

F.3 Recruitment

1.0 INTRODUCTION/BACKGROUND

Mercy Services recognises that the key to providing exceptional support to Mercy Services clients is high quality staff. Therefore Mercy Services applies the following principles throughout the recruitment and selection process:

Equity: applicants are selected, promoted and treated on the basis of their individual talents and capabilities, that is, merit. The principle of selection based on merit, refers to a decision being made based on the ability of applicants to effectively achieve the outcomes required of a job and thereby contribute to the achievement of Mercy Services's goals.

Organisational Need: As part of Mercy Services' planning processes, staffing budgets are developed and maintained. A key part of the budgeting process is planning for staffing requirements to achieve organisational outcomes. Staffing levels are reviewed on a continuous basis within budget constraints.

Cultural Fit: Every organisation's culture is different. Relationships, work styles, team orientation and personalities play a large role in the success of a team so it is vital that the temperament or work style of new staff matches with Mercy Services's culture and values. The culture of Mercy Services suits people who are passionate about delivering practical, innovative supports to meet the needs and aspirations of Mercy Services clients.

Valid Process: To withstand scrutiny recruitment decisions must be made on sound judgement and are based on integrity and excellence. There must be evidence of the description/definition of a position, the advertising process and the selection process. The key to effective recruitment and selection at Mercy Services is to apply a process that is fair, consistent and relevant, thereby meeting the objectives of Mercy Services.

2.0 SCOPE

The purpose of this policy is to clarify the roles of particular Mercy Services staff in the recruitment of new staff.

3.0 POLICY STATEMENT

Mercy Services is committed to equality of opportunity in its recruitment practices and opposes all forms of unlawful or unfair discrimination - direct or indirect. Mercy Services will take all reasonable efforts to ensure that no applicant is less fairly treated in any situation because of age, sexual orientation, religious beliefs, disability, gender, marital status, race or any other condition not relevant to the requirements of the job.

Mercy Services will take all reasonable steps to seek staff that have the required skills, experience and approach to best assist Mercy Services clients.

4.0 PROCEDURES

4.01 Attracting Staff

Mercy Services appreciates that the profile of the organisation and its reputation as a rewarding place to work are instrumental in attracting high quality applicants.

Mercy Services management will constantly seek out ways to promote the values and successes of the organisation.

Mercy Services management will respond to all affordable and appropriate suggestions from staff aimed at increasing staff satisfaction.

4.02 Clarifying job requirements and documentation

When a vacancy arises or the need to change the status of a position the relevant Coordinator, Director of Care, or Manager will consult with their line Manager regarding the job specifications and options for meeting these.

The relevant line Manager will review the position description and draft a job advertisement. The draft job advertisement will include:

- The main requirements of the successful applicant;
- The main selling features of the position;
- The closing date for applications; and
- Who within Mercy Services the applicants can contact for further information.

The Manager will ensure that the core competencies of the position description remain consistent with other similar positions across the organisation.

4.03 Position descriptions

All employees will have a position description that clarifies:

- Position Title
- Program
- Award/hours (usually refers to the Employment Agreement for details)
- Responsible to: (who the person will be supervised by)
- Responsible for: (an overview of the objective of the position – why the position exists, what the person is expected to achieve and how)
- Responsible to perform within regulative frameworks of: (a list of laws that impact on the position)
- Performance Appraisal (the timeframe for staff review and development sessions)
- Essential Requirements
- Desirable requirements
- Description of competencies, key tasks and performance indicators

4.04 Filling casual positions

A Coordinator may choose to interview and trial a suitable person for a casual position. The Coordinator will not be able to start the new worker until their Manager has prepared an Employment Agreement and this Agreement is signed by the employee, their immediate supervisor and the General Manager.

4.05 Advertising positions

The General Manager must approve a change in the status of a position (e.g. full-time, part-time, casual).

The General Manager must approve the decision to advertise any permanent full-time or part-time vacancies. Normally, all permanent (full-time or part-time) vacancies will be advertised externally. However in special circumstances the General Manager may decide on internal application or direct appointment while still ensuring that all legislative and funding requirements are met.

The relevant Coordinator/Manager/Director of Care will ensure that the position description is accurate.

The relevant Coordinator/Manager/Director of Care will email Mercy Services staff informing them that the position will be advertised. If the vacancy is due to someone leaving and if it is appropriate the Coordinator/Manager will also invite staff to a farewell function.

The Coordinator/Manager/Director of Care will inform Administration/Payroll staff of the places the position is to be advertised and the wording to be used. Administration/Payroll staff will advertise the position:

1. Within Mercy Services via an email to all Mercy Services email addresses
2. In the Saturday Newcastle Herald. Coordinator positions should be advertised in a 2 column wide x 3 inch format. Other positions are to be advertised in single column format;
3. On the Mercy Services website;
4. Via email to Aboriginal Employment Strategy and local Aboriginal Land Councils (see Appendix 1) for all externally advertised positions - in keeping with the Mercy Services Reconciliation Policy goal of increasing the number of Aboriginal and Torres Strait Islander employees
5. Other advertising options listed in Appendix 1 may be used depending on the specialised nature of the position and the need to ensure sufficient number/quality of applicants.

Administration/Payroll staff will also ensure that the Mercy Services website has all the necessary application documents and background information applicants might require. Paper copies will also be left with Mercy Services reception should an applicant want Mercy Services to post the material to her/him.

As it is an offence for a person convicted of a serious sex offence (a prohibited person) to apply for, undertake or remain in child-related employment, all applicants for such positions are required to complete a "Prohibited Employment Declaration" form and return this with their written application.

Administration/Payroll staff will keep copies of the most recent advertisements for all positions in a central location on the computer network (currently \\Admin\Recruitment\Job Advertisements).

4.06 Receiving applications

All applications are to be sent via email or mail to the Mercy Services main administration office at Tighes Hill. Administration/Payroll staff will ensure that applications are kept in a safe and confidential location.

4.07 Selection panel

Selection panels for advertised positions should comprise at least two people. It is essential that at least one member of the selection panel be the same sex as the applicant. At times a third or independent person can be appointed.

	For Direct Care or Administration/ Support position	For Coordinator or Nurse	For Manager or Director of Care	For General Manager
Selection panel members	Manager or Director of Care	General Manager	General Manager	Chair of the Board
	Coordinator	Manager or Director of Care	Manager	Board member
	Independent	Independent	Independent	Representative of ISMAPNG

Membership of the selection panel is decided by the General Manager. When a panel is to select a new General Manager the membership of the panel is determined by the Institute of the Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG) (or their delegate) or by the Chair of the Mercy Services Board. Panel members are chosen for their interviewing skills, knowledge of the position requirements and their position within Mercy Services. The panel member with the most responsible position within Mercy Services will be the Chair of the panel.

Mercy Services requires all candidates to address selection criteria listed in the position description in their application. The panel members will assess the written applications for relevant credentials including: evidence of behavioural competencies, past achievements, qualifications, skills from previous positions. Only applicants that meet the essential criteria will be interviewed. If there are a great number that meet the selection criteria the panel may choose to interview only those that best meet the criteria.

The panel chairperson will ensure that a table is prepared with each of the selection criteria in a column and a row for each applicant. Each panel member will rate the applicant’s attainment of that criterion out of ten (with ten being full met and 0 being not met at all). The panel will then tally and compare their scores as a means of discussing the applications and choosing those applicant who are most suitable to interview.

The panel chairperson will present the panel with a list of possible interview questions. The panel will discuss these and decide on the wording of the interview questions. The questions will aim to explore the applicant’s relevant skills and experience in relation to the selection criteria.

The panel chairperson will ensure that applicants not chosen for an interview are notified of this within seven days of the decision not to interview them.

Unsuccessful applicants will be offered the opportunity of contacting the panel chairperson for feedback on their application.

4.08 Interviews

All applicants should be asked the same questions (e.g. Appendix 2). The panel may ask supplementary questions if they are unsure of an applicant's response or if they believe the applicant has only partially answered the question.

For some positions (e.g. administrative) a task may also be set as part of the interview process.

The panel chairperson will ensure that a suitable room is booked, interview materials available and that lunch/other amenities are arranged.

Generally applicants will be offered the opportunity of arriving ten minutes early to look at the interview questions. Applicants may make notes and consult these notes in the interview.

The panel chairperson (or delegate) will collect the applicant when it is time for the interview. The panel chairperson (or delegate) will introduce each of the panel members and explain the interview process. Most interviews will be allocated 30 minutes with a period of 15 minutes between interviews to allow for overruns and discussion by the panel.

The panel will individually rate each applicant's response to a question out of ten. At the conclusion of the interview, if there is time before the next interview, the panel will discuss their ratings and their assessment of the applicant. The panel chairperson will ensure that these compiled scores are listed on a scoresheet which all panel members sign.

After all applicants are interviewed the panel will decide on the most suitable applicant. The panel will also decide which applicant is second most suitable just in case the chosen applicant refuses or is later found to be unsuitable.

If certified copies of their qualifications have not been sighted the applicant will need to provide these for verification by the members of the interviewing panel prior to the position being offered.

4.09 Post-Interview

The panel chairperson (or delegate) will contact the most suitable applicant's referees (see Appendix 3). The purpose of contacting referees is to confirm the panel's assessment of the applicant's suitability to the various aspects of the job. An unfavourable referee's report does not necessarily rule out an applicant – although this report would need to be discussed with panel members.

If the referees confirm the applicant's suitability and credentials the panel chairperson may phone the chosen applicant and offer them the position. The applicant will be offered the option of a day or two to consider the offer.

Once the chosen applicant has accepted the offer the panel chairperson will contact unsuccessful interviewees within 14 days of the interview. Unsuccessful

interviewees will be offered the opportunity of contacting the panel chairperson for feedback on their application. Unsuccessful interviewees will also be told to contact the panel chairperson if they do not want Mercy Services to keep their resume for 12 months in the event that an employment opportunity arises at Mercy Services. The panel chairperson will send the short listed applications to the relevant Manager/Director of Care. After this time the applications will be securely destroyed.

The panel chairperson will ensure that the conditions of employment and starting date are clarified with the applicant and that these details are written in the Employment Agreement.

When the chosen applicant has accepted the conditions of employment the panel chairperson (or delegate) will provide the person with the Mercy Services staff employment package. The Mercy Services new staff employment package is maintained by Payroll/administration. The package includes:

New Employee package

- Staff Employment Package Contents page signed and dated
- Staff Details Sheet
- Criminal Record Check Form
- Superannuation Choice Form
- Application for Employment Form
- Tax Declaration Form
- Employee Confidentiality Statement
- Uniform Information
- General Pay-related Details
- Vehicle use information
- Employment Screening - Criminal Record Check Explanation
- Fair Work Information Statement

Forms/Staff

- Timesheet
- Application for Leave
- Superannuation Personal Contributions
- Extra Tax Form
- Payroll Calendar

Mercy Services Info

- Mercy Services overview (includes Mission Statement)
- Philosophy and Values
- Office Details (address, phone numbers and fax numbers)
- Organisation Chart
- Code of Conduct – Staff and volunteers
- Grievance Issues

Brochures

- Employee Assistance Program Brochure
- Combined Service Booklet

Some of the items in this package require completion by the applicant and processing before the employment can be finalised.

The panel chairperson will keep the score sheets for interviewed applicants in a secure location for six months. These records will then be securely destroyed.

4.10 Criminal Record Checks

As a condition of Mercy Services Funding Agreements with the Government and in the interests of protecting Mercy Services clients all new Mercy Services staff are required to undergo a Criminal Record Check.

Mercy Services also accepts the individual's right to privacy in respect of criminal convictions and is only interested in relevant and/or recent convictions. Spent convictions (*certain incidents that occurred more than 10 years ago*) are not shown on a criminal record check. The law says that organisations such as Mercy Services cannot engage employees, volunteers or contractors who have a conviction of murder, sexual assault or a conviction/sentence leading to imprisonment for any form of assault.

In order to conduct the check, applicants will be asked to supply additional information not currently included on the job application form, such as former names and place of birth.

A person with a criminal record will not necessarily be excluded from Mercy Services.

Mercy Services will organise and pay for an appropriate Criminal Record Check on all new staff and volunteers depending on the nature of their position:

Position fields	100 Point Check (appendix 6) via NSW Businesslink	Consent form & Request for CRC (appendix 4-5) via NSW Businesslink	Working with Children Check via CCER	Prohibited Employment Declaration	National Police Check via Federal Police
	Fx 9765 3300 policecheck@bizlink.nsw.gov.au				
Senior Management/Board					✓
Aged care staff					✓
<i>"any performance of work that primarily involves direct contact with children where that contact is not directly supervised."</i> (e.g., CT drivers, parenting)			✓	✓	
All other Mercy Services employees	✓	✓✓			
All Mercy Services voluntary work	✓	✓✓			

Contractors who are engaged by Mercy Services to complete work with clients and/or in the homes of clients of Mercy Services are also required to have a Criminal Record Check (see G.14 Contractors Policy).

All staff working in Mercy Services aged care that is funded by the Australian Government must have a criminal record check every three years.

The process for completing a Criminal Record check:

- a) Mercy Services administrative staff provide the staff person with appropriate forms (see table above)
- b) The staff person (or applicant) completes the forms and returns to Payroll staff at Mercy Services Head Office who will look to see that it is fully and correctly completed.
- c) The nominated payroll staff person faxes or emails the forms to the checking agency(s) and files the form in a secure and locked location.
- d) The checking agency notifies the Mercy Services General Manager who passes the date of the clear check to the nominated Payroll staff person for secure recording.
- e) If the agency reports that the person has a criminal record the General Manager will contact the agency, undertaking the criminal record check to discuss the procedure for a risk assessment. This may vary depending upon the agency, though, presently, Businesslink (HACC services) and Catholic Church Employment Relations (CCER) who conduct the Working With Children checks will undertake the risk assessment with the applicant themselves and only involve the General Manager where necessary. Businesslink does not disclose the details of a criminal record only that the person has a record.
- f) The Australian Federal Police check notifies the General Manager of the nature of the criminal record and the General Manager will arrange an interview with the staff member or applicant to conduct a risk assessment.
- g) Once the risk assessment has been conducted a decision will be made regarding recruitment. The General Manager will inform the applicant of the outcome as soon as possible.
- h) All information regarding checks and results will be stored in a confidential and locked area.

Mercy Services will only share a criminal record check with another organisation with the employee's consent.

4.11 Appointment & Commencement of Employment

When a new employee starts with Mercy Services the employee's supervisor will ensure that:

- An email is sent within Mercy Services notifying all of the new employees position and start date (preferably this will be sent before the person starts);
- an Employment Agreement (see F.1 Employment Conditions Policy) specifying all the terms and conditions of employment is signed by the employee, their Coordinator, Manager or Director of Care and the General Manager, and a copy given to the employee;
- the employee has a copy of their position description;
- the supervisor checks the employee's credentials and defines the scope of their work; (see Credentialing Policy Statement)
- the employee is given time to read the staff employment package, and the opportunity to ask any questions;

- the employee has returned all the forms required by payroll/administration for processing;
- when practicable, a handover is arranged with the previous occupant of the position;
- the employee is booked in for necessary orientation/trainings sessions; and
- the employee is given time to read the relevant Mercy Services Policies.

4.12 Initial Program Induction

Induction is the process by which a new member of staff is integrated into Mercy Services, ensuring all staff have the knowledge and skills necessary to perform their role safely, are welcomed into the workplace and have an understanding of the core values and principles of Mercy Services.

The objectives of the Mercy Services Induction programme are to ensure that:

- new employees:
 - are engaged in the strategic aims, vision and values of Mercy Services;
 - meet other employees within Mercy Services, to assist in networking and developing better working relationships across programs
 - have opportunities to ask and answer questions about Mercy Services
- employees are aware of:
 - the legal frameworks in which Mercy Services operates and the implications for them as employees;
 - the role of Mercy Services, the wider community support context, and how their role supports the work of Mercy Services;
 - range of supports and services available to staff from Mercy Services;
 - opportunities for continuing professional development;
 - the performance review process and how staff can ensure that they have the core competencies and skills they need to fulfil their role;
 - information / resources to help them do their job ; and
 - the new working environment and how it functions.
- a smooth transition into the workplace.

The responsibility for completion of induction within 3 months lies with the supervisor of the new employee.

It is the new employee's responsibility to:

- ensure that all areas relevant to their role are covered and alert their supervisor where there are gaps.
- attend all induction training that they are booked into.
- read the material and clarify any points as necessary, where written information is provided.

4.13 Compliance

As a way of checking that this Policy is being complied with the General Manager will conduct an annual audit of 10% of Employee files as described in Policy F.07 Employee Records. If a deviation from the Policy is found to have occurred the General Manager will address this with the relevant staff.

4.14 Evaluation

The performance indicators for the evaluation of this Policy are:

- 90% satisfaction with the accuracy and completeness of employee files found in annual audit.
- 90% of new staff continue in their role after completion of the probation period of three months.

5.0 REFERENCES

1. Australian Standards	a) National Employment Standards
2. Legislation	a) Work Health and Safety Act 2011 (NSW) b) Anti Discrimination Act 1977(NSW) c) Fair Work Act 2009 (Aust)
3. Professional guidelines	a) None identified
4. Codes of Practice	a. None identified
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	b. Workcover “Preventing and Dealing With Workplace Bullying: A Guide for Employers and Employees” Catalogue No. WC04 (2008) c. Commonwealth HACCC manual
7. Mercy Services Values	a. Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.02 Code of Conduct – Board
- A.03 Code of Conduct – Staff/Volunteers
- B.2 Delegations
- C.1 Management Roles and responsibilities
- C.6 Risk Management
- E.15 Protection and Vulnerable Adults from Abuse and Neglect
- E.16 Protection of Children from Abuse and Neglect
- E.18. Privacy
- F.07 Employee Records
- F.11 Credentialling
- G.05 Risk Management
- G.07 Anti Aggression and Bullying
- G.12 Stress Management
- G.13 Post Traumatic Incident

- G.16 Emergency Response
- G.17 Incident Investigation

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	NSW Disability Standards	EQulP Standards
1.1, 1.2, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.5	8.5, 8.6, 8.7, 10.1	2.1.2, 2.2.1, 2.2.2, 2.2.4, 2.3.1, 3.2.1

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
12/09/2006	Section 11: Position Descriptions and Conditions of Employment Policy	
10/02/2010	All sections	Major revision
09/06/2010	a) 4.07, 4.08, 4.11 b) 4.10	a) Addition of Mercy Services checking essential credentials of applicants b) Change response to an adverse criminal record check
03/03/2011	a) 4.05 b) 7.0 c) Appendix 1 d) Appendix 3	a) Clarify that admin staff advertise vacancies b) Updated with new Community Care and EQulP standards c) Updated Aboriginal Land Council details d) Reference questions added
17/10/2011	a) 4.09 b) 4.13 c) 4.14 d) 6.0	a) Chair of interview panel to keep interview score sheets for 6 months b) New section c) New section d) Add Employee Records
14/11/2011	a) 4.05 Advertising Positions b) 4.11 Appointment & Commencement of Employment	a) Admin will notify all Mercy Services email addresses of the advertised position b) The new employees supervisor will notify all Mercy Services email addresses of the new person's name, position and start date
29/07/2012	a) 4.07 Selection Panel b) 5.0 References	a) ISMAPNG rather than Singleton Sisters b) Add Commonwealth HACC manual
27/11/2012	a) All Sections b) 4.05 Advertising	a) Organisation name updated. b) Relevant Coordinator/Manager to email staff before advertising position
08/08/2014	a) 4.02 Clarifying job requirements and documentation b) 4.05 Advertising positions c) 4.07 Selection Panel d) 4.10 Criminal Record Checks e) 4.11 Appointment & Commencement of Employment	a) Include Director of Care. Eliminate need to consult L&D Coordinator b) Include Director of Care. Eliminate need to consult L&D Coordinator c) Include Director of Care. d) Broaden to include all aged care staff e) Include Director of Care. f) Add performance indicator to evaluate number of staff who continue in their role following probation.

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
	f) 4.14 Evaluation	
Review due 08/08/2017		

Appendix 1

Media and other outlets that may be used to advertise vacancies

Outlet	Board	Web	Email	Paper	Cost	Address
Care Careers		✓			\$70	www.carecareers.com.au
Jobseeker		✓	✓		\$50 for 30 days	http://www.jobseeker.org.au/employment/notice.shtml
Local Land Councils	✓				free	awabaka@bigpond.net.au ; bahtabah@nexon.com.au ; r_griffiths12@bigpond.com ; reception@worimi.org.au
Aboriginal Employment Strategy	✓	✓			free	aes.maitland@aes.org.au
Newcastle Herald & The Star <i>(package deal)</i>		✓		✓	varies	Ph: 02 4979 5000
Our Community		✓	✓		\$30	http://www.ourcommunity.com.au/jobs/create_vacancy.form
communityNet		✓	✓		\$45	http://www.cnet.ngo.net.au/component/option,com_chronocontact/Itemid,0/chronofomname,ContentSubmission/
NSW Nurses Association		✓			unknown	http://www.nurseuncut.com.au/15a1.page
Indigenous Jobs Australia		✓			unknown	http://www.indigenousjobsaustralia.com.au/index.php?option=com_contact&view=contact&id=2

Transport Scheduler Position - Interview Questions

Applicants name:

Selection Panel Member:

	Question	Comments	Rating (0-10)
1	<p>Please tell us:-</p> <p>i) about your experience - especially in scheduling vehicles and also in your knowledge of the Newcastle and Lake Macquarie area?</p> <p>ii) How might your experience and knowledge help support the drivers in their daily tasks?</p> <p>Work experience Qualifications willingness to share information and support other staff etc (Ensure we get detailed info re previous work experience).</p>		
2.	<p>i) What specific IT /or other programmes or systems have you used in scheduling?</p> <p>ii) What skill level do you have in adapting to new programmes.</p> <p>Must demonstrate a <u>good working knowledge</u> of basic computer programmes and have the skill to adapt.</p>		
3	<p>Please give us an <u>example</u> of how your own ideas fit with the philosophy of Mercy Services?</p> <p>Give examples of Core values: justice, respect, service, care and unity. Respect for the individual. Non-judgemental. Respect for human rights. Trustworthy</p>		
4.	<p>What is your understanding of some of the elements associated with the position of Scheduler?</p> <p>Supporting client’s needs. Contingency planning/time management, e.g. driver breaks. Adherence to funding body guidelines and those of the programme. Working as part of a supportive team. Working with other service providers. Client-centred approach etc.</p>		

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5.	<p>What would you do if a driver phoned and said he had arrived at a client's home for pickup, the neighbour came out and said she was worried because the door was open the dog was barking, but no one answered when she called out.</p> <p>Ask driver to confirm client is not responding and wait for instructions. Check client file for mobile/emergency numbers and make contact. Take further action as required. Ask client/family to contact neighbour etc.</p>		
6.	<p>We transport young people with mental and physical disabilities. How would you respond to a driver who felt one of the clients being transport on his vehicle had exhibited challenging behaviour?</p> <p>Discuss non judgemental approach. Assess any risk associated with continuing to provide transport for client. DISCUSS WITH COORDINATOR.</p>		
7.	<p>There is always a need for clear professional boundaries. What are some of the issues you think should be addressed when considering appropriate boundaries?</p> <p>Awareness of appropriate behaviour on the part of both staff and clients. The exchange of gifts or services. Giving out personal information (or that of colleagues) e.g. phone number, address etc.</p>		
8.	<p>Do you have any questions or comments for us?</p> <p><u>Wages:</u> Roy <u>Working days:</u> 5 days p.w. Monday, Friday – 6.30 till 3pm accrued ADO hrs</p>	Any other comments?	

Rating scale

1	2	3	4	5	6	7	8	9	10
Less than adequate				Adequately met criteria					More than adequate

Other versions stored in: [..\..\Admin\Recruitment\Interviews](#)

Reference Checklist for Job Applicants

Applicant's Name:

Referee's Name: Phone:

Title:

Relationship to Applicant:

How long did he/she hold that position?

Why did he/she leave your organisation?

What work was he/she responsible for?

Did the employee supervise any staff?

Was he/she able to fit into a team environment?

How did he/she deal with service users/clients

How did he/she relate to different levels of Management/Supervision?

How would you rate his/her work performance and attitude towards work?

In what area/task is the applicant less strong or competent? and why?

Have you had any problems with the Applicant?

If Yes, explain?

Would you employ this person if they applied for a position with you now?

Would you recommend the person for the position with Mercy Services?

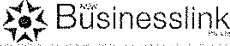
Other comments:.....

Reference Check conducted by:

Signed: Date:

NOTE: You should follow up any negative statements with a request for explanation. If the referee offers any opinions that will seriously prejudice the applicant's chances, you should ask whether the referee can recall any particular incidents that give rise to the opinion. You should also follow up on incomplete or hesitant responses, prompting the referee with phrases such as "Would you elaborate?", "Can you explain?", or "You sound as if you have some reservations".

CRC Request Form

CRIMINAL RECORD CHECK REQUEST FORM <i>(Asterisk (*) denotes a mandatory field)</i> Instructions for completing this form Please ensure you: • Write in ink and use BLOCK letters • Complete all the sections of the form that apply to you • Sign and date the form • Do not alter or delete the wording of the form in any way		 NSW Businesslink Use Only	
		Officer Name: _____	
		Signature: _____	
		Is the form complete? <input type="checkbox"/> Yes <input type="checkbox"/> No	
		Date Received: _____	Date Entered: _____
Applicant Personal Information (NOTE: Please PRINT CLEARLY)			
*Surname	*Given Name(s)	*Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Previous Name(s): If applicable _____			
*Date of Birth:	*Place of Birth: (County and Town)	*Preferred Phone Number:	
Passport Number: (if applicable)	Passport Country:	Driver's Licence Number: (State/ Territory of Licence is also required)	
*Permanent Residential Address over the last 5 years (Please start with your current address)			
If full details of previous addresses are unavailable details of town(s) and state(s) will suffice. Attach a list if there is insufficient room.		If actual dates are unavailable, details of year residence will suffice.	
Signature of Applicant: _____		Date: _____	
*Requesting Officer Use Only (NOTE: Please PRINT CLEARLY)			
*Name of Requesting Officer: _____			
*Name of Agency:	*Region/Division:	*Contact Phone Number:	
*Description of the Position Applicant has applied for: _____			
*Is the Criminal Record Check required for the purpose of pre-employment screening of the applicant?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
*In what capacity is the applicant being employed? NOTE: A Volunteer Criminal Records Check is defined where a. The employment provides no remuneration to the Applicant for work undertaken except out-of-pocket expenses; and b. The work undertaken fulfils a charity or community service/ good.		<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer	
*Have you verified the identity of the applicant required by the 100-point check		<input type="checkbox"/> Yes <input type="checkbox"/> No	
*Please PRINT where the result should be returned to: NOTE: Email preferable			
*Signature of Officer: _____		Date: _____	

CRC Consent Form



Attachment 1 – Consent Form

STAFF-IN-CONFIDENCE (When completed)
NATIONAL CRIMINAL HISTORY RECORD CHECK
CONSENT TO OBTAIN PERSONAL INFORMATION
 (PARTIAL EXCLUSION)

I _____ hereby:

Family Name (Current) Given Name/s (Current)

1. acknowledge that I have read the Spent Convictions Schemes section of the Information sheet and understand that Spent Convictions legislation (however described) in the Commonwealth and many States and Territories protects "spent convictions" from disclosure;
2. understand that the position for which I am being considered is in a category for which PARTIAL exclusion has been granted from the application of the Spent Convictions legislation and that "spent" convictions and findings of guilt relating to me of a type listed below will be released

Serious offences, sexual offences, offences against the person, for which an exclusion has been granted in respect to my application for employment/engagement in positions/occupation involving the care, instruction or supervision of vulnerable persons (including children, aged persons, and the disabled);
3. have fully completed this Form, and the personal information I have provided in it relates to me, contains my full name and all names previously used by me, and is correct;
4. consent to Businesslink disclosing personal information about me from this Form to the CrimTrac Agency and the Australian police services;
5. consent to:
 - (i) the CrimTrac Agency disclosing personal information about me to the Australian police services;
 - (ii) the Australian police services disclosing, from their records, details of convictions and outstanding charges, including findings of guilt or the acceptance of a plea of guilty by a court, that can be disclosed in accordance with the laws of the Commonwealth, States and Territories and, in the absence of any laws governing the disclosure of this information, disclosing in accordance with the policies of the police service concerned;
 - (iii) the CrimTrac Agency providing the information disclosed by the Australian police services to Businesslink in accordance with the laws of the Commonwealth; and
 - (iv) Businesslink disclosing to _____ personal information about me to assess my suitability in relation to my employment; and
6. acknowledge that any information provided by me on this Form, or by the Australian police service, may be taken into account by _____ in assessing my suitability for the position of <specify position/entitlement> for which I am applying.

Signature _____ Date ____/____/____

Note: The information you provide on this Form, and which the CrimTrac Agency provides to Businesslink on receipt of the Form, will be used only for the purpose stated above unless statutory obligations require otherwise.

CRC 100 Points Form

Attachment 2 - 100 POINT ID CHECK FORM & REQUEST FORM (2 PAGES)

Please ensure that this form is completed and maintained with the consent form.

In order to verify an applicant's identity, an applicant is required to provide identification documents to make up a total of at least 100 points using the points system below.

<p>Primary identification (One item from this box must be submitted) 70 points each</p> <ul style="list-style-type: none"> <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Birth Card issued by the NSW Registry of Births, Deaths and Marriages <input type="checkbox"/> Citizenship Certificate <input type="checkbox"/> Current Australian Passport <input type="checkbox"/> Expired Australian Passport which has not been cancelled and was current within the preceding 2 years <input type="checkbox"/> Current Passport from another country or diplomatic 	<p style="text-align: center;">Total Points</p> <p style="text-align: center;">= _____</p>	
<p>Secondary identification 40 points each</p> <ul style="list-style-type: none"> <input type="checkbox"/> Current driver photo licence issued by an Australian state or territory <input type="checkbox"/> Identification card issued to a public employee <input type="checkbox"/> Identification card issued by the Australian or any state government as evidence of a person's entitlement to a financial benefit <input type="checkbox"/> Identification card issued to a student at a tertiary education institution 	<p style="text-align: center;">= _____</p>	
<p>35 points each</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document held by a cash dealer giving security over property <input type="checkbox"/> A mortgage or other instrument of security held by a financial body <input type="checkbox"/> A rating authority (e.g. land rates) <input type="checkbox"/> Document from current employer or previous employer within the last two years <input type="checkbox"/> Land Titles Office record <input type="checkbox"/> Document from the Credit Reference Association of Australia. 	<p style="text-align: center;">= _____</p>	
<p>25 points each</p> <ul style="list-style-type: none"> <input type="checkbox"/> Current credit card or account card from a bank, building society or credit union <input type="checkbox"/> Local council rates notices <input type="checkbox"/> Current telephone, water, gas or electricity bill <input type="checkbox"/> Foreign driver's licence <input type="checkbox"/> Medicare Card <input type="checkbox"/> Electoral roll compiled by the Australian Electoral Commission <input type="checkbox"/> Lease/rent agreement <input type="checkbox"/> Current rent receipt from a licensed real estate agent <input type="checkbox"/> Records of a primary, secondary, or tertiary educational institution attended by the applicant within the last 10 years <input type="checkbox"/> Records of a professional or trade association of which the applicant is a member 	<p style="text-align: center;">= _____</p>	
<p>Total Identification Points</p> <p style="text-align: center;">= _____</p>		
<p>Name of Officer: <i>(Please Print)</i></p>	<p>Signature:</p>	<p>Date:</p>