



Policy Statement

Our People and Culture

Helping Hand is committed to attracting and retaining the best talent, fostering a one-team culture and creating a learning organisation.

We recognise that our people and culture are central to delivering safe quality care and to creating an environment of pride and purpose.

Through the People and Culture Policy, Helping Hand endorses the following commitments to:

- attract and retain a workforce that is sufficient, skilled and qualified to deliver safe, respectful and quality services
- support our workforce to have interactions with consumers that are kind, caring and respectful of each consumer's identity, culture and diversity
- create an environment where our workforce is flexible and responsive and takes a relationship-centred approach to treat each consumer as an individual with their own unique life experiences, preferences, needs and abilities
- train, equip, and support our workforce to ensure they have the time and tools needed to deliver quality care to consumers every day
- regularly assess, monitor and review our workforce through effective human resources systems
- provide accessible and fair systems to listen and respond to workforce feedback
- ensure an adequate workforce to deliver on our values and model of care
- provide regular opportunities for performance review and development
- encourage ongoing professional development
- embrace and respect diversity within our workforce, ensuring that inclusion, choice and respect is a key element of our One Team culture
- ensure that all people-management practices reflect our values and are conducted according to the principles of equal opportunity, access and equity, fairness and natural justice
- ensure compliance with relevant legislation and regulation
- maintain a desirable staff and organisational culture that provides a positive employee journey and workforce engagement is a key activity
- provide a high level of support to volunteers and students in recognition of their significant contribution to our team success.

Links to Quality Standards

ACSQC Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living

Standard 5: Organisation's service environment

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

NDIS Practice Standards

Standard 1: Rights and Responsibilities

Standard 2: Provider Governance and Operational Management

Standard 3: Provision of Supports

Standard 4: Provision of Supports Environment