



Human Resources

Policies & Procedures

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HUMAN RESOURCES

Scope

This Policy applies to all Participants and staff members.

Purpose

This policy provides guidelines for human resources at 123 Support Services.

Recruitment

Strategy

To recruit people who have beliefs and attitudes that best include, represent, and protect people who are disabled as well as the skills, knowledge and personal attributes required for each position.

Measurement:

- the response and satisfaction of the people being supported
- employee performance
- employee morale
- employee retention
- the number of grievances and disputes raised by employees
- the number of workplace accidents.

Induction

Strategy

To ensure that the induction process is a positive introduction to the people being supported and covers service beliefs and legal and workplace requirements.

Measurement:

- the nature of the relationships between employees and the people being supported
- the number of employer-generated counselling and disciplinary interventions
- the number of employee-generated grievances and disputes
- the number of workplace accidents.

Performance Management

Strategy

To ensure that staff receive regular feedback regarding their performance, including opportunities to express ideas and thoughts about service delivery and organisational change.

Measurement:

- staff agreement that discussions about performance are available, positive and two-way
- staff agreement that issues and ideas can be comfortably raised.

Training and Development

Strategy

To ensure that staff receive on-going training and development opportunities to enable them to understand our service's beliefs and to be able to work safely while providing appropriate support, development, and life enrichment.

Measurement—the retention of employees who understand the people they support and are competent in all aspects of their work.

Workplace Agreement

Strategy

To ensure, where appropriate, that Australian Workplace Agreements are implemented to ensure flexible support options and workplace conditions.

Measurement:

- satisfaction with support arrangements by the people being supported
- satisfaction with employment conditions by staff.

Communication

Strategy

To determine and use the friendliest and most effective forms of communication when interacting with the people being supported, their families and advocates and other employees.

As an equal opportunity employer and responsible corporate citizen, 123 Support Services value the importance of honest, open and effective communication.

Measurement:

- the satisfaction of the people being supported

- successful public relations
- the number of workplace accidents
- the frequency and reasons for sick leave
- the number of employee-generated grievances and disputes
- effective methods of disseminating information
- staff awareness.

Compliance Awareness

Strategy

To ensure that all employees are at all times compliant with legislative requirements in areas such as occupational health and safety, privacy, anti-discrimination etc.

Measurement:

- the number of claims for breaches of legislation
- the number of workplace accidents
- the number of employee-generated grievances and disputes.

Succession Planning

Strategy

To minimise staff turnover by identifying and developing competent and committed staff for promotion.

Measurement:

- the number of staff preparing for, or ready for, promotion
- staff satisfaction, commitment, and enthusiasm
- the satisfaction and stability of the people being supported.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.