

CORPORATE POLICIES
**CP23 STANDARD 11(Cwlth): STAFF RECRUITMENT, EMPLOYMENT
AND TRAINING**

1.0 POLICY STATEMENT

Disability Services Australia (DSA) is committed to ensuring every person employed to deliver services to a person with a disability has the relevant skills and competencies to meet the inherent requirements of the position. DSA recognises the selection of appropriately skilled and competent staff is essential to its ongoing success and ability to deliver high quality services that enhance the lives of people with a disability.

At DSA the recruitment, employment/selection and training of staff is based on a planned human resources management and quality systems approach.

2.0 PURPOSE

To provide a framework for DSA services that facilitates the planned and purposeful recruitment, employment and training of staff to deliver quality services to people with a disability by:

- Ensuring DSA maintains a quality based approach to recruitment and employment/selection (i.e. identifying the skills and competencies of each staff member).
- Ensuring the DSA workforce has the relevant skills and competencies to meet the inherent requirements of every position.
- Ensuring the provision of appropriate and relevant training and skills development for staff members.

To meet the Disability Services Standards and comply with all relevant legislation.

3.0 SCOPE

This policy is a requirement of Disability Services Australia's Commonwealth funded services. However each relevant area of DSA is required to consider the intent of the Commonwealth Standards within divisional procedures, work instructions and forms.

The Commonwealth Disability Services Act and Standards relate to the provision of Commonwealth funded disability services for people with a disability.

For adults with a disability supported by DSA, the participation/involvement of family/significant others/advocates/guardians in decision making on key service delivery processes (e.g. individual goal planning) is dependent on:

- The relevant decision making rights for family/significant others/advocates /guardians, as determined by their legal status in relation to the person receiving support;
- The expressed wishes of the person with a disability receiving support; and
- The assessed need for such advocacy.

4.0 POLICY DETAILS

DSA is committed to providing quality services by appropriately skilled and competent staff, to enhance the lives of people with a disability and enhance their opportunities for positive outcomes in line with the stated or funded purpose of the service they receive.

Facilitation of this commitment in relation to Staff Recruitment, Employment and Training is supported by:

- Ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.

CORPORATE POLICIES
**CP23 STANDARD 11(Cwlth): STAFF RECRUITMENT, EMPLOYMENT
AND TRAINING**

- Having a written policy and procedures outlining how DSA's planned human resources management and quality systems approach facilitates the recruitment, employment/selection and training of staff with the relevant skills and competencies to deliver effective services to people with a disability.
- Written policy and procedures on the recruitment, employment/selection and training of staff are made available in appropriate formats to those who use the service.
- Identifying the skills and competencies of each staff member.
- Clearly defining and documenting roles and responsibilities.
- Ensuring the service provided to every person with a disability is delivered by appropriately skilled and competent staff.
- Ensuring the provision of appropriate and relevant training and skills development opportunities to develop and maintain the skills and knowledge necessary for effective work performance, in line with DSA's capacity to pay.
- The review of processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from those who use the service.
- Ensuring adherence to policies and procedures through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.

5.0 RESPONSIBILITIES

Refer to the Quality Policy Manual Section 5.0 Management Responsibility
<H:\DSA Quality\Quality Policy Manual\CP27 Quality Policy Manual.docx>

6.0 REFERENCES

Legislative context

Disability Discrimination Act (Cwlth) 1992

Disability Services Act (Cwlth) 1986 and Commonwealth Disability Services Standards

Anti-Discrimination Act (NSW) 1977

Policy Context

Relevant Commonwealth and DSA policies are listed in [The DSA Document Matrix](#).