

YOUTH WORKER STAFF REFERRAL PROGRAM

Policy & Procedure

Policy Number:	HR-006	Version:	1.0
Approved Date:	01/07/2026	Approved By:	Director
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1. Purpose

The purpose of this referral program is to encourage current youth workers to refer skilled, values-aligned candidates to join DAYGM's frontline workforce.

Youth workers are uniquely placed to recognise the qualities needed for this work – resilience, genuine care, sound judgement under pressure, and the ability to build trust with young people. This program recognises and rewards staff who help bring those qualities into the organisation.

A commitment to diversity, equity, inclusion and belonging is built into the program's guidelines and evaluation process, to help ensure a diverse pool of referred candidates.

2. Scope

This policy applies to all current youth work employees, including those engaged on a permanent, part-time, or casual basis.

Referred candidates may be considered for any youth work position across the organisation, regardless of the employment type of either the referring employee or the new hire, unless otherwise stated in this policy.

This policy does not apply to Head Office or corporate roles, which are covered separately under the Head Office Staff Referral Program Policy & Procedure (HR-006).

3. Policy Statement

The organisation encourages youth workers to refer individuals who:

- Align with DAYGM's values and culture
- Demonstrate professionalism, reliability, and sound judgement
- Have a genuine passion for youth work and disability support
- Understand the demands of shift-based, frontline work
- Can positively contribute to team culture and participant outcomes

This program is intended to support quality, sustainable recruitment outcomes for frontline roles – not simply to increase applicant numbers.

4. Acceptable Employee Referrals

A youth worker may refer any candidate who meets the relevant role requirements and has not applied for a position with the company within the last six months.

Referrals are accepted for youth work positions across all employment types, including permanent, part-time, and casual roles.

Candidates already known to the organisation through prior unsuccessful applications, prior employment, or current engagement (e.g. as a volunteer or student on placement) may still be referred, but eligibility for a bonus will be assessed on a case-by-case basis.

5. How to Submit a Referral

- Ask the candidate to submit their resume and contact information via email, specifying that they are a referral through (YOUR NAME).
- The referring employee must also submit an email with the candidate's full name and a brief summary of why they would suit a youth work role at DAYGM.
- Referrals can be submitted to: hr@daygm.com.au

6. Employee Referral Rewards

Rewards for employee referrals are tiered, and are available to all current youth work employees – permanent, part-time, and casual – who successfully refer a new hire.

Because youth work is shift-based, eligibility is assessed by worked hours rather than length of service alone, so that part-time and casual referrers are not disadvantaged.

Standard Youth Work Roles

A \$100 bonus is paid once the referred employee successfully completes:

- 6 months of employment, AND
- A minimum of 120 worked hours

Hard-to-Fill or High-Need Roles

Management may approve increased bonuses for specific recruitment campaigns, for example where the role involves:

- Overnight or weekend availability
- High-complexity houses or behaviours of concern
- Specialist behavioural support experience
- Regional or hard-to-staff locations

Bonus amounts may vary between \$100 and \$300, depending on operational demand.

7. Employee Referral Bonus Guidelines

The following guidelines apply to all employee referral bonuses, including how and when they are distributed, tax liabilities, and referral limits:

- Each bonus will be paid within one month of the employee reaching eligibility for it
- All bonuses are subject to taxation
- The referring employee must remain actively employed at the time of payment
- No serious misconduct, compliance, or reportable conduct concerns may arise involving either the referrer or the new employee during the qualifying period
- There is no cap on the number of referrals an employee can make
- If a candidate is referred by multiple employees, only the first referrer is eligible for the referral bonus
- Casual employees remain eligible for referral bonuses on the same basis as permanent and part-time staff, assessed against worked hours or shifts as set out in Section 6
- All referrals are handled confidentially

DAYGM POLICY AND PROCEDURE
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(Version 1.0)