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 online when you’re ready to do so. Not this document.

Stakeholders usually involved:

* Managers/Executives (walk the talk, video on launch day?)
* Project Manager/Ongoing Care Friends Manager (main contact for Care Friends)
* Launch Manager/Marketing & Comms (launch contact & ongoing engagement
* Recruiters or someone process referrals (you may have an integration)

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. It is proven that using Champions and having someone at site that employees can engage with improves the amount of referrals you will receive. The Champion could also be your Site Manager if suitable. Encouraging staff and sharing good news stories is the best way to boost engagement.

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 E-Learning training for your Champions.



Who can participate in the employee referral program

* All staff are eligible to participate in our referral program.
* All staff are eligible to participate in our referral program except for senior management and those involved in recruitment.

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 you refer.

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

* The referred candidate cannot have applied or been referred for any job at our company during the past 6 months or year;
* Be resident in Australia or New Zealand and eligible to work in Australia or New Zealand.

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).

An example of points allocated per activity are as follows. Please have think about how many points you would like to allocate to each action.

Sharing a job via the app - 1

Expression of interest received - 9

Referred candidate successful at interview - 40

Referred candidate completes first day - 100

Referred candidate reaches either 3, 6, 9 or 12 months employment - 250

Bonus if new starter is new to care – 20

There is an option to use our Variable Rewards Tariff function whereby you can have varying awards for different roles. Best practice would suggest to keep the Sharing, EOI and Interview Successful points the same across all reward tariffs and alter the other reward points such as Started Work and the Retention Milestone reward.

Job Share Cap

App users can share jobs as frequently as they wish, but they will only receive share 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.

Cashing in points?

Once the employee has accumulated a minimum number of points that you set, they can submit to cash in at any time via the app, 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 recommend a minimum point cash out of at least 30 points to avoid too many payment requests coming in. It is sensible to have the minimum payout amount equaling what would be awarded in total after a successful interview.

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?

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

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.

Non referral bonus points (reward and recognition)

Managers and supervisors may reward employees points for non-referral related actions. Site based decisions work 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 for additional portal users.



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

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.

App colour customisation

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

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

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.

**Once the initial scheme rules (online) document is completed we will provide you with a draft copy to review, this includes other ‘standard’ rules that you may like to understand/edit. This is the full document that employees agree to when downloading the app.**