

Statement of intent

We employ and work with various people, including staff, carers, and volunteers, to provide quality services for our clients and stakeholders. Our people are critical to the success of the business and the people and communities 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.

Our approach

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 and equitable employee recruitment, engagement, advancement, and retention strategies
- adhere to stringent criminal history and probity screening requirements
- support employees to understand LWB's responsibilities as a Child Safe Organisation and commit to the National Principles for Child Safe Organisations and the framework for their implementation in each jurisdiction
- 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 culturally safe and inclusive 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 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.

We affirm our unwavering commitment to being a child safe organisation by upholding the National Principles for Child Safe Organisations and embedding the Universal Principle, which affirms the right of Aboriginal and Torres Strait Islander children to feel culturally safe, respected and included in our operations. We actively align with the legislated or endorsed Child Safe Standards across all Australian jurisdictions, including:

- Qld – Child Safe Organisations Act 2024 and Universal Principle
- Vic – 11 Child Safe Standards
- NSW – Child Safe Standards and Code of Practice
- Tas – Child and Youth Safe Standards
- SA – Child Safe Environments Program
- WA – Commitment to the National Principles
- ACT – Mandatory Child Safe Standards
- NT – Endorsement of the National Principles with mandatory reporting obligations.

Our policies, practices and culture reflect a nationally consistent yet locally responsive approach to child safety, ensuring the wellbeing, inclusion and protection of all children and young people in our care.

Related documents

- [Code of Conduct](#)
- [Diversity and Inclusion Policy Statement](#)
- [Work Health and Safety Policy Statement](#)
- [Cultural Safety and Appropriateness Policy Statement](#)
- [Our Values and Culture Framework](#)