
- screening requirements (if relevant)
- closing date for applications
- contact details for queries and/or requests for position information packs.

Internal Applicants

Access4u encourages career development and internal progression opportunities for existing employees.

Where a position is advertised internally, employees wishing to apply must submit their application through the organisation's Internal Jobs Board located at the bottom of the Access4u Staff Hub website by the advertised closing date. Internal applicants will be assessed against the same selection criteria and recruitment process as external applicants to ensure a fair, transparent and merit-based selection process.

Employees are encouraged to inform their current manager of their intention to apply; however, this is not a mandatory requirement for consideration.

Current performance, conduct, qualifications, skills, experience and suitability for the role may be considered as part of the recruitment process.

Where an internal applicant is successful, reasonable arrangements will be made between managers to facilitate an effective transition to the new role.

Selection criteria

Minimum requirements and selection criteria will be determined for each position.

The organisation will determine and document a standardised approach to requirements and selection criteria that applies to all positions and recruitment. Commonly, these criteria incorporate skills, knowledge and experience levels, however a statement of competencies required, psychometric or other assessments, or situational responses (e.g. addressing specific questions in an application) are also used. As appropriate, criteria may be designated as 'essential' or 'desirable'.

Standardised measurement of requirements and selection criteria will also be determined and documented for use in all recruitment.

Receiving and short-listing applications

The recruitment convenor (or delegate) will be nominated as the contact person to receive applications. The confidentiality of all applications is to be protected by all staff who have a role in receiving or reviewing applications.

All applications will be assessed against the documented selection criteria, using the Staff Recruitment Shortlisting Assessment Tool. If the volume of applications is very high, an initial cull of applications that do not address or meet adequate selection criteria can be undertaken by the convenor. However, all applications will be made available to the recruitment panel for review.

The highest-ranking applicants will be given the opportunity for an interview. If there are a large number of applicants that adequately meet the selection criteria, at a minimum the two highest ranked applicants should be interviewed.

Interview process

Applicants short-listed for interview will be given a minimum 48 hours' notice of interview, and a short overview of the interview process. Notice will include notice about any pre-interview requirements, such as presentations or work samples required by the panel.

If requested, interview applicants will be told the names and roles of the recruitment panel.

Every effort will be made to accommodate applicants with scheduling issues.

The interview process will be standardised, with the same base questions and exercises and the same measurement and documentation framework used for all applicants. Recruitment panel members are entitled to ask follow-up questions when the initial response has not adequately addressed the question or the panel wishes to investigate the applicant's claims further.

Where applicants are given questions before the interview, equal time will be allowed to each applicant. At the end of the interview, question sheets are to be retrieved from applicants.

Testing as a part of recruitment processes

Demonstrations and testing processes can have a useful role in recruitment process when they are designed to be highly relevant to the role under consideration and do not unduly bias any applicant. Approval of the CEO is required prior to any external testing processes (including psychometric or personality testing) being incorporated into recruitment processes, whether instigated by the organisation or by a recruitment company.

References

Applicants will be asked to nominate referee/s at the interview. A minimum of one referee will be obtained for any recommended applicant. Preference is given to obtaining a reference from the applicant's current or most immediate supervisor. If this is not possible or preferred, the recruitment panel should discuss this with the applicant, who will be asked to nominate an alternative referee who can speak comprehensively about their work performance.

Recruitment panel members who are to act as referees for applicants are required to disclose this to other panel members. This, and any prejudicial aspects resulting from this role, will be noted on the Confidentiality and Conflict of Interest Declaration.

Personal referees who have not worked with an applicant will not be asked to comment on work performance.

The Staff Recruitment Reference Check Tool will be used to record referees responses and filed with the applications.

Unsuccessful recruitment process

If the recruitment process doesn't result in recommending a suitably experienced applicant for appointment, the recruitment panel may:

- call additional applicants for interview
- seek approval to re-advertise the position
- recommend an applicant they feel will meet the criteria with organisational support and training
- recommend re-drafting of the position description and/or selection criteria to better appeal to the pool of potential applicants.

Offer of employment

The recruitment convenor is responsible for finalising the employment contract and gaining appropriate approval from CEO prior to making an offer of employment to the recommended applicant or confirming an eligibility list of applicants.

Any recruitment panel member may add a minority report to the recommendation report if they strongly disagree with recommending the applicant preferred by the majority of recruitment panel members.

As part of the offer of employment, applicants will be informed about any probation processes that apply or any changes to the advertised role or conditions.

The Offer of Employment and Employment Contract will be used to finalise the offer and acceptance and the terms and conditions of employment.

Unsuccessful applicants

If unsuccessful, applicants will be advised after the recruitment process is finalised.

The recruitment panel has discretion as to whether feedback will be made available to unsuccessful applicants. The recruitment convenor will provide any feedback, as agreed.

Commencement arrangements

If the recruitment convenor is not the position's supervisor, then they are responsible for transferring commencement arrangements to the appropriate person.

The convenor will ensure that any outcomes that the recruitment panel requested be considered in probation, induction or training are communicated to the position's supervisor.

Recruitment administration

The recruitment convenor will be responsible for ensuring all documentation related to the recruitment is finalised and filed appropriately.

The applications of unsuccessful applicants will be destroyed within three months of the successful applicant commencing in the position. Requests can be made to an applicant if the organisation wants to hold their application for consideration at a later date. The applications remain confidential until destroyed.

The recruitment records of the successful applicant will be added to their personnel file.