

# Employee Services

Actions included in the 2019/20 Operational Plan support the following objectives included in the Community Strategic Plan 2030:

- GL3 – We are all valued citizens

## Changing how we do things

Council has a relatively small employee base with limited resources. In order to remove any barriers that restrict staff to step-up and take initiative, Council has implemented a program of 'up-skilling'. This ensures that people are multi-skilled and flexible in order to meet community expectations

Council has made a concerted effort to "re-set" organisational culture boundaries by promoting and workshopping our Dignity and Respect at Work (DRAW) program. The DRAW program emphasises that ALL employees no matter where they are in the hierarchy have a responsibility to ensure that our workplace is free from bullying, harassment, discrimination, violence, and vexatious complaints.

Exploring and implementing new ways of creating a flexible working environment that is sensitive to balancing work and family responsibilities is a key action in Council's Employer of Choice program. Council has an obligation to assist staff wherever possible to enable them to fulfil their responsibilities to their families. This also includes being sensitive to the needs of older workers who may wish to transition to retirement. This has benefits to both Council and the community because skills are retained in the workplace and the experience and knowledge of older workers can be transferred to younger less experienced workers.

Council has been pro-active in raising employee awareness of asbestos and managing the risks associated with asbestos in the workplace. As part of Council's on-going commitment to the safety of its workforce and its community we have commenced implementation of the Asbestos Management Plan. This has included:

- Raising staff awareness through training.
- Ensuring that Council buildings and infrastructure assets are managed according to assessed risk.

Like any modern business Council continues to strive to keep pace with technological change and the productivity improvements that go hand in hand with new technology. Council has implemented a program of actively promoting mobile technology and removing barriers to make technology user friendly. This is not without its challenges as employees are constantly asked to adapt to new technology. A series of trials and active consultation with staff have been key to ensuring that Council achieves the benefits of technological change and avoids the pitfalls.

Council's bi-annual 'Safety Day' has been developed to raise safety awareness and is a health & well-being event for staff which has a focus on mandatory worker health checks, manual handling and mental health, with activities tailored to specific occupations at Council.

Council recognises that many of our employees are not fully equipped with the leadership skills needed to manage a diverse and complex workplace. Over the last 3 years Council has been developing and refining its leadership training program to provide up-coming and existing managers with the management and leadership skills that they rarely receive as part of their tertiary training.

Many of the actions identified in Council's Workforce Plan are directly attributable to feedback from staff. One source of staff feedback is the employee survey which was last conducted in 2016.

## Key Council Plans & Strategies

- Workforce Plan

# Our Council

Personal Assistant to General Manager & Mayor

General Manager

## Director Water & Wastewater

- Water & Waste Water Works & Projects
- Water Treatment Plants
- Sewer Treatment Plants
- Reticulation
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## Director of Infrastructure Services

- Roads
- Footpaths
- Plant
- Cemeteries
- Recreation & Open Space Management
- Parks & Gardens
- Golf Course
- Sporting Fields
- Asset Management

## Director Economic Development & Environment

- Economic Development
- Tourism
- Strategic Land Use Planning
- Urban Planning
- Development Assessment
- Landcare
- Waste & Recycling
- Environmental Health Ranger
- Lithgow Animal Shelter
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## Chief Financial & Information Officer

- Financial Services
- Customer Service
- Records Management
- Information Technology
- Governance
- Asset Management

## Director People & Services

- Human Resources & Organisational Development
- Work Health Safety
- Risk Management
- Corporate Strategy
- Governance – Business Improvement
- Communications
- Community Development
- Cultural Development
- Library Services
- Aquatic Centre

## GL1 – OUR COUNCIL WORKS WITH THE COMMUNITY

DELIVERY PLAN (2017-2021)	OPERATIONAL PLAN (2019-2020)			
Delivery Program Action (4 years)	Action	Performance Measure	Target	Responsible Department
GL3.3 Encourage a motivated and adaptive workforce.	GL3.3.1 Enhance employee engagement.	Design and commence a Reward and Recognition Program.	100% complete	Organisational Development
		Conduct an Employee Opinion Survey to measure employee engagement.	100% complete	
		Conduct annual performance appraisals of staff.	31 October	
		Recognise longer serving employees through the recognition of service procedure at the Annual Presentation Day.	31 December	
		Implement the Health and Wellbeing program.	100% complete	
		Implement the Dignity and Respect Program.	100% complete	
	GL3.3.2 Ensure the organisational structure is relevant to the organisations' needs/service development.	Implement the Workforce Plan. • Leadership Program.	100% complete	
		Review Council's operational requirements to identify areas where 'Seasonal Workforce' could be utilised to meet operational targets.	Annual	
		Review Council's Salary System	100% complete	
	GL3.3.3 Provide a workplace that promotes the principles of equal employment and is free of discrimination.	Implement improvements to recruitment practices that enhance equal employment opportunity.	1 significant improvement per annum	

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GL3.3 Encourage a motivated and adaptive workforce.	GL3.3.3 Provide a workplace that promotes the principles of equal employment and is free of discrimination.	Ensure that all harassment and discrimination complaints are resolved in corrective actions within 3 months of complaint.	100% complete	Organisational Development
		Review Standard Working Procedures (on maturity) to ensure they are in line with the Equal Employment Opportunity Management Plan.	100% complete	
	GL3.3.4 Provide a safe and healthy workplace.	Implement the WHS Action Plan 2015-2017 as per priority program.	100% complete	
		Annual audit undertaken by State Cover of the Work Health and Safety Rehabilitation and Environment Management System.	1 audit	
		Provide relevant immunisations to appropriate staff against: <ul style="list-style-type: none"> <li>• Hepatitis A &amp; B</li> <li>• The Flu</li> </ul>	100% complete	
		Conduct the Work Health Safety Committee meetings.	8 per annum	
		Implement a biennial program of noise monitoring and hearing tests for employees.	100% complete	

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Delivery Program Action (4 years)	Action	Performance Measure	Target	Responsible Department
GL3.3 Encourage a motivated and adaptive workforce.	GL3.3.4 Provide a safe and healthy workplace.	Undertake noise monitoring and hearing test for employees on commencement and retirement.	100% complete	Organisational Development
		Promote WHS activities within the workplace and committee initiatives: <ul style="list-style-type: none"> <li>• 1 promotional activity per annum</li> <li>• Biannual Safety Day conducted in 2020.</li> </ul>	100% complete	
	GL3.3.5 Enhance the skills and knowledge of the workforce.	Implement the Training Plan	100% complete	
		Prepare the annual draft Training Plan from training objectives identified in the annual performance appraisals of staff by 30 November.	100% complete	