**Care Friends Employee Referral Scheme Rules**

Organisation Name uses a platform and app known as Care Friends to operate and manage our Employee Referral Scheme.

**Policy brief and purpose**

Our Staff Referral Scheme Policy explains important aspects of our staff referral program.

We place great importance on referrals because we trust that our staff know what's best for our organisation and referrals are one of the highest quality sources of care staff. We want to make this process is as smooth as possible for our staff and those who they refer.

**Scope**

The Referral Scheme does not form part of any employee's contract of employment, or any casual worker's terms of engagement, and it may be amended at any time and for any reason at our absolute discretion. We will communicate any changes to our referral program clearly and in a timely way via notifications on the Care Friends app and through other channels.

Staff who referred candidates before a reward was stopped or changed will still receive the original reward for any candidates in progress.

We reserve the right to remove the Referral Scheme in its entirety for any reason and at any time.

**Terms**

**Employee** or **Staff** is anyone who has an active employment contract with our organisation.

**Referral** is someone who has expressed their interest for a role with our company after being notified of a vacancy via one of our employees

**App** is the mobile Care Friends application which employees can download to their mobile phone and which is used to share jobs and be notified of referral progress and manage accrued points.

**Reward** is the reward you get for making referrals via the Care Friends app and for when your referral successfully progresses through the referral process.

 Volunteer is anyone who does activities in our organisation without getting formal payment.

 Bonus Points are additional points that can be allocated to recipients for reasons other than referral-related.

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**Participation**

Who can participate in our staff referral programme?

All staff (permanent employees and casual workers) are eligible to participate in our referral program.

All staff (employees and casual workers) are eligible to participate in our referral program except for a) Senior management b) Those involved in recruitment.

New employees who have accepted a position but not yet started work.

**Who can be referred?**

To be eligible to claim Care Friends points, the following requirements apply to the candidates you refer. They must:

Referrals must have come in via the app generated link or identified to the recruiter as a referral, upon application.

If two or more employees refer the same candidate, only the first referrer (as recorded by the Care Friends app) will receive any associated points.

The referral cannot already be working for us as a casual, permanent or agency employee.

If two or more employees refer the same candidate, only the first referrer (as recorded by the Care Friends app) will receive any associated points.

The referral cannot have been previously referred within the past 3/6/9 months.

The referral cannot have applied for any job at our company for at least the past year.

The referral must live within a reasonable commutable distance of the work site.

The referral must not be a former employee of our company within the last 6/12 months.

Referrals can only be submitted for an advertised vacancy or with the approval of the relevant manager for no current vacancy.

The referral must be a resident of Australia or New Zealand or eligible to work in Australia or New Zealand.

The referral must not have been named in any prohibition or banning notice issued by regulatory authorities in any country.

Referrers are still eligible for rewards even if a candidate is hired at a later time or gets hired for another position subject to a time limit of 3/6/9 months from the date of the referral.

Referrals made via the app expire after 6 months from the date of the referral at which point another member of staff can refer the candidate and gain ownership of any referral rewards that subsequently become due.

**What are the referral rewards?**

Organisation Name will give out rewards in the form of points to every referrer using the Care Friends app to make referrals. If you know someone who you think would be a good fit for a position at our company, please refer them using the Care Friends App. By using the Care Friends app on your phone you can earn points for certain actions, such as: sharing a job, an expression of interest being received from someone you referred, your candidate being successful at interview and if they are offered a job and start work with us.

**What are points worth and how are they earned?**

Each point is worth $1 when ‘cashed in’ (unless varied by the company with advance notice to you and before any payroll/tax deductions, if applicable). The points you can earn are as follows:

|  |  |
| --- | --- |
| **Action** | **Points** |
| Sharing a job via the app | 1 |
| Your referral expresses their interest in a job | 2 |
| Your referral is successful at interview | 30 |
| Your referral completes their first day on the job | 100 |
| Your referral reaches Choose an item. months' employment | 150 |
|  |  |
| Bonus: if your referred starter is 'new to care' (not previously worked in a care role) | 20 |

These are subject to the following terms:

**Sharing:**

* You can share a job advert via Care Friends as many times as you like, but you can only receive points for the first Choose an item. shares you make per calendar month.
* Shares should be in good faith with the intention of interesting a friend, family member or contact from your network in a job with us.
* If we become aware of sharing that is not made with these intentions, we reserve the right to deny the provision of points, or to deny the payment associated with these points. It may also be treated as a disciplinary matter.

**Expression of interest received:**

* Each time someone expresses interest via the Care Friends app using your unique link code you receive the associated point amount.
* You still qualify for points if your referral applies without using your unique link code, for example if they attend an open day or phone the office, but they must identify that they were referred by you at the time they first contact our company.
* Your referral is only eligible for points if they can be contacted within 2 attempts.

**Interview successful**: When your candidates is successful at interview, you receive points

* Only the first interview per applicant attracts points (so if there was a subsequent interview that does not earn more points)
* Points will not be awarded if the applicant attends an interview for the same job more than once in a XX-month rolling period.

**Hired:** When your candidate starts work as an employee or casual worker, you earn points when the new starter passed all relevant pre-employment checks, references and has physically attended the office or work location for at least one full day of paid work.

**Meets retention milestone**

* If someone you have referred remains employed or engaged at Organisation Name for the selected retention period (and has not given or been given notice to terminate their employment), you will receive points.

We reserve the right, in our absolute discretion, to vary or remove the number of points allocated for each of the stages listed above and/or the different stages for which points are awarded. We will notify all app Users of this via in-app notifications. By continuing to use the app, you accept these changes as made by us.

**Bonus Points**

Authorised employees (such as managers/supervisors) may reward you a varying number of points for non-employee referral related actions at their discretion.

**Cashing in points**

You must have accrued a minimum of 30 points to be able to cash in.

Once you have reached your minimum points, you can choose to cash in at any time, however payment is subject to the following terms:

* Payments are made as additions to normal payroll.
* Points are converted at a rate of 1 point = $ 1.
* All rewards are treated as pay and subject to tax and other applicable deductions.
* Once your points are submitted for cashing in and have been approved, they are removed from your points balance.
* Once you have requested a cash-in, this cannot be revoked.
* Approved cash-in requests will be processed as soon as possible and added to the next pay-run, where reasonably possible.

We guarantee that points will be paid out within a month of the date we receive the referrer’s cash-in request (subject to payment terms above)

All remaining points will be paid out:

At the end of the Calendar year.

At the end of the organisation’s financial year.

At the end of the quarter.

When you reach a maximum of XXX points.

Upon termination, other than dismissals.

**Termination of employment and points balance**

The onus is on the employee to request to cash in their points prior to their final pay cycle, with at least 2 weeks’ notice. Any points remaining/accrued after this cut-off date will be forfeited.

If a referral reward becomes due after you have left the company for any reason, the referral reward will not be payable.

For dismissals or involuntary terminations, any accrued Care Friends points will be forfeited upon the termination.

**Additional rules**

All candidates/referrals will be evaluated for employment or engagement consistent with our policies and procedures.

You must agree to the Terms and Conditions, Acceptable Use Policy and Privacy Policy of the Care Friends referral scheme presented at the time of opt in to be eligible for payment.

A referral via the Care Friends app does not constitute a complete application. Referred candidates may be required to complete an application form and will be subject to the normal application process.

Referrers are still eligible for rewards even if a candidate is hired at a later time or gets hired for another position subject to a time limit of 6 months from the date of the referral.

Referrals made via the Care Friends app expire after 3/6/9/12 months from the date of the referral at which point another member of staff can refer the candidate and gain ownership of any referral rewards that subsequently become due.

The referrer must agree to have his/her name used for introduction to the referral.

The candidate must accept the employee/worker as their referrer.

Referrers should be able to explain why their candidate would make a good member of staff if asked by the recruiter.

**Notifications**

We may regularly or occasionally send push and/or in-app notifications to our Care Friends app users. Notifications may be used for the following purposes:

* To remind app users of our referral scheme and to encourage them to share jobs.
* To notify app users that a candidate they have referred has applied or is progressing through the recruitment process.
* To notify app users that they have been allocated a certain number of points.
* To notify app users of any changes to the point allocations or other aspects of our Referral Scheme.

By using the Care Friends app, you agree to this, however you can control if you want to receive these notifications at any time from within the settings of the app.

\*\*\*end of policy \*\*\*

**Some important notes**

Please ensure that this policy has been finalised and reviewed by the appropriate stakeholder(s) before sending back to Care Friends either by uploading it via the online scheme rules document or by sending it directly to your Client Success Manager or [support@carefriends.com.au](mailto:support@carefriends.com.au)

Once returned, your Client Success Manager will copy this policy into your Care Friends app for easy access by all app users. Your Client Success Manager will NOT review this policy nor make any changes.

Please contact your Client Success Manager if you wish to make changes to your policy or scheme rules so they can be updated in the app.