

# HUMAN RESOURCES POLICY

## Contents

GENERAL PRINCIPLES .....	2
RECRUITMENT AND APPOINTMENT.....	4
FAMILY FRIENDLY WORKPLACE.....	5
CODE OF CONDUCT .....	6
ATTENDANCE AND LEAVE.....	7
Annual Leave .....	7
Personal leave .....	7
Long service leave.....	7
Leave without pay .....	7
PROFESSIONAL DEVELOPMENT .....	8
PERFORMANCE MANAGEMENT .....	9
GRIEVANCE AND COMPLAINTS .....	10
DISCIPLINARY ACTION .....	11

## **GENERAL PRINCIPLES**

*NB For the purposes of this policy staff is taken to include both employees (paid staff) and volunteers.*

DMCC is committed to providing a safe, productive and supportive environment in which to work. We aim to attract and retain the best staff.

Our goal is to maintain a well managed and flexible working environment that meets the needs of staff and the community and optimises the contribution of staff in providing high quality programs and activities.

DMCC respects each employee's and volunteer's need to manage a healthy and productive balance between their work and life outside work. A healthy workplace is one in which staff collaborate in continual improvement processes to promote the health, safety and well-being of all workers and the sustainability of the workplace.

DMCC recognises the health and safety of all employees, volunteers and visitors is a shared responsibility.

### **Principles:**

1. DMCC will maintain an effective and accountable workforce by:

- clearly defining roles, responsibilities and entitlements for its staff and volunteers
- promoting equal opportunity in employment and providing fair, equitable and sensitive consideration of the diverse needs of its staff and volunteers
- having flexible work options in order to assist employees in balancing their work, life and family responsibilities

2. DMCC will provide fair and reasonable remuneration and benefits by:

- fulfilling its legal obligation in relation to the payment of employees
- ensuring employees are fairly and equitably remunerated for their work within the relevant wage classifications standards
- encouraging, recognising and rewarding high performance

3. DMCC will maintain rigorous systems of recruitment, selection and appointment by:

- having recruitment, selection and appointment practices that reflect fairness and equity
- ensuring position requirements are accurately documented and employees are appropriately classified within the relevant classifications standards
- ensuring all staff possess the required compliance checks
- providing orientation and induction programs to acclimatise new staff to their working environment, and the organisation's values and priorities
- ensuring employees meet the goals and objectives of the position they have been employed to undertake

4. DMCC will clearly communicate, monitor and maintain clear expectations regarding practice, conduct and compliance. Staff will be required at all times to:

- treating other staff, visitors, and community and other stakeholders with dignity and respect consistent with our values
- abide by their privacy and confidentiality duties and responsibilities in relation to access to data held by or on behalf of DMCC
- conduct themselves in an appropriate manner as outlined in the Code of Conduct
- comply with any policies, procedures and obligations as set out by DMCC and relevant legislation.

5. DMCC will protect and promote the wellbeing of staff by:

- providing a supportive work environment that contributes to the health and wellbeing of all staff
- working with staff in the prevention of injuries and illnesses in the workplace through compliance with OHS legislation and the development of a proactive safety culture within the organisation
- providing reasonable support to any staff member suffering an illness or injury

6. DMCC will provide supervision and development to support growth and change by:

- providing an environment that is consistent with the pursuit of DMCC purpose and values
- acknowledging and adhering to the key staff supervision and development principles of feedback, growth and accountability
- enabling the continuous learning and development of its employees
- ensuring employee work and development plans are aligned with DMCC goals

## **RECRUITMENT AND APPOINTMENT**

DMCC may engage employees on a full time, part time, casual or time limited basis. Some activities may be more appropriately undertaken by external contractors rather than direct employees.

All positions will have a position description which outlines the duties of the position, the remuneration and conditions of employment and reporting arrangements.

Recruitment decisions will be based on selection criteria which identify candidates whose professional skills, qualifications and experience best match the requirements of the position as identified in the position description.

Where there are candidates with equivalent professional qualifications and experience DMCC may give preference to suitable applicants from the local community. For the purposes of this document 'local' is defined as full time resident within the 3235 postcode or any postcode which borders it.

Positions will be advertised to the local community through social media and local media outlets.

Appointees will be subject to working with children checks and where appropriate criminal record checks. Staff with access to DMCC funds (cash or accounts) shall have a criminal record check.

Appointees must be notified in writing of their appointment, the terms of that appointment and the remuneration level.

New employees will be given appropriate induction to DMCC and the position.

Appointees may be subject to a probationary period, after which a performance appraisal will be conducted.

Employees will be paid fortnightly (or otherwise in accordance with statutory requirements) and must submit a timesheet for each pay period.

On termination, notice must be given in accordance with the relevant award, agreement and statutory requirements.

## **FAMILY FRIENDLY WORKPLACE**

DMCC is committed to helping its employees achieve their personal, family and relationship goals. As part of this endeavour, the organisation fosters flexibility in employment arrangements to achieve the optimum balance between work and family responsibilities for all employees.

Family-friendly workplace provisions will be negotiated with the employee at commencement of the position, and as requested or required thereafter. Any provisions agreed at the outset of employment will be included in the employment agreement, and those agreed later shall be placed on the employee's file.

As staff and organisational needs change over time family-friendly provisions will be regularly reviewed to ensure that provisions are consistent with applicable legislation and do not become out dated or irrelevant to the employee or the organisation.

## **CODE OF CONDUCT**

Staff of the DMCC will:

- Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisation and objects, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Treat everyone with respect and courtesy, and without harassment.
- Perform their duties as best they can, taking into account their skills, experience, qualifications and position.
- Act in a safe, responsible and effective manner.
- Comply with the prescribed terms and conditions of their employment/engagement.
- Carry out their duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others.
- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of staff, committee members or service users.
- Ensure that personal and financial interests do not conflict with the duty to the organisation.
- Work within the organisation's policies and procedures.

## **ATTENDANCE AND LEAVE**

Employees should be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty, record their attendance for duty in the manner prescribed and notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.

All full time and part time employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions.

All planned leave must be approved in advance by the Coordinator (or in the case of the Coordinator, with the CoM). Approval will take into account workloads and the employee's needs.

### **Annual Leave**

An employee will be required to take accrued annual leave for business close down periods. If insufficient leave is accrued, DMCC may approve leave in advance or may direct an employee to take unpaid leave.

Employees are encouraged to take leave entitlements on a regular basis and DMCC may direct employees with accrued leave equal to, or greater than, 2 years entitlement to agree to a leave plan to reduce accrued entitlements.

### **Personal leave**

Personal leave is paid leave taken for personal and compassionate reasons. It includes:

- sick leave (the employee is sick or injured)
- carer's leave (the employee is required to care for someone in their immediate family or household)
- compassionate leave

An employee should notify the Coordinator as soon as possible if they are unable to attend work due to illness, injury or other personal circumstances and must record the appropriate leave on the relevant timesheet. Management may request evidence (such as a medical certificate) showing that the employee was entitled to take personal leave during the relevant period.

### **Long service leave**

Employees are entitled to long service leave in line with Victorian long service leave laws and the relevant Award or Agreement.

### **Leave without pay**

The CoM has the discretion to approve leave without pay for circumstances where an employee is not otherwise entitled to paid or unpaid leave (eg parental leave)

Staff wishing to apply in writing for leave without pay outlining the period of leave requested and the reasons for the leave.

It should be noted that superannuation contributions automatically cease for any period of leave without pay.

## **PROFESSIONAL DEVELOPMENT**

DMCC acknowledges that professional development is integral to personal job satisfaction, workplace productivity, reward, and recognition, and is critical to the achievement of the organisation's mission and continuous improvement in the quality of its programs and services.

DMCC is committed to providing a supportive and rewarding environment for employees and recognises that the quality, responsiveness, and professionalism of its workforce are linked to the further development of their skills and competencies.

DMCC will support professional development for ongoing employees and will encourage employees, as part of the performance review process, to take an active role in their own ongoing professional and career development and to apply learnings.

DMCC is, as far as is feasible within its available resources, committed to providing employees with:

- The opportunity to plan and develop skills, knowledge and attributes that complement DMCC goals
- Equity of access to professional development opportunities.

Professional development programs shall be taken to include orientation, induction and on-the-job training, career development and transition programs, internal or external courses, support for undertaking research or project work, support for participation in internal or external governance processes, attendance at conferences or seminars, and networking, coaching and mentoring programs.



## **PERFORMANCE MANAGEMENT**

DMCC requires employees to participate in a performance management program in order to monitor employee performance against organisation priorities.

Performance Management is an ongoing process which will include informal and formal review. It is also two-way process, that will provides employees with performance feedback, advice on professional development and provides employees with the opportunity to give management feedback on performance.

Employees will agree with the Coordinator, or in the case of the coordinator with the CoM, an annual performance plan, incorporating objectives, outcomes and agreed professional development.

All employees will undergo a formal review against the plan with the Coordinator, or in the case of the Coordinator with the CoM, at least once a year.

Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

## **GRIEVANCE AND COMPLAINTS**

Staff of DMCC may have areas of concern or issues that they may wish to have addressed.

DMCC acknowledges that:

- All staff have the right to work in a friendly, non-threatening environment.
- All staff have the right to be heard.
- All grievances and complaints should be dealt with in a fair and equitable manner.
- All staff will have access to this grievance/complaint process.

Staff should, in the first instance, discuss any grievances or complaints with the Coordinator or the Chair of the CoM.

If the matter cannot be resolved at this level the complaint/grievance should be put in writing and addressed to the Committee of Management for consideration by the entire CoM at a CoM meeting.

If there is no resolution at this level the matter may then be referred to an appropriate external avenue.

## **DISCIPLINARY ACTION**

Disciplinary action is action taken to discipline a staff member for unsatisfactory performance or misconduct.

The CoM shall implement disciplinary procedures in a fair and equitable manner applying the principles of natural justice. These principles require that the Committee of Management to:

- Inform anyone who is the subject of disciplinary proceedings as fully as possible of anything alleged against them;
- Provide the opportunity for the person to put his/her case at an oral hearing or in writing;
- Hear all parties to a matter and consider all relevant submissions; and
- Act fairly and without bias in making a determination.

If, after investigation, disciplinary action is deemed to be appropriate this may entail one or more of the following:

- an apology
- counselling
- an official warning
- loss wage/salary increases for a specified period
- dismissal.

The level of discipline will depend on:

- the seriousness of the breach
- whether it was done intentionally or maliciously
- whether there have been previous official warnings about this type of breach given to the person/people involved
- whether there are any circumstances (known as mitigating circumstances) that mean disciplinary action should not be taken or serious disciplinary action should not be taken.

Instant dismissal of a staff member may occur for acts of "serious and wilful misconduct" such as theft, fraud, assault, a breach of the law repeated acts of misconduct for which the staff member has been counselled. It is recommended that the CoM seek expert advice prior to dismissal.

If a dispute should arise over the disciplinary action, the matter will be referred to an appropriate reference body for resolution. Such resolution shall be accepted by the parties as final.

If after any warning, a period of 12 months elapses without any further warning or action being required, all adverse reports relating to the warning will be removed from the employee's personal file.