



QUALITY & COMPLIANCE MANAGERS REPORT

Woorabinda Aboriginal Shire Council (Internal)

TOPIC	New Quality and Compliance Manager commenced.	DATE: 23 January 2024
TITLE:	Role development introduction	

Introduction:

Commenced role 18 December 2024 after relocating from Darwin, NT.

HR Progress:

- Review of previous HR files and document control.
- Recruiting strategies and ongoing community notices and newsletters.
- Development of induction, orientation and probation process for new staff.
- New WASC induction to be completed with all employees to ensure equity across all departments and staff.
- Training and skills gap analysis of all employees – new spreadsheet.
- Position Description review.
- Organisational Policy review.
- Install HR noticeboards at all worksites.
- Run monthly topic workshops (topics not yet decided).
- Stakeholder engagement for recruiting and training opportunities.

WHS Progress:

- Commenced site inspections of all WASC worksites, conducting risk assessments and audits.
- Install WHS noticeboards at all worksites.
- Create WHS risk assessment and action plans for all Managers.
- Ensure toolbox talks are recorded (minimum weekly) – create a WASC form.
- Conduct WHS workshops, available for all employees.
- Create and implement tag out, hazard reporting and ideas for continuous improvement tags/forms.
- Invite staff from each department to become a Safety Representative, Fire Warden or First Aid Officer.
- Rewards program for good safety reporting and culture

Plans:

Create 3, 6, 9 and 12-month business model milestone calendar.

8/02/2024 – Managers Workshop

Discuss the new structure, change management strategies, roles and responsibilities, WHS, reporting, development of staff including Managers, training and workshops, rewards and recognition program.

21-22/02/2023 – People and Culture Conference, Brisbane

12/03/2023 – Woorabinda Community Job and Career Expo

Opportunity for WASC and other relevant job providers to show case their business and job opportunities for Woorabinda community members. WASC is hosting this expo and providing free sausage sizzle.

TBA – Animal Health and Control program in consultation with Dept. Housing, Dept. Health, Animal Control, Moura Vets and any other relevant stakeholder. Targeting the dogs of Woorabinda, health issues, available treatment options, number of dogs per household, registration, microchipping, vaccination and steralisation, impound, rescue program and euthanasia.

Problems:

- Time management – triage duties to balance workload burden.
- Resistance to change – we have always done it this way attitude.
Implementation of positive change management strategies.
- Poor safety culture – will improve with new WHS structure and support.
- Vacant positions – recruitment strategies being implemented.
- Document control – reviewing filing processes.
- Compliance with legislative requirements – ongoing review

Key Information:

- PIC Alternative Organisational Structure Plan
- 2023-2024 Operational Plan
- Organisational Change Management Plan

Conclusion: Streamlined change management implementation with the inception of simple workflows, structure, monitoring and evaluation of WASC departments and projects that include staff development and support strategies for 2024. The quality of WASC service delivery and staff management will be measured by achieving community and stakeholder expectations, meeting grant reporting deadlines and milestones, creating a safe and healthy workplace for staff and recognition as a preferred employer for Woorabinda community.