

North West Residential Support Services Inc.
Policies & Procedures
HUMAN RESOURCES

Number: <1>
Effective From: <January> <2015>
Replaces: <#>
Review: NWRSS Board
Contact: Neal Rodwell, General Manager
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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 & 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 AGREEMENTS

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, we 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 & 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

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