



Workplace Safety Culture Breakfast

23 June 2021

Work Health and Safety best practice community and resources



Welcome & Introduction

- Larissa Davidson – CCSN

Work Health and Safety best practice community and resources



Mentimetre link

- <https://www.menti.com/nregv37pqf>



Mr Plumber

- Brad Plumber - 2019 Coffs Chamber Safety Award Winner



Brad Plummer - owner of the 2018 Business of the Year on the Coffs Coast.

Brad Plummer, owner and operator of Mr Plummer started his plumbing career back in 2002, when he moved to Coffs Harbour from the Manning Valley to start his apprenticeship. He believes in passing his skillset on and providing opportunities for others make a career out of our trade. Putting the safety of his tradesmen and the general public seriously is a major part of his approach aim to exceed the expectations of customers. This means keeping up to date with regulations and technologies, as well as following occupational health and safety requirements on each job. This results in innovations such as new equipment which also cuts down the time to do jobs down to half, which means passing savings onto clients

Work Health and Safety best practice community and resources



Local innovator in Creating a Great Workplace Culture

- Kristy Christenson– Welcome Dental

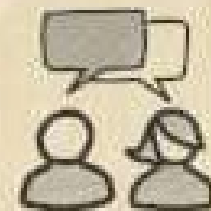
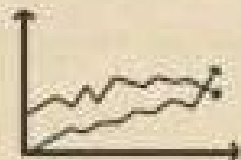


Welcome Dental
Business Manager

Kirsty Christensen

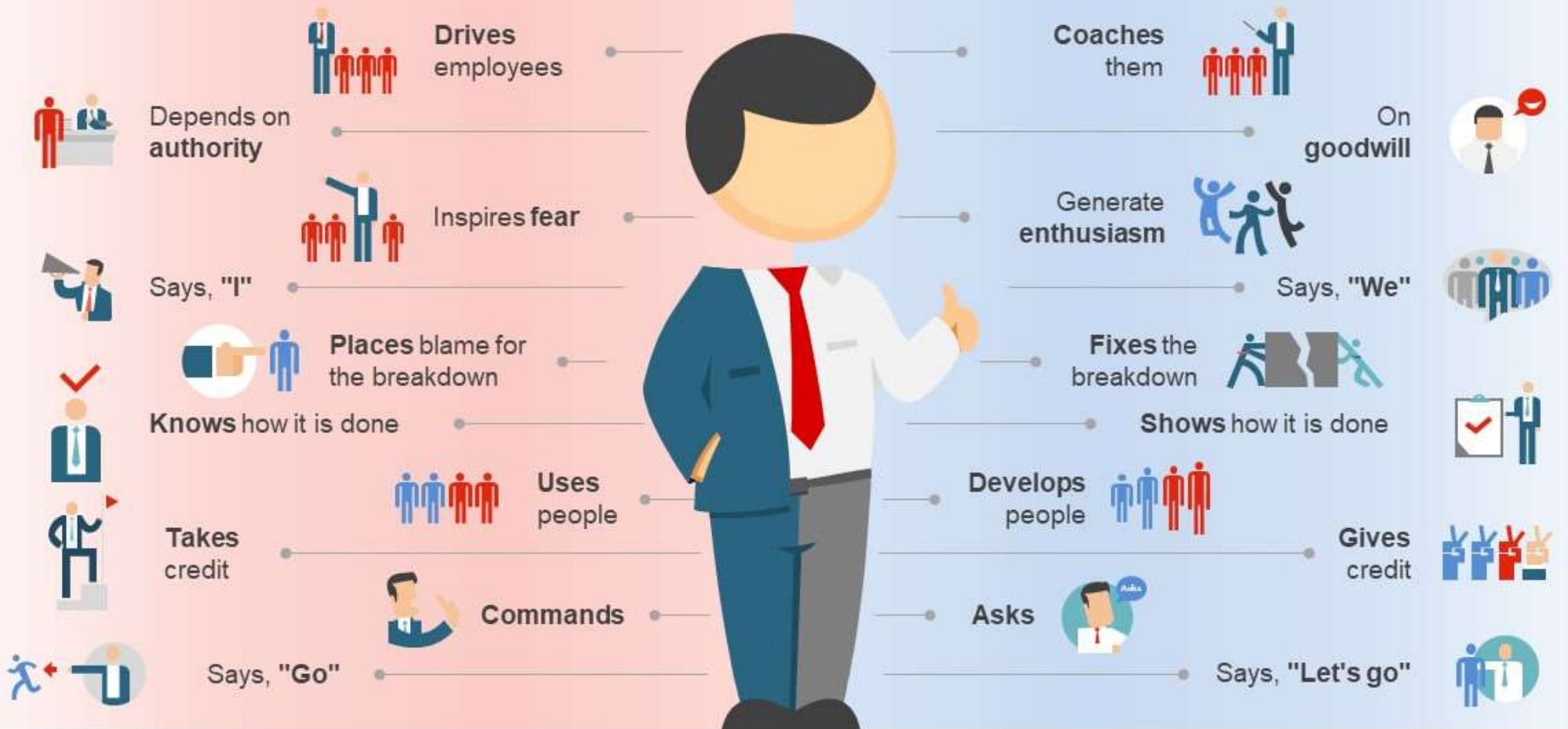


WORKPLACE CULTURE



BOSS

LEADER




DIFFERENCE BETWEEN




IDENTIFYING A LEADER

- Do they build good relationships and bring positive energy?
- Are they passionate about the company goals and values?
- Show empathy and EI?
- Remain calm in chaos?
- Care about others and connect people with a purpose?
- Good communication skills?
- Trusted and committed?



If you want to be a leader,
the first person you have
to lead is yourself.

Mike Scioscia

 quotefancy

RECRUITMENT





Company Values

When you are hiring, consider if the new applicant meets your company values and standards.

Company Mission and Vision

Are they going to come along with you on this journey?

Mission

- What are we doing today?
- What are we trying to achieve?
- Who are our clients?
- What impact do we want to have?

Vision

- Where are we going to?
- What does our future look like?
- What future do we envision to have?

Values

- What do we stand for?
- What behaviours do we value?
- In what way will we conduct our service?
- How do we treat our people and our clients?



Company Goals

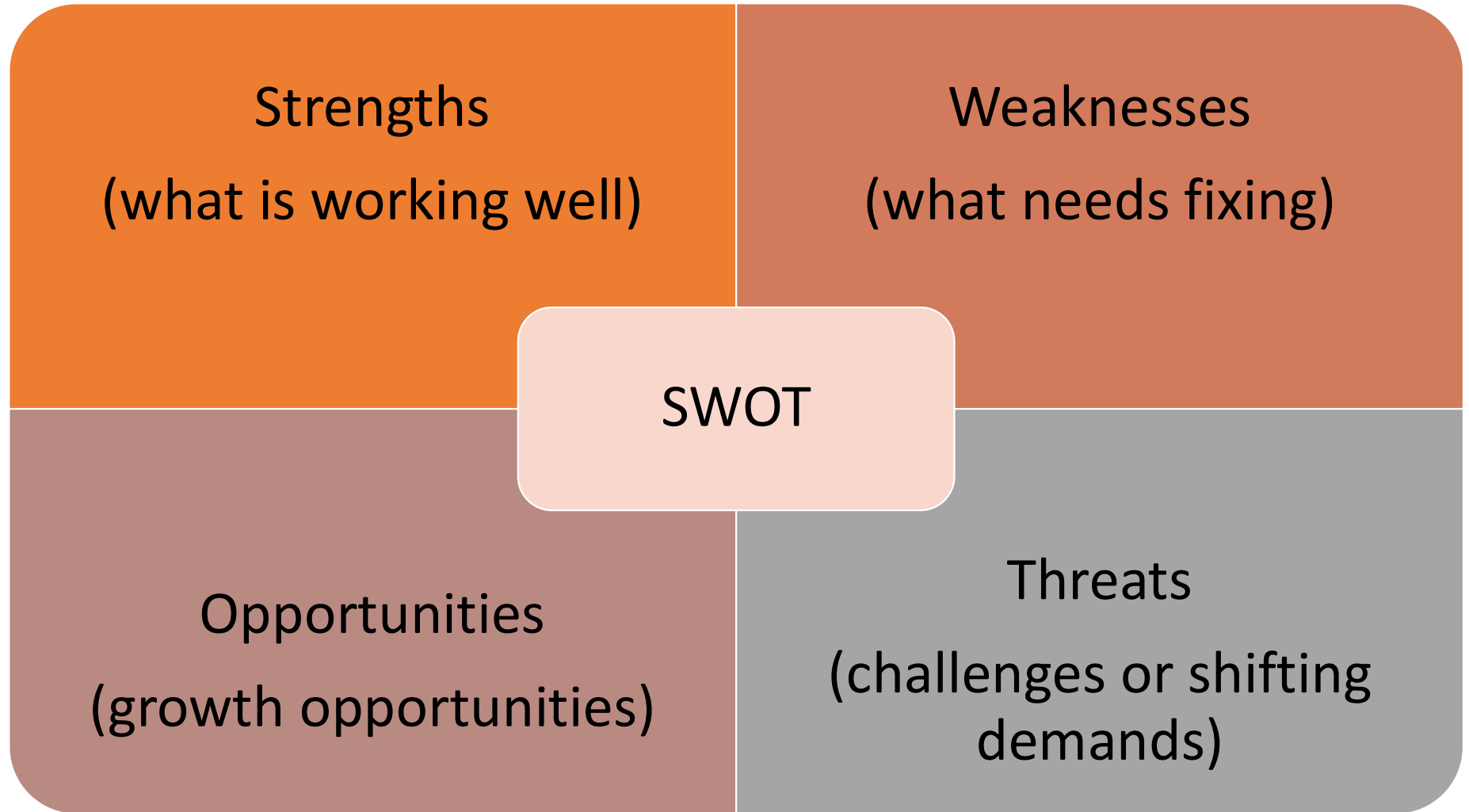
Have you voiced with your employees where you want to be? Where is your company heading? Are you all going in the same direction and working for the same purpose?

They need to be time-bound and attainable.

You need to let people know about them.

You need to use them.

STEP 1:



STEP 2:

Specific

- Make them precise

Measurable

- What specifically are you wanting to change or make improvements on? Measure project completion

Achievable

- Can you complete this within the time frame? Is it realistic?

Relevant

- Does your goal align with your long term objectives?

Targeted

- What is your target increase? Is it based on % or \$ etc.

Timely

- Have a realistic but ambitious end date for your goal



Contracts

Do your employees have contracts?

If not – they should.

Build your own employment contract, for an employee under Australia's Fair Work System, that is tailored to your business needs.

Who can use it

This tool helps small business employers to make a basic employment contract that complies with workplace laws. Use it to create a contract for an employee under the national industrial relations system. You can use it for full-time, part-time and casual employees who are covered by an award.

In the tool you'll find:

- conditions that you must provide to your employee
- optional clauses to help set expectations and protect your business.

To use this tool, you'll need to pay your employee an hourly or weekly wage. We don't provide for salaries in the tool due to their complex requirements.

[Start my contract](#)

i This tool isn't suitable for some types of workers

Find information on contracts for:

- [apprentices and trainees](#)
- [piece workers](#)
- [seasonal workers](#)

Time to complete

- Around 30 minutes

What you'll need

- Name of the industry award

What you'll get

At the end you'll be able to download your employment contract and a letter of offer in a Word document.

<https://employ.business.gov.au/>

Otherwise consider:

- Engaging a lawyer
- Engaging a HR consultant
- Utilising HR advance
- Another Employment support program

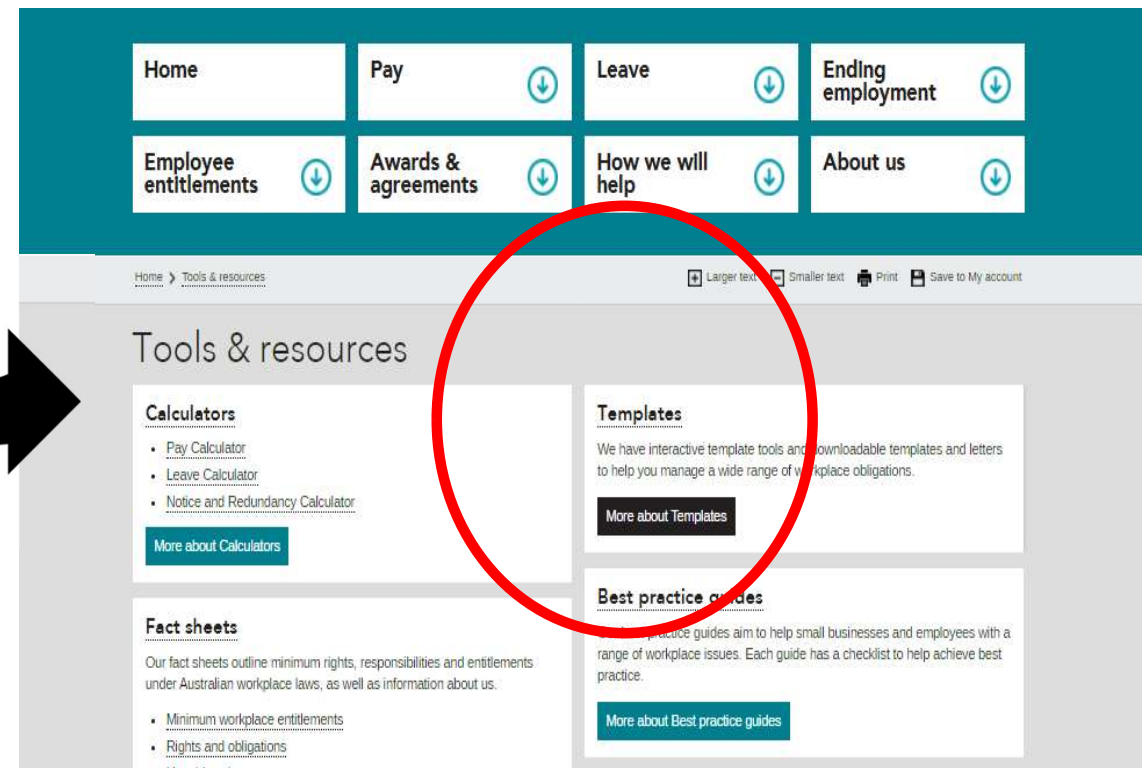
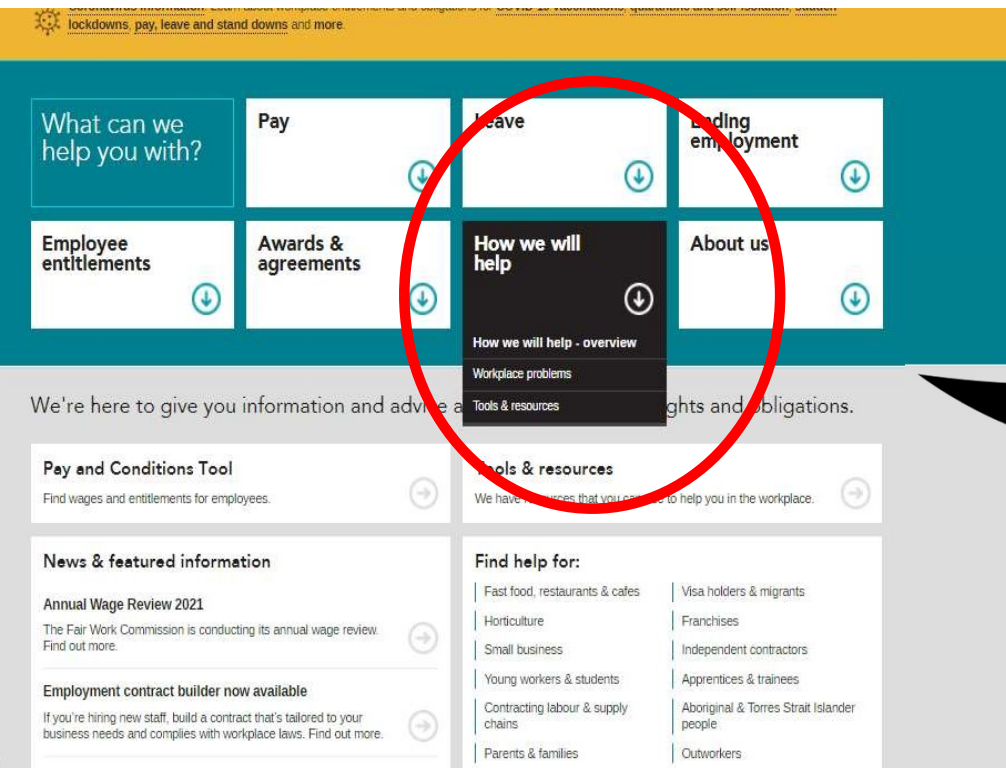


Position Descriptions

Does it state their value for their position and how they contribute to the success of your business?

For example, your retail check out assistant, your store refill team and your customer service team do not all contribute in the same way for your business success – they need to know how they specifically contribute to your business success.

<https://www.fairwork.gov.au/tools-and-resources/templates>



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- Job advertisement Template
- Job Description Template
- Telephone Screening form
- Reference Check form
- Notice to Unsuccessful applicants
- Starting a new job checklist
- Induction Checklist





Performance Reviews

Either annual or 6 monthly. This is a great way to find out what your employees need to complete their jobs, what training they are seeking and what growth opportunities you have in your organisations.

<https://www.fairwork.gov.au/tools-and-resources/templates>



Employee Feedback or Surveys

These are a great way to tackle any problems that are existing or any lack of equipment that your employees need to complete their jobs properly.

You can consider:

- Survey monkey





CONNECT

Listen to others.

Genuinely listen

Engage in conversation





Empower your people.

Do you know what they love?

What are they good at?

What training do your people want?

Where do they want to be in their future?

Can you tie their passions into your workplace?





Can people grow in your business?

If they cant are you developing them anyway?

Can you create any new positions?



Genuinely care for people.

Take time and listen

Think about how you currently do this.



What motivates your employees?

How do they want to be thanked?

A group of five people are celebrating in an office. They are surrounded by a shower of colorful confetti (red, blue, yellow, green, orange) that is falling from the ceiling. The people are looking up and reaching out with their hands, some holding handfuls of confetti. The office background includes white desks, silver desk lamps, and white storage cabinets. The overall atmosphere is joyful and festive.

CELEBRATE



<https://fb.watch/67Z5QXT68q/>

Consider who is your leader?

What does your On-Boarding Program look like?

What is your recruitment and Induction like?

Do you have the required policies and procedures?

Do your team know where the company is going?

Do your team know how they contribute to success?

Do you give them feedback?

Do you connect with your people?

Do you show empathy and genuinely care?

Have you thought about how people will grow in your business?

Do you celebrate the big and small wins?

Do you celebrate individual people?

Celebrate birthdays



Have a celebration calendar



Thank people with a hand written note



Have morning teas and eat lunch as a family



Speak with your team one to one regularly



Let them know small things about you



Make their experience with you meaningful



Encourage people to grow



Include families in events if you can



Have books available for people to read



Have gratitude diaries for people to use



Share positive feedback





“If your actions
inspire others to
dream more,
learn more,
do more and
become more,
you are a leader.”

-- John Quincy Adams



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Next Event: Wednesday, 20 October

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