



Life Balance Case Study Country Club Tasmania

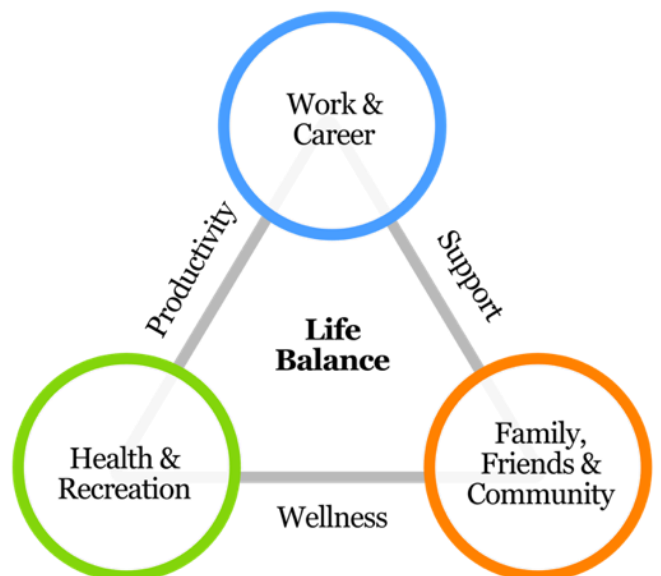
Valuing Individuals
Genuine Support
Purpose and Productivity
Healthy Rostering

Country Club Tasmania

One of the largest local private employers in Northern Tasmania, Country Club is situated in parkland on the fringe of Launceston. Australia's first resort-style casino, it is used for a variety of local events and is home to an 18 hole golf course.

Employing 400+ staff across multiple divisions, management knows that supporting their people is crucial to ongoing success.

The family culture and associated values are key to its ongoing success in supporting staff with flexible and dynamic work environments.



A Family Culture

Strong values are the foundation behind the Country Club's ability to provide an extraordinary customer and employee experience. A holistic approach creates a culture that doesn't simply ask for engagement, but enthusiastically drives it through the broad range of programs, strategies and benefits available to all staff.

Through focussing on the individual, the Country Club is able to work with each team member to achieve a real life balance - and in turn deliver on Country Club's brand promise.

Realised Business Benefits

- Peer leadership and a **strong culture of recognition**
- High **participation rates and productivity**
- **Reduction** in sick leave and workers' compensation
- **Low turnover** of part time and full time staff
- Excellent **workplace safety** record
- Reinforcement of the **family culture**



Realised Staff Benefits

- Emotional and behavioural engagement drives **positive relationships** and meaning at work
- Genuine support means staff feel **passionate** towards their organisation, especially those with young families
- Flexibility allows staff to better **manage change** and competing demands
- **Staff are committed** to the organisation
- Ability to be **part of community** events and school activities
- Improved **engagement** at all levels

Strategies and Principles

- Values based approach underpinning its people strategy
- Flexible work arrangements
- Strong values around teamwork and relationships driven from the business owners
- A focus on growth and development through career progression and cross-skilling
- Employee benefits including: free healthy meals, free dry cleaning, free parking, discounted gym memberships and health insurance
- Staff education and training programs, including a new Country Club employee experience day
- An achievement planning framework focusing on development of individuals and teams
- A genuine focus on engagement and empowerment
- Health and wellness activities – flu vaccinations, wellbeing activities, event teams, standing desks
- Training in how to roster with 'wellbeing' in mind
- Job and workflow design encompassing flexible working conditions



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