

# NDIS SPECIFIC HUMAN RESOURCE MANAGEMENT

## POLICY AND PROCEDURE

### Policy Statement

This policy has been created as a guide to process when recruiting employees or contractors.

This policy ensures that Mypower Foundations is compliant with the NDIS Quality and Safeguarding Framework, ensuring every contractor or employee's safety, professionalism, and excellence when supporting participants. It also emphasizes that all hired personnel, whether employees or contractors, align with the mission, vision, and values of the organization.

This organisation is committed to ensuring the safe delivery of supports through comprehensive worker screening and ongoing professional development that meet the NDIS Quality and Safeguarding Framework. Mypower Foundations and its contractors hold current public liability, professional indemnity and Workers Compensation Insurance (when relevant).

This procedure will ensure that all workers who provide supports to participants are aware of and subject to controls that the organisation has put in place to ensure participant support needs are met by competent, qualified, expert and experienced workers. This will be done by conducting several checks, monitoring any mandatory NDIS training, and recording professional development for each contractor and employee.

### Definitions

A **Contractor** is an individual available to support the clients of Mypower Foundations and although self-employed, agrees to follow the directions of Mypower Foundation, their Policies and Procedures.

**Employees:** Individuals who have an ongoing employment relationship with Mypower Foundations

**NDIS Worker Check:** A national screening for workers in the NDIS space, ensuring that they do not pose a risk to people with disability.

**Service Agreement:** A contract or arrangement, usually in written form, between Mypower Foundations and an client outlining the terms of service.

## **Procedure**

Service Agreements clearly list all duties, responsibilities, and scope of each position, placing limitations on their role as and where necessary. These duties may include the transporting of clients in the client's car or the contractor's car.

Where adjustments in duties, responsibilities and scope of each position are required during the term of the agreement, these will be clearly communicated with the employee or contractor and noted in the client's case notes.

Performance of work will be documented according to any client's or significant other's feedback, or observations made by the Director. All feedback regarding performance is acted upon to ensure continuous improvement.

Mypower Foundations endeavours to provide as many opportunities for professional development of its workers as possible by providing supervision where necessary and communicating any necessary changes to their practices.

Formal grievance or feedback from contractors or employees is encouraged through our usual feedback/complaints channels to communicate concerns or feedback safely and without prejudice.

Mypower Foundations will ensure the wellbeing of contractors and employees, by providing opportunities for de-briefing, mental health support and resources, and ensuring employees or contractors do not work more than 38hrs per week whenever possible to ensure adequate breaks for mental health and wellbeing.

Documentation checks (like insurance or certification renewals) are conducted weekly to ensure they remain current.

If any of the provided documents are found to be invalid, expired, or falsified, and correct documentation is not provided when requested, consequences may involve a temporary pause on the worker's ability to work, or, in severe cases, termination of contract of employment.

All personal and sensitive information collected from contractors or employees is stored securely and used solely for the purposes outlined in the policy.

## **NDIS Education**

All employees and contractors will also be required to complete the NDIS Orientation training, New Worker Induction Training in instances when the

worker is new to the industry, and the Supporting Effective Communication Training. During any time when the training is being updated every effort will be made to inform and educate workers with the operational and philosophical aspects of the NDIS.

Mypower Foundations will encourage of ongoing training and re-certifications, not just initial training, and will mandate specific training where required.

## **Responsibility**

This policy applies to all employees and contractors including the Director. the Director will ensure that any employees or contractors who provide supports to participants are competent in relation to their role and have expertise and experience to provide person-centred support. Documents pertaining to this are stored and maintained.

Contractors and employees are responsible for ensuring they remain updated, compliant, and adhere to the guidelines and standards of Mypower Foundations.

## **Specific Responsibilities**

New Contractor screening will require all incoming managers, employees, and contractors to provide:

- 100 points of ID
- An ABN if contracting services to Mypower Foundations
- Bank account details for depositing invoice payment and reimbursement of any expenses
- Evidence of their Right to Work in Australia (if applicable)
- Evidence of Professional Indemnity and Public Liability Insurance for contractors (yearly)
- Relevant qualifications
- Evidence of any continuing Professional Development
- Drivers Licence (or evidence of working through the pre-requisites required to obtain a P1 drivers' licence)
- Five year driving history from the RMS should the contractor or employee be requested to drive vehicles owned by MyPower Foundations
- A Smart-Phone mobile telephone number with access to email, the internet and SMS
- A current NDIS Worker Check (5 years)
- A current Working with Children check (5 years)
- Covid-19 vaccinations or exemption according to NSW Health requirements

- Contact details, including the name and phone number of an emergency contact.

### **Relevant Legislation and Policies**

- Privacy Act 1988
- Privacy and Personal Information Protection Act 1998 (NSW)
- Work Health and Safety Act 2011
- Fair Work Act 2009
- Anti-Discrimination Act 1977 (NSW)
- Industrial Relations Act 1996 (NSW)
- Workers Compensation Act 1987 (NSW)
- Child Protection (Working with Children) Act 2012
- Health Records and Information Privacy Act 2002 (NSW)
- Migration Act 1958
- Superannuation Guarantee (Administration) Act 1992
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities