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September 2014	September 2017	Management Team	
July 2016	September 2017	Rhonda	Format Change

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 4. Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
- 5. Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
- 6. Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection aims to employ staff who are a match with the individual and the family with whom they are going to work. The service will provide employees with training to develop the necessary skills and values to perform their role to the standard required. Community Connection is committed to providing a safe workplace.

3. LEGISLATIVE AND CONTRACTUAL REQUIREMENTS

Community Connection will ensure that recruitment, induction and training procedures meet all legislative and contractual requirements and reflect Equal Opportunity Employment principles.

4. POSITION DESCRIPTIONS

Community Connection will ensure that each staff member has a current position description outlining their roles and responsibilities.

5. SUPPORT WORKER RECRUITMENT

Community Connection will recruit Lifestyle Assistants when requested by individuals and their families based on the identified needs of the individual and family. The individual and family will have the final say in whether a Lifestyle Assistant is employed for them.

Community Connection will ensure that all unsuccessful candidates know that they have the right to feedback about their interview or resume and the right to Appeal a recruitment decision.

5. MANAGEMENT TEAM RECRUITMENT

Community Connection will recruit for positions on the Management team as they become vacant. The Management Committee and Manager are responsible for assessing whether the vacant position continues to suit the service or needs to be modified. The Management Committee is responsible for the planning and implementation of Management team recruitment and may delegate tasks to the Manager.

6. INDUCTION, TRAINING AND DEVELOPMENT

Community Connection will ensure that staff receive an induction to the service and are adequately trained in the needs of the individual and family that they are supporting. Some families will train support staff themselves and experienced support staff will have the opportunity to be a mentor for the new employee.

7. PERFORMANCE APPRAISAL AND DEVELOPMENT

Community Connection will ensure that all staff members have regular performance appraisal and development to identify their skills, abilities and knowledge and to identify training and development needs and opportunities.

8. WORKPLACE HEALTH AND SAFETY

Community Connection will ensure that the workplace environment and procedures comply with Workplace Health and safety legislation.

9. REHABILITATION OF WORKERS

Community Connection will foster a culture of acceptance for workplace rehabilitation to assist injured staff to return to work if it is possible, taking into account the nature of both the injury and the requirements of the position.

Rehabilitation procedures will be in line with the requirements of the Workers' Compensation and Rehabilitation Act 2003 and the Workers' Compensation and Rehabilitation Regulation 2003.

10. ANTI-DISCRIMINATION

Community Connection will ensure that current or potential staff members are not discriminated against based on gender, race, culture, religion, disability or any other characteristic or condition.

11. BULLYING AND HARASSMENT

Community Connection will ensure that a culture of no tolerance to bullying and/or harassment is implemented throughout the service.