

Document Information and Revision History			
Document Owner		Community Connection Incorporated	
Approved By		Manager and Board	
Distribution List		Community Connection Staff, Board Members, Individuals and their Families/nominee(s) by email and/or mail	
Review Frequency		Every 3 years; or when triggered by an event or finding(s) that identify improvement and/or changes of legislation necessitate an amendment	
Document location		Governance	
Last Reviewed	Date to be Reviewed	Review Team	Nature of amendment
September 2014	September 2017	Management Team	
July 2016	September 2017	Rhonda	Format Change
October 2017	October 2020	Ann & Marie	Scheduled review – Title changes and re-write to document in sections: 3, 5, 6, 7, 8, 9, 10, 11 and 12. Also adding Incorporated to the end of Community Connection, adding nominees and changing Committee to Board.

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 Incorporated aims to employ staffs who are a match with the individual and the family/nominee 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 Incorporated is committed to providing a safe workplace.

4. POSITION DESCRIPTIONS

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

5. LIFESTYLE ASSISTANT RECRUITMENT

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

Community Connection Incorporated will ensure that all unsuccessful candidates know that they have the right to feedback about the recruitment procedure and have the right to raise any issue or concern with the HR Coordinator.

6. MANAGEMENT TEAM RECRUITMENT

Community Connection Incorporated will recruit for positions on the Management team as they become vacant. The Board and the Management Team are responsible for assessing whether the vacant position continues to suit the requirements of the Service or may need to be modified. The Board is responsible for the planning and implementation of Management team recruitment and may delegate tasks to the Strategic Manager.

7. INDUCTION, TRAINING AND DEVELOPMENT

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

8. PERFORMANCE APPRAISAL AND DEVELOPMENT

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

9. WORKPLACE HEALTH AND SAFETY

Community Connection Incorporated will ensure that the workplace environment is risk assessed and procedures comply with Workplace Health and Safety legislation.

10. REHABILITATION OF WORKERS

Community Connection Incorporated will foster a culture of acceptance for workplace rehabilitation to assist injured staff to return to work as soon as possible, if it is possible to do so. To evaluate this, Community Connection Incorporated will take 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.

11. ANTI-DISCRIMINATION

Community Connection Incorporated 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.

12. BULLYING AND HARASSMENT

Community Connection Incorporated cultivates a supportive work environment based on dignity and respect to all. Any occurrences of bullying and/or harassment will be immediately investigated and dealt with as per the Anti-Bullying Policy (HRP020.)