

Cerebral Palsy Support Network Inc (CPSN) is committed to providing equitable employment opportunities and environments to all people. CPSN is also committed to creating and maintaining a work environment that ensures meaningful and accessible employment opportunities are available to people with cerebral palsy and other disabilities.

This procedure details how CPSN approaches recruitment of staff in the attraction, selection, appointment and subsequent retention of staff. CPSN is committed to ensuring recruitment practices comply with the applicable legislative requirements, and conducting recruitment in a fair and transparent manner, maintaining privacy and confidentiality throughout the process.

Record of procedure development		
Version	Date approved	Date for review
4	September 2024	September 2026

Responsibilities and delegations	
This procedure applies to:	CPSN Employees and Volunteers
Procedure approval:	Chief Executive Officer; People and Culture Manager
Review of Procedure Compliance	People and Culture Manager
Specific responsibilities:	CPSN Board Chief Executive Officer People and Culture Manager Deputy CEO CPSN Leadership Team CPSN Coordinators with supervisory responsibilities

POLICY STATEMENT

This procedure describes **how** CPSN implements its Recruitment policy. The policy describes CPSN’s intentions, standards and approaches in relation to recruitment of employees, including internal promotions.

DEFINITIONS

Position Description: a formal and approved document that describes the role, responsibilities and accountabilities of a position. It is used to determine the appropriate level and salary for the position and as a key resources in performance management and staff development.

Recruitment: all activities related to the formation or review of workforce positions and the selection and appointment of staff.

Hiring Manager: the Manager of the department to who the role available will report to, and the Manager involved in the recruitment process.

Equal Employment Opportunity (EEO): when all people are treated fairly and equally in all aspects of their employment, including the recruitment process. It means everyone has equal access to employment opportunities based solely on their ability to do their job, regardless of personal attributes.

PROCEDURE

Purpose of this procedure

This procedure is designed to be read in conjunction with the Recruitment Policy and is also underpinned by CPSN's Diversity and Inclusion Policy and Procedure.

This procedure details how CPSN approaches recruitment of staff in the attraction, selection, appointment and subsequent retention of staff. CPSN is committed to ensuring recruitment practices comply with the applicable legislative requirements, and conducting recruitment in a fair and transparent manner, maintaining privacy and confidentiality throughout the process. CPSN is also committed to creating and maintaining meaningful and accessible employment opportunities for people with Cerebral Palsy and other disabilities.

The Recruitment Policy outlines the roles and responsibilities for the implementation of the policy. These roles and responsibilities are embedded within this procedure.

Procedure

Equal Employment Opportunity (EEO): Diversity, Cultural Diversity and Inclusion

As detailed in the Diversity and Inclusion Policy and Procedure, CPSN will apply the principles of EEO to all employment related decisions, including recruitment, selection, higher duties or employment benefits.

Diversity applies to:

- Aboriginal and Torres Strait Islander people
- People from non-English speaking backgrounds
- People from diverse racial, religious or cultural backgrounds
- people with different ages, genders, gender identities, marital status, or parental status
- People with a disability
- People who identify as LGBTIQ+

CPSN will not discriminate on the basis of personal characteristics, such as:

- Race, Nationality, Ethnic or National Origin
- Age
- Sex, gender, sexual preference, transgender status
- Disability or health condition
- Pregnancy or breast feeding
- Carer responsibilities
- Religion

Refer to CPSN's Diversity and Inclusion Policy and Procedure for further information on how CPSN ensures EEO and inclusive practice.

Confidentiality and Conflict of Interest

All CPSN employees involved in the recruitment process are required to maintain confidentiality and protect the privacy of all applicants.

CPSN requires all employees to adhere to the Conflict of Interest Policy and Procedure, and this applies to the recruitment process. Where the CPSN employee involved in the process becomes aware of a real, perceived or potential conflict of interest, they are required to disclose the conflict. Conflicts may include prior knowledge of the applicant, a relationship of any kind with the applicant (current or prior), or any prejudicial aspects of their experience or knowledge of the applicant.

Where a CPSN employee involved in the recruitment process of an applicant is nominated as the applicant's referee, or recognises they may be nominated as a referee, the employee must disclose

this. CPSN Management will decide on the appropriateness of their engagement in the recruitment process.

External Recruitment Agencies

Where CPSN engage or use an external recruitment agency for part or all of a recruitment process, commitment to merit-based and values-based selection in accordance with the principles of the Recruitment Policy and this Procedure will be sought.

Establishment of a Position

The recruitment process commences when it is established there is a position to be recruited for. This is a result of organisation and workforce planning and may involve the commitment of budget or other organisational resources.

Employment Requisition

To initiate the recruitment process, the Hiring Manager will submit to the People and Culture Manager the vacancy, either via an Employment Requisition Form (ERF) or email, detailing the role and role requirements. Approval of the ERF is in accordance with the Delegations of Authority. Where the vacancy relates to a support worker role, the Client Liaison Coordinator responsible for the service will submit an ERF via Salesforce.

Any position outside of the approved budget must be supported by a business case and approved by the CEO.

Position Descriptions

Position descriptions are developed prior to recruitment activities and are a formal statement of the role, responsibilities and accountabilities of the person(s) holding the role. The position description supports CPSN in using a merit-based approach to the selection of new employees. The position description may also support applicants to understand the role and ensure their application meets the requirements of the role.

Advertising Positions

CPSN's approach to advertising will be to ensure a wide range of suitable applicants are made aware of the opportunity. Vacant positions may be advertised internally or externally, or using both methods, depending on the requirements of the position. Advertising may be formal (e.g. print and online media) or informal (e.g. word-of-mouth or via social media).

Positions advertised externally by CPSN will include:

- position title
- position purpose and key responsibilities
- essential requirements for success
- position location (where possible; CPSN will only publish the general area and not the specific location of a private residence)
- contact details for queries about the role
- closing date for applications (if applicable).

Advertisements for vacant roles will be led by the People and Culture Manager

Application Management and Short-Listing

The Hiring Manager is responsible for leading the review and short-listing of candidates. The confidentiality of all applications is protected by any staff member who has a role in receiving or reviewing applications.

Applications must satisfy the requirements as detailed in the position advertisement in order to be short-listed.

The Hiring Manager and/or the People and Culture Manager (or applicable department member) may conduct phone screening to support in the effective identification of appropriate and suitable applicants for interview.

Interview Process

Applicants selected for a face-to-face interview (which may be facilitated online via video call) will be contacted at least a day prior to the scheduled interview. Contact will generally be via phone or email. Contact for interview confirmation will be undertaken by the People and Culture department.

Generally, two CPSN representatives are involved in the interview process, forming the interview panel; the Hiring Manager and a People and Culture team member. Applicants may be required to undertake more than one interview, depending on the level and nature of the role or the number of suitably qualified applications received.

Interview questions are pre-planned to meet the role requirements and organisation's values. All applicants selected for an interview are asked the same base questions and where a pre-interview activity is required, will undertake the same activity and will be given the same timeframe in which to complete the activity. Consistent scoring and assessment criteria are applied to all interviewees.

Personal information collected from unsuccessful applicants who undertook interviews will be retained by CPSN for six months in the event a similar role is advertised, and the applicant is considered. Requests can be made for CPSN to destroy the records prior to this time. Likewise, CPSN may make a request to an applicant to retain the information for a period longer than six months should CPSN wish to retain the application for future consideration.

For successful applicants, interview documents and other information collected through the process will be retained in the employee's personnel file.

Psychometric or other Testing

Demonstrations and testing processes can be useful in recruitment and can support in merit-based selections. Such psychometric or other testing, including physical or medical testing may be requested prior to finalising recruitment to a CPSN position. In the event that an external test is required, approval for the test will be provided by the CEO.

Employment Checks

Preferred applicants will be required to provide CPSN with at least two referees so CPSN may undertake reference checks. Referees should be direct managers of the applicant, and except in exceptional circumstances, one referee must be the applicant's current manager/supervisor. The applicant must provide agreement for CPSN to contact their nominated referees.

Reference checks are undertaken by the People and Culture Manager or delegated to a member of the People and Culture team.

Reference checks have standardised questions asked to all referees. In some instances, specific questions stemming from examples/information provided through the recruitment process may also be asked.

Reference checks may be accessed by the People and Culture Manager, the Hiring Manager, and other applicable managers or stakeholders in the recruitment process. Reference checks will be saved in the employee's personnel file. If an applicant is found to have deliberately provided false referees or provided falsified information, this will be treated as serious misconduct and the applicant may be declined the position or where the applicant has been selected and on-boarded, the person may be terminated.

All new employees must possess the required satisfactory worker screening checks prior to commencement with CPSN. Required checks are detailed in the Worker Screening Policy and

Procedure and are in accordance with applicable legislation, CPSN policy and CPSN's risk assessed role register. From time to time the NDIS or CPSN may require additional checks in-line with Practice Standards and Rules. These will also be incorporated into pre-employment clearance checks.

Notification of Outcome

All applicants will be advised of the outcome of their application with CPSN. Applicants not selected for short-listing will generally be notified when the short-list and interviewees are selected. Notification for applicants may be via the online system through which the applicant applied.

Successful applicants will be notified via phone call, as detailed in the below section.

Unsuccessful applicants who engaged in the interview process will generally be phoned by the People and Culture team or the Hiring Manager following the appointment of the successful applicant. CPSN has discretion as to whether any feedback will be provided to the unsuccessful applicants.

Offer and Contract of Employment

The CEO is responsible for confirming an offer of employment for positions other than Support Workers in accordance with the Delegations of Authority. The People and Culture Manager is generally responsible for facilitating an offer of employment to the successful applicant upon CEO approval. The offer of employment is initially made verbally over the phone, confirming the applicant's success, and including the applicant's wage and other benefits.

When the applicant has confirmed they would like to accept the offer, the employment contract will be developed and sent to the applicant to finalise the offer, acceptance and full terms and conditions of employment.

Onboarding

Successful applicants are required to complete CPSN's onboarding processes including use of HRIS and other applicable technology systems. New employees are required to complete the onboarding process and supply the required compulsory documentation prior to commencement.

Induction

New employees will undertake an Induction and Orientation process upon commencement. Depending on the role, this process may vary. Refer to the Training and Professional Development Policy and Procedure for information about this.

Access to CPSN's systems and other equipment that applies to the role will be finalised and provided to the employee on, or immediately prior to, commencement.

Prerequisites

Recruitment Policy
Diversity and Inclusion Policy

MAINTAINING APPROPRIATE RECORDS

Records will be kept for seven years. CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

FORMS THAT APPLY TO THIS PROCEDURE

Employment Requisition Form

End of document
