

# Recruitment Policy

## 1. Purpose

This policy outlines the recruitment and screening requirements developed to provide a fair, consistent, and comprehensive recruitment process across our organisation.

TassieCare Services is committed to recruiting the best individuals possible using selection procedures that are based on merit, qualifications, experience, and match to the key selection criteria for each role.

TassieCare Services takes the safeguarding of children and young people seriously and ensures that the organisation recruit's personnel who are suitably qualified and committed to providing professional, safe, and enjoyable programs and services to children and young people. In keeping children and young people free from abuse and neglect we require all applicants wishing to join our organisation to undergo an extensive screening process prior to appointment.

The requirements outlined in this policy ensure information from all stages of the recruitment process are incorporated and will be considered in applicant's suitability assessment, precluding any applicant who appears to pose an unacceptable risk to children and young people.

TassieCare is also committed to inducting all all personnel, including all employees, leadership team members and contractors into the organisation, ensuring that they have a smooth integration into their role and work site and become operationally competent as quickly as possible. This policy aims to ensure that recruitment, selection, onboarding and inductions of all employees, leadership team members and contractors, are well planned, consistent, and evaluated regularly.

We ensure that there will be no discrimination as part of the recruitment process, with respect to inclusion and equal opportunity and where possible, hire appropriate personnel that represents the diverse range of children and young people and their families involved in our organisation.

## 2. Scope

These requirements apply to all existing, new, and prospective employees, volunteers, practice students, Leadership team, contractors (including where identified sub-contractors), and consultants.

The Recruitment Policy applies to all personnel, including employees, leadership team members and contractors involved with TassieCare.

## 3. Key Requirements

### 3.1 Advertising

All available positions will be advertised, and all advertisements contain the following statement, or where space is at a premium, an abbreviated form of the statement:

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment. See attachment 1

### 3.2 Commitment

Our organisation's statement of commitment to safeguarding children and young people is supplied to all applicants at the same time as the position description and application documentation, prior to interview.

### 3.3 Face-to-face interview

All applicants are required to attend at least one face-to-face interview, this can be conducted via video link where appropriate. As part of the face-to-face interview, we highlight our organisation's commitment to protecting children and young people from abuse. We also explain our screening requirements and their purpose.

During face-to-face interviews we examine at least the following issues relating to the applicant's suitability to work with children and young people:

- the applicant's beliefs and values in relation to the treatment of children and young people
- the applicant's professional experience, qualifications, and competence
- the applicant's reasons for leaving previous positions involving work with children and young people
- any potential concerns our organisation may have with the applicant's resume or work history, such as gaps in their work history, frequent job changes, inability to nominate precise start or end dates for previous roles
- the applicant's general awareness and understanding of safeguarding children and young people.
- the applicant's awareness of responsibility to adhere to organisational policies.

In undertaking an interview with any applicant, we refer to our organisation's 'standardised interview questions' template, this includes the mandatory safeguarding questions. We document an applicant's responses and, if they are the successful applicant, we add that documentation to their personnel file.

### 3.4 Working with children checks or equivalent

Where required by legislation, the preferred candidates must hold a cleared and valid Working with Children Check (WWCC) or equivalent

Term	Definition
Working With Children Checks or equivalent	<p>A requirement for people who work or volunteer in child-related work.</p> <p>It involves a national criminal history check and a review of findings of workplace misconduct. The result of a Working With Children Check (WWCC) or equivalent is either a clearance to work with children or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked</p>

The person responsible for recruiting roles with contact and engagement with children and young people, must sight and verify the applicable Working With Children Check (WWCC) or equivalent documentation and record relevant details using our organisation's Working with Children Check (or equivalent) and Criminal History Check Tracking. Personnel are not permitted to verify WWCC for themselves nor for those who are family members. If an applicant does not possess a Working With Children Check (or equivalent), the applicant must complete an application form prior to our confirming of their employment with our organisation.

An employee must have returned a clear Working with Children Check (or equivalent) result before engaging with any children and young people.

Our organisation will not employ a person who is deemed a prohibited person based on Working with Children Check (or equivalent) legislation

It is a serious breach of this policy if an individual, who has convictions that would make them ineligible to be granted a Working with Children Check (or equivalent) clearance, gains employment or is allowed to volunteer in our organisation.

It is also a serious breach if an individual continues in their employment, or volunteer role with us if they have been charged or convicted of a crime that would make them ineligible to be granted a Working with Children Check (or equivalent) clearance.

All personnel within our organisation are advised that they must report before their recruitment and during their employment/ engagement, any criminal conviction or charge that indicates that they present a potential risk to the children or young people to whom they help deliver service.

### **3.5 Criminal History Record Checks**

#### **National Criminal History Record Checks**

Where a Working With Children Check (or equivalent) is not applicable nor required by legislation but the role is categorised as high risk (according to the ACF recruitment matrix), we require our preferred candidates to undergo a 'national criminal history record check' (also known as a 'police check'). We require applicants to complete an application form and provide consent for the check to be undertaken on behalf of our organisation. We obtain application forms from police in our state or territory or download forms from their website.

It is our policy to advise applicants that, unless their criminal history suggests that they may pose a risk to children and young people, a criminal history does not automatically preclude them from obtaining work within our organisation. If information on their criminal history is relevant to our employment decision, we provide the applicant with an opportunity to respond to the contents of their criminal history check (if they wish to do so).

In such cases, the person within our organisation who is responsible for recruiting for the position is to document the matter and refer it to the People & Culture Manager for

assessment of the applicant's suitability in accordance with the requirements of the role for which they have applied.

Our People & Culture Manager will provide a written decision with respect to employing / engaging, or not employing / engaging, the applicant. The decision to employ/engage, or not employ/engage, an applicant because of a criminal history check result, along with the rationale for that decision, must be communicated to the applicant.

Whenever possible, no applicant is to be offered a position until after completion of their 'working with children' check or 'national criminal history record' check. When this is not possible, we appoint the person contingent upon them receiving a satisfactory check. The person is to be subject to additional supervision, including additional supervision when engaging with any child or young person until the check procedures are completed.

### **International Criminal History Record Checks**

Where the preferred candidate has resided in an overseas country for 12 months or more in the last ten years, we require an International criminal history check. Candidates should contact the relevant overseas police force to obtain a criminal or police record check.

Some countries will not release information regarding an individual for personal or third-party purposes. Where police records checks cannot be made, referee checks must be conducted with at least two individuals who personally knew the individual while they were residing in the other country.

The applicant must be informed that referees will be asked whether they have knowledge or information concerning the applicant, which would adversely affect the applicant from performing the job, including any relevant criminal offences. The credentials of persons acting as referees must be verified and can include previous employers, government officials and family members.

Overseas applicants should not commence employment until this process is satisfactorily completed.

### **Monitoring compliance with WWCC & Criminal History Checks**

We maintain procedures to ensure that all our personnel WWCCs (or equivalent) are recorded and monitored for their currency. It is the responsibility of People & Culture Assistant to keep a record of the status of WWCCs (or equivalent) and to advise relevant personnel when a renewal is due as per legislative requirements.

Our organisation uses a Working with Children Check (or equivalent) and Criminal History Check Tracking to record and monitor WWCCs (or equivalent) and Criminal History Checks.

The People & Culture Assistant will also ensure that personnel will undergo a periodic national criminal history check to confirm that they do not have criminal charges and/or convictions that would pose a particular risk if they work with children or young people.

### Identity check

If proof of identity documents are not sighted as part of the WWCC (or equivalent) or Criminal History Check process, the identity of each short-listed applicant is confirmed by sighting original proof of identity documents presented by the applicant. Once the documents are sighted, we record the details on a proof of identity form. On completion of the recruitment process, we add the successful applicant's proof of identity form to their personnel file.

If a variation is required in relation to proof of identity requirements, such as an applicant being unable to provide specific documentation, we advise the People & Culture Manager and seek approval for a variation.

### 3.6 Undertaking reference checks

We conduct a minimum of two reference checks for all shortlisted applicants as a means to gather additional information about the applicant's suitability to work in the role for which they have applied.

Applicants being considered for appointment should, in the first instance, be asked to provide contact details for two professional referees who can provide information relating to the applicant's suitability to work with children. Professional referees:

- should include a representative of the applicant's current or most recent employer
- must have had a direct managerial relationship with the applicant and so be capable of commenting knowledgeably in relation to the applicant, and ideally have been the applicant's supervisor or line manager.

Personal referees are not recommended. However, if there is no option but to include a personal referee, then that referee:

- should not be related to the applicant
- should have known the applicant for at least 12 months
- must be able to vouch for the applicant's reputation and character.

The referee checks we undertake must involve directly contacting the referee. Written character references are not sufficient unless also followed up and verified through direct contact.

Difficulty in contacting referees, such as those based overseas, or those who have left an organisation, is not justification for accepting lower standards of scrutiny.

We use a Reference Check Form to record details of our discussions with referees, including in relation to the suitability of an applicant to work with children and young people. We use referee questions to guide our discussion with a referee which contain mandatory safeguarding questions. Two completed Reference Check Form are to be filed in a successful applicant's personnel file prior to the applicant starting work with our organisation.

### 3.7 Qualification and registration checks

We check the educational or vocational qualifications, or professional registration for all shortlisted applicants and require copies of qualification/registration certificates.

### 3.8 Guidelines for the recruitment and screening of minors

Where our organisation engages personnel who are under the age of 18 (a **minor**), in a paid or unpaid capacity, we comply with the requirements under the legislation that applies in our jurisdiction(s) with respect to child employment rights, to ensure their engagement is free from exploitation and abuse and to prevent inappropriate or unreasonable demands being made of them.

When recruiting minors, we take seriously our responsibility for their interactions with adults and service users whilst engaged in activities, to ensure that all children and young people are provided with a safe environment in which to work.

#### Screening requirements for minors

We have adopted a policy applying to minors who work / volunteer for our organisation, and therefore are in our care as children and young people as well as employees / volunteers which:

- requires our organisation to comply with any Working With Children Check (or equivalent) legislation that specifically exempts minors from undergoing such checks and so we require those minors to undergo a national criminal history record check (where applicable).

#### Recruitment requirements for minors

Where recruitment involves minors, our organisation will continue to uphold our duty of care and acknowledge that they are still subject to all of our safeguarding children and young people related policies, as minors. Our organisation will;

- identify risks associated to the role and nature of the involvement of the children and young people as created a risk assessment where necessary
- gain permission from parents/care givers where appropriate
- ensure minors understand the responsibility and duties within the role description
- ensure all organisational policies and procedures, particularly behavioural guidelines outlined in the Code of Conduct and mechanisms for reporting concerns or abuse are explained in a way that is appropriate to their age and developmental ability
- provide all necessary information regarding safeguarding children and young people and their child's role within the organisation to parents/ care givers
- ensure minors are able to contact parents/care givers should they wish to do so

#### Training

We ask minors who are engaged with our organisation to undergo their relevant training for their roles. We will ensure that safeguarding related training, where content may be confronting, is accessible to parents/care givers and allow them to attend as support where necessary.



### **Supervision of minors**

Where we engage minors, we ensure direct and adequate supervision is provided at all times. All appointed supervisors will undergo appropriate training in relation to working with minors. In particular, the supervisor will be trained in our Safeguarding Children and Young People policy, Reporting policy and our practice and behavior guidelines as outlined in our organisation's Code of Conduct, health and safety hazards including teasing, bullying and harassment.

We keep records in relation to the dates, hours and locations worked by a minor, including the details of their supervisor's Working with Children Check (or equivalent).

### **Guidelines for volunteers, parent-volunteers, short-term and external providers/appointees, including contractors, sub-contractors, and consultants.**

Risk assessments must be undertaken for all roles that support the delivery of our organisation's services and activities in relation to the nature of their contact with children and young people.

The requirements for recruitment, screening and induction may vary and are dependent on the level of interaction with children and young people both in terms the level of direct contact and responsibility for the care of children and young people and the frequency and duration of contact with children and young people.

All volunteers, parent-volunteers, short-term and external providers/appointees, and minors are required to uphold our organisations commitment to safeguarding children and young people from abuse and neglect.

Where our organisation involves volunteers, parent-volunteers, short-term and external providers / appointees, that do not follow the same recruitment process as employees (detailed above in this policy), we follow the below Risk Assessment Matrix to determine the minimum level of recruitment, screening and training necessary to fulfil the position, complying with the requirements under the legislation that applies in our jurisdiction(s) with respect to Working With Children Checks (or equivalent).

### 3.9 Recruitment, Screening, and Induction Matrix

#### Definitions

<b>Unsupervised</b>	Where the adult's contact with children and young people is not directly supervised by another adult and hence they have responsibility for care of children and young people. This includes roles having responsibility for management of direct service contact personnel and management of personal records of children and young people.
<b>Supervised</b>	Where the adult's contact with children and young people is directly supervised by another adult and hence do not have primary responsibility for children and young people.
<b>Direct service contact</b>	Providing activities or services to children and young people as a core part of the role.
<b>Secondary contact</b>	Performing ancillary or administrative functions in organisations that provide services for children and young people and where children and young people are present.
<b>No direct service or secondary contact</b>	Work is conducted in areas where children and young people are not usually present; contact with children and young people is incidental to the role and those children and young people with whom they have incidental contact are supervised by other adults.
<b>Short term</b>	One-off, temporary, less than 2 weeks
<b>Ongoing</b>	Long term, full-time or part-time
<b>Briefing on Safeguarding Children and Young People (SCYP) commitment and responsibilities</b>	A formal process to explain (as it relates to the particular role) the organisation's commitment to safeguarding children, its expectations in relation to behaviour with children and young people and its child abuse reporting policy.
<b>SCYP</b>	Safeguarding Children and Young People



Frequency and duration of contact				
Degree of unsupervised direct service contact	Nature of contact	Short-term	Ongoing intermittent	Ongoing
	Unsupervised, direct service contact	Example: Emergency relief teacher, coach, educator, carer, mentor, counsellor, weekend camp leader, chaperone	Example: Specialist teacher, coach, educator in skills program run every term	Example: Teacher, coach, educator, carer, mentor, counsellor, manager of children's services, Board members
	Supervised, direct service or secondary contact	Example: Work experience, administration & reception, event support	Example: Maintenance contractor, administration & reception, parent volunteer	Example: Work experience, kitchen staff, administration & reception in children's service
	Supervised, no direct service or secondary contact	Example: fundraisers, marketing, auditor, building contractor in non-child related areas	Example: Maintenance contractor, finance, book keeper, administration in non-child related areas	Example: Personnel in non-child related areas, after hours cleaners

Risk Management Requirements	WWCC*	Interview with SCYP questions	Reference with SYCP questions	SCYP Briefing	Signed Code of Conduct	SCYP Induction training Course
Minimal	N	N	N	Y	N	N
Low	Y	N	N	Y	Y	N
Medium	Y	Y	Y	Y	Y	N
High	Y	Y	Y	Y	Y	Y

\*Always refer to appropriate legislation regarding WWCC or equivalent requirements. Where a WWCC (or equivalent) is not required by legislation, but the role is categorised as high risk in the above matrix, we require individuals to undergo a national criminal history record check.

Further, where WWCC (or equivalent) are not applicable under legislation, nor is the role categorised as high risk, it is imperative that those working with our organisation are supported, closely supervised and monitored while they assist with delivering our service – in line with our commitment and procedures to safeguard children and young people at all times.

### Use of External Recruitment Agencies

When we engage external recruitment agencies to support part or all of the recruitment process for our organisation, we ensure that they follow the recruitment processes detailed in this policy and that they provide records to us that demonstrate their compliance with these requirements.

## Records and documentation

We maintain records of our recruitment and screening processes including records of:

- Recruitment applications
- WWCC or equivalent, Criminal History checks and International check
- Qualification and registration checks
- Interviews
- Reference checks

## 4. Communication and Training

We communicate our Recruitment Policy to personnel responsible for recruitment and screening and those with the authority to engage volunteers. We involve our personnel in reviews of our Recruitment Policy. We communicate any significant alterations to our Recruitment Policy and resources to all personnel who assist in recruiting.

## 5. Monitoring and Review

This document will be reviewed every 3 years, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Chief Executive Officer. We retain evidence to document each review undertaken. Such evidence may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

## 6. Related Policies and Documents

- Safeguarding Children and Young People Policy

## 7. Related Frameworks and Legislation

Our recruitment policies and procedures comply with equal opportunity, antidiscrimination, employment, privacy and other relevant legislation.

- Working with Children Clearance Act (2015).

## 8. Roles and Responsibilities

Members of the HR team are responsible for undertaking recruitment and ensuring that our organisation's recruitment and screening procedures are followed.

Position	Responsibility
Director / People & Culture Manager	Implement policy and procedures across the organisation Ensure personnel have access to and understand this policy and related procedures Ensure all managers/supervisors have access to support and advice to understand and implement policy and procedures
Workforce / HR / Quality	Review and update this document and supporting resources in consultation with relevant stakeholders Support the coordination of the SCYP framework and implementation

Position	Responsibility
	Provide training and advice in the application of policy and procedures
Managers / Supervisors	Ensure policy and procedure is followed and implemented
Employees / Volunteers	Compliance with policy and procedure.

## 9. Supporting Resources

- Recruitment Advertising Statements
- Recruitment File Checklist
- Volunteer File Checklist
- Reference Check Template
- Reference Check Questions
- Recruitment interview template
- Recruitment interview questions
- Working with Children Check (or equivalent) and National Criminal History Record Checks registration form
- Proof of identify form

### Appendix 1- Recruitment Advertising Statements

Sample statement that could be used where space is not at a premium, such as in promotional material or on a website

TassieCare is committed to protecting children and young people from harm.

We require all applicants who are to work with children and young people to undergo an extensive screening process prior to appointment, a process that includes, but is not limited to, comprehensive reference checks, an identity check, a Working With Children Check and/or a national criminal history record check.

### **Sample statements for use where space is at a premium, such as in job advertisements or on stationery**

- Employment in this position is subject to a satisfactory criminal history record check.
- The successful applicant is required to possess a valid Working With Children Check (or equivalent).
- Our organisation is committed to protecting children and young people.
- Our organisation has extensive protocols and procedures to protect children and young people in its care.

**For clarification regarding this policy, please contact:**

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**Written and authorised by:** Jonathan Bishton People & Culture Manager

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