

Policy Name & Number:	Policy No. 3.13 – Staff and Volunteer Exit Practice (Version No. 2)
Approved by:	Community Gateway Board of Management
Effective Date:	October 2017
Review Date:	October 2019

POLICY STATEMENT

Community Gateway provides confidential and respectful opportunities for all paid staff and volunteers who are leaving the organisation to discuss their reasons for leaving and provide feedback on their experiences while working here.

PURPOSE

The purpose of this policy is to:

- collect feedback about the reasons that staff and volunteers leave so that Community Gateway can learn if there was anything the organisation could be doing differently that could lead to better outcomes;
- ensure that all Community Gateway's obligations to an exiting staff member are met; and
- establish a framework for effective handover and knowledge transfer when a person leaves.

SCOPE

This policy applies to all Community Gateway staff and volunteers, including Board of Management members.

DEFINITIONS

Management Team – The Management Team is made up of the CEO, Directors, Managers and Team Leaders

Leadership Team – The Leadership Team is made up of the CEO, Directors and Operations Manager

POLICY

Exit Interview and Exit Report

All exiting staff and volunteers are invited and encouraged to provide feedback through participation in a handover session, attending a one-on-one exit interview and completing the exit questionnaire. All feedback given on exit is treated confidentially and respectfully. De-identified feedback is analysed for patterns and built into reviews of human resource management and operational policies, practices and planning processes.

Departing staff should be offered the choice of participating in an exit interview (Form HR026 Exit Interview Questions), completing an exit questionnaire (Form HR027 Exit Report – Community Worker or Form HR028 Exit Report – Office Staff), or both. The invitation to participate in an exit interview should be given as soon as practicable after the notice of resignation so that the interview can be scheduled at a suitable time.

It is critical that the exiting staff member feels that the interviewer is someone they can trust to approach the interview with objectivity and professionalism, and they can talk with honesty and frankly. The interviewer does not have to be the exiting staff member's line manager. Their primary role is to listen and take note of the feedback about the organisation. This is not an appropriate time to be defensive or justify the organisation's actions or processes. All feedback (both exit interview notes and written exit questionnaires) is given to the Director People, Quality and Risk for collation, analysis and action if required. Action may be immediately remedial and preventative, or longer term strategic improvement.

A written resignation is required from an exiting staff member if they resign, or a letter of termination signed by the CEO or Board of Management if the exiting staff member was dismissed or their position was made redundant. On exit, a paid employee is required to complete and submit a final timesheet. Payment of a final pay will normally take place on the next scheduled pay day. The exiting staff member is also required to return all property belonging to Community Gateway to their supervisor. Failure to return Community Gateway property may result in a delay in payment of the final pay to the exiting staff member. A written Statement of Service and/or a Centrelink Employment Separation Certificate will be provided to the exiting staff member if requested.

RESPONSIBILITIES & DELEGATIONS

The Leadership Team is responsible for offering both an exit interview and an exit questionnaire to staff as soon as possible after they resign.

The Director People, Quality and Risk is responsible for collating and analysing exit interview and exit report data and making recommendations to the Management Team based on the feedback.

The payroll officer is responsible for accurately preparing the final pay for an exiting staff member.

Supervisors are responsible for ensuring that all returnable property belonging to Community Gateway is returned and signed for on Form GM006 Record of Returnable Property.

LEGISLATION AND STANDARDS COMPLIANCE

Community Care Common Standards – Standard 1 Effective Management

NSW Disability Service Standards – Standard 6 Service Management

Staff Exit Framework – A Guide for Community Care Organisations, South West Sydney Workforce Issues Working Party, December 2011

Fair Work Act 2009

RELATED POLICIES/PROCEDURES/FORMS

Form HR026 Exit Interview Questions

Form HR027 Exit Report – Community Worker

Form HR028 Exit Report – Office Staff

Form GM006 Record of Returnable Property

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Signed on behalf of the Board of Management of Community Gateway Inc

Date: