

# Human Resource Management

## Policy & Procedure 26

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# 1. Recruitment Policy

## 1. Object & Field of Application

- 1.1. Bethany Care has standard processes in place for recruitment, selection of staff, and to ensure all intending applicants have access to a fair and equitable process.
- 1.2. The aim of the recruitment process is to appoint the most suitable person for the position.
- 1.3. This policy applies for all vacant positions and/or newly created positions at Bethany Care.

## 2. Definitions

- **KSC** -Key selection criteria defined for a position, against which all candidates will be measured.
- **Merit principle** - The capacity of an applicant to best perform the tasks and duties of a position, having regard to the stated KSC and assuming a fair and equitable process.
- **Biodata** - Qualifications.

## 3. Legislation

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Workplace Health & Safety Act and Regulation 2011

## 4. References:

- 4.1. HACCC policy and procedures.
- 4.2. University of Adelaide Human Resource procedures.

## 5. General

- 5.1. Recruitment will take place after an evaluation of the need for the role against Bethany Business Plans and Budgets.
- 5.2. The selection processes will aim to assess applicants against the selection criteria for the role. They will reflect good Human Resource practice, and be:
  - a. Designed to provide evidence of the required capabilities
  - b. Transparent
  - c. Timely and cost efficient
  - d. Effective
  - e. Equitable
  - f. Free from conflict of interest
- 5.3. Applicants will be treated with respect throughout the recruitment process, provided with sufficient information to make an informed choice of their suitability for the role, have their personal documentation held in confidence and have access to feedback.

## 6. Key Selection Criteria

- 6.1. Key selection criteria will be developed for each position to provide a fair and equitable standard against which all candidates will be measured.
- 6.2. From the job description, the most important factors for success (selection predictors) will be identified.
- 6.3. From these selection predictors, key selection criteria will be developed which specify the knowledge, education, skills, abilities and experience necessary for a candidate to successfully fill the requirements of the position.
- 6.4. For each question, the Service Manager should appraise the candidate's response and indicate whether each specific criteria was satisfactorily addressed or not.

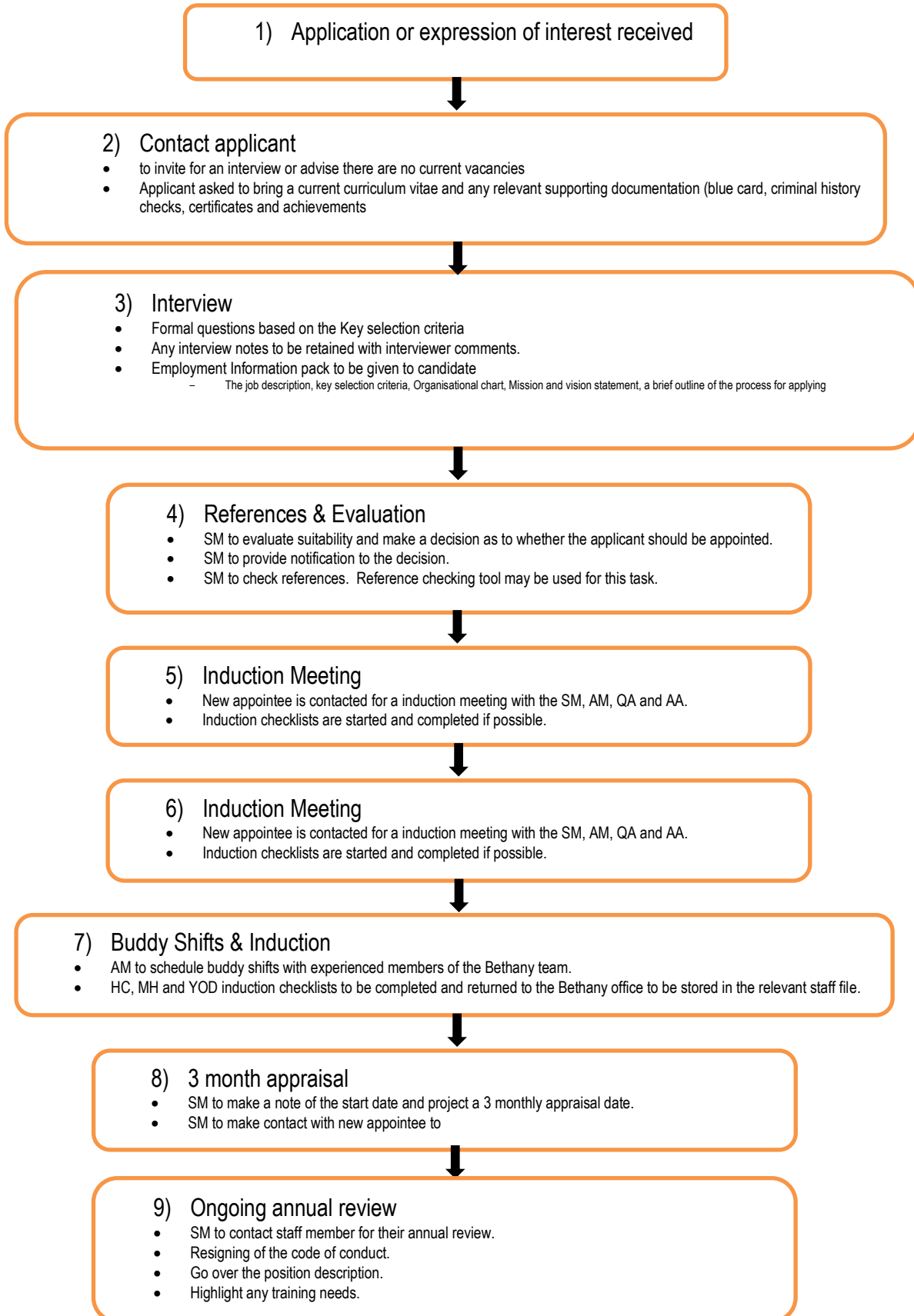
## **7. Recruitment Sources and Processes**

- 7.1. Because Bethany Care is a ministry of Hope Church, applications will be sought in the first instance from within the Church, students from the Hope College Certificate III in Disability & Aged Care course, friends, families, and other referrals. Positions may also be advertised in print and electronic media.
- 7.2. Unless otherwise specified, all applicants must apply in writing to the Service Manager. The application is to include a brief employment history or curriculum vitae, and responses to the key selection criteria outlined for that particular job description. The key selection criteria is available on request.

## **8. Employment Information Kit**

- 8.1. An information kit will be forwarded to all prospective individuals interested in applying for a position. The information kit is to include;
  - a. The job description,
  - b. Key selection criteria,
  - c. Organisational Chart,
  - d. Code of conduct,
  - e. Mission and vision statement,
  - f. A brief outline of the process for applying.
- 8.2. All potential candidates for the position will be advised that they should address the key selection criteria in their applications.

## 2. Recruitment Flowchart



# 3. Selection Policy

## 1. Object & Field of Application

- 1.1. Bethany Care has standard processes in place for selection of staff, and to ensure all intending applicants have access to a fair and equitable process.
- 1.2. The aim of the selection process is to select the most suitable person for the position.
- 1.3. This policy applies for all vacant positions and/or newly created positions at Bethany Care.

## 2. Definitions

- 2.1. **KSC** -Key selection criteria defined for a position, against which all candidates will be measured.
- 2.2. **Merit principle** - The capacity of an applicant to best perform the tasks and duties of a position, having regard to the stated KSC and assuming a fair and equitable process.
- 2.3. **Biodata** - Qualifications.

## 3. Legislation

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Workplace Health and Safety Act 2011

## 4. Interview Personnel

- 4.1. The interview of all Support Worker, Administrative, Quality Assurance, and Assistant Manager's roles is to be undertaken by the Service Manager. If deemed appropriate, the Service Manager may have at least one member of the Board of Directors or senior staff member present.
- 4.2. Interviews for the Service Manager position will be conducted by appointed representatives from the Bethany Board.
- 4.3. For Assistant Manager & Coordinator positions, the interview will be conducted by the Service Manager with at least one member of the Board of Directors or senior staff member present.
- 4.4. Any decision about the appointment of Manager, Assistant Manager or Coordinator will be made by the Board as a whole.

## 5. Evaluation of Applicants

- 5.1. The service manager is responsible for reviewing all of the applications, and short listing potential applicants.
- 5.2. Shortlisting and selection will be based on the principle of merit. The assessment of each applicant will consider the skills, knowledge, values and abilities as identified by the KSC, as well as the potential to develop these.
- 5.3. Interviews are to be offered to all shortlisted candidates. This is usually done by a face to face interview, but may be by telephone interview or teleconference if the candidate is not from the local area.
- 5.4. All shortlisted candidates will be contacted to arrange dates and times for interviews.

## 6. Interview Technique

- 6.1. Structured interviews will be used for the selection of all employees. Interview questions will be developed by the Service Manager, based on the KSC for the position.
- 6.2. Questions will be designed to assess the candidates' skills, knowledge, competencies and relevant past experience.
- 6.3. The interviews are to be conducted in a consistent manner for all applicants.
- 6.4. Each applicant will be allowed the same amount of time for the interview, will be greeted in the same manner, and will be permitted to take notes if they wish. Paper and pens will be provided, and candidates will be permitted to refer to their application at any time during the interview.
- 6.5. All applicants are to be asked the same questions, in the same order.
- 6.6. The Service Manager is to record notes outlining the responses of each candidate to each question. At the end of each interview, candidate's responses are to be considered in relation to each question, using the same method for all applicants.
- 6.7. Candidates will be informed of the terms and conditions of employment, and whether salary negotiation is possible.

## 7. Selection Process

- 7.1. Following all interviews, the Service Manager will consider the information available and make a decision whether to appoint the applicant in conjunction with the Board of Directors.

- 7.2. Successful applicants must be able to produce at least 2 referees which may be checked by the Service Manager. Guidance for these checks should be made from The Reference Check Guide Z:\DATA\Admin Office\Quality Assurance\PART 1 - HSQF\Standard 6 - Human Resources\Reference Check Guide.docx
- 7.3. As resume fraud is not uncommon, the claimed relevant qualifications of the successful applicant will be verified. Photocopies will be held in the staff files.
- 7.4. The successful applicant will be contacted and offered the position, and the Board of Directors notified.
- 7.5. All unsuccessful applicants will be notified by the Service Manager within 7 working days.

## **8. Appointment**

- 8.1. The Service Manager will contact the successful applicant to negotiate a commencement date, and invite them to an induction meeting.
- 8.2. All new appointees to the service should commence orientation during the first 2 weeks of taking up the position, and will be provided with an Induction Kit which comprises a Code of Conduct, Staff Handbook, Timesheet, Record of Incident Form (RIF Form), Organisational Charts, Induction Checklist, and an Information Pack.

# **4. Induction Policy**

## **1. Object & Field of Application**

- 1.1. This policy has been created to ensure Bethany Care has standard processes in place for the effective induction of staff within the Bethany organisation.
- 1.2. All new employees and those promoted internally should receive an appropriate induction program.
- 1.3. This policy aims to clarify the support provided and the responsibilities of all parties to ensure induction is completed effectively.

## **2. Definitions**

Induction - the process used to welcome new employees to Bethany and prepare them for their new role. It is the process by which new employees are integrated into the organisation.

## **3. Legislation**

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Work Health & Safety Regulation (2011)

## **4. General**

- 4.1. Bethany Care recognizes the importance of ensuring all employees begin their work with the service in a positive and supportive environment.
- 4.2. The process begins with the first contact with the employee and ends when the person has been fully integrated. Induction ensures that all employees obtain a good understanding of how the organisation works including its principles, values and objectives. It ensures that all employees have the knowledge and skills necessary to perform their role in a safe working environment.
- 4.3. Bethany Care is committed to integrating new employees into the organisation as effectively as possible by providing them with information, support and training to become productive and satisfied members of the service.
- 4.4. New employees may have differing levels of knowledge of Bethany and about the purpose and nature of the job they will do. A program that identifies the needs of the individuals not only allows the induction to be more effective but gives a new employee the message that Bethany values them as an individual.
- 4.5. The core content and aims of induction for all employees remain the same. However, it is expected that certain aspects of induction will differ and this will reflect the specific needs and requirements of the particular individual and their role.

## **5. Key principles of induction**

5.1. The following principles apply:

- a. To encourage and foster good working practices.
- b. To ensure all new employees have skills and competencies relevant to their role and can apply these in the workplace.
- c. To support the effective integration of new employees into their new working environment.
- d. To reduce the risk of employee turnover in the early stages of employment.
- e. To help create a positive and supportive working environment.
- f. To help define performance expectations, maintain motivation and identify training and development needs.
- g. To ensure Bethany Care complies with its legal obligations with particular regard to health and safety legislation.

## **6. Responsibilities**

6.1. Bethany Care - Responsibility to provide a framework for supporting appropriate induction.

6.2. The Service Manager – Is responsible for determining the scope and nature of the Induction Program. This includes ensuring that new employees:

- a. Have an induction program arranged
- b. Are provided with a copy of an induction checklist (
- c. Receive appropriate local information as required in their induction checklist
- d. Are provided with an understanding of the management structure and reporting arrangements
- e. Know how to access relevant policies and procedures

6.3. In addition to the Service Manager, the Assistant Manager, Quality Assurance officer and Administration officer also have responsibilities to complete sections of the induction checklist.

6.4. The new employee also has the responsibility to ensure all items on the induction checklist are covered. The individual should monitor their checklist and raise any gaps or concerns with their Service Manager.

## **7. The Induction Checklist**

All employees must be provided with an Induction Checklist. This will include competences common to all employees. The Service Manager / Assistant Manager / Quality Assurance officer and Admin officer must sign off all areas within the first three months.

## **8. Health and Safety**

In accordance with the Work Health & Safety Regulation (2011), Bethany Care has a responsibility to its workers in relation to providing and maintaining a safe and healthy working environment. Hazards to health and safety will be removed or, where this is not practicable, they will be managed so as to prevent injury, illness and dangerous occurrences.

All staff and service users have a responsibility to:

- follow policies and procedures when delivering service
- report conditions/procedures that appear to be unsafe or unhealthy.
- use protective equipment provided for the safety and health of all staff and clients.
- use all equipment provided for the safe transferring and mobilisation of clients.

All staff will participate in training on health and safety issues as they relate to their area of responsibility. This training is to inform staff of the safety policies and practices of Bethany Care and the responsibility of all staff in promoting and maintaining a safe and healthy work environment.



## 5. Training and Development Policy and Procedures

### 1. Object & Field of Application

- 1.1. To ensure Bethany Care has standard processes in place for training and development of staff, and to ensure all employees have equal access to training and development opportunities.
- 1.2. To ensure Bethany Care has staff with the appropriate knowledge, skills and behaviours to meet its business objectives in both the short and long term.
- 1.3. To allow our staff to achieve their potential and career aspirations.
- 1.4. To ensure equality of access to all development opportunities.
- 1.5. To ensure the effective delivery of mandatory training e.g. Workplace Health and Safety, Manual Handling, Positive Behaviour Support, Food Safety, Infection Control, Fire Safety etc

### 2. Definitions N/A

### 3. Legislation

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Work Health & Safety Regulation (2011)

### 4. General

- 4.1. Bethany Care is committed to excellence in staff training and development. It is committed to create a culture of learning where individuals take responsibility in partnership with Bethany Care for their development.
- 4.2. Bethany Care recognises the need to develop its people so that they are fully equipped to deliver the business objectives as identified from time to time.

### 5. Identifying Needs

- 5.1. Individual - As part of the appraisal process, staff objectives and goals should be identified in conjunction with the Service Manager.
- 5.2. Organisational - These may arise as the result of new changes in legislation, the introduction of new policies or procedures etc.
- 5.3. Mandatory training – Bethany Care will provide an ongoing program to ensure staff maintain currency in the areas of Manual Handling, Positive Behaviour Support, Infection Control, Food Safety, and Fire Safety.

### 6. Evaluation

- 6.1. Records will be kept of all training undertaken by staff will be recorded by the Service Manager.

### 7. Roles and responsibilities

- 7.1. The employee - the prime responsibility for identifying training and development needs.
- 7.2. The Service Manager's role is to assist with identifying needs, options to meet those needs and measuring the impact of development on the business operations.

### 8. Equal Opportunities and Diversity

- 8.1. Bethany Care is committed to ensuring equality of opportunity in the development of its people. If any individual feels they have been denied access to development they should in the first instance discuss the matter with the Service Manager.

## **9. Induction**

- 9.1 Whenever someone takes on a new position with Bethany Care, there must be a process of appropriate induction, including adequate training.

## **10. Career Development**

- 10.1. All Bethany Care employees have the right to expect their careers to develop and the Service Manager has a key role in ensuring that individuals receive the support and practical help required to meet their aspirations. Bethany Care will always endeavor to maintain a balance between meeting day to day service operations and allowing individuals the scope to develop.

## **11. Training Costs**

- 11.1 In general Bethany Care will pay for all training costs, however time spent in training is considered to be outside normal working hours and therefore staff will not normally be paid for time spent in training.

# **6. Staff Appraisal Policy**

## **1. Object & Field of Application**

- 1.1. This document details the process and procedure Bethany Care Ltd (BCL) uses to ensure its staff has regular and meaningful staff appraisals.

## **2. Legislation**

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Work Health & Safety Regulation (2011)

## **3. Benefits of Staff Appraisals**

- 3.1 Good performance is identified and rewarded.  
3.2 Staff members feel valued and motivated by positive feedback and have greater job satisfaction.  
3.3 Training and development gaps are identified and filled.  
3.4 Problems and grievances can be aired and resolved.  
3.5 Staff and management have the opportunity to get to know one another at a deeper level. Finding out what motivates a particular employee can increase productivity and ensure business objectives and standards are met.  
3.6 Provide input for salary reviews and negotiations.  
3.7 Strategies can be agreed to improve possible poor performance.

## **4. Process**

- 4.1 Staff appraisals record an assessment of an employee's performance, potential for advancement and training and development needs. The process reviews what has been achieved during the previous year or other specified timeframe.
- 4.2 Staff appraisals at Bethany Care generally involve the following;
- a. Reviewing and updating job descriptions.
  - b. Assessing whether performance standards, goals or objectives have been achieved.
  - c. Identifying any aspects of staff performance that require improvement.
  - d. Standards, goals or objective settings for the next review period.
  - e. Recording the review and agreed outcomes.
  - f. Identification of training needs

- 4.3 Staff reviews will be conducted by the Service Manager on an annual basis. They will usually take place on the anniversary of the staff member's employment start date. The Service Manager will maintain a record of the last appraisal date and send a reminder to each staff member when the next appraisal is due.
- 4.4 Every employee in the Bethany Care employee will have a staff appraisal (the Service Manager's appraisal will be conducted by selected members of the Bethany board).
- 4.5 The method of assessment will be a staff questionnaire. This document will have a self rating scale, with space for staff and management comment.
- 4.6 All employees will have access to their review information. When complete, it will be held in the individual's personal staff file.

## 5 Compulsory Requirements

- 5.1 All staff members are required to ensure the following requirements are current:
  - Blue Card
  - Disability Services Positive Notice (yellow card)
  - CPR and First Aid
  - Driver Licence
- 5.2 The Service Manager will maintain a Compulsory Requirements Register in order to monitor compliance with this requirement.

# 7. Prevention of Workplace Harassment Policy

## 1. Object & Field of Application

- 1.1. The policy and procedure Bethany Care uses to prevent illegal harassment and to provide an effective means of eliminating such harassment from the workplace.

## 2. Legislation

Anti-discrimination Act 1991  
 Disability Discrimination Act 1992  
 Disability Services Regulation 2006  
 Work Health & Safety Regulation (2011)

## 3. Definitions

- 3.1. Workplace Harassment - Any unwelcome verbal, written or physical conduct that either denigrates or shows hostility or aversion towards a person on the basis of race, sex, color, national origin, religion, sexual orientation, age, veteran status, political affiliation, or disability, that:
  - a. Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
  - b. Has the purpose or effect of unreasonably interfering with an employee's work performance; or
  - c. Affects an employee's employment opportunities or compensation.
- 3.2. Retaliation - Overt or covert acts of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or group exercising rights under this policy.
- 3.3. Sexual Harassment - Any unwelcome sexual advance, request for sexual favors, or verbal, written or physical conduct of a sexual nature by a manager, supervisor, co-workers or non-employee (third party).
- 3.4. Hostile Environment – A form of sexual harassment when a victim is subjected to unwelcome and severe or pervasive repeated sexual comments, innuendoes, touching, or other conduct of a sexual nature which creates an intimidating or offensive place for employees to work.

## 4. Prohibited Conduct

- 4.1 Harassment - Bethany Care strictly forbids harassment of any employee, applicant for employment, client, vendor, contractor or volunteer, on the basis of an individual's race, sex, color, national origin, religion, sexual orientation, age, veteran status, political affiliation or disability.
- 4.2 Retaliation – Bethany Care will not tolerate any form of retaliation directed against an employee, client or third party who either complains about harassment or who participates in any investigation concerning harassment.

## **5. Breaches of Workplace Harassment Policy**

- 5.1. Any employee who engages in conduct determined to be harassment, or who encourages such conduct by others, shall be subject to disciplinary action (at the Service Manager's discretion), which may include discharge from employment.
- 5.2. Allowing Harassment To Continue - Managers and/or supervisors who allow workplace harassment to continue or fail to take appropriate corrective action upon becoming aware of the harassment may be considered a party to the offence, even though they may not have engaged in such behavior.
- 5.3. Failure To Respond - Managers and/or supervisors who allow workplace harassment to continue or who fail to take appropriate action should be subject to disciplinary action at the discretion of the board.

## **6. Bethany Managers and supervisors are required to:**

- 6.1. Stop any workplace harassment of which they are aware, whether or not a complaint has been made;
- 6.2. Express strong disapproval of all forms of workplace harassment;
- 6.3. Stop any acts that they see that may be considered workplace harassment, and take appropriate steps to intervene;
- 6.4. Take immediate action to prevent retaliation towards the complaining party or any participant in an investigation; and
- 6.5. Take immediate action to eliminate any hostile work environment where there has been a complaint of workplace harassment.

# **8. Staff Code of Conduct, Disciplinary Warning, Staff Grievance**

## **1. Object & Field of Application**

This document details the process and procedure Bethany Care Ltd (BCL) uses to ensure

- a. All staff members understand the required level of expected behaviour, as stipulated in the Code of Conduct, and the consequences of non compliance.
- b. All staff members have access to a fair and equitable hearing, should they be involved in a grievance process with other Bethany Care staff members or management.
- c. This policy applies for all staff members, including casual appointees.

## **2. Legislation**

Anti-discrimination Act 1991  
Disability Discrimination Act 1992  
Disability Services Regulation 2006  
Work Health & Safety Regulation (2011)

## **3. Code of Conduct**

- 3.1. The Bethany Care Code of Conduct includes a respect for individual rights, but also requires all employees to behave at all times with honesty and integrity in the performance of their duties.
- 3.2. Bethany staff members are subject to a code of conduct. This document is used to define the expected, required standards of behaviour while working at Bethany Care.
- 3.3. The necessity for compliance with of the code of conduct will be reinforced during each monthly staff meeting.
- 3.4. Breaches of this code are treated very seriously. Failure to comply with the code's provisions may result in disciplinary action at the Service Manager's discretion.

## **4. Disciplinary Warning Procedure**

- 4.1. When the Service Manager believes a staff member is guilty of an infraction to the Code of Conduct, the matter will be discussed with the staff member and the Assistant Manager. The staff member will be cautioned. A maximum of two such cautions, endorsed by the Management, will be issued prior to dismissal actions being implemented.

- 4.2 Where a staff member is guilty of an infraction as to work practices, procedures, attendance or misbehavior of lesser degrees and is subsequently cautioned, a written warning may be issued, with a file note being made on the member's personnel file as "Sanction One".
- 4.3 If it is necessary to caution or warn the same staff member for a second infraction, then a written warning will again be issued to the member, and the personnel file will be endorsed with "Final Warning".
- 4.4 Following the "Final Warning" the employee will be notified that any further infraction will result in dismissal.
- 4.5 Under Industrial Relations law, staff members employed on a casual or contract basis or voluntary staff are not required to be issued with 2 written warnings. If found to be guilty of an infraction, a casual, volunteer or contract staff member will initially be cautioned by the Service Manager. Subsequent decisions on disciplinary action will be left to the discretion of the Service Manager, dependent on the seriousness of the infraction.
- 4.6 Should a staff member's actions be related to misconduct, dishonesty, drunkenness or insubordination, the Service Manager may seek legal advice prior to initiating dismissal proceedings. Employees under investigation for such misconduct will be stood down on full pay until the matter is resolved.

## 5. Staff Grievances

- 5.1. **Statement** - Bethany will maintain workplace which fosters productive and harmonious working environments and where work related concerns or grievances are managed promptly, impartially and justly.

### 5.2. General Principles –

- a. fair, impartial, just and confidential handling of concerns and grievances
- b. action is taken promptly within agreed timeframes and procedures
- c. parties are protected from victimisation
- d. parties will have their right to privacy and confidentiality protected at all times
- e. the system provides employees with a choice of procedures. For example resolution at the workplace level through an informal procedure or a formal procedure

- 5.3. **Definition - What is a grievance?** A grievance is a clear statement by an employee of a work-related problem, concern or complaint, including those involving:

- a. the interpretation and application of people management policies. This includes allocation of work, job design, performance management;
- b. a workplace communication or interpersonal conflict;
- c. an occupational health and safety issue;
- d. an allegation of discrimination within the meaning of the Anti-Discrimination Act 1977, including harassment; or
- e. a question, dispute or difficulty concerning the interpretation, application, or operation of an award/enterprise agreement or other agreement.

### 5.4. Impact of grievances

Employee work-related concerns and grievances which are not promptly and effectively resolved can lead to:

- a. lost productivity;
- b. distraction from corporate goals;
- c. loss of confidence and communication between employees, managers and supervisors;
- d. low morale and job satisfaction which can lead to, increased absenteeism and increased staff turnover;
- e. loss of reputation as an employer and service provider;

- f. loss of reputation to the employee;
- g. lost working time of everyone involved in dealing with a complaint; and
- h. the potential for legal action and damages.

#### 5.5. External support in dealing with grievances

Bethany employees have a right to seek appropriate external support and assistance to deal with their work-related concerns and grievances, for example, from the Department of Communities. Bethany will respect and preserve this important right at all times.

#### 5.6. External avenues of redress

Employees will be informed by the Service Manager, when relevant, of their right to have an issue dealt with by an external organisation such as the “Anti-Discrimination Board” or the “Industrial Relations Commission”.

#### 5.7. Process

- If a staff member has a grievance with another member of staff or a member of Management, he or she has the right to a fair and equitable hearing, and to initiate the grievance procedure without fear of retribution.
- All employees and members of Management involved in a grievance process are bound to maintain strict privacy and confidentiality in relation to that grievance.
- **Informal** - In the first instance, when an employee believes he/she has a legitimate grievance with another member of the service, he/she is obliged to raise the issue/s with that member on a one-to-one basis in confidence, in an attempt to resolve the issue.
- **Formal** - When an employee believes that actions, circumstances or procedures are practiced in such a way as to discriminate, injure, harm or grievously affect employees or other persons, or cause damage to the organisation, he/she shall raise the matter in writing with the Service Manager. Staff should be instructed use the RIF form (record of incident) to ensure a structured and timely approach. If the Service Manager is a party to the dispute, then the grievance must be raised with a representative of the Board.
- The matters raised by the grievance will be investigated by the appropriate person (Service Manager or Board representative), who will implement actions to rectify the matter. A report of the matter and remedial actions taken will be tabled at the next Board meeting.
- The RIF form will be given to the quality assurance officer to record the issue and log any continuous improvement recommendations arising from the process.
- Whilst the above conciliation process is being followed, work shall continue normally where it is agreed. In other cases work shall continue as instructed by the Board.

## 9. Employment Exit

1. Staff members who resign or are given a notice of termination will be provided with a statement of service, detailing their employment by Bethany Care.
2. Permanent employees are required to give Bethany Care a minimum of two weeks notice of termination of employment.
3. If a permanent employee fails to give notice, the Bethany Care has the right to withhold monies due to an amount equal to the ordinary time rate of pay for the period of the notice i.e. two weeks pay.
4. To ensure clients of Bethany are not disadvantaged by staff resignations, casual and voluntary staff are requested to also provide two weeks notice of termination where possible, to enable replacement staff to be appointed and continuity of service to be maintained.
5. Bethany Care reserves the right to summarily dismiss any employee without notice for misconduct which justifies instant dismissal, including dishonesty, drunkenness or insubordination. In such cases, the wages shall be paid up to the time of dismissal only. Accrued entitlements such as holiday and long service pay will not be affected.
6. If as a result of funding reductions or financial loss, Bethany Care decides to remove a position (or positions) and offer redundancy, the Service Manager will hold discussions with the staff members directly affected. Severance pay rates will apply, as detailed in the Bethany Care Employees Collective Agreement 2008.
7. An exit interview is to be conducted between all staff members completing employment with Bethany Care and the Service Manager. The purpose of the exit interview is to gather constructive information and suggestions for improving the function of the position, such as skills, role, working relationships, and communication processes etc. This information will be fed into ongoing continuous improvement systems facilitate future quality service.