# HUMAN RESOURCE MANAGEMENT - Standard and Spiel

Human Resource Management Standard (extract from NDIS Practice Standards: Core Module – 2 Provider Governance and Operational Management Standard). This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant’s support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centered support.  |
| **To achieve this outcome, the following indicators should be demonstrated:** * The skills and knowledge required of each position within a provider are identified and documented together with the responsibilities, scope and limitations of each position.
* Records of worker pre-employment checks, qualifications and experience are maintained.
* An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.
* A system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers is in place to ensure that workers meet the needs of each participant. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other National Disability Insurance Scheme rules.
* Timely supervision, support and resources are available to workers relevant to the scope and complexity of supports delivered.
* The performance of workers is managed, developed and documented, including through providing feedback and development opportunities.
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SPIEL – Your explanation to the auditors of how you meet the above section of the Provider Governance and Operational Management Standard. For you to read, adapt and then insert into your NDIS Commission On-line Application

Yellow highlights definitely need your attention and consideration.

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| XXX’s HRM system includes:* HRM Policy which addresses:
	+ legislative requirements e.g. professional qualifications, pay rates, leave entitlements, WHS
	+ industry standards required to be met e.g. NDIS Practice Standards & NDIS Code of Conduct, AHPRA / professional associations
	+ Employing staff
	+ Staff Management
	+ Staff training and development
* Position Descriptions developed by considering the needs of our participants and NDIS requirements. These inform each worker of their expected conduct and reference XXX’s culture
* Employment checklists that assist with ensuring NDIS requirements are met
* HR Register including personal and professional information and mandatory checks is in place - Compliance Calendar is used by management to ensure current
* Induction program and annual training plan which includes NDIS core mandatory training. XXX keeps attendance records for in house and external training and evaluates the effectiveness of the training undertaken
* Each worker can obtain supervision and support including debriefing with colleagues, formal monthly supervision and annual performance. Records of supervision sessions are maintained and used to determine professional development plans.

Participant feedback via formal surveys, audits and feedback systems plays an important part of the AHP’s supervision and performance review.* Person-centred supports are a requirement of all AHPs providing NDIS supports. Job applicants need to provide evidence of their experience re the delivery of person-centred supports in their applications and interviews.
* XXX’s Service Delivery Model reflects their understanding of delivering person-centred supports. Person–centred support is addressed at time of performance reviews.
* In addition to training / development mentioned above, workers are supported to maintain their skills and keep up-to-date with new evidence-based practices as part of their own professional development.
* XXX has a system in place to ensure workers have access to appropriate resources to deliver the participant supports.

*Supporting Documents: Providers need to provide examples of** *HRM Policy*
* *Position descriptions*

*Evidence of up-to date / implemented** *Employment Checklists & Inductions completed*
* *Supervision / debriefing*
* *Annual Training Plan & attendance sheets*
* *HR Register*
* *Compliance Calendar*
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