

RECRUITMENT AND SELECTION

PURPOSE

The purpose of this policy is to make all employees aware of the mandatory standards to be applied when recruiting and selecting staff for employment with On Call Staffing Solutions.

Meeting the mandatory standards will ensure that:

- All appointees have the appropriate knowledge, competence, skills, qualifications, and professional registration as required, and
- Service delivery needs are able to be met in a timely manner.

POLICY

The purpose of our Recruitment and Selection Policy is to ensure that any decisions taken to employ people

- are uniform across the On Call Staffing Solutions, LifeScope Health and Meditech Staffing
- fulfil legislative requirements
- are consistent with the On Call Staffing Solutions' and its businesses philosophy, and
- support our strategic goals

The best person for the vacant position will be selected based on merit. This consists of an assessment of their overall level of skill, knowledge, experience and relevant qualifications, in accordance with the requirements of the Position Description.

Recruitment and selection decisions based on irrelevant factors such as a person's sex, race, disability, age, sexuality or other personal biases or favouritism do not result in the best person being selected for the position and will not be condoned by the Company.

Any employee perpetrating, condoning or inciting discrimination or harassment in the recruitment or selection process will be counselled and in serious cases, disciplined or dismissed.

SCOPE

This policy applies to all employees of On Call Staffing Solutions involved in the recruitment and selection of all employees, covering fulltime, part-time, casual and agency workers.

DEFINITIONS

Recruitment

- The process of defining our job needs and attracting candidates to fill job vacancies. A successful recruitment process is one which is well planned, specific in its desired outcomes and targeted to the appropriate pool of applicants.

Agency Worker

- a casual employee accepting work on assignments

Operational and Office Role

- a fulltime, part-time or casual employee (including contractors) working within the head office of On Call Staffing Solutions

PROCEDURES

Vacancy

When a vacancy arises, the manager/supervisor responsible for the position will discuss the recruitment proposal with the relevant senior manager. All managers should be actively aware of the staffing situation and vacancies in the wards/units under their responsibility. Decisions will then be made about the requirements of the position, the process for sourcing applicants and remuneration for the position.

Vacancies that occur on a casual or temporary basis, eg due to staff leave, must be reviewed to determine workload and service provision implications and action taken to fill these vacancies where identified as necessary.

Where a pending vacancy is identified the appropriate action, by the appropriate manager, should commence immediately. To wait until a position is vacated unnecessarily delays the process, and, particularly in frontline positions, can negatively impact on other staff and have service delivery implications.

Position Description

Every position must have a Position Description. The manager responsible for the vacant position will be responsible for ensuring an accurate, up to date and documented Position Description exists for the vacant position. Before each position is vacant the Position Description must be reviewed, a position description must not be older than six months from the time the position is being advertised or given to an applicant. For ongoing vacant positions (e.g. agency workers and support workers), the Position Description must be reviewed every 12 months by the manager responsible.

For operational and internal roles, the Managing Director will approve the Position Descriptions.

For agency roles (e.g. support workers, assistance in nursing, registered nurses) will be approved by the respective manager (Care Service Manager or Community Manager).

Review position documentation

An accurate, up-to-date Position Description must address, as a minimum, the following:

- Position title (to be used in the position description when referring to the job), remuneration and employment status
- A summary of the position
- Selection criteria

- Duties, responsibilities and accountabilities of the position
- Level of authority and limits of decision making
- Skills, knowledge and experience needed in the position
- Professional qualifications that are a legal or award requirement for the position or any educational requirements of the position, for example, acceptance into a recognised training program
- Length of previous work experience required for the position (only if required by law or an industrial instrument)
- Professional registration, licensing or authority to practice requirements
- Vaccination category of the position, and mandatory vaccination requirements
- Identification as a designated or targeted position (if applicable) and notice of the relevant exception/exemption under the *Anti-Discrimination Act 1977*
- If required by the position, reference to an understanding of a particular community or cultural sensitivity

Review selection criteria

Selection criteria are used to assess the suitability of all applicants for the position and must:

- Be clear and concise, and directly relate to the position
- Not be less favourable to a particular EEO group than to others
- Be limited to a maximum of eight
- Describe the essential requirements for the position only (not desirable requirements, eg a driver's licence should not be a requirement for a role that does not require travel and/or in which any required travel can also be done by other means)
- Outline the minimum skills, knowledge and experience required to perform the inherent requirements of the job
- Exclude skills that can be learned in a reasonable time on the job
- Only include qualifications where they are a legal or industrial requirement for the position or any educational requirements of the position, for example, acceptance into a recognised training program
- Only include minimum length of previous work in the profession where it is a legal or industrial requirement in relation to the position
- Specify any relevant mandatory professional registration, licence requirements, membership of state or national associations and/or authority to practice requirements for the position
- Specify any requirement for membership a particular EEO group for targeted or designated positions, or any requirement for an understanding of such a group
- Identify any mandatory physical, psychological or sensory requirements necessary to perform the inherent requirements of the job.

ACTION PRIOR TO ADVERTISING

Prior to advertising vacancies, the following actions must take place, where applicable:

Redeployment

Any decision to redeploy an injured or displaced/excess staff member to a vacancy must be based on a fair and unbiased assessment of the candidate's individual circumstances and suitability for the position. Therefore, it is recommended to reinterview the candidate(s). Any decision in relation to the redeployment of a staff member must be appropriately documented.

Injured staff

Where occupational illness or injury prevent a member of staff from returning to the duties of his/her existing position, workers compensation legislation requires that, as far as practicable, every effort is made to place the staff member into another more suitable position of similar grading, classification and remuneration.

Therefore, the possibility of placing such staff to vacant positions, either temporarily or permanently should be explored prior to opening the position to competitive recruitment.

A vacancy can be filled through redeployment of an injured staff member where:

- The staff member meets the selection criteria for the vacant position, or can demonstrate a capacity to meet the criteria within an agreed period, and, if necessary, supported by training, and
- The duties of the vacant position are consistent with medical opinion regarding suitable duties for the staff member, and with the requirements of the staff member's injury management plan.

ADVERTISING

Temporary vacancies

Internal expressions of interest should be sought for temporary vacancies (for positions other than entry level) exceeding 4 weeks. The advantages of this are equity of opportunity

- personal and skill development for the employee
- a broader skill base across the Company
- the opportunity for the Company to test the skills, abilities and aptitudes of existing employees prior to advertising permanent vacancies.

The Company may choose to use external job placement agencies to fill temporary vacancies.

Ongoing vacancies

All vacant positions (other than entry level) must be advertised internally. This process ensures that every employee is given the opportunity to be considered for transfer or promotion within the Company. For entry level positions, the Company will review the applications on file before determining if an advertisement is required. Applications from existing employees are assessed on their merits against the selection criteria.

The Company will make an assessment of the skills, experience and knowledge within the Company to determine if a position needs to be advertised externally. All management and specialist positions will be advertised both externally and internally.

The job advertisement must be written in clear, concise and non-discriminatory language. It must contain:

- the title of the position;
- a summary of the role;
- Information about what applicants must provide with their applications (eg. Curriculum Vitae);
- advice about obtaining the relevant Position Description;
- the closing date for receipt of applications;
- Any current instructions from the Director-General regarding advertising are met
- Any Award specific requirements are met
- Any specific legislative requirements are met e.g. police checks and working with children checks

Requests for external advertisement must be sent to the Marketing Manager and approved by the Managing Director. This ensures consistency in the wording and format of advertisements.

Walk-in applicants

A walk-in applicant refers to a job applicant who contacts On Call Staffing Solutions for employment outside the normal recruitment process.

It is recommended that walk-in applicants follow the correct procedure as instructed by any external advertising. Access to the internet and the job advertisement should be made available to each walk-in applicant so they can apply for the role.

Where walk-in applicants possess skills and qualifications that are in urgent demand, walk-in applicants may be considered for appointment without following the procedures listed on an advertisement. A walk-in applicant must still provide all relevant required declarations, documentation and forms to allow for a proper assessment of their suitability for the position in line with this policy.

POSITION INFORMATION PACKAGE

Potential applicants must also be advised of the following:

- Applicable award, salary range, terms and conditions of employment
- Where the position is physically located, and any rotation requirements
- The need to nominate two referees, one of whom must be a supervisor/manager (if the role is internal and operational, a current supervisor/manager)

- The need to address the selection criteria, and include an up to date curriculum vitae of employment history covering the last 10 years
- That National Criminal Record Checking or a Working With Children Check will be conducted on all preferred applicants
- The application form to be used
- The supporting information that will be required as part of the application (eg copy of qualifications, Health Declarations, visa). Note: originals will also be required where the applicant is selected for interview.
- An address for forwarding applications and closing date for applications
- Contact details for further information
- That it is an offence under the *Child Protection (Prohibited Employment) Act 1998* for a person convicted of a serious sex offence to apply for a child related position.

The information package must also include a copy of, or a link to:

- LifeScope Health or Meditech Staffing Code of Conduct
- Employment Screening Information Sheet (Plain English Policy)

APPROVAL TO ENGAGE RECRUITMENT COMPANIES

Recruitment companies may be used to fill any positions upon the approval of the Managing Director.

Application management

All applicants must:

- Have their application dated on receipt (this can be electronic dating)
- The outcome of their application (unless the advertisement specifies that only successful applicants will be contacted).

SELECTION

Wherever possible, recruitment and selection decisions will be made by a panel of at least two people for operational and office roles. The manager/supervisor who is responsible for the new employee will select the panel.

For an agency worker positions one person is allowed and can be the Recruiter, Coordinator, Care Service Manager, Community Manager, Business Manager or Managing Director.

The selection panel or person will be responsible for an operational and office role:

- Reviewing the Position Description and determining the essential and desirable criteria for the position, in consultation with the relevant manager/supervisor. The essential criteria are those factors that are crucial and compulsory to the performance of the position. Desirable criteria are those that will be beneficial to the applicant in performing the role. By

determining the essential and desirable criteria of the position, the panel will have a standard for comparison of each applicant

- Creating and documenting an interview plan and questions to be asked at the interview (if the applicant is an agency worker, then using the designated question format and Selection Criteria Guide in Appendix 5). Questions must be restricted to those that are relevant to the position. Questions that may indicate an intention to discriminate or harass will not be tolerated
- Reviewing the applications that have been received and making a short list of those applicants whom appear to meet the essential criteria for the position. Prior to interviews being arranged, the short list is to be reviewed by the manager/supervisor responsible for the vacant position
- Arranging suitable interview times with the short listed applicants.
- notifying unsuccessful applicants by letter or other appropriate means (if an agency worker applicant, then using the pre-formatted responses)

Applications from ex-employees and family members will be considered on their merits against the selection criteria. Former employees who have had their employment terminated for misconduct or poor performance will not be short listed. Family members will not be placed in roles necessitating a reporting relationship with their kin.

INTERVIEWS

The selection panel will conduct the interviews. The format of the interview will be to:

- Provide details to the applicant about the position and the Company;
- Discuss the applicant's skills and experience as they relate to the position;
- Answer any questions the applicant may have.

The interview must include information for the applicant about the next steps in the selection process and the expected time frame for completion. Permission from the applicant to contact any nominated referees must be obtained during the interview. If pre-employment medical assessments, police checks or other selection tests (eg. psychological tests) are to be used, they must be explained to the applicant at the interview.

Second interviews must only be used if necessary to source additional information not available at the time of the initial interview. Offers or promises of employment must not be made "on the spot" at the interview.

The interview process

The format of the interview will be to:

- Provide details to the applicant about the position and the Company;
- Discuss the applicant's skills and experience as they relate to the position using the interview question format below;
- Answer any questions the applicant may have.

Interview questions must be clear, unambiguous and directly related to the selection criteria.

Appendix 1 contains interview questions for Operational and Office roles. Appendix 2 contains interview questions for Agency Workers.

Follow-up questions exploring issues raised by the applicant or eliciting further information are appropriate. Follow-up questions should not unfairly lead an applicant to provide the answer the panel is seeking.

The task of the selection panel is not to determine which applicant does best at interview, but rather use the interview process as a guide to identifying who is the most meritorious applicant.

Sight/collect or record details of mandatory documentation

Original mandatory documentation must be sighted and details recorded at interview for the following:

- Documentation necessary to support the 100 point ID check – see Appendix 7 for form to be used
- Citizenship/residency or working visa status

The original documentation must be sighted and copied at interview for the following:

- Evidence of current professional registration/licence status, or eligibility for membership of the relevant state or national professional association. Current professional registration/licence status must also be confirmed directly with the registering/licensing authority
- Proof of any educational, trade or professional qualifications or any educational requirements for the position ie acceptance into a recognised training program, listed as selection criteria (note: it is not necessary to sight qualifications used to gain registration, as this role is undertaken by the registering authority).
- Evidence of length of experience, where listed as a selection criterion
- Acceptable evidence of the required immunisation status eg New Recruit Undertaking/Declaration and TB Assessment, Vaccination Record Card or Certificate of Compliance
- For targeted positions, evidence of relevant characteristics eg confirmation of Aboriginality etc.

Original documents only must be copied and copies certified by the person sighting the originals.

Where there are multiple interviews, it may be more practical to sight originals to confirm eligibility of the applicant for the position, but defer copying and certifying until preferred applicants are

determined. However, the above activities must take place prior to any recommendation to appoint an applicant to a position.

Where originals of tertiary qualifications (professional, academic or vocational) are unavailable, academic transcripts certified by the educational institution and including a statement that all requirements of the relevant course have been met, may be acceptable.

For overseas qualifications in a language other than English, where the original qualification is not available, the applicant must be asked to provide a transcript translated into English by an officially accepted state or commonwealth body, and certified as such (see www.crc.nsw.gov.au or www.immi.gov.au).

For other documentation eg memberships etc where the original is not readily available, certified copies may be considered.

Where an applicant's work history contains blank periods, these should be explored further with the applicant. Supporting documentation may be required in some instances and any issues should be followed up in referee checks.

The following documentation from applicants must also be collected at interview:

Signed National Criminal Record Consent Form **or** Applicant Declaration and Employment

- Screening Consent for Child Related Employment form
- Signed health declaration form
- Signed Standard Consent for Employment Related Checks
- Signed Authority to Prescribe, Supply, Dispense or Administer Drugs of Addiction form (where required).

It should also be confirmed with applicants that they have been given access to the *LifeScope Health and Meditech Staffing Code of Conduct*, and applicants should be advised that any offer of employment is conditional on their agreement in writing to abide by the provisions in this *Code of Conduct*.

Review of competencies

Form in Appendix 6 must be used to identify the competency of agency workers.

Confirm referee details

Details of two referees, one of whom is to include a supervisor/manager (a current supervisor/manager if for an Operational and Office role) must also be confirmed at interview.

There will be circumstances where provision of a current supervisor/manager may not be possible, such as where the applicant:

- Is a first time entry to the workforce

- Is currently unemployed
- Is returning to the workforce after a considerable break.

In such circumstances, the selection panel will need to be flexible in determining the appropriateness of nominated referees.

Where an applicant refuses to nominate a current supervisor/manager, even though there is one, or contact is not able to be made with the current supervisor, the applicant must not be automatically excluded from the application process. However, the panel needs to be satisfied that, in the absence of a reference check with the current supervisor/manager, it is still able to access enough relevant, up-to-date information to assess whether the applicant is the most appropriate person for the position.

Therefore the applicant must be:

- Advised that the purpose of a referee check with a current supervisor/manager is to help verify current information relevant to their claim to the position, and any relevant conduct or performance issues
- Advised that because of this, a referee check with the current supervisor/manager is Company policy
- Given the opportunity to discuss reasons with the panel for the refusal

Depending on the circumstances, the selection panel may decide to give the applicant the opportunity to provide alternative referee/s eg a past supervisor/manager. However, the applicant must be advised that if referees are unable to provide up to date advice about key claims to the position and about recent past conduct and performance, the application should not be assessed further.

VERIFY INFORMATION

Appendix 3

Provides a checklist of all the mandatory actions required to be undertaken, including referee checks and verifying registration/licence, prior to the selection panel making a recommendation to a decision maker to appoint the preferred applicant to the position.

Evidence that all relevant checks took place, and any findings of significance, must form part of the selection documentation.

Police Check

Agency Worker applicants must be assessed as unsuitable on the basis of information provided through a national police certificate.

The police certificate lists the disclosable criminal history information that is available on the day it is issued. There is a three year period of validity imposed on a police certificate, based on the date of the certificate.

The worker must supply a Federal or NSW police check prior to commencing services. The original must be sighted unless a certified copy is provided.

Nursing Registration

A registration from the Australian Health Practitioner and Regulation Agency (APHRA) must be supplied with every nurse application.

Secondary verification must be completed on the APHRA website before activating the worker on the booking software.

Working with Children Check

The *Working with Children (Criminal Record Checking) Act 2004* prohibits any person who has been charged with or convicted of certain offences from carrying out child-related work. Agency Workers providing disability services are required to undergo a compulsory criminal record check.

Prospective employees who return a Negative Notice or Interim Negative Notice are prohibited from disability services.

Each worker engaged in child related services must supply their Working With Children (WWC) Number, expiry date and verification details. A verification must be completed on the Office of The Children's Guardians Website prior to activating the candidate within the booking software.

Working Rights

Where a worker has indicated that they have a Visa status working right in their application, the approval letter must be sighted and a copy placed within their file.

A second verification must be completed on the Visa Entitlement Verification Online website prior to making them active on the booking software.

Conduct referee checks

At least two referee checks must be conducted on the preferred applicant(s) prior to any offer of a position, except where the selection panel has been able to satisfy itself through a single referee check that the preferred applicant is the most appropriate to the position and all other verifications have taken place.

Consideration must be made that the recruitment of high quality Agency Workers holds a great value on the reputation and service offering of the business. Therefore it is recommended to perform the two referee check as a principal that reflects high quality service.

The purpose of referee checks is to confirm the claims made by the applicant, as they relate to the selection criteria, explore any particular issues arising from the interview or assessment process and provide information about the previous employment history of an applicant. For this reason it is not advisable to seek referee reports prior to interviewing an applicant.

Additional referee checks may be necessary where the selection panel is not fully satisfied with the results of the two minimum checks, or they wish to explore additional issues. In these circumstances applicants must be asked to provide details of additional referees.

The person conducting the referee checks must have a good understanding of what information is required and be competent in exploring issues further, including clinical issues where relevant, and interpreting responses.

All referee checks must be conducted in a structured manner, based on a set of questions prepared by the selection panel seeking specific information about:

The current knowledge, skills, competence and experience of the applicant as they related to the selection criteria

Any other significant claims made by the applicant in relation to the position

Recent past performance, professional conduct and attendance record of the applicant

Issues or concerns related to the skills, competence and experience identified during the application or interview process.

See **Appendix 4** for guidelines of questions when conducting referee checks for agency workers.

All referees must be advised that information obtained from them may form part of the feedback provided to unsuccessful applicants. They must also be provided with information about privacy and confidentiality, namely that you will be taking record of what they are saying.

The panel may conduct any other appropriate enquiries about the applicant in order to inform their decision making about an applicant. These other enquiries must be documented and follow privacy and confidentiality protocols.

Where the relevant information is unable to be confirmed via referee checks, the application should not be considered further.

In view of the above and the cost involved in conducting working with children/national criminal record checks, the request for these checks should not occur prior to the conclusion of satisfactory referee checking and any other enquiries.

As far as practical, all referee checks are to be conducted orally with each referee. Responses to each question must be recorded in writing and maintained with the selection papers.

Written referee checks

Written (including electronic) references are only to be accepted under the following circumstances:

- Due to time differences and/or work commitments, detailed phone referee checks are proving difficult to arrange with the referee/s, or if the person conducting the referee check is having difficulty understanding responses to the questions because English is not the first language of the referee

And

- Direct, verbal contact has been made with the referee, their identity has been confirmed, and their relationship to the applicant has been confirmed.

Reference questions may then be emailed to the referee, with the advice that they need to be completed with appropriate detail, and be returned to the person responsible for the referee checks within an agreed time. Responses must be considered prior to any offer of employment, and must be retained in full with the selection papers.

Meeting visa requirements

Where the recommended applicant is not already an Australian citizen or permanent resident, they will need an appropriate working visa to work in Australia.

Documentation and retention of records

All recruitment and selection related records must be retained (either in paper form or electronically) in line with the requirements to the Documentation and Record Keeping Policy. Particular note must be given to the requirement that copies of certain documentation flowing from the recruitment and selection process must also be placed on the successful applicant's personnel file.

In accordance with the *Privacy and Personal Information Protection Act 1998* and our Privacy, Dignity and Confidentiality policy, all selection documentation related to personal information about the job applicants must be treated confidentially both by the selection committee and other staff involved in managing the recruitment and selection process. All related documentation must be stored securely.

Commencing work

Once appointed, the appointee should commence work as soon as practicable within an agreed timeframe.

APPENDIX 1 INTERVIEW QUESTIONS

Candidate: _____

Interviewers: _____

Date and Time: _____

INTRODUCTION

Go through process, format of meeting, time and record.

Behavioural questions:

C – Context

A – Action

R – Result

QUESTIONS

- How do you think a close friend who knows you well would describe you?
- What are some of the things you liked about your last job?
- What are some things you disliked about your last jobs?
- What kinds of people do you like working with?
- What kinds of people frustrate you?
- What interested you in this job? Industry, type of work or company?
- What are you passionate about?
- What do you do for enjoyment in your leisure time? What makes you laugh?
- Describe your ideal job?
- Where do you want to see yourself five years from now?
- What experience have you had working in a team?
- Tell me about a time when you were asked to do something you disagreed with?
- Tell me about a time you had a disagreement with someone at work, or a customer? How did you resolve it?
- Tell me about a time when you worked with people from a culture unlike your own? What did you do to overcome any perceived barriers to communication?
- Tell me about a time you had a problem (a clinical or technical issue) at work, but found a solution for it?
- What has been your most satisfying experience? What has been your most disappointing experience?
- Tell me about a time when you acted over and above the expectations of your role?
- What are two most significant accomplishments in your career so far?
- How do you think an enemy would describe you?

- What does 'success' mean to you?
- What does 'failure' mean to you?
- How would you motivate someone who was performing poorly?
- Tell me about an unpopular decision you have made?
- Tell me about a time when you bent the rules. When is it okay to do so?
- What kinds of problems do you handle the best? Do they involve people, clinical, big problems or small one detailed ones?
- What motivates you to put forth your greatest effort? (e.g. money, experience, or challenge)
- What do you think is needed to be successful in this job? What two or three things are most important to you in a job?
- What do you think you can contribute to this agency?

APPENDIX 2

AGENCY WORKER QUESTIONS

- 1) Where did you attain your registration?
 - i) If overseas, do you require sponsorship?
- 2) How long have you been registered?
- 3) Do you have any aged care experience?
- 4) What is your availability?
- 5) Do you have your own transport?
- 6) Are you available for an interview on Thursday/Friday?
- 7) Please bring all necessary documents as a form of evidence including your APHRA registration

AGENCY INTERVIEW QUESTIONS

- 1) Can you tell me a little bit about your work history?
- 2) Have you had any exposure to aged care? If yes, in what capacity?
- 3) How do you rate your communication skills? Can you give me an example of when you would utilise these qualities?
- 4) Do you have any experience in EHR?
- 5) When would you complete an Accident/Incident report/form?
- 6) Can you give me an example of IFC and how this is applicable to your clinical areas?
- 7) Can you give me one example of WHS and manual handling?
- 8) How do you contribute towards CI?
- 9) How do you rate your medication management skills? What systems are you familiar with?
- 10) How would you manage a resident that was verbally abusive and physically resistive whilst being attended to?
- 11) How do you contribute towards your CNE accrual and professional development?
- 12) Can you give me one example of a situation that you have had to utilise conflict resolution skills?
- 13) What are some of the things you may find difficult to do and why?
- 14) What qualities do you think are important to be successful in this area?
- 15) If I were to contact one of your referees and ask them to explain you in three words only, what would they say?

APPENDIX 3

EMPLOYMENT CHECKLIST

Name of applicant:	
Date of interview:	
Position Applied for:	
Persons who conducted the interview:	

Staff interviewed?	<input type="checkbox"/>
Selection Form completed?	<input type="checkbox"/>
100 point check and documents photocopied and certified?	<input type="checkbox"/>
Application Form completed, signed and checklist ticked?	<input type="checkbox"/>
Tax File Declaration Form completed?	<input type="checkbox"/>
Superannuation details obtained or application form completed?	<input type="checkbox"/>
A copy of the Police Certificate obtained or a Statutory Declaration is given?	<input type="checkbox"/>
Verified Working With Children Check	<input type="checkbox"/>
WHS & Compulsory Reporting information given and signed off?	<input type="checkbox"/>
Explanation on how the bookings system works?	<input type="checkbox"/>
Introduction letter and handbook given?	<input type="checkbox"/>
Uniform and name badge provided?	<input type="checkbox"/>
Immunisation Report	<input type="checkbox"/>
Referee 1 Contacted	<input type="checkbox"/>
Referee 2 Contacted	<input type="checkbox"/>

EMPLOYMENT AGREEMENT

Discussed that he or she must be legally entitled to work in Australia	<input type="checkbox"/>
Discussed how the timesheet works and the method of pay	<input type="checkbox"/>
Discussed attendance at work and the notification required	<input type="checkbox"/>
Discussed OHS and the importance of Compulsory Reporting	<input type="checkbox"/>
Discussed the uniforms	<input type="checkbox"/>
Discussed the 12 month exclusion with our clients	<input type="checkbox"/>
Signed and witnessed	<input type="checkbox"/>

PENDING DOCUMENTS (TICK PENDING ITEMS BELOW AND GIVE THE APPLICANT A PHOTOCOPY).

Drivers licence (verified copy)	<input type="checkbox"/>	Received? <input type="checkbox"/>
Passport (verified copy)	<input type="checkbox"/>	Received? <input type="checkbox"/>
Key card or other identification (verified)	<input type="checkbox"/>	Received? <input type="checkbox"/>
Police Certificate (verified copy)	<input type="checkbox"/>	Received? <input type="checkbox"/>
Working With Children Check		

Statutory Declaration (signed)	<input type="checkbox"/>	Received? <input type="checkbox"/>
Tax File Number	<input type="checkbox"/>	Received? <input type="checkbox"/>
Superannuation policy number	<input type="checkbox"/>	Received? <input type="checkbox"/>
RN registration number	<input type="checkbox"/>	Received? <input type="checkbox"/>
Bank details	<input type="checkbox"/>	Received? <input type="checkbox"/>
Other:	<input type="checkbox"/>	Received? <input type="checkbox"/>
Person completing this checklist:		Date Started:
Checklist 100% Complete (including all pending documents received):	Yes: <input type="checkbox"/>	Date Completed:
Signature (only after completed):		

APPENDIX 4

RN REFERENCE CHECK QUESTIONS

- 1) Can you please verify employment dates for.....
- 2) What was your overall lasting impression?
- 3) General
 - i) Punctuality
 - ii) Presentation
 - iii) Time management
 - iv) Interaction with colleagues
 - v) Interaction with residents and relatives
 - vi) Written and verbal skills
 - vii) Clinical competence
- 4) Ability to function under pressure
- 5) Medications competence
- 6) Would you leave an elderly relative in his/her care
- 7) Would you hire again
- 8) Areas for improvement

APPENDIX 5

AGENCY AND SUPPORT WORKER SELECTION CRITERIA GUIDE

Applicants name:		Date of interview:	
Interviewers:			

VISION AND VALUES			
Can they demonstrate a successful history and track record of working within the aged care and disability services industry?	Yes	Maybe	No
Are they person centred orientated and have suitable client relationship skills	Yes	Maybe	No
Did they demonstrate an understand of clients' rights including: <ul style="list-style-type: none"> ▪ Privacy and confidentiality ▪ A service from abuse and neglect ▪ Respect for cultural, spiritual beliefs and values 			
Can they commit themselves to a culture of continuous improvement and accountability to ensure positive outcomes for our customer's and all the people in their care?	Yes	Maybe	No
Comments:			

AVAILABILITY			
Do they have realistic hours of availability and access to transport	Yes	Maybe	No
Can they respond to last-minute bookings?	Yes	Maybe	No
Comments:			

COMPETENCY			
Can the candidate perform the clinical and technical duties required?	Yes	Maybe	No
Do they have an understanding of their job role and can work unsupervised?	Yes	Maybe	No
Do they understand the nature of agency work and what the agency does?	Yes	Maybe	No
Are their writing skills good enough to complete documentation?	Yes	Maybe	No

Comments:			
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COMMUNICATION SKILLS			
Did they communicate well during the interview?	Yes	Maybe	No
Have they shown evidence of communicating with co-workers when asked interview questions?	Yes	Maybe	No
Have they shown evidence that they could accept feedback and ask questions whilst on duty?	Yes	Maybe	No
Could they adapt well with co-workers?	Yes	Maybe	No
Was their resume written well?	Yes	Maybe	No
Comments:			

PRESENTATION			
Did the candidate present themselves well?	Yes	Maybe	No
Were they on time for the meeting? If they were late, did they communicate this to you?	Yes	Maybe	No
Comments:			

OVERALL AND FINAL ASSESSMENT		
Comments:		

Areas to monitor and assess after and during first booking:
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Appendix 6

Competency & Skills Identification (Support Worker)

Employee's Name:			
Date:		Signed:	

Qualifications you have:	
Certificate II (Community Service)	
Certificate III in Aged Care	
Certificate III in Disability	
Certificate III in Health Service Assistance	
Certificate III in Home & Community Care	
Certificate IV in Aged Care	
Certificate IV in Disability	
Certificate IV in Home and Community Care	
Master of Science – Dementia Care	
Other:	

Support Worker Skills	
Have you had safety training in:	
<ul style="list-style-type: none"> ▪ WHS, personal safety and Hazard Reporting ▪ Manual Handling and Transfers ▪ Showering, eating and dressing ▪ Identifying problems requiring assessment or intervention by a health professional 	
What duties have you performed:	
<ul style="list-style-type: none"> ▪ Assisting with feeding, dressing, hygiene and grooming ▪ Transferring the client ▪ Performing bowel and bladder care 	

Any specialised training with a certificate?	
Basic Wound Care in Aged and Community Care	
Medication Assistance	
Provide Support to People Living with Dementia	
Work Effectively with People with a Disability	
Other:	

What type of clients have you had:	
Aged care (frail older person)	
Acquired brain injury	
Spinal cord injury	
Autism spectrum disorder	
Developmental delay	
Intellectual disability	
Palliative	
Physical disability	
Psychiatric disability	
Respite	
Sensory disability	
Work injury related/rehabilitation	

Any First Aid qualifications?	
Provide Basic Emergency Life Support (Basic First Aid)	
Apply First Aid (Senior First Aid)	
Apply Advanced First Aid (Occupational First Aid)	
CPR	
Asthma	
Anaphylaxis	

Have you had clients with:	
Dementia	
Down syndrome	
Cerebral palsy	
Asperger's syndrome	
Type 2 diabetes	
Multiple sclerosis	

Any languages you are fluent in?	

What places you have worked?	
Group Home	
Hospital	
Private Home	
Residential Home (Nursing Home)	

Any other information you want to contribute that will assist clients, e.g. interests, culture and beliefs?	

APPENDIX 7

100 POINT ID CHECK

Name:	
Date:	

Document description	Points
Total	

Attach a photocopy with this form

GUIDELINES

70 Points

Passport

Birth certificate

Note: Do not score additional points for more than one document

40 points

Drivers licence issued under a law of Commonwealth, a State or Territory – must have a photograph

Student ID from a recognised tertiary education institution – must have a photograph

Note: Additional documents can be awarded 25 points

25 Points

Marriage certificate

Credit card – only once

Key card

Council rate notice

Telephone account statement

Bank account statement

Medicare Card

Note: more than one document may be counted, but points scored from a particular source may be counted only once, e.g. if MasterCard an Visa Card issued from the same financial institution, only one may be counted.