

Mildura Disability Support Services| **Human Resources Management Policy**

1. Introduction

1.1. Purpose

At Mildura Disability Support, we are dedicated to ensuring that each Participant's support needs are met by Workers who are not only competent in their roles but also possess the relevant qualifications, expertise and experience to provide person centred support. We recognise the critical importance of having a skilled and knowledgeable workforce that can deliver exceptional services within the NDIS framework.

This Human Resources Management Policy encompasses various indicators, outlined in section 1.2, to guide our practices. These indicators serve as key benchmarks to ensure Mildura Disability Support Services and Workers engaged by Mildura Disability Support Services meet the necessary requirements to deliver high quality support to Participants.

1.2. NDIS Indicators (Objectives)

In alignment with our commitment, Mildura Disability Support Services endeavours to demonstrate the following quality indicators by implementing and adhering to this policy and other 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 identity, right to work, pre-employment checks, qualifications and/ or experience are maintained.
- c) Workers complete mandatory NDIS orientation modules and records of continuing professional development are maintained.
- d) Each worker is trained, and has refresher training, in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette.
- e) Each worker who provides support directly to Participants is trained, and has refresher training, in the use of PPE.
- f) PPE is available to each worker, and each Participant, who requires it.
- g) Workers with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning or infection prevention or control) are identified.

Mildura Disability Support Services| **Human Resources Management Policy**

1.3. Scope

This Policy is applicable to all Workers affiliated with Mildura Disability Support. It is the responsibility of every individual, regardless of their employment status, to fully comprehend and comply with the commitments outlined in this policy. All Workers must acknowledge that they have read, understood and will comply with the contents of this Policy.

2. Policy Statement

At Mildura Disability Support, cultivating a work environment underpinned by respect, encouragement, inclusion and accountability, is central to the overall success of our organisation.

2.1. Diversity and inclusion in the Workplace

Mildura Disability Support Services is committed to providing equal employment opportunities to all individuals, regardless of their race, colour, religion, gender, sexual orientation, LGBTIQ+ status, national origin, age, disability, or any other characteristic protected by Federal and State legislation. Mildura Disability Support Services values diversity and inclusion and believes a diverse workforce enhances our ability to innovate, adapt and provide high quality services.

Mildura Disability Support Services has a zero-tolerance policy for any form of discrimination and bullying in the Workplace including both direct and indirect discrimination.

2.2. Recruitment and onboarding

At Mildura Disability Support, we recognise the critical importance of selecting and onboarding qualified and talented individuals to join our team. Our Worker recruitment and onboarding process is designed to ensure a fair, transparent, and effective process that aligns with our organisational values and objectives. Mildura Disability Support Services is committed to selecting the right candidates and providing them with a seamless onboarding experience.

Our objective is to identify and recruit individuals who possess the necessary skills, qualifications, and attributes to contribute to the success of Mildura Disability Support Services as a quality and trusted disability service provider. We aim to create a diverse and inclusive workforce that reflects the communities we serve and promotes equal employment opportunities.

Mildura Disability Support Services| **Human Resources Management Policy**

2.3. Training and professional development

At Mildura Disability Support, we are dedicated to ensuring that our Workers possess the necessary knowledge and skills to meet the unique needs of each Participant. To achieve this, we have implemented a comprehensive system that identifies, plans, facilitates, records, and evaluates the effectiveness of training and education for our Workers. This system is designed to not only meet mandatory training requirements but also address Worker obligations under the NDIS Practice Standards and other National Disability Insurance Scheme (NDIS) rules.

Through ongoing training and professional development, we seek to continuously enhance the quality of care and support provided to individuals with disabilities, fostering a culture of excellence and professionalism within Mildura Disability Support.

2.4. Continuity of support

At Mildura Disability Support, we prioritise the uninterrupted delivery of supports to our Participants to ensure their well-being and satisfaction. As part of our Assessment and Provision of Supports PolicyWe have implemented a structured, efficient, and effective approach to managing planned and unplanned absences, guaranteeing continuity of support throughout our services. Our commitment to effective planning, communication, and proactive measures ensures that Participants' needs are met, preferences are honoured, and their safety remains our top priority.

2.5. Relevant legislation

All relevant legislation to this Policy is outlined in the Legislation Register.

2.6. Related documents

- a) Work Health and Safety Policy
- b) Worker Register
- c) Infection Prevention and Control Policy
- d) Staff Performance Appraisal
- e) Training and Development Plan
- f) Training and Development Register
- g) Worker Induction Checklist
- h) Worker Declaration

Mildura Disability Support Services| **Human Resources**

Management Policy

- i) Training Evaluation Form
 - j) Staff Handbook
 - k) Performance Improvement Plan
 - l) Pre-Employment Collection Form
-

3. Responsibilities and Roles

- a) Narelle Margaret Fraser is responsible for the development and review of this policy. It is expected that Narelle Margaret Fraser ensures this Policy remains compliant with all applicable laws, regulations and standards.
 - b) Key Management Personnel play a vital role in ensuring the effective implementation of this Policy throughout Mildura Disability Support. It is the responsibility of all Key Management Personnel to not only assist Workers in understanding and complying with this policy but also to comply with it themselves. By leading by example, they demonstrate the importance of adherence to the policy and foster a culture of compliance within the organisation.
 - c) Workers are responsible for understanding the contents of this policy and complying with all procedures applicable to them.
-

4. Definitions

In this Policy:

Mildura Disability Support Services means AUS DISABILITY SUPPORT PTY LTD ABN 61 684 083 574.

Discrimination:

- a) **Direct discrimination** means when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.
- b) **Indirect discrimination** means when there is an unreasonable rule or policy that is the same for everyone but has an unfair effect on people who share a particular attribute.

Key Management Personnel means Narelle Margaret Fraser and other key management personnel involved in Mildura Disability Support Services from time to time.

Director means Narelle Margaret Fraser.

Risk Assessed Role means:

- a) Key Management Personnel from time to time or a person or an entity as defined in s 11A of the *National Disability Insurance Scheme Act 2013* (Cth) (for example, a CEO or a Board Member)

Mildura Disability Support Services| **Human Resources Management Policy**

- b) a person providing the direct delivery of [specified supports or services](#) to a person with disability
- c) a person that is likely to require 'more than incidental contact' with people with disability, which includes:
 - 1) physically touching a person with disability; or
 - 2) building a rapport with a person with disability as an integral and ordinary part of the performance of normal duties; or
 - 3) having contact with multiple people with disability as part of the direct delivery of a specialist disability support or service, or in a specialist disability accommodation setting.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Mildura Disability Support Services and includes the Director.

Workplace means a place where work is carried out by Mildura Disability Support Services and includes any place where a worker goes or is likely to be while at work.

5. *Procedures*

5.1. **Recruitment and selection**

At Mildura Disability Support, our goal is to appoint the most suitable and qualified candidates for all positions. To achieve this, we employ a comprehensive recruitment and selection process that ensures fairness, transparency, and adherence to relevant standards. Here is an expanded overview of our process:

a) Advertising Vacant Positions

- 1) Mildura Disability Support Services utilises diverse advertising methods such as social media platforms, job sites (e.g. SEEK, Gumtree), and recruitment agencies to promote our vacant positions, to which a position description is always included.
- 2) However, external advertising may not be suitable in certain cases, such as when the position is short-term, advertising would cause significant delays impacting compliance, or when we have already identified a suitable candidate internally.

b) Selection Process

- 1) Our recruitment and selection process for Workers is based on merit. We evaluate candidates through a formal process that considers multiple factors, including their curriculum vitae, performance in interviews and reference checks.

c) Position Descriptions

Mildura Disability Support Services| **Human Resources Management Policy**

- 1) Every position at Mildura Disability Support Services has a comprehensive position description. This document outlines the primary functions, responsibilities, and performance indicators of the position. It also specifies the essential and desirable skills, required knowledge, qualifications, experience, scope, and limitations of the role. Additionally, it details the relevant screening checks, including:

- (i) 100 points of ID (primary and secondary identification forms);
- (ii) Document indicating the Worker's Right to Work in Australia;
- (iii) NDIS worker screening clearance (for Risk Assessed Roles);
- (iv) Working With Children Check (if applicable);
- (v) NDIS Worker Orientation Program; and
- (vi) DSC Supporting People to Stay Infection Free training module.

d) Candidate Selection for Interviews

- 1) We strive to offer equal opportunities to candidates. All candidates who meet the essential skills, knowledge, and experience of the position will be invited for an interview.

e) Notification of Successful Candidates

- 1) All successful interviewees receive formal written acknowledgment. At or before the time of the position offer, the remuneration package is agreed upon with the candidate, unless otherwise agreed.

f) Probationary Period

- 1) All Workers undergo a three-month probationary period starting from the commencement of their employment or engagement. This period allows for the assessment of the Worker's suitability for the position.

g) Documentation

- 1) Mildura Disability Support Services will keep an up to date Worker Register for all Workers engaged by Mildura Disability Support.
- 2) The Worker Register must be filled out in its entirety for all Workers, including whether the role is a Risk Assessed Role.

5.2. Onboarding and induction

a) Orientation Pack

Mildura Disability Support Services| **Human Resources Management Policy**

1) Prior to or at the start of employment, every new Worker will receive an orientation pack containing:

- (i) A detailed position description;
- (ii) A Pre-Employment Collection Form (if not previously provided);
- (iii) Worker Declarations;
- (iv) A Worker Induction Checklist;
- (v) A Training and Development Register;
- (vi) An employment agreement; and
- (vii) A comprehensive guide to the policies of Mildura Disability Support.
- (viii) A Staff Handbook.

b) Induction and Orientation Process

1) Each new Worker will participate in the induction and orientation process which includes:

- (i) Familiarising the Worker with Mildura Disability Support's purpose, operations, services, and support delivery as well as the expectations and requirements of their position;
- (ii) Discussing and confirming any secondary employment that the Worker may hold;
- (iii) Identifying skills in assisting in the response to an emergency or disaster they may have, and obtaining any relevant documented records;
- (iv) Ensuring that the Worker understands their position description;
- (v) Checking that the Worker Declarations and Worker Induction Checklist are completed and signed;
- (vi) Ensuring that the Worker provides all required documents and completes all training and tasks as mentioned in the Worker Induction Checklist, Worker Declarations, and Position Description. This includes but is not limited to training concerning the NDIS Practice Standards, the NDIS Code of Conduct and Mildura Disability Support's Policies; and
- (vii) Providing the Worker with an Orientation Pack.

c) Worker Screening

Mildura Disability Support Services| **Human Resources Management Policy**

- 1) During the induction and orientation process, Mildura Disability Support Services is to ensure that any Worker in a Risk-Assessed Role has obtained an NDIS worker screening clearance.

d) **Working with Children Check**

- 1) Mildura Disability Support Services will ensure that any Worker in a Risk-Assessed Role has a Working with Children Check (WWCC), if applicable, or holds a valid exemption under the state legislation.

5.3. Supervision

a) **Initial Shadowing Period**

- 1) As far as is feasible, a Worker newly appointed to a role within Mildura Disability Support Services will undergo a shadowing period for their first two weeks.
- 2) During this time, they will learn from and work alongside an experienced colleague performing the same or a similar role.

b) **Probationary Period Supervision**

- 1) For the duration of the Worker's probationary period, they will continue to be closely monitored. The level of supervision will be determined based on the worker's demonstrated competence and confidence in their role.
- 2) Supervision will be maintained until the Narelle Margaret Fraser or Key Management Personnel are satisfied that the Worker can deliver quality services and support to Participants.

c) **Ongoing Supervision and Support**

- 1) Mildura Disability Support Services is committed to providing adequate supervision, support, and resources to all Workers. This commitment applies to the entirety of their employment or engagement.
- 2) Support and resources will be made available upon request, or if the Narelle Margaret Fraser or Key Management Personnel identify a need.

5.4. Training and development

- a) At Mildura Disability Support, every Worker is eligible for continuous training and development opportunities, specifically designed to enhance their understanding of disability services, improve their skills for delivering effective services, and cultivate attitudes that prioritise respect and inclusivity.

Mildura Disability Support Services| **Human Resources Management Policy**

- b) Workers will undergo training tailored to each participant's support needs before providing independent support to the participant. This may encompass various documents such as the Support Plan, Emergency Plan, Risk Assessment, and any other relevant records documenting the participant's specific needs and requirements.
- c) Mildura Disability Support Services will collaborate with each Worker to develop a training and development register, tailored to their role responsibilities, interests, and identified areas for skill improvement. Training and development opportunities open to Workers include:
 - 1) Regular workshops and skill development sessions should be held to ensure Workers are up-to-date on best practices in disability service provision. These sessions could incorporate hands-on activities, role-playing scenarios, and interactive discussions that allow Workers to apply their knowledge in practical ways.
 - 2) Online Training Modules:
 - (i) Online training modules can provide ongoing learning opportunities for Workers, allowing them to learn at their own pace. These modules should cover various aspects of disability service provision, including communication strategies, physical and environmental adjustments, and emergency procedures.
 - 3) In-service training should be held periodically to provide Workers with updates on policy changes, new legislation related to Mildura Disability Support's service provision, and advancements in the field.
 - 4) A coaching and mentoring program can help less experienced Workers learn from those who have more experience in disability service provision. This program should match new or less experienced Workers with seasoned Workers who can provide guidance, feedback, and support.
 - 5) Mildura Disability Support Services encourages Workers to pursue additional qualifications and certifications related to Mildura Disability Support's operations. This is done by providing incentives like tuition reimbursement, scheduling flexibility, and recognition for those who take the initiative in furthering their education.
- d) All training and development activities undertaken by Workers will be included in their individual training and development register. The register will record details of the name and provider of the training, any assessments or certifications achieved, Worker self-evaluation and any feedback or evaluation provided by the person or entity that delivered the training. The register will also record participant specific training.

5.5. Performance management

Management Policy

All Workers performance is managed to ensure that they are providing high quality supports and services to Participants at Mildura Disability Support. Mildura Disability Support Services engages in the following performance management process:

a) Goal Setting

- 1) In collaboration with a Key Management Personnel, each Worker should establish clear, specific, and measurable performance goals aligned with their role and Mildura Disability Support's objectives.
- 2) These goals should be based on the requirements of the National Disability Insurance Scheme (NDIS) Practice Standards, where applicable.

b) Continuous Monitoring

- 1) Performance should be monitored on an ongoing basis, not just at formal reviews. This involves regular check-ins and feedback between managers and their team members.
- 2) Key Management Personnel should provide constructive feedback and support to help Workers reach their goals and meet performance standards.

c) Performance Appraisal

- 1) Formal performance appraisals are conducted annually. This involves a comprehensive review of the Worker's work performance against their goals and KPIs.
- 2) Performance appraisals also consider the Worker's adherence to the NDIS Practice Standards and their commitment to providing high-quality services.

d) Feedback and Discussion

- 1) During the appraisal, Narelle Margaret Fraser should discuss the Worker's performance in an open and honest manner. This discussion should highlight the Worker's strengths, areas for improvement, and strategies for meeting their performance goals.
- 2) Workers should be given the opportunity to provide feedback and discuss their experiences and any challenges they are facing.

e) Training and Development

- 1) Based on the performance review, areas where the Worker may benefit from further training or development will be identified and included in their individual training and development register.

f) Documentation

- 1) All stages of the performance management process should be documented. This includes goal setting, regular check-ins, performance appraisals, and any performance improvement plans.

Mildura Disability Support Services| **Human Resources Management Policy**

5.6. Unsatisfactory performance or Workplace behaviour

a) Identifying Unsatisfactory Performance or Behaviour

- 1) When unsatisfactory performance or inappropriate behaviour is observed, it should be documented along with specific instances, dates, and any relevant details.
- 2) This documentation will serve as the basis for further action and discussion.

b) Informal Discussion

- 1) Initially, a Key Management Personnel should have an informal discussion with the Worker, addressing the concerns about the performance or behaviour.
- 2) The purpose of this discussion is to make the Worker aware of the issues and give them an opportunity to explain their actions.

c) Formal Meeting

- 1) If the unsatisfactory performance or behaviour continues, a formal meeting should be scheduled. This meeting should involve the Worker, a Key Management Personnel, and Narelle Margaret Fraser.
- 2) During the meeting, the Worker should be presented with the documented evidence of their unsatisfactory performance or behaviour and given an opportunity to respond.

d) Performance Improvement Plan (PIP)

- 1) If the Worker acknowledges the issues or if the evidence of unsatisfactory performance or behaviour is compelling, a Performance Improvement Plan should be developed.
- 2) The PIP should include specific, measurable goals for improvement, a clear timeline, and resources/support available to the Worker.

e) Implement and Monitor the PIP

- 1) Implement the PIP and monitor the Worker's progress over the agreed timeline.
- 2) Regular check-ins should occur to provide feedback and assess improvement.

f) Further Action

- 1) If there is insufficient improvement within the specified timeline, further disciplinary action may be required.

Mildura Disability Support Services| **Human Resources Management Policy**

- 2) This could include additional training, demotion, or in severe cases, termination of employment or engagement.
- 3) The action taken should be proportionate to the severity of the unsatisfactory performance or behaviour.

g) **Documentation**

- 1) All steps of the procedure should be documented. This includes the details of the unsatisfactory performance or behaviour, informal and formal discussions, the PIP, and any further disciplinary actions.
- 2) This documentation is essential for transparency and may be required in the event of a dispute or legal action.

h) **Dispute Resolution**

- 1) In case of disagreement over the unsatisfactory performance or Workplace behaviour procedure, the grievance and conflict resolution process in clause 5.10 will be followed.

5.7. Leave

Subject to the Fair Work Act 2011 (Cth) and related legislation, all employees are entitled to leave. The type and amount of leave that an employee is entitled to is dependent on their employment type. An overview is outlined below:

a) **Annual Leave**

- 1) Full time employees: 4 weeks paid leave per year.
- 2) Part time employees: 4 weeks paid leave per year accrued on a pro rata basis.
- 3) Casual employees: no entitlement to annual leave.

b) **Personal Leave** (cannot attend work due to injury or illness or need to care for an ill or injured immediate family or household member)

- 1) Full time employees: 10 days paid leave per year.
- 2) Part time employees: 10 days paid leave per year accrued on a prorata basis.
- 3) Casual employees: not entitlement to personal leave.

c) **Carer's leave**

- 1) Full time employees: 2 days unpaid leave per permissible occasion (if no paid personal leave left).

Management Policy

- 2) Part time employees: 2 days unpaid leave per permissible occasion (if no paid personal leave left).
- 3) Casual employees: 2 days unpaid leave per permissible occasion.
- d) **Compassionate leave** (leave to spend time with a family or household member who has sustained a life-threatening illness or injury or in the event of death)
 - 1) Full time employees: 2 days paid leave per permissible occasion.
 - 2) Part time employees: 2 days paid leave per permissible occasion.
 - 3) Casual employees: 2 days unpaid leave per permissible occasion.
- e) **Family and domestic violence leave**
 - 1) 10 days paid leave per year. Applies to Full time, part time and casual employees).
- f) **Community service leave** (jury service and voluntary emergency management service)
 - 1) Full time employees:
 - (i) 10 days paid leave with make up pay, plus unpaid leave as required for jury service.
 - (ii) Unpaid leave to engage in other eligible community service.
 - 2) Part time employees:
 - (i) 10 days paid leave with make up pay, plus unpaid leave as required for jury service.
 - (ii) Unpaid leave to engage in other eligible community service.
 - 3) Casual employees:
 - (i) Unpaid leave as required for jury service and eligible community service.
- g) **Long service leave**
 - 1) All employees accrue long service leave in accordance with relevant state legislation.
 - 2) Long service leave may be taken once an employee has accrued a pro rata entitlement in accordance with relevant state and Commonwealth legislation.
- h) **Parental leave**
 - 1) Employees are entitled to 12 months of unpaid parental leave if they have worked at Mildura Disability Support Services for at least 12 months.
 - 2) Employees may request an additional 12 months of unpaid parental leave, subject to the approval of Mildura Disability Support.

Mildura Disability Support Services| **Human Resources**

Management Policy

i) Leave application process

- 1) All leave requests should be submitted via the leave application form/HR software/XERO.
- 2) All leave applications are subject to approval by Narelle Margaret Fraser, who will consider the following (Note: leave will not be unreasonably denied):
 - (i) Employee entitlement.
 - (ii) Operational requirements.
 - (iii) Amount of notice given by the employee.

j) Records

- 1) Mildura Disability Support Services will retain all leave records as required under relevant legislation, and these will be accessible to employees for review at their request.

k) Disputes

- 1) Any disputes related to leave entitlements or applications will be dealt with as per the grievance and conflict resolution procedure at clause 5.10 of this Policy.

5.8. Flexible work arrangements

- a) After 12 months of continuous employment, employees may be entitled to make a written request for flexible working arrangements under the following conditions:

- 1) They are pregnant;
- 2) They are 55 years or older;
- 3) They are a carer;
- 4) They have a disability;
- 5) They are experiencing family and domestic violence;
- 6) They are supporting a member of their immediate family or household who is experiencing family and domestic violence; or
- 7) They are the parent of, or have caring responsibilities for, a child of school age or younger.

b) Submitting a request

Management Policy

- 1) Requests for flexible working arrangements must be in writing and provide details of the requested changes and the reasons for the changes.
- 2) Employees should submit their requests to their immediate supervisor or the Human Resources department.
- 3) Reviewing a Request.
- 4) On receiving a request, the supervisor or the Human Resources department will review it considering several factors such as the nature of the work, operational requirements, the impact of the requested arrangements on the business, and the employee's personal circumstances.

c) Responding to a request

- 1) The employer must provide a written response to the employee's request within 21 days of receiving the request.
- 2) If the employer accepts the request, the response must detail the agreed-upon changes to the working arrangements.
- 3) If the employer refuses the request, the response must include the reasons for the refusal.

d) Implementing agreed flexible working arrangements

- 1) If a request for flexible working arrangements is approved, the employer and employee will agree on a start date for these new arrangements.
- 2) The employee's terms and conditions of employment will be updated to reflect these changes as necessary.

- e) Flexible working arrangements that are agreed upon between a Worker and Mildura Disability Support Services are to be documented in the Workers employment agreement.

5.9. Worker payment commitments

a) Salary Payments

- 1) Workers wages will be deposited fortnightly, directly into the bank account or accounts specified by each Worker on the Worker Details Form. Payments will be made via electronic funds transfer.
- 2) Workers will receive a payslip no later than three days after payment is made.

Mildura Disability Support Services| **Human Resources Management Policy**

b) Superannuation Contributions

- 1) Mildura Disability Support Services is committed to meeting employee-related superannuation contributions as outlined in the Superannuation Guarantee (Administration) Act 1992 (Cth).
- 2) All employees are required to select a compliant superannuation fund for their contributions within two weeks of their start date. If no fund is selected by the employee within this period, Mildura Disability Support Services will choose a compliant fund on their behalf.

c) Tax Withholding and Remittance

- 1) Mildura Disability Support Services adheres to all relevant Pay As You Go (PAYG) withholding and remittance obligations, as well as single touch payroll requirements. This ensures accurate and timely reporting of tax and superannuation information to the Australian Tax Office.

d) Financial Software Usage

- 1) To assist in fulfilling and recording these obligations, Mildura Disability Support Services will utilise its financial and accounting software.
- 2) This technology facilitates adherence to payroll regulations, superannuation commitments, PAYG regulations, and tracking of leave obligations for all Workers.

5.10. Grievance and conflict resolution

a) Raising a Grievance or Conflict

- 1) Workers who experience a problem, dispute or conflict within the Workplace are initially encouraged to resolve the issue informally, where appropriate, by direct communication with the person(s) involved.
- 2) If informal resolution is not possible or appropriate, or if the problem persists, the Worker should raise the matter formally by writing a detailed account of the issue, the impact, and any attempts made to resolve it, and submit it to Narelle Margaret Fraser. If the issue involves the Narelle Margaret Fraser, it should be submitted to another Key management Personnel.

b) Initial Review

- 1) Upon receiving a formal grievance or conflict report, Narelle Margaret Fraser or Key Management Personnel should acknowledge receipt of the complaint in writing within two working days.

Mildura Disability Support Services| **Human Resources Management Policy**

- 2) Narelle Margaret Fraser or Key Management Personnel will review the details, seek clarification if needed, and may conduct an initial investigation to gather more information. This may involve meeting with the Worker, the person(s) involved in the conflict, and any witnesses, if applicable

c) **Mediation and Resolution**

- 1) If deemed appropriate, Mildura Disability Support Services may arrange a mediated meeting with a neutral third party to facilitate a dialogue between the parties involved, with the goal of reaching a mutually satisfactory resolution.
- 2) In cases where mediation is not possible or appropriate, Mildura Disability Support Services will propose a resolution based on the findings from the initial review and any subsequent investigation.

d) **Finalising the Resolution**

- 1) The proposed resolution will be communicated in writing to all parties involved, including the steps that will be taken to address the issue and prevent its recurrence, and any changes to working practices, if applicable.
- 2) All parties involved will be given a reasonable opportunity to accept or reject the proposed resolution. If accepted, the resolution will be implemented as outlined.

e) **Confidentiality and Non-Retaliation**

- 1) All grievance and conflict resolution proceedings will be confidential, and only involved parties and appropriate Key Management Personnel will have access to the information.
- 2) Mildura Disability Support Services strictly prohibits retaliation against any Worker who raises a grievance or is involved in a conflict resolution process.

5.11. Termination and separation

a) **Grounds for Termination**

- 1) When deciding whether to terminate a Worker's employment or engagement, Mildura Disability Support Services will ensure clear grounds for termination are established in line with company policies, state and federal laws, and guidelines of the National Disability Insurance Scheme (NDIS). Grounds could include but are not limited to:
 - (i) unsatisfactory performance;
 - (ii) gross misconduct;

Mildura Disability Support Services| **Human Resources Management Policy**

- (iii) consistent breach of Workplace policies; or
- (iv) redundancy.

b) Documented Evidence

- 1) Any decision to terminate a Worker should be based on solid, documented evidence. This includes performance records, records of disciplinary actions, or other related documents.

c) Termination Meeting

- 1) Mildura Disability Support Services will arrange a termination meeting with the Worker. This meeting should involve the Worker, their manager, and Narelle Margaret Fraser.
- 2) During this meeting, the Worker will be provided with the reasons for termination and the evidence supporting the decision.

d) Written Notice

- 1) After the termination meeting, the Worker will be provided with a written notice of termination.
- 2) The notice should clearly outline the reasons for termination and any related details such as final pay, severance (if applicable), and the effective date of termination.

e) Final Pay and Benefits

- 1) Mildura Disability Support Services will ensure all financial obligations to the Worker are met. This includes final salary, payment for unused vacation days, severance pay, and any other outstanding benefits, in accordance with company policy and applicable legislation.

f) Exit Interview

- 1) If appropriate, Mildura Disability Support Services will conduct an exit interview to gather feedback from the Worker regarding their time at the Mildura Disability Support. This could provide valuable insights for improving company policies and procedures.

g) Return of Company Property

- 1) The Worker must return all property owned by Mildura Disability Support, such as keys, identification badges, equipment, or documents.

h) Transition Plan

Mildura Disability Support Services| **Human Resources**

Management Policy

- 1) A transition plan will be developed to redistribute the tasks and responsibilities of the departing Worker. This could involve reallocating tasks to existing Workers or hiring a replacement.
- i) **Confidentiality and Non-Disclosure**
 - 1) The Worker will be reminded of any confidentiality or non-disclosure agreements they have signed, especially when dealing with sensitive information about Participants under the disability service provision.
- j) **Documentation**
 - 1) All steps of the termination process must be documented. This is essential for maintaining a record of the decision-making process and could be necessary in the event of a dispute or legal action.

6. Policy review and updates

This Policy is to be amended and updated according to the requirements to comply with the applicable laws and Regulations.

Approval Authority: Narelle Margaret Fraser

Version: 1

Approval Date: February 2025

Review Date: February 2027