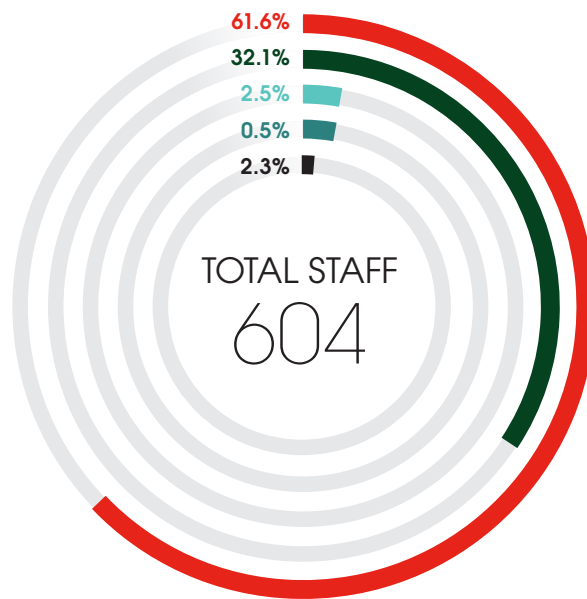


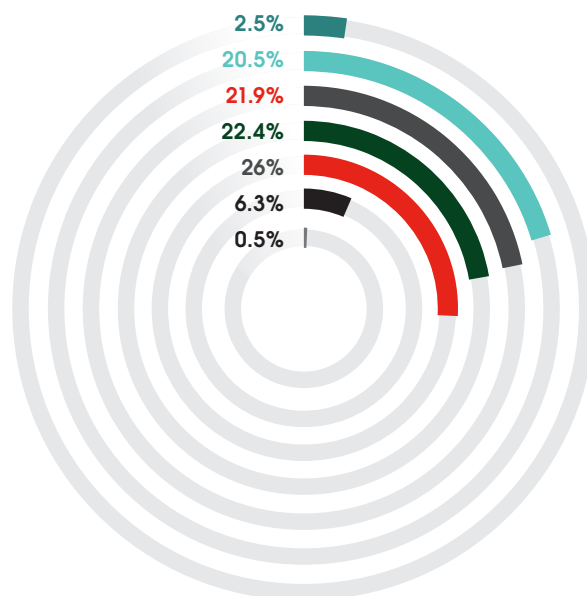
NGĀ AHO O TE TAURA

Our People



- Full time
- Part time
- Casual
- Temporary full time
- Temporary part time

AGE DISTRIBUTION



- Under 25 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 years and over
- unknown

8.4
YEARS

AVERAGE
LENGTH OF
SERVICE



- New Zealand European
- Other Asian
- Other European
- Chinese
- Indian
- Southeast Asian
- Māori
- Samoan/other Pacific people
- African (or African origin)
- Fijian

GENDER



76%
Female

24%
Male

DISABILITY



88%
Without disability

9%
Not stated

3%
With disability

Being a Good Employer

Elements of NZBS Activity in 2017 / 2018

In July 2018 we will be celebrating our 20 year anniversary of formation. We are proud of what we have accomplished and the national team of committed employees and volunteers that form the foundation of our organisation, performing vital work every day. The healthcare needs that we support and the community in which we operate is complex and challenging. The dedication, commitment, talent and energy of our people is crucial to ensuring that we can continue to meet our core purpose and rise to the current and new challenges we face.

Our People Plan sets out the strategy and work program required to ensure that NZBS has the organisational and people capability required to achieve our strategic plans and the achievement of our vision and purpose. We will enable this next generation of NZBS by investing in our people, planning and acting for today and the future, increasing leadership capability, improving how we work, supporting a strong safety culture and building pride.

Within the context of our overarching strategy over the past 12 months a range of key people centric activities occurred, described for the purposes of this report under the seven elements of the 'Good Employer' framework.

Leadership, Accountability and Culture

- In 2016/17 we undertook an extensive organisation wide process to refresh our values. We continue to focus on bringing these values to life every day through how we behave, interact and serve each other and our customers.
 - In late 2018 we plan to undertake a further organisation wide workplace culture and engagement survey.
 - In the last 12 months we have consolidated the new executive team structure, progressing associated structural, functional and accountability reviews, ensuring roles, responsibilities and accountabilities are clarified and people are focusing on the 'right things'. This includes reinforcing the mind-set of a national integrated collaborative team rather than regional, local or functional silos.
 - During 2018/19 we will be embracing the SSC Leadership & Talent Framework, and using it to develop our leadership capability.
 - In conjunction with staff, work process and facility improvement projects have been undertaken leveraging business improvement and lean methodologies, these are described further down.
- Ensuring we are providing quality safe services, means we have a key attention and accountability for 'getting the basics right in all we do', maintaining a keen focus on compliance, standards and protocols whilst also empowering people at appropriate levels. Current initiatives include:
 - Simplifying core processes, policies and forms and reducing document burden;
 - Developing and refreshing agreed business tools and resources across NZBS, and ensuring people know how to use them. In this regard a project management toolbox has been released.
 - Training key staff in Human Centred Design to build on business improvement.
 - Building on our continued focus on business improvement, we are developing national KPIs to improve metrics and support smart decision making.
 - NZBS continues to benchmark with other international blood services to collaboratively share information on various initiatives and activities, driving changes in our respective blood services including leveraging information for the betterment of all our services.

Recruitment, Selection and Induction

- Building on our recruitment applicant tracking tool we are in the process of implementing a software module that will assist automating new start documentation, providing a more streamlined and time positive candidate experience, whilst reducing administration burden for managers and HR.
- An extensive development and refresh of the NZBS induction and on-boarding framework is nearing completion, focused on providing a fantastic welcoming start for new people, harnessing their commitment, engagement and ensuring people can start contributing in their role as soon as possible in their career with NZBS.
- NZBS continues to work collaboratively with District Health Board (DHB) colleagues on the Kiwi Health Jobs website and associated recruitment initiatives demonstrating an impressive increase in the profile and usage of this sector-wide job board.
- Our NZBS careers website ensures prospective employees can view role-specific videos and have information about the key professions at NZBS.

Employee Development, Promotion and Exit

- We continue to invest in our employee training and development, to ensure a safe, sustainable, high quality service. We provide staff with on-the-job training, which includes one-to-one support from frontline workforce trainers, eLearning, journals, education sessions, workshops and conferences. We also support a number of staff with external tertiary education and development.

- Staff scholarships are judged and awarded annually. Recipients use the award funding to visit and study in international blood services and laboratories and to attend conferences.
- Leveraging our current Learning Management System (LMS) we are investing in a digital learning strategy and roadmap
 - to create a mobile-friendly learning management system that 'knows' each learner and can provide tailored learning pathways for our various groups of staff as needed.
- A highlight in August 2017 and planned for August 2018 is the NZBS staff conference, 'TRACE'. Held in Auckland, the programme is focused on providing industry-related educational and inspirational content to frontline staff; and this year will recognise our 20 year anniversary as part of the theme.

Flexibility and Work Design

- Through business improvement projects, staff have had a direct impact on redesigning their work areas and grown in the experience. These projects have provided input into multi-year programmed work investing in facility upgrades for medium and long term viability. This has included key sites; Auckland City Hospital-based Blood Bank, a new special HPC centre in Wellington Hospital Campus based Donor Centre; and the opening of a new Donor Centre in Dunedin.
- There has also been improvements in process and layout at several other sites including the Wellington Donor Centre, Palmerston North Blood Bank and some of our Logistics areas. Staff input via this approach is delivering improvements and efficiency

gains in workflow, throughout, resources, equipment utilisation and space usage.

- As part of a multi-year project NZBS is actively planning for a significant redevelopment of the laboratory areas of the Auckland Donor Centre in Epsom.

Remuneration, Recognition and Conditions

- NZBS adheres to the government's clearly stated expectations on pay and employment conditions in the State sector. We also collaborate with the DHB employment relations forums on matters of mutual interest, given our connection with the wider public health sector.
- Our 'Vital' employee appreciation programme, developed with the assistance of a staff focus group, continues to be a success. Features include benefits, awards, educational opportunities, health and wellbeing, supported by site champions called 'Vitalisers', an interactive extensive web portal and regular articles, posters, campaigns and educational sessions.
- In June 2018 we plan to go live with a phased implementation a fully automated electronic Roster to Pay (RTP) solution to integrate with the current NZBS payroll solution. This multi-year project, will ultimately replace lengthy manual processes freeing up time for employees, managers and payroll to all focus on other value add activities.
- NZBS is currently part of a joint DHB sector and Union working party v at Holiday's Act compliance.

Harassment and Bullying Prevention

- Following on from our culture programme, with staff input we are undertaking an extensive refresh of our framework to build a kind and respectful culture, eradicating bullying and inappropriate behaviours. This is on track to be launched later in 2018.
- NZBS provides a confidential EAP (Employee Assistance Programme), available 24 hours a day, available to all staff.

Safe and Healthy Environment

- NZBS continues to work on initiatives to support the safety and health of our employees and volunteers and to meet our obligations to our donors, patients, contractors and all who visit and interact with our organisation.
- Some of these initiatives include:
 - Regular internal health and safety audits, supported by our elected staff health and safety representatives.
 - Key health and safety projects during 2017/18:
 - Implementation of a contractor induction and sign-in kiosk, currently in the pilot phase before organisation-wide deployment in late 2018
 - Best rostering guidelines, developed with union input have now been published internally and NZBS is seeking to improve rostering practises in line with these.
 - Identification and implementation of a national occupational health service provider

to assist NZBS with the management of complex, Return to Work, rehabilitation programmes following injury or long-term ill-health issues; and to undertake pre-employment screening and regular health monitoring of employees working with NZBS hazards, such as Safety Critical Drivers, manual handling and biological exposure.

- Scope up options for technology to support and streamline health & safety processes
- Continued Health and Safety (H&S) training throughout the year has included:
 - A range of health and safety mandatory training, relevant to risks and hazards associated with specific work places and practises, ensuring staff understand potential risks and are safe.
 - Training provided to all staff with specific Health & Safety responsibilities. This includes H&S Representatives, Fire Wardens, Workplace First Aiders and H&S Workplace Trainers.
 - Managers 'Foundations for Safety Leadership' training.
 - Advanced Driver Training of all Safety Critical Drivers, now refreshed every 3 years.
- Wellbeing activities are a feature of our good employer programme with activities in the past 12 months including:
 - Three nationwide team-based staff challenges were completed in the last 12 months.

The challenges focused on physical fitness, good diet, adequate sleep and mental wellbeing.

- An annual free influenza vaccination programme for all staff. In winter 2017, 384 (63%) staff took up a free flu jab, protecting themselves and their families.
- Hepatitis B screening and immunisation programme.
- Mental Health training provided to managers so that they were better equipped to recognise, relate and respond to staff who need support for their mental health and wellbeing.

Coming up in 2018/19

- Continued focus on culture, values, engagement together with 'Vital' our appreciation programme. Planned activities include launching the extensive refresh and co-creation of our framework to build a kind and respectful culture, eradicating bullying and inappropriate behaviours; and a further workplace culture and engagement survey in late 2018.
- To support leadership capability we will refresh and implement a Managers Toolbox aligned to NZBS priorities to ensure all managers have the foundational skills to manage and lead well, including core NZBS business tools.
- Commencing the implementation of a new Leadership and Talent Management framework, utilising the SSC leadership framework.

We look forward to reporting back on these and many other activities in next year's report.