

Human Resources POLICY

SCOPE

Dignity and Transition Support Services (hereafter referred to as DATSS) has developed this policy to ensure that our service provides appropriate Human Resource management.

The purpose of this policy and procedure is to set out DATSS recruitment and selection, staff management and exit procedures and to demonstrate DATSS commitment to effective, transparent and fair human resources practices.

Legislation, regulations and standards relevant to this policy and procedure include:

- Fair Work Act 2009 (Cwth)
- Equal Opportunity Act 2010 (QLD)
- Privacy Act 1998 (Cwth)
- Privacy and Data Protection Act 2014 (QLD)
- Disability Services Act 2006 (QLD)
- Working with Children Act 2005 (QLD)
- Working with Children Regulations 2006 (QLD)
- Human Services Standards (QLD) – Human Resources
- NDIS Quality and safeguards commission
- 3.10 Assignment and Subcontracting (Terms and Conditions, Service Agreement Information Kit for Funded Organisations, QLD Department of Health and Human Services)
- 4.6 Safety Screening for Funded Organisations (Terms and Conditions, Service Agreement Information Kit for Funded Organisations, QLD Department of Health and Human Services)
- Disability Worker Exclusion Scheme Instruction (QLD Department of Health and Human Services)

Documents relevant to this policy and procedure:

- Disputes and Grievances Policy and Procedure
- Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure

- Code of Conduct
- Staff Records
- Return to Work Policy and Procedure
- Staff Training Needs Self-Assessment Form
- Staff Performance Review Feedback Form
- Staff Performance Improvement Plan Form
- Staff Training Plan
- Training and Development Calendar
- Training and Development Register
- QLD NDIS Worker Screening

This policy and procedure applies to all DATSS staff, contractors and volunteers.

Policy

DATSS is committed to building and promoting a diverse and talented workforce that has the support and capacity to deliver high quality services to its participants.

DATSS will employ sufficient numbers of support staff, taking into consideration their qualifications and experience to meet legislative, policy and service standards.

All DATSS staff, including the Managing Director, will have and maintain a clear Police Records Check, Disability Workers Exclusion Scheme Check and a Working with Children (WWC) check.

The Managing Director (or delegates) will ensure that Managing Director, and all staff and volunteers retain on file a police certificate that is not more than 3 years old.

Procedures

Recruitment and selection

If delivering disability support services, DATSS staff will meet the minimum qualification and experience requirements set down by the NDIA for the delivery of supports to NDIS participants. Those relevant to DATSS are:

- Disability Support Worker: Certificate III, IV, Diploma or Advanced Diploma in Disability Services, or another relevant qualification;
- Welfare Worker - Membership with the Australian Community Workers Association or equivalent
- Allied Health Professional - experience in professional/clinical supervision and development as defined by the professional registration requirements of the relevant profession.

DATSS staff will also meet the minimum experience requirements set down by the NDIA's Guide to Suitability. Currently, Disability Support Workers, Developmental Educators, Welfare Workers and Social Workers are expected to have experience delivering person-centered services in the community or in the home and delivering supports to assist people with disability with development of their skills and abilities.

If delivering disability support, staff will meet the minimum qualification and experience requirements in accordance with regulatory expectations and in observance of relevant standards.

Minimum qualification and experience requirements will be included in recruitment documentation and Position Descriptions.

DATSS Managing Director is responsible for recruiting staff and will:

- develop selection criteria for each position;
- advertise positions, respond to enquiries and email application forms if requested;
- contact applicants and arrange interviews (including interview panels);
- speak with nominated referees and seek opinion about the applicant's qualities, skills and capacity to fulfil the role;
- support selected applicants through the appointment process, including mandatory checks and contract negotiations; and
- notify unsuccessful applicants in writing or verbally, offering feedback on application.

Selection will be based on merit and have respect to DATSS Disputes and Grievances and Equity, Anti-Discrimination and Workplace Harassment Policies and Procedures.

Unsuccessful applicants have the right to appeal recruitment decisions. Appeals should be directed in writing to the Managing Director and a final decision will be made by DATSS Management Team. Applicants who successfully appeal will be provided the opportunity for a second interview. Applicants who are not successful in their appeal will be provided advice in writing to this effect.

Mandatory Checks

As an NDIS Registered Provider, DATSS must screen new and existing staff, volunteers, students and contractors who work directly with any of DATSS participants before they are employed or appointed.

The mandatory checks applicable to DATSS staff are:

- referee checks;
- qualification/s and professional registration checks;
- the QLD Working with Children Check;
- the QLD NDIS Worker Screening.

Prior to checks being undertaken, the person being checked must:

- consent to DATSS undertaking checks, including police record checks and international police record checks, where applicable; and
- sign a statutory declaration stating they have fully disclosed all relevant information regarding their criminal record and employment history to DATSS.

For a copy of a suggested statutory declaration, see the Department of Health and Human Services' website. If an alternative form of statutory declaration is used, DATSS must ensure it deals with all matters that are dealt with in the example statutory declaration.

DATSS must also provide an opportunity for prospective employees and volunteers to disclose any criminal record or disciplinary actions as part of the recruitment process.

The Managing Director is responsible for:

- determining who will cover the costs of mandatory record checks;
- ensuring all staff and volunteers have a current WWC Check or a QLD Institute of Teaching (VIT) certificate of registration, prior to their appointment; and
- maintaining a staff record for all DATSS staff including their qualifications, VIT registration, training and criminal history and WWC check status. The Managing Director must ensure these have been sighted and maintain the details on each staff record.

The Managing Director will develop Risk Management Plans for working with people with disability and children. These will be endorsed by the Management Team and reviewed monthly.

Employment contracts will stipulate that all staff are obligated to:

- advise the Managing Director (or delegates) if they are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably affect their ability to meet the inherent requirements of their job; and
- disclose any formal disciplinary action taken against them by any current or former employer. This includes any finding of improper or unprofessional conduct by any Court or Tribunal of any kind and any investigations that the staff member has been subject of by an employer, law enforcement agency or any integrity body or similar in Australia or in another country.

Prior to commencement all prospective staff will be required to sign a statutory declaration that they have fully disclosed all relevant information regarding their criminal record and employment history.

Working with Children Check

Working with Children Checks (WWCs) are valid for 5 years and assess the level of risk individual poses to children's safety. They are more extensive and targeted than Police Checks and consist of a national criminal history check and consideration of any relevant findings from professional disciplinary bodies such as the QLD Institute of Teaching.

All DATSS staff, volunteers and student volunteers must have and maintain a clear WWC check, unless they are:

- under 18 years of age;
- a student who is 18 or 19 years of age, who are performing volunteer work with DATSS that has been organised by their educational institution;
- a parent volunteering in an activity in which their child participates, or normally participates;
- a family member or person closely related to a child attending DATSS (such as a parent, step-parent, grandparent, uncle or aunt, brother or sister);
- a teacher who is currently registered with the QLDn Institute of Teaching (VIT);
- a QLD Police Officer or Australian Federal Police Officer; or
- an interstate visitor undertaking child-related work in QLD for up to 30 days in the same calendar year, on several occasions (with a Check from their state or territory) or on one occasion (without a Check from their state or territory).

The Managing Director will:

ensure staff and volunteers issued with a Negative Notice do not undertake childrelated work; and

- annually go to the Department of Justice WWC Check website and check the status of all staff and volunteers with WWC Check cards using the Check Status function.

Staff and volunteers must:

- inform DATSS within seven days if they have been issued with an Interim Negative Notice or Negative Notice, or if they have a relevant change in circumstances; and
- not engage in child-related work if they have been issued with a Negative Notice.

Student placements

For students aged 17 years or younger, police checks are not required, however referee checks with teachers, parents or other adults who personally know the students must be undertaken.

A worker screening check is required for students aged 18 years and older. These checks must be administered by the relevant course coordinator in the educational institute or the student can obtain a check through the NDIS worker screening website.

For international students or students who have resided in an overseas country for 12 months or more in the last ten years, as they are only here for a short period, the usual requirement for obtaining an international police check is waived. However, they must complete a Statutory Declaration declaring that they do not have:

- any charges laid against them by police concerning any offence committed in Australia or in another country in the past; or

- any offence of which they have been found guilty, committed in Australia or in another country in the past.

International police checks

Prospective staff must be informed at the beginning of recruitment processes that if they have resided continuously in an overseas country for 12 months or more in the last ten years, they should contact the relevant overseas police force to obtain a criminal or police record check. If they were a minor when they were overseas, they do not require an international police check.

Some countries will not release information regarding an individual for personal or third-party purposes. In these extenuating cases, where an international police records check cannot be obtained, a statutory declaration and character reference checks must be conducted with at least two individuals who personally knew the individual while they were residing in the other country. This should be undertaken as a very last resort if the international police check is unavailable and cannot be obtained.

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.

In the case of asylum seekers and refugees who may be unable to provide character references to accompany a statutory declaration, the statutory declaration will suffice with proof of status. However, eligibility to work should be confirmed as part of the recruitment process using the Department of Immigration & Border Protection's Visa Entitlement Verification Online (VEVO) checking system at <http://www.border.gov.au/Busi/Visa> or their faxback service.

Results of Police Record Checks

Information released as part of a police record check is restricted according to the relevant legislation or release policies operating in the specific police jurisdiction. Where a police record check reveals no 'disclosable court outcomes', outstanding charges or other matters, the person's appointment may be confirmed.

While an applicant should not automatically be precluded from a job or placement on the basis of having a police record, in accordance with QLDn Department of Health and Human Services' Child Protection Manual, if a person's national police history includes a Category A offence, the individual must not be engaged in any participant contact role without the written approval of the Managing Director of the Office of Professional Practice and the relevant Department of Human Services' Divisional Deputy Secretary.

In all other cases, the Managing Director will manage the assessment process to determine the applicant's suitability for employment or placement. The Managing Director (or delegates) will ensure that:

- the applicant, student or volunteer confirms that the details of the disclosable record are correct;

- assessment of any disclosable record of the applicant, volunteer or student is made in accordance with the assessment criteria detailed below;
- before employment is formally offered, a discussion occurs with the relevant Department of Health and Human Services Area Managing Director/Regional Senior Program Manager about the intention to employ an individual with such a record. The departmental representative cannot direct or make the decision to employ, but should provide their opinion regarding any decision DATSS makes; and
- any decision made for or against a person can be justified and is fully documented.

The Managing Director should give consideration to the following criteria:

- the relevance of the criminal offence, in relation to the job or placement;
- the nature of the offence and the relationship of the offence to the particular job or placement for which the applicant is being considered;
- the length of time since the offence took place;
- whether the person was convicted or found guilty and placed on a bond;
- whether there is evidence of an extended police record;
- the number of offences committed which may establish a pattern of behaviour which renders the applicant unsuitable;
- whether the offence was committed as an adult or a juvenile;
- the severity of punishment imposed;
- whether the offence is still a crime, that is, has the offence now been decriminalised;
- whether there are other factors that may be relevant for consideration; and
- the person's general character since the offence was committed.

Where the Managing Director makes the decision not to take on an applicant, volunteer or student with a disclosable record, they must:

- inform the unsuccessful applicant of the decision and its rationale;
- provide an opportunity for the unsuccessful applicant to discuss the results; and
- inform the unsuccessful applicant of the opportunity for the decision to be reviewed.

Storage of documentation and confidentiality

Information obtained as part of the safety screening process must be treated with the highest level of confidentiality and privacy in accordance with the relevant legislation and standards. See DATSS Privacy and Confidentiality and Records and Information Management Policies and Procedures.

Other Checks

In addition to the Mandatory Checks, the Managing Director will also confirm the identity (through photo identification), qualifications and professional registrations (through sighting a copy - where relevant) of all prospective staff prior to their appointment.

If qualifications and/or professional registration/s are a mandatory requirement of the role, original qualifications and/or registration certificate/s must be copied, certified as being a true copy of the original and dated by the relevant delegate then returned to the applicant.

If there are doubts about the qualification, the Managing Director should undertake an online check to verify that the qualification was awarded to the applicant. If an online check is not possible, the applicant should provide a letter from the registrar of the relevant institution confirming that the qualification was in fact awarded to the applicant.

If there are any concerns about the authenticity of the qualification as presented, the issuing institution must be contacted directly to verify that the qualification was completed and issued to the relevant applicant on the date specified.

Training and Development

Records of induction, training and organisational and professional development provided to all staff will be kept on each staff record as well as in DATSS Training and Development Register.

Induction

Upon commencement and prior to engaging with participants, all staff will undergo a comprehensive Induction process. This will include (but is not limited to) the provision of information and training in:

- DATSS Mission and Vision and Strategic and Operational Plans;
- DATSS compliance and program responsibilities, including obligations under relevant legislation, regulations and standards and its Policies and Procedures;
- staff roles and responsibilities, professional standards, DATSS Staff Code of Conduct, and DATSS philosophy;
- DATSS organisational and governance structures, team processes, communication channels, staffing, supervision arrangements and accountabilities;
- continuous improvement, risk management and OH&S, including first aid, incident reporting and emergency procedures;
- staff entitlements and working conditions;
- participant rights and responsibilities and DATSS Participant Charters;
- obtaining feedback and handling complaints;
- privacy and confidentiality and DATSS records and information management processes;

- supporting participants to actively participate in their service delivery, including family members and supporters in service delivery and alternative communication needs and aids;
- the safe use of goods and equipment required in the delivery of service;
- cultural, linguistic and disability diversity;
- the needs of vulnerable people including children, people with complex needs, culturally and linguistically diverse and Aboriginal and Torres Strait Islander people;
- responsibilities under anti-discrimination legislation;
- use of interpreters and translators;
- the service's access and exit/transition processes;
- referral processes, including target response and referral timeframes and how to make appropriate referrals;
- DATSS service network, Referral Database and appropriate referrals for common issues; ▪ DATSS assessment, planning and reassessment/review processes;
- evidence-based, person-centered approaches to service delivery and how to use a strengths-based approach to identify participant needs and life goals;
- DATSS financial management processes, including supporting participants' control over their finances;
- DATSS service delivery and participation processes;
- Duty of Care requirements;
- child protection and interacting appropriately with children;
- how to respond to actual or potential signs of abuse, neglect, domestic violence and exploitation, including their responsibilities for responding;
- particular risks that may be experienced by people with different needs; and
- positive behaviour support strategies.

Where possible, cultural awareness training will be delivered by local ATSI and CALD groups to ensure it is tailored to the organisation's service areas.

Participant-specific inductions will be provided to staff where specific or special individual participant needs warrant such (e.g. where specialised communication or mobility aids are required).

All staff will be asked to provide feedback on the Induction process to contribute to DATSS continuous improvement.

Ongoing training will be provided in these areas where required.

Ongoing Training and Development

DATSS Human Resource Policy June 2020

DATSS-SP38 Version 2. August 2022AP To Be Revised: August 2024 ABN 21 641 453 456

DATSS is committed to ensuring staff and volunteers have the necessary skills and knowledge to competently undertake their duties.

DATSS will provide ongoing training and development opportunities for staff that extend and enhance their capabilities as well as provide them opportunities for advancement within the organisation.

All Management Team members and staff will have the opportunity to participate in training and development activities each year.

Training and development methods available to staff include on-the-job training and supervision, internal or external courses, support for undertaking research or project work, attendance at conferences or seminars, and networking, coaching and mentoring programs.

Training on specific issues or areas will be provided where a need is identified, for instance, NDIS information and preparedness training; disability and mental health; cultural awareness; LGBTI awareness; use of interpreters and translators; and referral and support networks.

Annual staff Performance Reviews will encourage staff to take an active role in their ongoing development by identifying their training and development needs in consultation with their Managing Director.

The Managing Director will be responsible for overseeing training and development needs for DATSS. They will track training undertaken and future needs in the Staff Training and Development Register and plan and publicise upcoming training and development opportunities using a Training and Development Calendar distributed regularly to all staff.

Where a Managing Director decides, in consultation with the Management Team, that it is necessary for a staff member to acquire a particular skill or qualification in order to carry out their duties, DATSS will consider being fully responsible for all costs incurred in the staff member meeting that requirement.

Where capacity and resources allow, staff will be supported to pursue further education or training that will contribute to their professional development, but which may not be a requirement directly relevant to their current position.

DATSS will provide equity of access to professional development opportunities for all staff, taking into account the organisation's needs and the needs and skills of staff.

Where a staff member wishes to pursue further education or professional development that is not a requirement for their current position or directly relevant to DATSS needs, DATSS will not directly contribute to the cost of the staff member's training.

At the Managing Director's discretion, and taking into account any impact on service delivery or other staff, the staff member may be:

- permitted to take annual leave or unpaid leave that would assist them to participate in the activity; and
- granted up to two days' study leave as necessary to attend examinations.

Staff management and retention

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The Management Team is responsible for ensuring the structure and environment of the organisation promotes cooperative work practices and encourages staff and volunteers to take responsibility and initiative.

Staff performance and retention are supported by the following organisational policies and procedures: ▪
Human Resources;

- Financial Management;
- Continuous Improvement;
- Staff Code of Conduct;
- Disputes and Grievances;
- Equity, Anti-Discrimination and Workplace Harassment; and
- Occupational Health and Safety.

Staff are expected to attend regular team meetings, where they will have access to information sharing training and development and debrief opportunities.

All staff will be provided with Induction and ongoing training and development opportunities, team building activities and mentoring.

All staff will have formal supervision (debrief and mentoring) sessions monthly with their immediate supervisor as well as undergo annual Performance Reviews with their immediate supervisor.

Performance Reviews and Management

Performance Reviews will be conducted for all staff on a yearly basis. These will assess staff capability to perform their role and their understanding and application of DATSS policies and procedures and provide an opportunity to set future professional goals.

The Managing Director will notify their staff in writing, two weeks in advance, of the date and time of their performance review.

Staff must complete a Staff Training Needs Self-Assessment before the date of the review and take this with them to the interview.

Before the interview, the Managing Director will review the performance of their staff over the past year and make preparatory notes.

Either party can request that a support person be present during the interview.

Performance Reviews will seek to:

- clarify any issues relevant to the staff member's job description and performance standards;
- identify the staff member's strengths;
- identify areas where the staff member needs to improve;

- discuss the Staff Training Needs Self-Assessment completed by the staff member and any training that will help the staff member improve their skills;
- make changes to the staff member's Staff Training Needs Self-Assessment, where necessary. Both parties must sign this document as agreement on the staff member's training needs;
- identify and confirm the actions to be taken to maintain, enhance or improve performance; and
- set future professional goals.

The supervisor will complete a Staff Performance Review Feedback Form. This will be signed by them and the staff member. Where strategies for performance improvement are required, a Staff Performance Improvement Plan must be completed and signed by the staff member and Managing Director.

After the Performance Review, a Staff Training Plan should be completed and signed by both the staff member and the Managing Director. A copy of the completed Staff Training Plan will be placed on the staff member's file and a copy given to them.

If a staff member believes that they have been directly or indirectly discriminated against in the performance review, they should take action in accordance with DATSS Disputes and Grievances Policy and Procedure.

A copy of all documentation relating to staff Performance Reviews must be retained on their staff record.

Workers Compensation Claims

This section must be read in conjunction with DATSS Return to Work Policy and Procedure.

Staff members who have been injured or become ill and wish to make a Workers Compensation claim must do the following:

1. If they have not already done so, record their injury or illness in writing as soon as possible, using DATSS Register of Injuries, within 30 days of becoming aware of the injury. This can be done by the affected staff member or someone on their behalf. If the affected staff member is unable to record their injury or illness in the Register of Injuries they will need to notify the Managing Director of their injury or illness in writing within 30 days of becoming aware of it. If the injury was a result of a motor vehicle accident, it must also be reported to the police.
2. Be assessed by a doctor, who will determine the kind of treatment required, including the frequency and duration of treatment. The doctor will also issue a Certificate of Capacity, which is required to make a claim.
3. Complete a Worker's Injury Claim Form, available from WorkSafe QLD, and submit it to the Managing Director.

The Managing Director (or delegate) will submit the completed Worker's Injury Claim Form to WorkSafe QLD within 10 calendar days of receiving it.

Staff making a Workers Compensation claim may be required to attend an independent medical examination, conducted to help WorkSafe QLD make decisions about the person's possible

compensation entitlements, treatment, recovery, rehabilitation and return to safe work. Staff making a Workers Compensation claim may also be asked to provide a statement to the relevant a WorkSafe QLD Circumstance Investigator.

WorkSafe QLD will notify staff making a Workers Compensation claim of the outcome within 28 days from the date they received the claim.

DATSS will make every reasonable effort to support its staff in any claim for Workers Compensation, including adhering to this Policy and Procedure, providing staff with return to work information and assisting staff with planning their return to work.

Termination of Employment

Staff are required to give DATSS the relevant notice as stated in the relevant industrial Award or instrument in the event they choose to end their employment with the organisation. This notice must be provided in writing.

DATSS has the discretion to pay the staff member their notice period in lieu of having them attend work for the notice period. DATSS will ensure all salary and entitlements are paid to the staff member within 14 days of the end of their employment with the organisation.

Performance Management

Staff who are not performing satisfactorily, engage in misconduct or do not comply with DATSS Staff Code of Conduct, Policies and Procedures or their Employment Contract may face disciplinary action. DATSS management staff are responsible for identifying problems as soon as they arise and taking action. They must maintain records of all performance-related discussions and counselling sessions and these must be kept on staff records.

In all processes the principles of natural justice must be followed. This means the staff member must have an opportunity to state their point of view before action is taken and that the decision maker must not be biased. If a staff member engages in serious misconduct so that it is unreasonable for DATSS to continue their employment, they may be dismissed instantly. Examples of such misconduct include theft, assault and fraud. Such action must be supported by a high level of evidence.

Other misconduct that may result in disciplinary action includes:

- not complying with DATSS Staff Code of Conduct; and
- preventing other staff from carrying out their duties.

If misconduct occurs, the Managing Director must complete a Misconduct or NonPerformance Report detailing relevant incidents and behaviours.

If Managing Director identify unsatisfactory performance of a staff member, they must advise the staff member.

Training may be required to improve the standard of the staff member's performance. An opportunity must be provided for the staff member to improve their performance within a reasonable timeframe. If

the staff member's performance does not improve to the required standard after assistance and training has been provided within the specified time, the Managing Director must complete a Misconduct or Non-Performance Report outlining specific performance problems.

The Managing Director will meet with the staff member and inform them that a report will be written, and they will be provided with a copy.

The following process will then be followed:

1. Discussion/Counselling – between the Managing Director and the staff member. The problem will be explained, and the staff member asked to respond. The staff member is entitled to have a support person present. If misconduct or nonperformance is proved, the Managing Director will advise the staff member of the corrective action they need to take. The Managing Director will record details of the disciplinary session in the Misconduct or Non-Performance Report. All parties present must sign the report.
2. First warning - if the incident of misconduct is repeated or performance does not improve, the Managing Director will issue a first written warning. If the case is considered severe enough, the first warning can be regarded as the final warning.
3. Final warning - if the problem persists, the Managing Director will issue a final written warning to the staff member. If the issue is not resolved, the Managing Director will take action to dismiss the staff member.

The Managing Director will maintain formal records (Misconduct or Non-Performance Reports) of each counselling/disciplinary session and keep them confidential. All records must be sighted and signed by the relevant staff member as true. Such records will provide important evidence if the matter proceeds to the Fair Work Commission.

Dismissal

DATSS must comply with all State and Federal legislation and the staff member's Employment Contract in relation to disciplinary action and employment termination.

DATSS must ensure:

- dismissal is not for an unfair reason;
- the staff member knows the reason for dismissal and has an opportunity to respond in relation to that reason; and
- it gives the staff member appropriate notice or compensation in lieu of notice.

Staff may be dismissed on the basis of:

- their conduct, capacity or performance;
- operational requirements, e.g. the position is no longer required; or
- other reasons sufficient to justify termination.

Monitoring and Review

This policy and procedure will be reviewed at least two-yearly by the Management Team. This process will include a review and evaluation of: current practices and service delivery types and locations; the Incident Register; policies and procedures; the Complaints and Grievances Register; and, will incorporate staff, participant and other stakeholder's feedback.

DATSS Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

DATSS feedback collection mechanisms, such as staff and participant satisfaction surveys, will assess:

- staff access to and understanding of human resources processes and policies and procedures relating to the provision of high quality and safe services;
- staff access to and understanding of how criminal history checks are undertaken and their satisfaction with the management of these;
- staff confidence in their ability to do their job based on their qualifications and experience;
- staff satisfaction with training and development opportunities provided by DATSS;
- participant satisfaction that their specific needs, including cultural needs, are understood and supported by staff; and
- participant satisfaction that they are actively involved in the improvement of DATSS services.

DATSS will review its human resources practices in accordance with its Internal Review and External Audit Schedule. This schedule includes service planning and delivery activities that incorporate staff and stakeholder participation, assess feedback provided to and by staff, participants and stakeholders and review files for alignment of practice with processes (staff file audits).

References

Fair Work Qld

Work cover Qld

Equal opportunities