

# People Strategy 2024–2028



People are at the heart of everything we do. Without our people, we cannot provide care for our patients.

This People Strategy is crucial to ensuring that Metro South Health can adapt and thrive in the face of ever-changing demands, advances in technology and evolving patient and community needs.

Metro South Health recognises that our people, including clinicians are the foundation for our success. It is our dedicated people who come to work to support better lives through better health by providing high quality and compassionate care. Our people are key to realising our vision that *together we will create Australia's healthiest community*.

This Strategy is our vision for the future, as we enter an exciting chapter for Metro South Health.

## We are Metro South Health *You belong*

The People Strategy aims to:

- create a positive workplace where people feel safe, valued, welcome to contribute and perform at their best
- ensure we have the workforce we need to meet the needs and expectations of patients and the community
- position Metro South Health as an employer of choice
- create a workforce which reflects the diversity of our community
- support connection and collaboration for better outcomes.

## Opportunities

- Utilise technology and artificial intelligence.
- Develop new and innovative roles and models of care.
- Enhance partnerships and collaboration.
- Embrace diversity and inclusion.
- Grow and develop our people.

## Challenges

- Increased demand for health services.
- Global shortages of healthcare professionals.
- Competitive job market.
- Post pandemic impacts on people and work arrangements.
- Changing workforce expectations.

### Our people

**We are...** a place where you are valued and supported

- A1. Elevate the Metro South Health culture through staff engagement
- A2. Enhance reward and recognition in alignment with the Metro South Health values
- A3. Develop our people to reach their potential
- A4. Ensure our workplace reflects the diversity of the community
- A5. Enable staff to have a voice
- A6. Provide education and training so we can best serve our community

**How we will measure:**

- » Staff engagement and satisfaction
- » Recruitment measures
- » Workforce diversity measures

### Work with us

**We are...** a truly great place to work

- B1. Position Metro South Health as an employer of choice
- B2. Build new pipelines of talent
- B3. Redesign roles and working arrangements for the future
- B4. Create a positive onboarding experience
- B5. Improve candidate care

**How we will measure:**

- » Staff engagement and satisfaction
- » Staff attrition and retention measures
- » Participation in pathways

### Future focussed

**We are...** creating a workplace of the future

- c1. Develop leaders of the future
- c2. Facilitate and support growth of individuals
- c3. Redesign roles and workforce for the future
- c4. Work with partners to foster innovation and collaboration
- c5. Support collaborative inter-disciplinary service models, education and training

**How we will measure:**

- » Leadership development and capability
- » Workforce capability and capacity
- » Strategic partnerships reporting

### Safe and well

**We are...** safe and inclusive

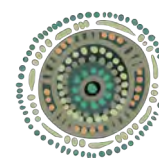
- d1. Ensure we are accessible, equitable and inclusive in every interaction
- d2. Establish a wellbeing program
- d3. Celebrate and welcome diversity
- d4. Enhance peer support networks
- d5. Improve employee support and assistance
- d6. Improve work health, safety and wellbeing

**How we will measure:**

- » Cultural safety and inclusivity
- » Workforce wellbeing and safety
- » Employee support

Updated 5 August 2024

**Our values:**



#### Acknowledgement of Country

Metro South Health recognises and pays respect to the traditional custodians of the land and waters—the Yugambeh, Quandamooka, Jaggera, Ugarapul, Turrbal and Mununjali peoples—and to Elders, past, present and emerging.



*We will respect, protect, and promote human rights in our decision-making and actions.*

