



*Central Highlands Association of Neighbourhood Houses*

# Staff Support Policy

## Document Control

<b>Policy Title:</b>	Staff Support		
<b>Policy Number:</b>	HR005	<b>Version Number:</b>	1
<b>Date Ratified:</b>	27.08.2020	<b>Review Date:</b>	August 2021

## Relevant standards, legislation and other documents:

- Incorporations Act
- Victorian Human Rights Charter
- DHHS Service Agreement Information Kit

<b>Definitions:</b> (define key terms)	
CHANH	Central Highlands Association of Neighbourhood Houses
DHHS	Department of Health and Human Services
Members	Neighbourhood Houses (represented by managers and committees of management) funded by DHHS within the Central Highlands area
CoM	Individuals representing member houses in CHANH Committee of Management
Staff	Any person employed by CHANH or volunteering at CHANH
Executive Team	CHANH President, Vice President, Treasurer and Secretary

**Central Highlands Association of Neighbourhood Houses**

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## Policy Declaration

CHANH acknowledges that efficiency and improvement relies on preparing and supporting our staff to achieve in the roles they perform. CHANH ensures people are provided with the information and training necessary to enable them to perform and lead safely and effectively, for CHANH and our members.

### **Purpose:**

This policy supports staff to be provided with the information and training required for their role.

### **Owner:**

This policy is the responsibility of the Executive Team and must be ratified by the CoM.

### **Application:**

This policy applies to CHANH staff.

## Policy Rationale

As a small but agile organisation, staff should to be provided with information needed to successfully meet CHANH breadth and purpose from commencement.

Keeping abreast of sector and industry development and personal is a high priority- and CHANH prioritises both professional development training and participation in sector conferences and events as an annual budget requirement.

## Procedures

### **Induction and sector information:**

CHANH supports staff and CoM Members by providing:

- Employee Welcome Pack, including
  - Welcome Letter
  - Signed Employment Contract
  - Position description
  - Employee details declaration form
  - Employee personal details form
  - Superannuation booklet and form
  - ATO Documentation – Tax File Number Form

- Explanation of NHACE Award, employment conditions and benefits
- Information on the National Employment Standards
- Role appropriate Organisation Induction and Workplace Orientation (in line with host member policies and procedures, as per Employee Accommodation and Safe Workplace Policy) during the first week of employment
- CHANH key documentation including:
  - Core of Ethics
  - Contact Lists
  - Rules of Association
  - Current Strategic Plan
  - Current Committee Handbook
  - Current Operations Manual
  - CHANH Policies and Resources
- Introduction to Neighbourhood Houses Victorian and Combined Networks Group, including engagement in supports provided by these cohorts, such as:
  - Sector Orientation Training
  - Networker Mentoring
  - NHV Resources
- Provision of Neighbourhood House Sector documentation, including but not limited to:
  - NHCP Guidelines
  - Neighbourhood House Good Practice Guide
  - Neighbourhood House Networks Good Practice Guide
  - Neighbourhood House Networks Information Resource
  - Neighbourhood House Quality Enhancement and Risk Management Matrix

### **Professional Development:**

Professional development for CHANH Staff can occur in a range of ways:

- Performance management and appraisal via the CHANH Exec Team, as per Performance Management and Discipline Policy
- Participation in sector events and training, such as provided by Neighbourhood Houses Victoria
- Mentoring by an experienced Network Manager, via Combined Networks Group
- Identification of valuable skill sets through annual training plan (completed at performance management), provision of annual budget to complete identified training
- Participation in sector and/or sector relevant conferences, summits and forums, provision of annual budget to support such participation

### **Related Organisational Policies and Procedures:**

- Code of Ethics
- Rules of Association
- Continuous Improvement Policy
- Performance Management and Discipline Policy

- Financial Management Policy
- Strategic Plan
- Committee Handbook
- Operations Manual
- NHCP Guidelines
- Neighbourhood House Good Practice Guide
- Neighbourhood House Networks Good Practice Guide
- Neighbourhood House Networks Information Resource
- Neighbourhood House Quality Enhancement and Risk Management Matrix

## **Responsibilities**

### **Executive Team:**

- To implement and monitor policy

### **Members:**

- To be informed of the Policy Development Policy
- To participate in policy reviews as required

### **Staff:**

- Implementation of policy, as outlined in position descriptions
- Participation in policy review as required

## **Breach of Policy**

A breach of this policy may result in disciplinary action up to and including termination of employment.