

NDIS Self Managers Direct Employment Sample HR Policies



NDIS Self Managers Direct Employment HR Manual



WELCOME

Welcome to your **NDIS Self-Managers Direct Employment HR Manual v1.6**.

This manual has been designed especially for Australian people with a disability, their families and carers who self-manage all or part of their NDIS funding, and have chosen to employ, or are about to employ their own support workers.

What This Manual Is Designed to Do

There are legal obligations that come with the employment of staff. This manual contains the essential Human Resource policies you will need to help you comply with your employment obligations.

We have deliberately written this manual for people who will be hiring less than 15 staff members. If you will be hiring more than 15 staff members then we recommend our more comprehensive [Instant HR Policies and Procedures Manual](#).

Your NDIS Self-Managers: Staff Employment Manual is written as a series of policy and procedure templates. These join together to form an Employee Manual for your support workers, explaining their rights, responsibilities and entitlements, as well as outlining the practicalities of how these will work for your support situation.

Make sure that you update and the policies we have included in your manual and tailor them to meet your needs. Don't just copy these templates without reviewing them, as they may not be appropriate for your situation.

What This Manual Cannot Do

This manual provides you with general guidance on a range of human resource issues, including anti-discrimination, racial vilification, and workplace bullying.

This manual is not designed to help you decide whether self-management of your NDIS funding is the best option for you. Your Local NDIS Local Area Coordinator (LAC) or NDIS Planner can help you assess your options.

Also, because of the complexity of the Industrial Relations system and Workplace Health and Safety systems in Australia, this manual cannot provide you with legal advice as to your

specific situation. You need to seek specific advice to ensure you comply with all relevant State/Federal legislation.

Workplace Health and Safety

While many Workplace Health and Safety policies relevant to support workers are included in this manual, we cannot cover all situations given all the specific legislative requirements that are required for compliance.

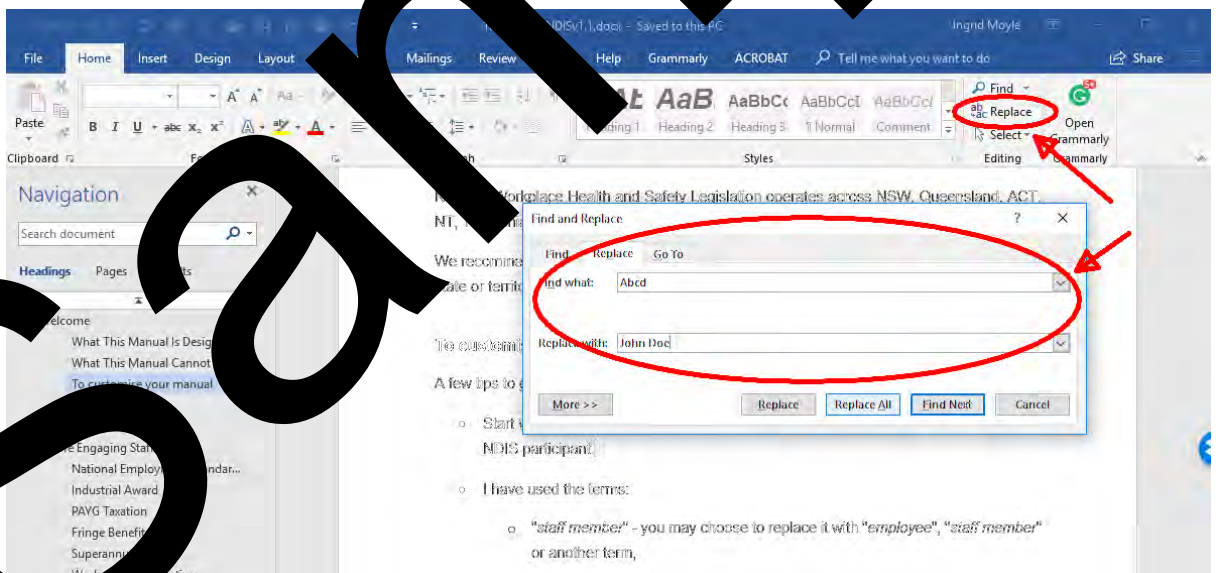
National Workplace Health and Safety Legislation operates across NSW, Queensland, ACT, NT, Tasmania and South Australia. Victoria and Western Australia retain their own systems.

We recommend you attend a Workplace Health & Safety Officer training program within your state or territory to ensure you are compliant with WHS requirements.

To customise your manual

A few tips to get you started:

- Start with a search and replace for the term used and replace it with the name of the NDIS participant.



We have used the terms:

- "*staff member*" - you may choose to replace it with "*employee*", "*staff member*" or another term,

- "*Abcd/the Plan Nominee/Child Representative*" – this is either the participant or the person authorised to sign off on NDIS self-management on behalf of the participant,
- "*Bookkeeper/accountant*" – this is the person who processes your pays for you. If you do your own wages processing, then adjust the term to reflect your role.
- The italicised comments in *blue* are either instructions for you while customising the document or provide you with alternate procedure sections. Delete the italicised comments and parentheses before distributing the Manual to your staff member.
- Add any care specific details such as your address, care goals and objectives, locations and key contacts.
- Review each of the policies to make sure that they reflect your situation (e.g., not all families need working with children checks).
- Finally, no manual is carved in stone. Remember to schedule a regular review of every policy and procedure (usually every two years).

A note on language style

This manual has been designed with your staff member as the reader. We have deliberately chosen colloquial and easy to understand English terms wherever possible.

In some policies, we have included a section labelled "**Our Guide**". These are addressed specifically to you rather than staff members and are designed to give more specific guidance to your on "how to do" a process. You may choose to include them in your main manual or put them in a separate how-to manual.

In the creation of this manual we acknowledge the work of the Fair Work Commission, Department of Employment and Workplace Relations, the Workplace Gender Equality Agency, the Department of Immigration and Citizenship, Services Australia, the Office of the Australian Information Commissioner, the Victorian Equal Opportunity and Human Rights Commission, the University of Melbourne, Beyond Blue, Heads Up, the Quality Care Pharmacy Program, Centacare, KARE, Oxley Home Care, Scope (Vic), Autism SA and the Australian Stock Exchange.

If there is a policy that you would like to see added to this manual, drop us an email, and we will investigate options for you.

Styles

We have used "styles" in Word to format this manual.

You can change the appearance of your document instantly by editing the properties of the styles.

If you keep using styles, your manual will have a consistent format and look great.

The manual has these styles:

Style	Type	Purpose
Normal	Paragraph	Normal paragraphs of text
Heading 1, 2, 3,	Paragraph	Heading levels
List paragraph 1,2	Paragraph	Bulleted list
Legal	Paragraph	Text such as copy notices
Title	Paragraph	Book title
Header, Footer	Paragraph	Page headers and footers
TOC 1, 2, 3	Paragraph	Heading levels in the table of contents
<i>Doc or form title</i>	Character	Title of a document, form, act or booklet
	Character	Notes about customising your manual

For more information if you would like to modify or customise the styles used in this document <https://support.office.com/en-us/article/customize-or-create-new-styles-in-word-d38d6e47-f6fc-4102-ba607-1eb120dec563>

Formatting notes

In this version of this manual, we have made the following settings. You can change them as required.

- Heading 1 and Heading 2 paragraphs start on a new page.

- The page header is always the same as the current or most recent Heading 1 paragraph.

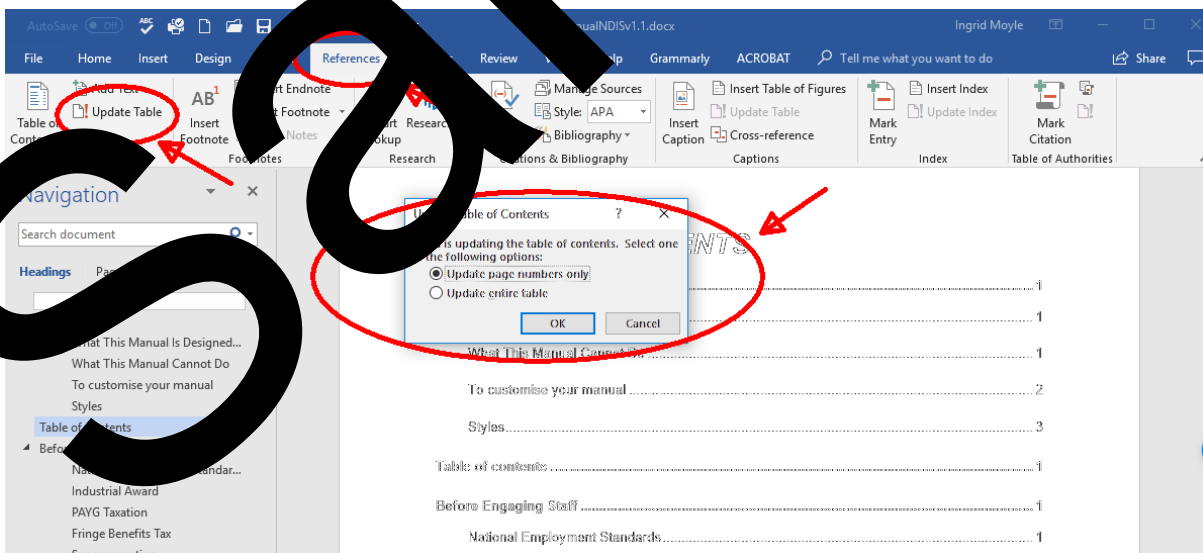
In the manual, sections may break over pages or spill over only a little into the next page. We have left this as it is because you'll be editing it. When you have finished editing, you can adjust the page breaks to avoid splitting topics in an untidy way.

If you paste text from other word processor documents, this text will bring its formatting. To make your manual look uniform, apply the styles from the table above. If they don't look right, try selecting the paragraphs and pressing CTRL+Q and CTRL+SPACE. This removes any format overrides. If you use CTRL+SPACE, you'll need to reapply any Character styles.

Updating Your Table of Contents

The Table of Contents is automatically generated. Once you have finished making your edits, you can easily update your Table of Contents.

- Go to the References tab of the ribbon at the top of Word (the tabs read File, Home, Insert, etc. across the top).
- In the Table of Contents group, click Update Table.
- Choose to Update Page Numbers Only or Update Entire Table.
- Save your Manual (and remember where you saved it!)



We look forward to hearing of your continued growth and success.

Australian Employee Manual

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HR MANUAL

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BEFORE ENGAGING STAFF

(Note: This chapter is different to the rest of the manual as it is directly written to you as an employer, and can be deleted once you have actioned each of the steps. All future chapters are written towards the staff member as the reader of the document.)

Our Guide

Before you hire your first staff member, you need to ensure you are set up legally and correctly, and have systems in place to manage your employment obligations.

The NDIS has useful information on [Directly Engaging Your Own Staff](#).

National Employment Standards

Every employee in Australia is covered by the [National Employment Standards](#), regardless of their Industrial Award or Agreement. There are 10 minimum entitlements that apply:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal carers leave and compassionate leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Written Work Information Statement

Some of these NES can be challenging to apply in a direct employment situation (e.g. Parental Leave/Maternity Leave), and you are advised to get legal advice on how to apply them in your specific situation.

Industrial Award

Most support staff employed under self-managed funding arrangements are covered by the [Social, Community, Home Care and Disability Services Industry Award](#). Make sure you read and understand this award.

To help work out what to pay your staff members, read through the classification definitions contained in Schedule E of the Award.

These definitions outline typical roles, duties, qualifications and skills required at different levels. Look for the level that best matches the role, skills and duties you are looking for in your support workers. You can also use these definitions to help you write position descriptions for your staff members.

Minimum pay rates for the different levels are listed in Clause 4 of the Award. You can pay over that amount, but you cannot pay beneath that amount. Download the [Social, Community, Home Care and Disability Services Industry Award Pay guide](#) to view all the current full time, part-time, casual and overtime rates and allowances.

In most cases, support staff will be hired on a casual or part-time basis.

Remember, after 12 month's continuous full-time employment with you, your staff member is eligible to move to the next pay point within the level. They can't move to the next level unless you promote them or reclassify the job.

You need to comply with the pay scales and conditions outlined in the Industrial Award, and keep yourself informed when the terms and conditions change. The easiest way to do that is to subscribe to the [free update service to the award from the Fair Work Commission](#).

You are also required to provide each staff member with a copy of the [Fair Work Information Statement](#) before or as soon as possible after they start with you.

If you have any questions about the Industrial Award that covers your staff, contact the Fair Work Ombudsman Infoline on 13 13 94.

Pay

Employing people means you need to correctly pay them on their due dates using a single touch payroll (STP) compliant system. Many people choose to hire a bookkeeper or have their accountant run the pays for them on a weekly/fortnightly and to help them set up clear record-keeping processes.

Other people choose to do it themselves and use one of the many bookkeeping programs such as Xero, MYOB or QuickBooks to help them. If you are not familiar with these programs, discuss your options with your bookkeeper/accountant and have them set it up for you, and train you in their use.

PAYG Taxation

As an employer, you need to meet your PAYG taxation obligations for your staff members. This means you need to deduct the correct amount of PAYG taxation from the pay each pay cycle, and then pay this amount to the ATO each quarter as part of your Activity Statement (or more frequently if you arrange it with the ATO).

The ATO has [general information on what is PAYG withholding](#) and what you need to do to meet your obligations.

You will need to [register for a PAYG withholding account](#) with them. You need to register before you pay someone for the first time.

You will also want to review information from the ATO on [Tax File Number Declaration Forms](#) as your staff member will need to complete one when they commence with you.

You will also need to report to the ATO by August 14 each year on all payments you made during the financial year, and the amounts withheld from those payments and submitted to the ATO.

Here is a link to the [due dates for each year for PAYG](#).

Fringe Benefits Tax

If you provide fringe benefits for your support workers (e.g. allowing staff members to use your car for private purposes, or entertainment benefits such as theatre tickets or meals), you may be liable for FBT. Talk with your accountant to determine what you need to record and how to record it.

Superannuation

[The Superannuation Guarantee](#) is a complex area when it comes to support workers, with conflicting advice currently available. We recommend you discuss this matter with your accountant.

We also recommend you use the [Superannuation Guarantee Eligibility Decision Tool](#) from the ATO to determine if you need to pay the superannuation guarantee for your staff members.

If you are required to pay superannuation, then your staff member will need to complete a [Superannuation Choice Form from the ATO](#).

There are several steps to setting up superannuation payments. You can find out more at the [ATO Setting Up Superannuation page](#).

We have included a number of possible clauses for you in relation to paying superannuation in the chapter on Payroll. Choose the option that works best for you.

Here is a link to the [due dates for super guarantee payments](#).

Workers Compensation

You need to take out a Workers Compensation Insurance policy to protect your staff members in case they injure themselves while working for you.

As each state has different requirements, contact WorkCover or Safe in your state to find out what you need to do.

Other Insurances

Check any existing insurances that you hold for your property to check if they cover you and your support worker for accidents and injuries within your home. In most cases, you need to ring your insurance provider to discuss the situation and to review your cover.

Check:

- *Motor Vehicles* – If your support worker drives your car and is involved in an accident, are you covered?
- *Public Liability* – Are you covered for incidents that occur in or outside your home involving your support worker?
- *Contents* – Does your contents policy cover the personal effects of your support worker inside and outside the home?

**CHAPTER 1: RECRUITMENT &
SELECTION**

Sample

Position Descriptions

(Note: You can find a draft position description for a typical support worker role in your HR Forms pack.)

Position Descriptions are a concise description of the role, duties, knowledge skills and abilities needed to perform a job successfully. Every position has a position description to ensure that you are clear on your expected duties and to help you to perform at your best.

Position descriptions are not a detailed list of your every task and duty but provide you with general guidance in your role.

Writing Style in Position Descriptions

Position descriptions:

- are written in the present tense,
- only include the main, significant, or key duties/responsibilities,
- list the most significant responsibilities in order of importance,
- don't include work undertaken by staff members you supervise,
- don't include short-term/temporary or special duties, and
- always include the words "any other tasks as required".

Content of Position Descriptions

Position title

Every job has a title that reflects the main duties, or the reason it exists.

Date Reviewed

We include when the position description was last reviewed, so you know how current it is.

Pay rate

In most cases, we include the main pay and conditions on the position description.

Background

We tell you more about Abcd and how this position fits into the bigger picture of support for Abcd.

This section includes our vision for Abcd to help set out what is important to them and us.

Hours of Work

Your employment type and hours of work are detailed here.

Reporting Relationships

This tells you who you report to and if any staff members report to you.

Primary role

This is a short sentence that summarises the overall role of the position, and the reason it exists.

Duties & Responsibilities

Your main duties, tasks and responsibilities are listed in order of importance.

Skills, Knowledge, Abilities & Attitude Required

This section tells you what you need to know, be able to do, and how you need to act to be successful in the role.

Other requirements

Sometimes jobs need additional things such as the ability to drive manual cars, frequent travel, the requirement to use a personal smartphone or tablet for work-related calls or internet access, or the requirement to drive your personal vehicle for work-related purposes.

If there is a requirement to undergo a NDIS Worker Screening Check or to hold a current Working With Children Check clearance, these details will be included here.

Selection Criteria

These are the main competencies/ skills/ qualifications/attributes listed in the Position Description and are used to shortlist applications and to assess applicants during the interview process.

Staff Member signature

You will be asked to sign your Position Description to say that you have read and understood the contents. A copy will be held on your personnel file.

Sample

NDIS Self Managers Direct Employment Employee Induction Manual

Sample

PLEASE READ IT CAREFULLY.

Once you have read this manual, please sign the statement below, and hand it to us by the due date.

I, _____, have received and read a copy of the _____ Manual which outlines the goals, key policies, benefits and expectations currently in place, as well as my responsibilities as a staff member.

By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in this Manual. I understand that this handbook is not intended to cover every situation which may arise during my employment, but is only a general guide and may be subject to change during my employment.

(Staff member signature)

Please return by: _____
(out to _____)

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Sample

Position Description (Support Worker)

Position Title: Disability Support Worker

Position Type: Full-time / Part-time / Casual

Location: Glenelg, South Australia

Date Reviewed: 18th July 2020

Date Assessed as a Risk Assessed Role: 18th July 2020

Reviewer's name: Mary Smith

Pay Rate & Conditions: Level 3 – Home Care Employee under the Social, Community, Home Care and Disability Services Industry Award

Background

Abcd is a bubbly, outgoing teenager with quadriplegia. She lives with their mum, dad and three sisters in Glenelg, with both parents working outside the home.

While her parents are primary caregivers, additional support is required on some mornings when they have early starts to get Abcd ready for school.

We want Abcd to lead a full life and support her to become a lifelong learner.

Risk Assessed Role

This role is a risk assessed role under the NDIS (Practice Standards – Worker Screening) Rules 2018 because the role involves the direct delivery of specified supports or specified services to a person with disability.

This means the successful candidate will need to undergo an NDIS Worker Screening Check before commencing in the role.

Hours of Work

Wednesday and Friday mornings from 8.30 am

Reporting Relationships

Reports to: Abcd's parents

Reports to you: None

Primary role

This role provides personal care to assist with showering, dressing, and taking Abcd to school two mornings a week.

Duties & Responsibilities

Main duties, tasks and responsibilities are listed in order of importance.

- Assist Abcd with personal care requirements including showering, toileting, grooming and dressing.
- Assist Abcd to eat breakfast.
- Driving Abcd to her school.

Skills, Knowledge, Abilities & Attitude Required

- Patient, flexible and understanding.
- Supportive and caring nature.
- Respect for people with a disability.
- Reliable and punctual.
- Trustworthy and able to keep information confidential.
- Friendly and professional.
- Good communication skills.
- Able to cope with the physical demands of the job.

Qualification & Other Requirements

Current First Aid Certificate

Current NDIS Worker Screening Clearance

Current Working With Children Check

Current full motor vehicle drivers licence (not on P or L plates) and access to a reliable registered vehicle with a minimum of third party insurance.

Certificate III in Home and Community Care, Disability, Aged Care or Individual Support will be well regarded.

Selection Criteria

1. Experience providing personal care to a person with a disability or an aged person.
2. Sound communication skills and the ability to work as part of a team.
3. Demonstrated ability to maintain confidentiality.

4. Demonstrated reliability and punctuality.

Staff member Signature: _____

Printed Name: _____

Date: _____

Sample