

Hiring and Appointment Policy

Ref: 2.4/0926

Policy Group	02 Staff
Related Policy	CitiReach Human Resources Policy (2.1) CitiReach Staff Code of Conduct Policy (2.8) CitiReach Human Rights Policy (2.7)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

This policy sets out how CitiReach recruits, screens and appoints its Personnel, so that everyone engaged to work with CitiReach's participants is suitable, appropriately qualified, and cleared through all checks required of an NDIS provider.

Because CitiReach supports people with disability who may be vulnerable to harm, this policy places screening and safeguarding at the centre of every appointment, consistent with the NDIS Code of Conduct and the NDIS Worker Screening requirements.

Scope

Inclusions: All positions at CitiReach, including permanent, part-time and casual employees, contractors engaged in a support-worker capacity, and volunteers who have direct contact with participants.

Restrictions: Nil.

Exclusions: Nil.

Objectives

1. To ensure recruitment is merit-based, transparent and non-discriminatory.
2. To ensure every appointment to a participant-facing role is subject to an NDIS Worker Screening Check and other legally required checks before unsupervised contact with participants.
3. To ensure position requirements accurately reflect the skills, qualifications and personal suitability needed to support CitiReach's participants safely.
4. To provide a consistent, documented process from vacancy through to appointment.

Policy Provisions

Position Descriptions

1. Every vacancy is defined by a current position description setting out the role's duties, required qualifications (such as a Certificate III/IV in Individual Support, where relevant to the role) and any mandatory checks.

Advertising and Selection

2. Vacancies are advertised in a way that is open to all suitably qualified applicants. Selection is based on merit — the skills, experience, qualifications and personal suitability of the applicant to support CitiReach's participants safely and respectfully.

- 2.1. CitiReach does not discriminate in recruitment on the basis of a protected attribute, consistent with the Anti-Discrimination and Freedom from Bullying and Harassment Policy (3.2).
- 2.2. Applicants are shortlisted and interviewed against the position description, with interview notes retained on file.

Pre-Employment Checks

3. Before an offer of employment is confirmed, and in every case before a Personnel member has unsupervised contact with a participant, CitiReach obtains:
 - 3.1. A current NDIS Worker Screening Check clearance (or, where the role is exempt, an equivalent check such as a National Police Check).
 - 3.2. Verification of relevant qualifications and, where applicable, a current driver's licence (see the Motor Vehicle Policy, 2.5).
 - 3.3. Confirmation of the right to work in Australia.
 - 3.4. Where the role involves working with children, a current Working with Children Check.
 - 3.5. At least two reference checks addressing the applicant's conduct, reliability and suitability to work with vulnerable people.

Appointment

4. Successful applicants are appointed in writing, with terms consistent with the Human Resources Policy (2.1) and the applicable SCHADS Award classification.
 - 4.1. An offer of employment is conditional on satisfactory completion of all required checks.

Induction

5. Newly appointed Personnel complete induction covering this policy suite, participant safeguarding, incident reporting, work health and safety, and privacy obligations before working unsupervised with participants.

Ongoing Screening

6. CitiReach monitors the currency of NDIS Worker Screening Check clearances and other mandatory checks for the duration of a Personnel member's engagement, and takes immediate action, including suspension from participant-facing duties, if a clearance lapses or is revoked.

Supporting Procedures and Guidelines

- CitiReach Position Description Template
- NDIS Worker Screening Check guidance (NDIS Quality and Safeguards Commission)
- CitiReach Reference Check Template

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)
- Disability Services Act 2006 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld), where applicable

Definitions

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.

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

NDIS Worker Screening Check – the nationally consistent check required for workers in risk-assessed roles under the NDIS, resulting in either a clearance or an exclusion.

Participant – a person accessing NDIS-funded supports from CitiReach.

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

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: 2.4

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