# **PRACTICE STANDARD -** **Human Resource Management**

## Evidence you will need to have:

### Meet Legal Obligations

You will need to show you meet legislative requirements including:

* Employment conditions & contract of employment
  + Provision to all workers a copy of the [Fair Work Information Statement](https://www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement) (covers employment conditions relating to National Employment Standards & other general conditions of employment)
  + Meet or exceed the terms of a modern industrial award or enterprise agreement as well as their common law contract of employment – likely the Health Professionals and Support Services Award 2010 (Award code MA000027)
  + Hours of work, time in lieu, flexible working outlined
  + Remuneration details including salary, when wages paid
  + Payments of superannuation and PAYG as required
  + Leave entitlements
  + Probation period
  + Resignation and termination conditions
* Required worker qualifications & screening
* Meeting the NDIS Code of Conduct
* Workers Compensation Insurance cover
* Management of health and safety risks including sexual harassment, discrimination and workplace bullying**.**

### Position Descriptions

Your Human Resource Management System will need to include Position Descriptions. Most of you will have these already but we recommend you review your current ones and ensure:

* There is reference to ‘person-centred’ supports. People on your team need to show evidence of their experience in providing “person-centred” supports. This should be an essential criteria of the position description
* Responsibilities are clearly outlined
* Expected conduct and organisational culture
* Required qualifications and experience are clearly outlined
* The scope and limitations of each position are included

You need to show reasoning as to how you determined the requirements of each particular position. E.g. you may be looking for a **Senior Podiatrist** as they will be predominantly working in the community without supervision or you may be looking for an **Exercise Physiologist with Chinese as a second language and an understanding of Chinese culture** as you have had an increase in referrals from the Chinese community. You may be able to develop a matrix of all possible requirements that assists you to identify the needs of the position and subsequently the correct skills and qualifications of the staff member filling the position.

We have not provided templates for Position Descriptions but we did a quick “Google” search for Position Descriptions and found some very good AHP examples. If you do not have current Position Descriptions a web search will provide a great starting point. [Fair Work Australia](https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/templates) and/or [QLD Community Door](hhttps://communitydoor.org.au/quality-assurance/standard-6-human-resources-0) have position description templates which may be also be useful.

### Records of Worker Pre- Employment Checks, Qualifications and Experience

As discussed in the Rights and Responsibilities section, we have provided you with a *Human Resources Register* for you to consider implementing if you do not have something already. This keeps all this information in one spot so is easy for the auditors to review.

It also importantly provides you with a one spot place to check all your employee’s registrations, memberships, qualifications, and checks etc are up to date.

The auditors will want evidence that you regularly check the register and know everything is current. This evidence can easily be provided through meeting agendas and minutes. The checking and maintaining of the HR register should be part of someone’s position description so it is clear to you and the auditors who is responsible for this role.

### Orientation and Induction Process

The auditors will want to know that before a member of your team provides supports to NDIS Participants they have been given an induction. The induction has to cover:

* Each worker completing the NDIS e-learning Worker Orientation Module called ‘[*Quality, Safety and You*](https://www.ndiscommission.gov.au/workers/training-course)’ and understanding the policies and processes specific to NDIS supports, e.g. Service Agreement, Support Plan, Dignity of Risk
* Training on core NDIS processes. In the Rights and Responsibilities section, we have provided you with a *NDIS Induction Checklist.* We also provided an *Annual Training Plan* which you can use as an induction training check. While both of these will need to be expanded to include provider specific induction / training, they cover core NDIS requirements
* Training that you have identified as core to the role (refer to section below).

Many businesses start off well with their induction processes but before they know it things get busy and it can get forgotten and never completed. Make sure your system includes the signing off that the induction process has been completed. We have included a sign-off date in the HR Register as an easy way to monitor this occurs. (And the Compliance Calendar monitors that the Register is being completed). The auditors are likely to talk to one of your members of staff to get their feedback on the induction process.

### Training and Education for Workers

For Induction and then for on-going training needs you will need to show how you ensure your workers can meet the needs of each participant. This means having a system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers. As stated above, the Annual Training Plan outlines the NDIS core mandatory training and education on meeting the NDIS Code of Conduct required to be completed. It also helps with ensuring refresher training occurs. Again, somebody should be assigned to ensure this is kept up-to-date.

CPD records of yourself and your workers will provide valuable evidence that you are undertaking relevant skills development. However, it is also likely that you will need to undertake some more specific training linked to your participant mix and the types of supports you provide. These can be added to your training plan.

Consider how your organisation supports your workers to undertake professional development through attendance at external courses and conferences. This will depend on the size of your organisation.

In terms of assessing the effectiveness of training you can do follow-up reviews of training – “What are you doing differently / with more confidence following the ... training?”. But perhaps the best ways of demonstrating that you are meeting the needs of participants is through monitoring any incidents, feedback or complaints and conducting the audits discussed in Standard 1. These include:

* Participant Survey
* Goal Attainment Quality Improvement (QI) Activity
* Support Plan Audit

### Supervision, Support and Resources

NDIS want to know your staff members have ‘timely’ supervision and support. This becomes more complicated for businesses that are community based. However, the advent of technology such as video Apps / video-conferencing, have made this easier. Think about the processes you have in place that enable a staff member to access supervision and support and make sure these are documented and included in the induction for all staff.

You also need to make sure that the planned supervision is occurring. Again, this is one area where we have good intentions but can fall away too easily so monitoring is required. If you do not have a way of doing this electronically, once you have completed your HR Register you could adapt this to be a record of regular staff supervision. Again a senior person needs to be assigned this role to ensure it occurs.

You may work in some difficult situations and people with challenging behaviours. You will need to be able to demonstrate how your organisation is able to provide timely support either during and/or following specific events or as required. We suggest you include this in your formal supervision and appraisal to get feedback from the staff member on how access to supervision and support are working for them and, if need be, the system can be reviewed and improvements made.

Think about what processes you have in place to ensure the staff member has access to the resources the participant requires, whether this is:

* for a specific participant / situation / session e.g. if you are planning to cast a foot you will require access to the plaster box for that session. The participant does not want to be told their session cannot go ahead as planned because you do not have access to the resources. We were able to set up a booking system for resources to ensure we had access to the right resources at the right time. In the event something goes wrong and you are not able to access the resource for the participant as planned enter it as an “Incident” on your Incident and Complaints Register so it is documented, this way you will be able to see how often this is happening and consider new processes to improve your business and the supports you provide your participants
* more generally e.g. you are starting to see more participants with vision impairment but you do not have adequate access to related technology.

### Performance and Development of Staff

You will need to have a system in place that shows you undertake regular reviews of the performance of your staff in their service provision. You will note on the HR Register we have included a “Performance Review Date” but you will need more evidence than this. NDIS want to know the reviews include NDIS important factors e.g. are they meeting the NDIS Code of Conduct, does the staff member follow processes that ensures their NDIS participants have current Service Agreements, consents and Support Plans; are the NDIS participants receiving supports from the staff member achieving their goals; do the NDIS participants feel they are communicated well with and are included in the decision making processes regarding their supports, do they feel well informed and are their individual values and beliefs are respected by the staff member. The audits mentioned above will also assist with performance review:

* The *Participant Survey* discussed above will also provide evidence that you are seeking feedback from participants re your staffs’ performance
* The Goal Attainment and Support Plan audits will demonstrate clinical and administrative skill in meeting participant needs.

The formal reviews of your staff provide an opportunity to look at professional development opportunities. Try and link the development opportunities to the needs of your participants e.g. if you can show you are getting more enquiries for wheelchair assessments you may want your occupational therapist to upskill in this area to better service the needs of the NDIS participants and reduce the waiting time for an appointment. Make sure you have a process that closes the loop e.g. you identified a need for professional development, your staff member completed the professional development and your NDIS waiting list for this service decreased.