

NORTH WEST RESIDENTIAL SUPPORT SERVICES INC.  
**HUMAN RESOURCES POLICY**

**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 served.
- Employee performance.
- Employee moral.
- 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 served and covers service beliefs, legal and workplace requirements.

Measurement:

- The nature of the relationships between employees and the people being served.
- 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 ongoing training and development opportunities to enable them to understand services beliefs and work safely while providing appropriate support, development and life enrichment opportunities for the people being served.

Measurement:

- The retention of employees who understand the people they serve 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 served.
- 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 served, their families and advocates and 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 served.
- 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 served.

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