

Human Resources Policy

Ref: 2.1/0926

Policy Group	02 Staff
Related Policy	CitiReach Hiring and Appointment Policy (2.4) CitiReach Professional Development Policy (2.6) CitiReach Staff Code of Conduct Policy (2.8) Citipointe Church Leave Policy (7.7)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

This policy sets out CitiReach's approach to managing its workforce — permanent and casual employees, contractors and volunteers (Personnel) — fairly, consistently and in accordance with the Fair Work Act 2009 and the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award). CitiReach is a business name of Christian Outreach Centre trading as Citipointe Church, and its human resources practices are accountable to the Citipointe Committee of Management (COM) through the CitiReach Head of Operations, while operating within Citipointe's broader employment framework.

This policy exists so that Personnel understand their entitlements and obligations, and so that CitiReach's employment practices support the safe, high-quality delivery of NDIS supports to its participants.

Scope

Inclusions: All CitiReach Personnel, including permanent, part-time and casual employees engaged under the SCHADS Award.

Restrictions: Contractors engaged by CitiReach are covered only to the extent set out in their service agreement.

Exclusions: Nil.

Objectives

1. To ensure CitiReach's employment practices comply with the Fair Work Act 2009, the SCHADS Award and other applicable workplace laws.
2. To provide Personnel with clarity about classification, pay, leave and other entitlements.
3. To support a stable, well-supported workforce capable of delivering safe and consistent NDIS supports.
4. To ensure records of employment are accurately kept and confidentially managed.

Policy Provisions

Employment Classification

1. Personnel are engaged and classified in accordance with the SCHADS Award, having regard to the nature of their role and the qualifications and experience required.

- 1.1. Disability support workers are typically classified under Schedule B, Social and Community Services Employees or Home Care Employees streams, at the level appropriate to their qualifications and duties.
 - 1.2. Employment status (permanent full-time, part-time or casual) is confirmed in writing at the time of engagement.
2. Remuneration
 - 2.1. Pay rates, allowances, penalty rates and superannuation are paid in accordance with the SCHADS Award and the National Employment Standards.
 - 2.2. Pay rates are reviewed against the Award's annual wage review determinations.

Leave

3. Personnel accrue and may access annual leave, personal/carer's leave, compassionate leave and other statutory leave in accordance with the National Employment Standards and the SCHADS Award.
 - 3.1. Leave requests are submitted to the Head of Operations with reasonable notice, except where illness or emergency makes this impracticable.
 - 3.2. Casual employees are engaged on the understanding that there is no expectation of ongoing or regular work, and are paid a casual loading in lieu of most leave entitlements, consistent with the SCHADS Award.

Recruitment and Onboarding

4. New Personnel are recruited and appointed in accordance with the Hiring and Appointment Policy (2.4), and are inducted into CitiReach's policies, participant safeguards and reporting obligations before commencing unsupervised participant-facing work.

Performance and Development

5. Personnel performance is supported through regular supervision and the processes set out in the Professional Development Policy (2.6).

Records

6. CitiReach keeps employment records (including contracts, Award classification, hours worked, leave taken and pay records) as required under the Fair Work Regulations 2009.
 - 6.1. Employment records are kept confidential and are accessed only by those with a legitimate business need, consistent with the Privacy Policy (3.1).

Ending Employment

7. Resignation, retirement, redeployment or termination of employment is handled fairly and in accordance with the Fair Work Act 2009, the applicable notice provisions of the SCHADS Award, and any relevant contractual terms.

Supporting Procedures and Guidelines

- CitiReach Position Descriptions
- CitiReach Induction Checklist
- Fair Work Ombudsman SCHADS Award Pay Guide

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- Fair Work Regulations 2009 (Cth)
- Superannuation Guarantee (Administration) Act 1992 (Cth)

Definitions

Citipointe – Citipointe Church, the trading name of Christian Outreach Centre (COC), of which CitiReach is a business name.

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

COM – the Citipointe Committee of Management — the governing authority of Citipointe Church, to which CitiReach is accountable.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

SCHADS Award – the Social, Community, Home Care and Disability Services Industry Award 2010 (Cth), which covers CitiReach's support worker workforce.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 2.1

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption