Scheme Rules Information

Best practice tips to help you set your scheme rules up for success

The below text is a copy of your online scheme rules document which is used to create your referral policy and set up your Care Friends portal and app.

You can share this document with other stakeholders as an FYI, however please complete the one sent by your Client Success Manager when you’re ready to do so.

Stakeholders usually involved:

* Managers/Executives
* Project Manager/Ongoing Super User of Care Friends
* Launch Manager/Marketing & Comms
* Recruiters or someone at site to process referrals

Please note: Some of your decisions about the scheme rules will be visible to employees within the App under 'scheme rules'. The employee will have to accept these rules to be able to use the Care Friends App. The Referral Scheme will not form part of any employee’s contract of employment, or any casual worker’s terms of engagement.

Will you be using site-based Care Friends Champions?

We encourage the use of site-based Champions to assist staff with the app as well as ongoing engagement of Care Friends. Local Champions can also manage incoming referrals for that site with access to the portal, removing the responsibility from the Site Manager/Recruiters. (The average time this takes is approx. 15 minutes per day if you choose to give your Champions full responsibility).

Best practice is to use your Champions as much as possible and incentivise them for site sign up % and ongoing management. Provide them with Care Friends badges or lanyards. We will provide training for your Champions.



Who can participate in the employee referral program

* All employees
* All employees with the exception of senior management and those involved in recruitment
* New employees who have accepted a position but not yet started work

Best practice is to allow new employees to sign up to Care Friends ASAP by including sign up information (brochure provided) when onboarding/inducting.



Who can be referred?

To be eligible to claim Care Friends points, the following requirements apply to the candidates that are referred. The must (select all that apply):

* Not have been previously referred with the past 6 or 12 months
* Not have applied for any job at our company for at least the past year
* Live within a certain amount of km’s or within a reasonable distance of the worksite
* Not be a former employee of our company within the last 12 months
* Referrals can only be submitted for an advertised vacancy or with the approval of the relevant manager for no current vacancy
* Be a resident in Australia or New Zealand, eligible to work in Australia or New Zealand and not have been named in any prohibition or banning notice issued by Aged Care or Disability regulatory authorities in any country. (Per job you can individually select if you will allow overseas candidates if you prefer).

Payments

App users can request their points to be paid out at any time (if they meet the minimum points threshold that you set). However, it is up to you to approve the incoming payment request and decide on what to do with points that are NOT being requested to be paid out. These options below will be a manual process.

You can choose to:

* pay out points at the end of the calendar year
* pay out points at the end of the organisation’s financial year
* pay out points at the end of each quarter
* when they reach a maximum of …… points
* none of the above

If you choose to apply a maximum amount of points, be sure to keep it large (one full referral amount). Part of the benefit of Care Friends is the employee having the choice of when to cash in their points. A low pay-out amount also causes more work for payroll. Most of our clients add a large maximum point pay out amount so, if necessary, they can act on it and enforce a point pay out e.g. 1,000 points. Some of our clients select ‘none of the above’.



Award app welcome points when employees register for the app?

Automatically award welcome points on initial registration? 5 or 10 points

We recommend automatically awarding welcome points on initial registration as it rewards employees to download and explore the app. Our experience tells us that an average of approximately 35% of all points awarded will not be paid out.



Minimum cash in points?

Once the employee has accumulated …… points or more they can submit their selected point amount (over the minimum) to cash in at any time via the app, however payment is subject to the following terms:

* Payments are made into the current payroll run
* Points are converted at a rate of 1 point to 1 dollar (AUD)
* All rewards are treated as a pay and subject to income tax and any other applicable legislation
* Once points are submitted for cashing in and the request is approved, they are automatically removed from the employee’s points balance
* Once the employee has requested a cash-in, this cannot be revoked by the employee

We recommend a minimum point cash out of at least 30 points to avoid too many payment requests coming in. If you use the Bonus Points feature, it is advised to align your minimum Bonus Point reward with your minimum point pay out figure so that rewards of additional points can be cashed out instantly if so requested.



Job Share Cap

App users can share jobs as frequently as they wish, but they will only receive shar points for the first 5 or 10 shares per calendar month.

 

This share cap prevents employees from sharing just to gain points. We recommend applying it.

Unique identifier

The first time an employee requests to cash in their points they are asked for a unique identifier. The employee only needs to enter this unique identifier once, upon this first cash out request. We can set this unique identifier up as either their date of birth or as their employee payroll number. Which one would you prefer?

Non referral bonus points (reward and recognition)

Managers and supervisors may reward employees points for non-referral related actions. Site based decisions works best and using this feature helps to increase employee uptake and engagement with the app. Using the bonus point functionality along with the referral functionality increases app engagement and thus referrals. Some examples for which bonus points have been given: taking an extra shift, great feedback from a resident or family, attending training, employee of the month, additional retention milestones etc.

Will you be using the bonus point functionality? Fixed or variable categories can be set up in the platform and access can be provided with restrictions.



Using the Bonus Points feature in combination with the employee referral component will keep the app top of mind and encourage referrals.

App colour customisation

We will customise the colours of your app to your company branding style.

Scheme Rules can be adjusted at any time by your organisation and you can add additional scheme rules if you wish to beyond the above. We recommend via the platform sending out a notification to all users when adjusting your scheme rules after the initial launch.

Measuring Success

To better measure the success of your Care Friends referral program, we'd like to collect some baseline measures. If possible, can you please provide (some of) the following data as of now:

* The percentage of staff currently employed via referral (eg. 10% of total staff recruited)
* Your average monthly/yearly referrals (that's all the referrals you're currently getting, whether they are hired or not)
* Your average time to hire (eg, days between approval to recruit to contract signed)
* Your current staff turnover percentage (annual) %
* Your new hire retention rate (percentage of staff that is still in the job after a certain time has passed. This time is ideally the same as the retention milestone in your Care Friends scheme rules)
* Your average cost to hire