

Human Resources Management Policy

1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports CDNI Care Pty Ltd to apply the Human Resources Management and Continuity of Supports NDIS Practice Standards.

1.2 Policy Aims

In this regard, CDNI Care Pty Ltd is committed to ensuring the following outcomes:

- (a) **(Human Resources Management)** 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-centred support.
- (b) **(Continuity of Supports)** Each participant has access to timely and appropriate support without interruption.

1.3 NDIS Quality Indicators

In this regard, CDNI Care Pty Ltd aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

Human Resources Management

- (a) 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.
- (b) Records of worker pre-employment checks, qualifications and experience are maintained.
- (c) An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.
- (d) 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.
- (e) Timely supervision, support and resources are available to workers relevant to the scope and complexity of supports delivered.
- (f) The performance of workers is managed, developed and documented, including through providing feedback and development opportunities.

Continuity of Supports

- (a) Day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

- (b) In the event of worker absence or vacancy, a suitably qualified and/or experienced person performs the role.
- (c) Supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences.
- (d) Arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered by the provider.
- (e) Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.
- (f) Where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster.

1.4 Scope

- (a) This Policy applies to the provision of all Workers at CDNI Care Pty Ltd.
- (b) All permanent, fixed term and casual staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

1.5 Related Documentation

The application of the above NDIS Practice Standards by CDNI Care Pty Ltd is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

2. Definitions

In this Policy:

CDNI Care Pty Ltd means Armour Ncube trading as CDNI Care Pty Ltd ABN 32 640 960 658.

Client means a client of CDNI Care Pty Ltd (including an NDIS participant).

Key Management Personnel means Armour Ncube, Saneliso Sibanda, Blessing L Ncube, Beatitute N Ncube and other key management personnel involved in CDNI Care Pty Ltd from time to time.

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by CDNI Care Pty Ltd.

Policy Register means the register of policies of CDNI Care Pty Ltd.

Principal means Saneliso Sibanda.

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

Worker Competency means a Worker who has been trained and assessed as competent by a person deemed suitably skilled by CDNI Care Pty Ltd to safely and appropriately perform a specified task as a Worker.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by CDNI Care Pty Ltd and includes the Principal.

3. Policy Statement

3.1 General

- (a) CDNI Care Pty Ltd has implemented a human resource management system that complies with relevant state and Commonwealth employment legislation.
- (b) Workers are valued and recognised for their contribution to successful outcomes for the organisation.
- (c) CDNI Care Pty Ltd provides an equitable, safe and encouraging workplace.
- (d) Unacceptable Conduct (as defined under the Work Health and Safety Policy) is not tolerated.

3.2 Recruitment and Selection

- (a) All Worker positions at CDNI Care Pty Ltd have a position description which outlines the:
 - (1) position's primary functions;
 - (2) responsibilities and performance indicators of the position;
 - (3) essential and desirable skills and required knowledge, qualifications and experience of the position; and
 - (4) scope and limitations of the position.
- (b) 100 points of ID in addition to relevant screening checks (for example, criminal record and working with children checks and disability services screening checks) are required for verification by CDNI Care Pty Ltd before the commencement of the work engagement.
- (c) CDNI Care Pty Ltd securely maintains individual personnel files for each employee (and where appropriate, other Workers), where information in respect of the employee's recruitment, position description, pre-employment checks, employment contract, salary payments, performance, training and development is kept.

3.3 Induction and Orientation

- (a) Each new Worker participates in an induction and orientation process and training to familiarise the Worker with CDNI Care Pty Ltd's purpose, operations, expectations of them and requirements of the position. As part of the process, the new Worker completes the mandatory NDIS worker orientation program.
- (b) Flexible and supportive working conditions are provided in line with applicable legislation in a manner comparable to industry standards.

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

- (c) CDNI Care Pty Ltd acknowledges that properly trained Workers are a valuable asset.
- (d) CDNI Care Pty Ltd makes every effort to nurture and support Workers in the performance of their work by providing relevant training and development opportunities.

3.4 Taking Leave

- (a) Workers are entitled to leave in accordance with applicable state and Commonwealth law.
- (b) Workers are encouraged to regularly take leave and to not accrue significant amounts of accrued leave.
- (c) Worker leave requests are managed to ensure Clients have continuity of service and supports.

3.5 Training and Development

- (a) CDNI Care Pty Ltd maintains a training system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for Workers and to ensure that each Worker meets and exceeds the essential and desirable skills and required knowledge of their position and the needs of each Client. 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 (as relevant to the Worker).
- (b) Workers and CDNI Care Pty Ltd collaborate to build a continuous professional development (CPD) culture. It is:
 - (1) the Worker's and the Principal's collective responsibility to seek new learning opportunities for the Worker.
 - (2) the Principal's responsibility to coach Workers and identify development needs to facilitate any development activities and processes.
- (c) Supervision, support and resources are available to Workers relevant to the scope and complexity of supports delivered. All Workers are closely supervised when starting a new position at CDNI Care Pty Ltd.
- (d) All employees undertake an annual performance review where the performance of workers is formally managed, developed and documented, including through providing formal feedback and development opportunities. Informal feedback is provided on an ongoing basis.

4. Procedure

The Policy is supported by the following Procedures which are intended to clarify the responsibilities of the Principal, Key Management Personnel and other Workers and make explicit the underlying principles of the Policy. The Procedures work together dynamically and are relevant to all parts of CDNI Care Pty Ltd. The Procedures are not ordered in priority and all are important to achieving the aims of the Policy Statement.

Procedure	Responsibility
-----------	----------------

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>4.1 General</p> <p>(a) Ensure that this Policy does not breach any of CDNI Care Pty Ltd's legal obligations including relevant state and Commonwealth employment legislation.</p> <p>(b) Ensure that all Workers are treated fairly and with respect.</p> <p>(c) Ensure that all CDNI Care Pty Ltd workplaces are free from Unacceptable Conduct as set out in the Work Health and Safety Policy and applicable state and Commonwealth employment legislation.</p> <p>(d) Ensure all Workers are provided fair and safe working conditions as set out in the Work Health and Safety Policy and applicable state and Commonwealth employment legislation.</p>	<p>Principal and Key Management Personnel</p>
<p>4.2 Recruitment and Selection</p> <p>(a) Seek to appoint the best possible candidate for all positions.</p> <p>(b) Advertise vacant positions through relevant media, sector channels and recruitment agencies, as appropriate. It may not be appropriate to advertise a particular vacant position externally if:</p> <ol style="list-style-type: none"> (1) the position is available for a short period of time only; (2) advertising the position would significantly delay the commencement/continuation of the position activities and impact on compliance with performance requirements and relevant NDIS Practice Standards (for example, in respect of providing Clients with Continuity of Supports); or (3) a suitable candidate from within the organisation is identified. <p>(c) The recruitment and selection of permanent or contract-based staff follows a formal process which covers the matters set out below.</p> <p>(d) The selection and recruitment of staff be merit based with the best possible candidate identified through their curriculum vitae, interview process, reference checks and responses to the position selection criteria (if applicable).</p> <p>(e) All staff positions at the organisation have a position description which outlines the:</p> <ol style="list-style-type: none"> (1) position's primary functions responsibilities and performance indicators of the position; (2) essential and desirable skills and required knowledge, qualifications and experience of the position; (3) scope and limitations of the position; and (4) relevant screening checks which are required (e.g. criminal record and working with children checks) to be carried out by the 	<p>Principal and Key Management Personnel</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>candidate or CDNI Care Pty Ltd prior to the commencement of work.</p> <p>(f) All position advertisements will identify the:</p> <ol style="list-style-type: none"> (1) position title (2) a summary of the position description which includes the: <ol style="list-style-type: none"> (A) position’s primary functions; (B) responsibilities and performance indicators of the position; (C) essential and desirable skills and required knowledge, qualifications and experience of the position; (D) scope and limitations of the position; (3) the process for applying (4) contact details for enquiries (5) application closing date (if known). <p>(g) All potential candidates are provided with the following information upon request:</p> <ol style="list-style-type: none"> (1) relevant parts of the position description; (2) links to the organisation's website (if applicable); (3) the process and documents required for applying; (4) contact details for enquiries; and (5) other information as relevant. <p>(h) All applications received are formally acknowledged in writing (unless otherwise stated in the position description).</p> <p>(i) Where practical, at least 3 – 5 candidates that meet the essential skills, knowledge and experience of the position are offered an interview. Candidates that meet some but not all of the desirable skills, knowledge and experience may be offered an interview dependent on the number and quality of other candidates.</p> <p>(j) Interviewees are rated against the essential skills, knowledge and experience as well as interview questions relevant to the position.</p> <p>Successful candidates</p> <p>(k) All successful interviewees receive formal acknowledgement in writing.</p> <p>(l) Unless otherwise agreed, the candidate’s remuneration package is agreed at or before the time of offer of the position.</p>	
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(m) Unless otherwise determined, all permanent or contract-based staff are subject to a three (3) month probationary period beginning at the commencement of their employment or engagement (as applicable).</p> <p>(n) Relevant screening checks (e.g. criminal record and working with children checks) will be carried out before commencement of employment or engagement in respect of all Workers (not just permanent or contract based employees). If screening checks are to be undertaken by the candidate, they will be verified by CDNI Care Pty Ltd before the commencement of employment or engagement (as applicable).</p> <p>(o) Relevant reference checks should be carried out prior to commencement of employment or engagement in respect of all Workers (not just permanent or contract based employees).</p> <p>(p) In addition to reference checks, candidates should be required to provide satisfactory evidence of their qualifications and experience.</p> <p>(q) All position enquiries, applications and interviews are treated confidentially. Access to such details is restricted to those directly involved in the recruitment and selection process.</p> <p>(g) Records of all information gathered from Workers as part of the recruitment and selection process are kept confidential in the Worker's personnel file. This includes information relating to all screening checks, pre-engagement correspondence, evidence of Worker qualifications and experience. Further information on record keeping is set out below.</p>	
<p>4.3 Induction and orientation</p> <p>(a) At or before the commencement of employment, each new employee receives an orientation pack which includes:</p> <p>(1) the position description</p> <p>(2) signed copies of the contract of employment</p> <p>(3) Policies of CDNI Care Pty Ltd.</p> <p>(b) All new Workers participate in an induction and orientation process, to familiarise the new Worker with CDNI Care Pty Ltd's purpose, operations, services and support delivery, expectations and requirements of the position.</p> <p>(c) (NDIS Practice Standards) The induction and orientation process will also include training concerning Worker obligations under the NDIS Practice Standards, other National Disability Insurance Scheme rules, the NDIS Code of Conduct and the conditions of registration stated on CDNI Care Pty Ltd's certificate of registration as a registered NDIS provider, as applicable to the Worker's position and profession.</p> <p>(d) (Policies) In particular, each Worker that provides supports and services to Clients will be provided training with respect to the rights of Clients and the subject matter of the following CDNI Care Pty Ltd Policies:</p> <p>(1) this Policy</p>	<p>Principal and Key Management Personnel</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<ul style="list-style-type: none"> (2) Promoting and Protecting Rights Policy (3) Choice, Advocacy and Control Policy (4) Diversity Policy (5) Preventing and Responding to Violence, Abuse, Neglect, Exploitation and Discrimination Policy (6) Privacy and Dignity Policy (7) Quality Management and Continuous Improvement Policy (8) Risk Management Policy (9) Work Health and Safety Policy (10) Feedback and Complaints Management Policy (11) Incident Management and Reporting Policy (12) Provision of Supports Policy (13) Services Agreement (14) Support Plan (15) Client Money and Property Policy <p>(e) As part of the orientation and induction process, each Worker must complete the mandatory NDIS worker orientation program and the Department of Health COVID-19 Infection Control Training.</p>	
<p>4.4 Supervision of Workers</p> <ul style="list-style-type: none"> (a) To the extent practicable, each Worker in a new role shadows another suitably experienced Worker in the same or similar position at CDNI Care Pty Ltd) for the first two weeks in the new role. (b) Close supervision will continue for the remainder of the probationary period and until such time as the Principal or Key Management Personnel are confident in the Worker’s ability to deliver quality services and support to Clients in accordance with CDNI Care Pty Ltd Policies. (c) Appropriate supervision, support and resources are otherwise made available to all Workers relevant to the scope and complexity of services and supports delivered, upon request or where the Principal or Key Management Personnel identifies the need. 	<p>All Workers</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>4.5 Ongoing training and development</p> <p>All employees are entitled to training and development at CDNI Care Pty Ltd including as follows:</p> <p>(a) (Training opportunities) The following training and development opportunities are encouraged and approved to promote Worker Competency:</p> <ol style="list-style-type: none"> (1) formal training sessions (internal or external) (2) coaching and mentoring (3) participating in approved conferences (4) on-the-job training (5) job shadowing (6) job rotation. <p>(b) (Subscriptions and periodicals) As part of our training and development program, CDNI Care Pty Ltd arranges subscriptions and educational material to assist Workers to develop in their day to day role and to promote Worker Competency. This includes subscriptions to NDIS Issues and Updates provided by NDS (nds.org.au) and NDIS Quality and Safeguards Commission Provider Alerts.</p> <p>(c) If a Worker wants an additional subscription(s), they should contact the Principal or Key Management Personnel and, If appropriate, the subscription will be made available to Workers that the subscription will benefit.</p> <p>(d) (Worker Competency) Training may be organised for specific individuals to promote Worker Competency in services and support delivery (e.g. due to inadequacies in performance, to gain new qualifications, skills or knowledge or as a result of a change to their role).</p> <p>(e) (Internal training) All Workers will be required to participate in mandatory internal training organised by CDNI Care Pty Ltd. Among other things, training will be in respect of the following:</p> <ol style="list-style-type: none"> (1) (NDIS Practice Standards) Worker obligations under the NDIS Practice Standards, other National Disability Insurance Scheme rules, the NDIS Code of Conduct and the conditions of registration stated on CDNI Care Pty Ltd's certification of registration as a registered NDIS provider, as applicable to the Worker's position and profession; (2) (Human Rights) the rights of Clients and the subject matter of CDNI Care Pty Ltd Policies and procedures, as applicable to the Worker's position and profession; <p>(f) (Online courses) If a Worker is not already subject to continuing professional development obligations, the Worker must undertake at least 10 hours of National Disability Services (NDS) online training and courses</p>	<p>All Workers</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

in each year of service at CDNI Care Pty Ltd. Courses may include the following:

- (1) Human Rights and You e-Learning Program
- (2) Disability Safe eLearning Program
- (3) Preventing and Responding to Violence, Abuse, Neglect and Exploitation
- (4) Work With Diverse People
- (5) Disability Aware: An awareness and inclusion program
- (6) COVID-19: What it is and how to prevent spread
- (7) Supported Decision Making (e-Learning module)
- (8) Work Health and Safety (WHS) awareness and duty of care
- (9) Back Yourself: Unpacking manual tasks
- (10) Disability at Work 2020,

and such other courses reasonably determined by CDNI Care Pty Ltd.

- (g) **(Identifying external training opportunities)** All Workers are responsible for continuous learning and for identifying development and training opportunities. Workers should show a willingness to improve by asking the Principal or Key Management Personnel for direction and advice.
- (h) Workers and the Principal are responsible for finding the best ways to foster continuous professional development for Workers. They should experiment with job rotation, job shadowing and other types of on-the-job training (without unduly disrupting daily support provision).
- (i) Employees are also encouraged to undertake self-paced learning. For example, through self-study for the abovementioned online courses and educational material.
- (j) In addition, Workers are encouraged to discuss potential external training programs, topics or methods outside of those specified above, which are related to their role and which they are interested in pursuing.
- (k) If the external training and development is deemed appropriate by the Principal or Key Management Personnel with reference to the cost, training content and role of the Worker, the Principal will organise and make arrangements for the Worker to attend the external training.
- (l) In cases where CDNI Care Pty Ltd agrees to pay for the external training and does not pay for it directly, the Worker will have to pay and send invoices or receipts to CDNI Care Pty Ltd in respect of any agreed amount which CDNI Care Pty Ltd agrees to bear in respect of the cost of the external training. The Principal will approve employee reimbursement according to this information.

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<ul style="list-style-type: none"> (m) If a Worker decides to not attend or cancel the external training, they must inform CDNI Care Pty Ltd immediately. In such circumstances, they will be required to bear any cancellation or other fees. (n) In cases where the external training includes an examination or assessment component, Workers must share the results of the examination or assessment with CDNI Care Pty Ltd. If they do not pass the exam, they can retake it at their own expense. (o) All employee development efforts should respect cost and time limitations, as well as individual and business needs. (p) (Use of Leave) Employees will not be required to pay or use leave for most training, subject to first obtaining the prior approval of CDNI Care Pty Ltd. (q) (Presenters) The Principal or other external experts may be utilised to train Workers from time to time, depending on the scope of the training. (r) (Worker record keeping) Workers will be required to keep records of attendance and completion of all training. (s) (Principal and Worker evaluation) Both CDNI Care Pty Ltd and the Worker should evaluate individual training sessions and any successful outcomes arising from training efforts. They should keep records of the training evaluation for reference. Written and informal feedback should be shared between the parties to improve training opportunities moving forward. (t) (Application of knowledge) Workers should try to make the most out of their training by applying their learned knowledge to their day to day work. 	
<p>4.6 Payment obligations</p> <ul style="list-style-type: none"> (a) Pay employees fortnightly or monthly depending on their position by electronic funds transfer to a bank account or accounts nominated by the employee as indicated on the Staff Details Form. (b) Make employee related superannuation contributions in accordance with the <i>Superannuation Guarantee (Administration) Act 1992 (Commonwealth)</i>. Employees are required to elect a complying superannuation fund for payments within two (2) weeks of commencement, otherwise, the organisation will elect a complying fund. (c) Comply with relevant PAYG withholding and remittance obligations and single touch payroll obligations. (d) Use CDNI Care Pty Ltd financial and accounting software to facilitate compliance with Worker payroll, superannuation, PAYG and leave obligations. 	<p>Principal and Key Management Personnel</p>
<p>4.7 Record-keeping and pay slips</p> <ul style="list-style-type: none"> (a) (Use of accounting software) Use CDNI Care Pty Ltd financial and accounting software to facilitate compliance with the HR record keeping obligations set out below. 	<p>Principal and Key Management Personnel</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(b) (Payslips) Issue payslips to employees within 1 working day of a pay day, even if an employee is on leave.</p> <p>(c) (General records) Make and keep accurate and complete records for all employees and other Workers (eg. time worked and wages paid).</p> <p>(d) Ensure records are:</p> <ol style="list-style-type: none"> (1) in a form that is readily accessible to a Fair Work Inspector (2) in a legible form and in English (preferably in plain, simple English) (3) kept for seven years (4) not altered unless to correct an error (5) not false or misleading to CDNI Care Pty Ltd's knowledge. <p>(e) Keep employee records private and confidential. Generally, no one can access them other than the employee, the Principal and Key Management Personnel, and relevant payroll staff.</p> <p>(f) Make copies of an employee's records available at the request of an employee or former employee.</p> <p>(g) (Employment summary) Keep a general employment summary which includes the following:</p> <ol style="list-style-type: none"> (1) CDNI Care Pty Ltd's name (2) CDNI Care Pty Ltd's Australian Business Number (ABN) (if any) (3) the employee's name (4) the employee's commencement date (5) the basis of the employee's employment (full or part-time and permanent, temporary or casual). <p>(h) (Pay records) Records of pay must include all of the following:</p> <ol style="list-style-type: none"> (1) the rate of pay paid to the employee (2) the gross and net amounts paid and any deductions from the gross amount (3) the details of any incentive-based payment, bonus, loading, penalty rate, or other monetary allowance or separately identifiable entitlement paid. <p>(i) (Hours of work records) Records relating to hours worked by employees are to include the following:</p>	
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(1) in the case of a casual or irregular part-time employee who is guaranteed a pay rate set by reference to time worked, a record of the hours worked by that employee</p> <p>(2) for any other type of employee, the record must specify the number of overtime hours worked each day, or when the employee started and finished working overtime hours (but only if a penalty rate or loading must be paid for overtime hours actually worked)</p> <p>(3) a copy of the written agreement if CDNI Care Pty Ltd and the employee have agreed to the employee taking time off instead of being paid for overtime worked</p> <p>(4) a copy of the written agreement if CDNI Care Pty Ltd and the employee have agreed to an averaging of the employee's work hours.</p> <p>(j) (Leave records) If an employee is entitled to leave, the record must include both:</p> <p>(1) leave taken, if any</p> <p>(2) the balance of the employee's entitlement to that leave from time to time.</p> <p>(k) If CDNI Care Pty Ltd and an employee have agreed to the employee taking a period of annual leave in advance of an accrued amount of leave, CDNI Care Pty Ltd must keep a copy of the agreement which:</p> <p>(1) states the amount of leave to be taken in advance and the date on which the leave is to commence</p> <p>(2) must be signed by CDNI Care Pty Ltd and the employee, and if the employee is under 18 years of age, by the employee's parent or guardian.</p> <p>(l) If CDNI Care Pty Ltd and the employee have agreed to cash out an accrued amount of leave, CDNI Care Pty Ltd must keep:</p> <p>(1) a copy of the agreement to cash out the amount of leave</p> <p>(2) a record of the amount of leave to be cashed out and the payment to be made to the employee for it</p> <p>(3) the date on which the payment is to be made.</p> <p>(m) (Superannuation contributions records) If CDNI Care Pty Ltd is required to make superannuation contributions for the benefit of the employee, the record must include all of the following:</p> <p>(1) the amount of the contributions made</p> <p>(2) the dates on which each contribution was made</p> <p>(3) the period over which the contributions were made</p>	
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(4) the name of any fund to which a contribution was made</p> <p>(5) the basis on which CDNI Care Pty Ltd became liable to make the contribution, including a record of any election made by the employee (including the date) to have their superannuation contributions paid into a particular fund.</p> <p>(n) (Individual flexibility records) If CDNI Care Pty Ltd and an employee agree in writing to an individual flexibility arrangement in relation to an award or registered agreement, a record must include both:</p> <p>(1) a copy of the agreement</p> <p>(2) a copy of any notice or agreement terminating the flexibility arrangement.</p> <p>(o) (Annualised wage arrangement records) If an employee is on an annualised wage arrangement under an award, some awards require employers to keep extra records for these employees.</p> <p>(p) (Guarantee of annual earnings records) If CDNI Care Pty Ltd gives a guarantee of annual earnings under the <i>Fair Work Act 2009</i>, CDNI Care Pty Ltd must make and keep a record of:</p> <p>(1) the guarantee</p> <p>(2) the date of any revocation of the guarantee (where applicable).</p> <p>(q) (Termination record) Where employment is terminated, the record must include:</p> <p>(1) whether the employment was terminated by consent, by notice, summarily, or in some other manner (specifying that manner)</p> <p>(2) if notice was provided and, if so, how much</p> <p>(3) the name of the person who terminated the employment.</p>	
<p>4.8 Annual leave</p> <p>Subject to the Fair Work Act 2009 (Cth) and other applicable workplace legislation:</p> <p>(a) Full time permanent employees are entitled to 4 weeks annual leave per annum.</p> <p>(b) Part time permanent employees accrue annual leave on a pro rata basis.</p> <p>(c) Casual employees are not entitled to annual leave.</p> <p>(d) Employees must provide at least 6 weeks' notice if they take more than one week of annual leave to ensure that adequate arrangements are in place to cover their absence. For absences of less than one week, employees must provide one month's notice.</p> <p>(e) A leave roster for CDNI Care Pty Ltd will be established either manually or through CDNI Care Pty Ltd's accounting software.</p>	<p>All Workers</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(f) To apply for annual leave, employees must complete a leave form and have it approved by the Principal who is responsible for ensuring it is approved and recorded in CDNI Care Pty Ltd's payroll system.</p> <p>(g) Annual leave is to be taken at a mutually agreed time between the employee and CDNI Care Pty Ltd. CDNI Care Pty Ltd reserves the right to refuse annual leave dates requested if there are insufficient Workers available (either in the business or that are able to be sourced externally on reasonable commercial terms) to ensure continuity of business operations and services and supports to Clients. Requests for leave will not be unreasonably refused.</p> <p>(h) The measures above are intended to ensure:</p> <ol style="list-style-type: none"> (1) day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports. (2) suitably qualified and/or experienced cover for Workers on leave always exists whether through support from other Workers employed or usually engaged by CDNI Care Pty Ltd or Workers sourced externally to cover the absence. (3) in the event of Worker absence or vacancy, a suitably qualified and/or experienced person performs the role. (4) each Client has sufficient time to understand that changes or interruptions due to the taking of an employee's leave entitlement under law is unavoidable and, the alternative arrangements are explained and agreed with the Client. <p>(i) Employees are expected to take their annual leave entitlement within 12 months of it falling due.</p> <p>(j) Where employees have accrued a significant amount (at least 6 weeks accrual) of annual leave CDNI Care Pty Ltd may direct them to take up an amount of annual leave that reduces the outstanding balance to 4 weeks. In the event of being directed to take annual leave, the employee will be provided with at least one month's notice of such direction.</p>	
<p>4.9 Personal leave</p> <p>Subject to the Fair Work Act 2009 (Cth) and other applicable workplace legislation:</p> <p>(k) Full time employees are entitled to 10 days personal leave for each year of service with unused personal leave accumulating from year to year.</p> <p>(l) Part time employees accrue personal leave on a pro rata basis.</p> <p>(m) Casual employees are not entitled to personal leave.</p> <p>(n) Unused personal leave is not paid out on termination.</p> <p>(o) Personal Leave is for use where the employee is unable to attend work due to:</p> <ol style="list-style-type: none"> (1) Personal illness or injury 	<p>All Workers</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>(2) Caring for an ill or injured immediate family or household member.</p> <p>(f) The reference to “family or household member” includes spouse, de facto partner, child, parent, grandparent, grandchild, sibling; or a child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.</p> <p>(g) Employees are required to notify the Principal of their unavailability at the earliest opportunity, by phone.</p> <p>(h) This requirement is to allow CDNI Care Pty Ltd to arrange a replacement Worker including for the purposes set out in section 4.8(h) above.</p> <p>(i) The employee should also advise their likely return to work date to assist in determining what alternative arrangements, if any, need to be made in accordance with section 4.8(h) above.</p> <p>(j) On returning to work from personal leave, employees must complete a leave form and have it approved by the Principal who is responsible for ensuring it is approved and recorded in CDNI Care Pty Ltd's payroll system.</p> <p>(k) Where the employee fails to provide advice of their absence within a satisfactory time they may not be paid for such absence.</p> <p>(l) CDNI Care Pty Ltd may require the employee to produce satisfactory evidence (doctors certificate or Statutory Declaration) for absences:</p> <p>(1) in excess of more than one day</p> <p>(2) where the employee has had more than 3 single day absences in any one year.</p>	
<p>4.10 Other leave</p> <p>(a) (Long service leave) Employees accrue Long Service Leave in accordance with the relevant State Legislation.</p> <p>(b) Employees may take Long Service Leave once they have accrued a pro rata entitlement in accordance with relevant state and Commonwealth legislation.</p> <p>(c) Leave may be taken in up to 3 separate periods with the minimum period taken being 4 weeks</p> <p>(d) Employees must provide at least 3 months' notice of their intention to take Long Service Leave so that arrangements to cover their position can be made and for the purposes set out in section 4.8(h).</p> <p>(e) To apply for long service leave, employees must complete the leave form and have it approved by the Principal who is responsible for ensuring it is approved and recorded in CDNI Care Pty Ltd's payroll system.</p> <p>(f) (Compassionate leave) Subject to applicable laws, employees are entitled up to 2 days paid compassionate leave per occasion to spend with</p>	<p>All Workers</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

	<p>a family or household member who has sustained a life threatening illness or injury or in the event of death.</p>	
(g)	Employees may be required to substantiate with suitable documentation their reasons for their taking Compassionate leave.	
(h)	To apply for Compassionate Leave employees must complete the leave form and forward to their Principal who is responsible for ensuring it is approved and recorded in CDNI Care Pty Ltd's payroll system.	
(i)	(Parental leave) Employees with more than 12 months service with CDNI Care Pty Ltd immediately prior to the birth or expected date of birth of their child are entitled up to 12 months unpaid parental leave.	
(j)	Parental leave is available to both parents in a relationship including de facto and same sex couples.	
(k)	Eligible fathers are also entitled to up to 2 weeks paid Dad and Partner pay in the event of birth or adoption (paid by the government).	
(l)	CDNI Care Pty Ltd does not offer extra paid leave that is not government funded.	
(m)	Parents are entitled to up to 12 months unpaid leave but such leave can only be taken by one parent at a time in a single continuous period, except as provided in (d) below.	
(n)	Such parental leave is only available if the employee has or will have responsibility for the care of the child.	
(o)	An employee may take up to 3 weeks unpaid parental leave at the same time as their partner immediately after the birth of their child and no later than 6 weeks after the birth.	
(p)	The mother can commence unpaid parental leave up to 6 weeks prior to the expected date of birth.	
(q)	The partner can commence unpaid parental leave after the birth of the child.	
(r)	An employee must notify CDNI Care Pty Ltd by providing written advice of intention to take Parental Leave at least 12 weeks prior to the intended start date. Such advice to include the intended starting and end dates of leave. This is to permit arrangements to be made to cover the employee's role in accordance with section 4.8(h).	
(s)	The employee must confirm their leave dates, or any changes, at least 4 weeks prior to the planned taking of such leave.	
(t)	The mother must confirm in writing at least 8 weeks prior to their scheduled return to work that they are returning to work. This is to ensure that the person who is covering their position is provided with adequate notice, or if the employee is not returning to work arrangements can be made to cover their position.	

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<ul style="list-style-type: none"> (u) Failure to confirm in writing that they are returning to work may mean that there is not an immediate position available for them. (v) The employee is entitled to return to their former position, or if that position no longer exists, an available position that is closest in status and pay to their former position and for which they are qualified and suited to perform. (w) You may be eligible for paid parental leave of up to 18 weeks' pay at the national minimum wage. Details of eligibility are determined by the Federal Government (https://www.humanservices.gov.au/individuals/services/centrelink/parental-leave-pay). (x) To claim paid parental leave, you must lodge a claim with Centrelink. This can be done online up to 3 months prior to the expected date of birth (https://www.humanservices.gov.au/individuals/services/centrelink/parenting-payment/how-claim). (y) The actual payment of Parental Leave is made by CDNI Care Pty Ltd, on behalf of the Federal Government, in the normal pay cycle. (z) Eligible working Fathers and Partners are entitled to up to 2 weeks government-funded paid leave in the event of birth or adoption of a child. The government determines eligibility and rates of payment. This link provides such details and how to claim (http://www.humanservices.gov.au/customer/services/centrelink/dad-and-partner-pay) 	
<p>4.11 Annual Performance Reviews</p> <ul style="list-style-type: none"> (a) CDNI Care Pty Ltd conducts annual performance reviews for each employee and other Worker that delivers services and supports. During these reviews, the Worker is required to fill out a self-evaluation form provided to them by CDNI Care Pty Ltd and arrange a meeting with the Principal to conduct the formal review. Through the formal discussion, the Principal aims to: <ul style="list-style-type: none"> (1) recognize if the Worker is good at their job (2) talk about career moves and employee motivations (3) identify areas of improvement. <p>Performance reviews apply to Workers who have completed their probationary period.</p> (b) If the Principal identifies a Worker's training needs in a specific area, they will discuss this with the Worker during the performance review and set up a training and improvement plan. (c) On-the-job training, job shadowing and other training methods are also appropriate when the Principal intends to promote an employee in the near future. (d) (Frequent communication) the Principal will meet with each employee and other Worker that delivers services and supports at least once per 	<p>All Workers</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

<p>week to provide formal feedback and talk about their work and motivations. This way, Workers can receive feedback in a timely manner and avoid surprises during their annual performance review.</p> <p>(e) During performance meetings, both parties should feel free to discuss any concerns they have. It is the Principal's responsibility to:</p> <ol style="list-style-type: none"> (1) (Set clear objectives) Workers should know what CDNI Care Pty Ltd expects of them. (2) (Provide useful feedback) give Workers guidance and praise, as appropriate and be fair and specific to help them understand and implement your feedback. (3) (Keep Workers involved) encourage two-way communication and make CDNI Care Pty Ltd's expectations clear, while always taking the Worker's motivations and aspirations into account. Discuss training and development opportunities that may interest Workers. (4) (Keep logs with important incidents about each Worker) These logs help you evaluate your team. 	
<p>4.12 Managing unsatisfactory performance and workplace behaviour</p> <p>(a) Where the performance of an employee or a Worker delivering support or services does not meet a satisfactory standard, the first step taken should be informal counselling. CDNI Care Pty Ltd will provide the employee with details of the non-performance and an opportunity to improve within a set timeframe. Any support required to assist the employee should be discussed.</p> <p>(b) Where informal counselling does not produce the required outcomes, a more formal process should be entered into. This may involve a performance management plan that documents the issues and actions to be taken and review timeframes.</p> <p>(c) CDNI Care Pty Ltd will ensure that the process is fair. This includes ensuring that:</p> <ol style="list-style-type: none"> (1) the standards of conduct or job performance required are made clear to the Worker; (2) the Worker is advised of the process in the event that satisfactory performance or conduct is or is not maintained; (3) the Worker is permitted to have a support person present at any performance management meetings; and (4) the Worker has an opportunity to respond and put forth their side of the story. <p>(d) (Informal strategies) Depending on the nature and seriousness of the instance of underperformance, it may be adequate for the Principal to address underperformance via informal strategies before embarking on a formal disciplinary process with the Worker.</p>	<p>Principal</p>

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

Informal strategies may include:

- (1) Providing regular constructive feedback and monitoring performance.
- (2) Identifying training and development needs and arranging appropriate on or off-the-job training, coaching or support.

- (e) **(Formal meeting)** If the informal steps have been followed and performance has not improved or if the performance issues require a more serious intervention, a formal meeting to discuss underperformance will be held between CDNI Care Pty Ltd and the Worker.

Common reasons for undertaking formal strategies include:

- (1) Not performing the job to a standard that is acceptable to the employer.
- (2) continually arriving late for work.
- (3) having a poor attitude towards management or fellow Workers.
- (4) unexplained or excessive absenteeism.
- (5) breach of occupational health and safety requirements.
- (6) negligence or failure to comply with CDNI Care Pty Ltd Policies.
- (7) refusal to comply with a lawful and reasonable instruction.
- (8) verbal abuse or other unacceptable conduct involving another person at work.

- (f) CDNI Care Pty Ltd will:

- (1) keep thorough notes of the meeting and copies of any letters, emails or warnings, and sign and date these documents and will ask the Worker and any witnesses to do the same. If the Worker refuses, make a record of the refusal.
- (2) depending on the nature of the underperformance, give the Worker a reasonable period of time to improve their performance (typically 4-8 weeks depending on the circumstances).
- (3) regularly check-in with the Worker over that period to discuss how they are progressing.
- (4) Formally meet with the Worker again at the end of the period to review their performance. Should any conduct during the review period bring this process into disrepute, CDNI Care Pty Ltd reserves the right to initiate these discussions as soon as practicable.
- (5) If the Worker's performance has improved enough, will formally close the process in writing,

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022

(6)	If the Worker's performance has not improved, consider taking further action, including termination of employment with notice.	
-----	--------------------------------------------------------------------------------------------------------------------------------	--

5. General

5.1 Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies apply to this Policy and Related Documentation as set out in the Legislation Register.

5.2 Inconsistency

If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

5.3 Policy Details

Approved By: Armour Ncube

Approval Date: July 2020

Next Scheduled Review: July 2022

Version: 1

Approved By:	The board of CDNI Care Pty Ltd	Version	1
Approval Date:	July 2020	Next Scheduled Review	July 2022