

We employ and work with a range of people, including staff, carers and volunteers, to provide a quality service for our clients and stakeholders. Our people are critical to the success of the business and the clients we partner with. We manage and support our people in line with legislation, accreditation standards, contract requirements, and LWB policies, procedures and standards.

Our Values establish clear guidance, as embedded in the Code of Conduct, for acceptable behaviours, standards and expectations of the Board and all employees, carers, contractors and related parties.

The purpose of this policy statement is to ensure our systems and processes allow us to:

- conduct workforce planning, in line with our strategic plan, to provide adequate client support and person-centred focus
- engage and retain qualified, credentialed, experienced and competent staff based on merit and equal opportunity principles
- deliver effective employee recruitment, engagement and retention strategies
- adhere to stringent criminal history and probity screening requirements
- maintain a positive and safe work environment in which our people feel valued, treated fairly and able to contribute positively
- foster good working relationships where employees have access to flexible and supportive work practices, professional development, regular supervision and on-the-job learning opportunities
- comply with relevant legislation and standards for all work condition requirements
- provide suitable resources, clearly defined roles and responsibilities, induction, training and development for our employees and volunteers to carry out their role, including role orientation for employees who are promoted or change roles
- provide access to an employee assistance program to help support employees
- uphold a high standard of professional behaviour to ensure client rights are preserved
- supervise, support and manage volunteers, students and people undertaking work placements
- assign responsibilities for managing, supervising and leading our people, as specified in the delegations of authority
- appropriately manage the performance of employees and resolve workplace issues
- clearly document, implement, communicate and review our processes.

## Related Documents

- Code of Conduct Policy Guideline
- Talent and Attraction Policy Guideline
- National Probity and Suitability Checking Policy Guideline
- Diversity and Inclusion Policy Statement
- Work Health and Safety Policy Statement
- Our Values