

# Life Balance Case Study Glenview

**Strong leadership**

**Focus on output - not tasks**

**Health & Wellbeing**

**Engagement**

**Genuine flexibility**

**Continuing excellence**

**Learning culture**

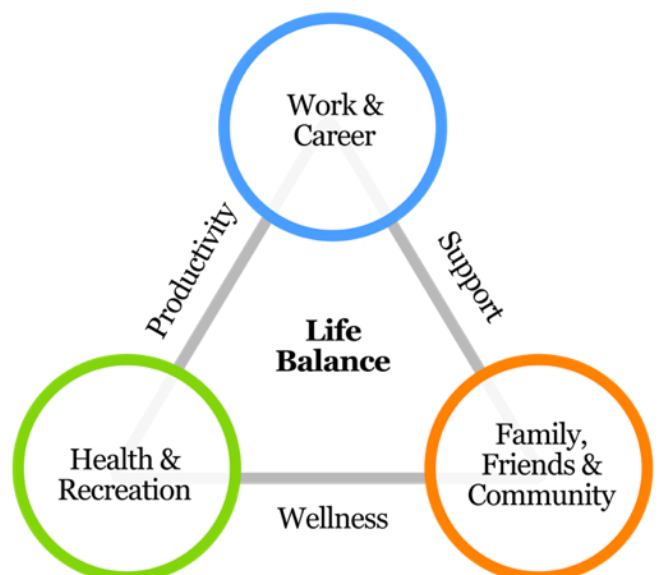


## Glenview Community Services

At Glenview, our staff and volunteers are our greatest asset. Our motto is 'recruiting for kindness, training for excellence'. We accept only the best people to be part of the Glenview family.

We strive to provide a supportive, happy and inclusive working environment; that's why people stay with us. We have several staff members with over 20 years of service experience, while others are just starting their Glenview journey.

As an organisation we celebrate our wonderful staff and volunteers. Thanks to them, our community is enriched by their various backgrounds and nationalities.



# Journeying together

At Glenview, Journeying Together underpins how the staff and residents undertake their daily activities. It is less about the completion of task and more about developing deep rapport and understanding. Balancing life becomes a much simpler prospect when underpinned by this sort of 'people culture'.

Glenview finds itself at an exciting stage in its 100 year evolution - embarking on a new approach towards supporting residents, staff and the community into the future.

## Realised Business Benefits

- Deeper level of **staff engagement** delivers on brand promise
- Resident **satisfaction** rates increase
- Staff become the 'product' residents and families **choose**
- **Motivation and Engagement**
- Enabling staff to **find fun** is infectious
- Staff are passionate in **provision of quality care**
- Improved **customer experience**
- **Retention rates** improved



## Realised Staff Benefits

- Increased **confidence and capacity**
- Dynamic leadership ensures genuine **values alignment** with staff
- Greater **self awareness** and **self knowledge**
- Enjoyment at work leads to **increased fulfilment** in daily life
- Increased sense of **belonging**
- **Time for family** when it's needed most
- Promoting **team membership** drives individual engagement

## Strategies and Principles

### Workforce Planning

- Genuine understanding of our people
- Enhancing role effectiveness
- Cultural development programs
- Introduction of new middle management roles

### Learning & Development

- Professional development
- Focus on strength and passions
- Time spent on 'high leverage' tasks – not just busy work

### Choice, Identity & Flexibility

- Succession planning
- Open rostering – allow people to live their lives on their terms
- Trusting our staff to make the right choice
- Quality of life indicators (residents & staff)
- Easy access to healthy snacks and drinks
- Flexible break times



Produced by AIM with selected Employers of Choice