

## SECTION 3: OUR PEOPLE

### Overview

Human Resource Services works with senior managers to maintain a positive work culture through providing a consistent advisory service in best practice human resource management, developing policies and frameworks to ensure compliance with employment Legislative requirements.

### Staff snapshot as at 30 June 2013

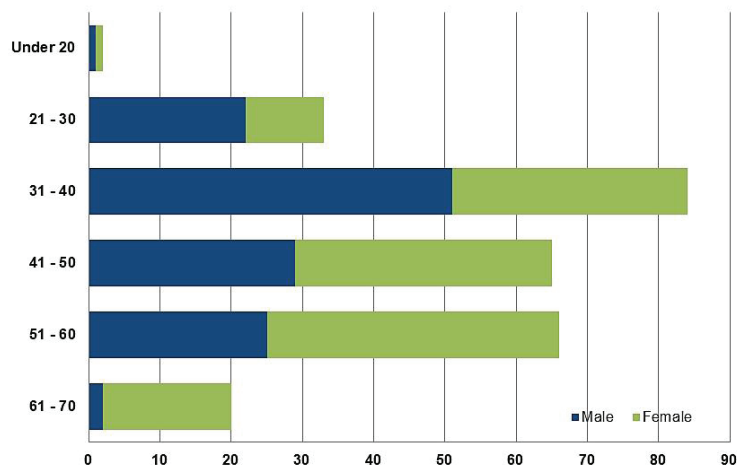
STAFF NUMBERS DLRM	Headcount
Full-time equivalent staff	249
Headcount	271
<b>Part-time staff</b>	
Permanent part-time	20
Temporary part-time	6
Casual	1
Graduates, apprentices and cadets	1

Source: Personnel Information Payroll System

### Employee profile

The following graphs detail the employee profile of the Agency:

#### Employees by Age

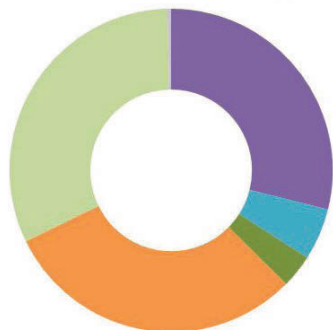


## Employees by Classification

Employee Classification	Number of Staff
Executive Contract Officer 5	1
Executive Contract Officer 2	4
Executive Contract Officer 1	4
Senior Administrative 2	8
Senior Administrative 1	6
Administrative Officer 7	13
Administrative Officer 6	16
Administrative Officer 5	14
Administrative Officer 4	20
Administrative Officer 3	8
Administrative Officer 2	7
Professional 3	29
Professional 2	29
Professional 1	24
Technical 6	1
Technical 5	8
Technical 4	18
Technical 3	41
Technical 2	18
Technical 1	1
Apprentice/Graduate/Trainee	1
<b>Total</b>	<b>271</b>



## Employees by Stream Profile



- Administrative
- Senior Administrative
- Executive
- Professional
- Technical
- Grad/Trainee/Apprentice



## Learning and professional development

The purpose of learning and development activities is to ensure the Agency has the organisational capability to respond to current and future business challenges and to build a culture of high performance and capability. The Agency actively encourages the professional development of its employees to ensure they are adequately equipped to carry out their responsibilities.

The Agency has a two-pronged approach for learning and development, where business units are responsible for facilitating employee access to operational training and development focused on core business needs, and Human Resource Services facilitates corporate training activities aimed at strengthening corporate capabilities to build a more efficient and effective workforce.

### Corporate training

Ongoing learning, development and education opportunities were offered to all employees and the Agency established continued support processes to promote a range of learning and development activities covering areas such as:

- Corporate Induction
- Code of Conduct
- Cross Cultural Awareness
- Recruitment & Selection Training
- Appropriate Workplace Behaviours
- Developing Personal Resilience
- Machinery of Government

The Agency also strongly supported the Office of the Commissioner for Public Employment with representation on their leadership programs including:

- Kigaruk Indigenous Mens Program

### Study assistance

The Agency supports employees gaining relevant professional and technical skills through higher education studies. Five employees accessed Study Assistance during 2012-13 to undertake studies ranging from certificates to masters programs.

Areas of study supported by the Agency in 2012-13 included:

- Bachelor of Commerce
- CPA Program
- Preparation for Tertiary Success 1
- Masters of Tropical Environmental Management
- Masters of GIS and Remote Sensing



## Development programs

### Apprenticeship Program

The Agency supported one apprentice in 2012-13 to undertake study in the area of Conservation and Land Management.

This initiative is a nationally recognised trade level qualification through structured training combined with practical experience. The employee is expected to complete these studies during 2013-2014.

### Graduate Development Program

One graduate was engaged by the agency to participate in a Graduate Development Program.

The program offers a two year placement to recent tertiary graduates equipping them to become future leaders and managers.

### Public Sector Management Program

In 2012-13 the Agency sponsored two employees to participate in the PSM Program.

The PSM Program is a joint venture between Commonwealth, State and Territory Governments and equips middle to senior managers to meet challenges by providing them with the knowledge and abilities required to become effective public sector leaders.

## Legislative Compliance

Reporting against Employment Instructions

### Number 1 – Filling Vacancies

- Recruitment and establishment procedures are available on the staff intranet.
- Human Resources Services continue to provide advice to managers on recruitment and selection processes.

Recruitment and Selection training was reviewed as a result of the changes to the *Public Sector Employment and Management Act*. The training, which was provided by the Office of the Commissioner for Public Employment, Grievances and Appeals Unit, was available to 67 employees across the agency.

### Number 2 – Probation

- A revised Probationary policy and procedures have been approved and are available to staff on the intranet.
- Human Resource Services provided regular advice to senior management on the status of employee probations.

### Number 3 – Natural Justice

- The department endeavours to observe the principles of natural justice in all dealings with employees.
- The Agency code of conduct program includes reference to natural justice principles.





#### **Number 4 – Employee Performance Management and Development Systems**

- The Personnel Evaluation System is in place for all employees and managers to utilise and have performance and development discussions with their staff.
- The electronic Personnel Evaluation System is currently being rolled out to the Agency with the inclusion of the NTPS Capability and Leadership Framework to commence use in the 2013-2014 financial year.

#### **Number 5 – Medical Examinations**

- Advice is provided to Managers on a case by case basis by Human Resource Services.
- In 2012 - 13 one medical incapacity case was commenced; with one being finalised.

#### **Number 6 – Performance and Inability**

- There were no inability cases during 2012-13.
- Advice is provided to Managers on a case by case basis by Human Resource Services.

#### **Number 7 – Discipline**

- The discipline policy and procedures are available for staff on the Agency intranet.
- Two Section 49 disciplinary actions were undertaken in 2012–13; with one being carried forward from 2011-2012. One has been finalised and one will be carried forward to 2013–14.

#### **Number 8 – Internal Agency Complaints and Section 59 Grievance Reviews**

- The grievance policy and procedures are available for staff on the Agency intranet.
- There have been five complaints lodged during 2012-13; of which four were internal grievances and dealt with in-house. One s59 Grievance was referred from the Commissioner's Office
- One of the grievances have been finalised in 2012–13 and four will be carried forward in 2013–14.

#### **Number 9 – Employee Records**

- All personnel files are securely maintained by the Department of Business and Employment on behalf of the Agency.
- Access to personnel files and the Personnel Integrated Pay System database is restricted to an 'in-confidence' level.
- Any requests made by employees to access their employee records are made through the Director Human Resource Services.

#### **Number 10 – Equality of Employment Opportunity Programs**

- Equal Opportunity policies are available on the Agency's Intranet.
- New employees of are reminded of the importance of ensuring that their personal details are correct in the Personal Integrated Pay System.

## Number 11 – Occupational Health and Safety Standards Programs

- The Agency consulted with all staff on a revised Work Health and Safety Management System Framework.
- Regular communication on the suggested changes was provided to employees through the CE's updates and the Agency intranet.
- Health and Safety programs and associated policy and procedure have been revised to reflect New Agency and Legislative requirements.
- An Online WHS Induction training package was trialled and is expected to be rolled out during the 2013 – 2014 induction period, this is in addition to the face to face induction program.

## Number 12 – Code of Conduct

- The Code of Conduct is available to all staff on the intranet and is reinforced through our HR Consultants' activities.
- The code is also an integral component in the Corporate Induction that is mandatory for all new staff.

## Corporate induction and code of conduct

Human Resource Services held four Corporate Induction and Code of Conduct programs during 2012-13 for 30 employees in the Darwin Region.

The Corporate Induction program aims to provide an overview of the Agency's responsibilities and strategic objectives, as well as an introduction of key contacts such as payroll and records management. Employees are also provided information on their accountability and responsibilities under the *Public Sector Employment and Management Act* and the *Work Health and Safety Act* (2011).

New employees are provided a 'Welcome Pack' at induction that contains information relating to conditions of service, key contacts and a checklist for supervisors to ensure appropriate site specific workplace inductions are conducted.

The Code of Conduct program is combined with the Corporate Induction. It is designed to enhance employees' knowledge of ethical business practices and to provide practical strategies for dealing with situations that arise at and draws on the Northern Territory Public Sector Principles and Code of Conduct, as set out in Regulations under *Public Sector Employment and Management Act*. The Code of Conduct document sets out the conduct expected of all Northern Territory Public Service employees and the values they are obliged to uphold.

