



Figure 1: Gladys Claridad, Interwork Ltd was one of the winners of the Individual Achievement Award, sponsored by SA Health at the Human Services at Work Awards for Excellence in Workforce Development

ABOUT INTERWORK LTD

Interwork Ltd. Is a not for profit organisation that is a major provider of employment services to those who experience disadvantage.

With more than 17 years experience in the disability employment sector they work with over 500 employers and community organisations of all sizes, across all sectors.

THE INITIATIVE: to become an Employer of Choice

“....we strive for excellence and innovation in the provision of....services and programs to both our clients and employers”

HOW IT WAS DONE

- Establishing a minimum benchmark of skills and qualifications for all permanent employees in the service delivery team.
- Working closely with a Registered Training Organisation to introduce a Certificate III and IV in Employment Services program for both new and existing employees.
- Providing a comprehensive induction program within six months of commencement for new employees, supported by a Probationary Plan and Training Objectives.
- Implementing Individual Development Plans for existing employees and providing training in their use.
- Promoting career pathways in the organisation
- Developing ongoing leadership capability through various initiatives
- Implementing 'whole of life' initiatives which include
 - Flexibility in work hours
 - Part-time employment contracts
 - Work from home / flexible work location arrangements
 - Phased return to work from parental leave
 - Employee assistance program
- Technological provisions that support flexible arrangements and employee work-life balance

IMPACT AND ACHIEVEMENTS:

- Lower workforce turnover rates (15% for permanent employees and 10.34% for casual employees as at December 2007, if ? 30% industry benchmark for casual employees)
- Lower workforce absenteeism leading to higher reliability, accountability and responsibility.
- A greater commitment by employees to the organisation

LESSONS LEARNED:

- Management support is essential
- Leadership commitment to coaching and mentoring
- Clear principles in place
- Create ownership for ongoing development
- If you can't find the skills you're looking for, build them with people who has the attitude and values alignment



Figure 2: Kelly Bonato of Hesta Superfund presents the Investing in People Award to Elena Fulga, Gladys Claridad, John Harvey and Kay Nicholas from Interwork Ltd, at the Human Services at Work Awards for excellence in Workforce Development, held by the SA Health & Community Services Skills Board

LOOKING AHEAD

- Continued commitment to Leadership Development Program
- Talent Risk Management Plan and Succession Planning
- Introduce Indigenous Employment Strategy encompassing recruitment, selection, learning and development, traineeship program and career development

For further information please contact:

Gladys Claridad
Human Resources Manager
Interwork Ltd

Tel: 08 8416 6504

Email: gladysc@interwork.com.au