



Culture of Excellence Program

For member universities fostering transformational, positive, high-performing workforces

Endorsed by the Bully Zero Foundation.



prospectus

For member universities fostering transformational,
positive, high-performing workforces.

Introducing the AHEIA Culture of Excellence Program

The Australian Higher Education Industrial Association is proud to bring the AHEIA Culture of Excellence Program to member universities committed to:

- fostering inclusive, safe, high performance work cultures
- recognising the transformational business benefits that a positive behaviour culture can deliver.

This prospectus outlines the key program details.

What is it?

The AHEIA Culture of Excellence Program is a 36 month service partnership that equips your university to grow supportive, respectful, positive behaviour cultures with zero tolerance for bullying.

At the heart of the Culture of Excellence Program is a set of innovative online programs, and people and culture supports, that drive positive communication behaviour changes across your university.

Why do it?

The AHEIA Culture of Excellence Program allows you to:

- grow supportive, respectful, positive behaviour cultures with a zero tolerance for bullying and bad behaviours in workforce cultures.

The program supports university leaders committed to fostering supportive, socially safe, high performance university workforces.

The AHEIA Culture of Excellence Program positions universities to comprehensively respond to Safe Work Australia's new guidelines for harassment, bullying and aggression in the workplace.

The new guidelines call on leaders to prevent, eliminate and minimise bullying and harassment.

The AHEIA Culture of Excellence program offers participating member universities branded recognition as a culture leader by the national leaders in bullying education and awareness, the Bully Zero Foundation. The program has also been endorsed by Safe Work Australia.

How does it work?

The AHEIA Culture of Excellence Program has 5 key steps:





Engage staff to secure a commitment and skill improvement in workplace behaviours

Action

- Together, the entire university workforce engages in internal communication initiatives that educate, excite and equip all staff to understand and practise the power of positive, professional and respectful workplace communications first time, every time.

Outcome

- All staff engage in a capability uplift and understand their roles and responsibilities in communicating with respect.
- Staff contribute their stories, ideas, language and aspirations for the workplace culture to inform a Communication Charter and supporting actions.
- Staff commit to improving their own communication behaviours and practises, as well as holding their colleagues to these same standards and expectations.



Create a shared workforce-wide communication charter for the organisation

Action

- Staff complete a 90-minute interactive online program that includes 8 key communication principles with supporting videos.
- Each video ends with a simple survey that asks participants to comment anonymously about the communication culture of the organisation.

Outcome

- A 1-page charter that sets clear expectations for how all organisation staff will communicate – supported with an increased consciousness and confidence from staff at all levels to practise this commitment.
- A shared commitment by all staff to how the organisation communicates, and increased capability.



Practise the change by supporting leaders and teams, and measuring and reviewing positive culture growth

Action

- Audit the post-action state to determine distance travelled and monitor key measures of performance, productivity and employee wellbeing to report trends and improvement.
- Support organisation leaders and staff to continue to reinforce the key principles and practises underpinning the charter.

Outcome

- New behaviour is cemented and becomes a part of “how things are done around here” in the organisation – and the charter becomes employee-driven and a cultural artifact that continues to evolve along with the team.

The AHEIA Culture of Excellence Program planning tools are mapped to the Voice Project’s 7 Ps Framework for Organisational Performance. Voice Project has also developed a pulse survey and a customised version of its Voice staff culture survey to allow adopting universities to measure existing Voice higher education metrics as well as progress against the Culture of Excellence.

When is the program delivered?

The AHEIA Culture of Excellence Program can be commenced at any time throughout the calendar year with the program timing and content tailored to your university.

It can also be modified to be delivered in less than the standard 36 months, to suit your specific organisation timing. That said, there are some mandatory elements that must be completed to honour the intent of the program.

In negotiating the terms of the program, we work with you to specifically co-design a delivery schedule tailored to your university workforce and strategic needs.

Year 1

Year 2

Year 3

AUDIT

ENGAGE

CREATE

INTEGRATE

PRACTISE

Class Act Conduct

The Wellbeing Hub

Professional Development

Expert Coaching

Partnership strategy support and expert counsel

Branding, media and employer of choice opportunities

What are the benefits?

The AHEIA Culture of Excellence Program will:

- build brand reputation as a strong culture leader.
- improve employee loyalty.
- safeguard the health, safety, and wellbeing of your people.
- improve workforce performance and service delivery standards.
- unite your people together towards your purpose.
- drive a capability uplift that generates a sustained way of working.
- reduce cost of complaints, investigations and lost-time incidents.
- create a sustained culture of mutual respect and professional courtesy.
- create opportunities to positive brand as a leading employer of choice.
- embed improved practise and supports across every member of your team.

Become part of the Bully Zero Foundation-endorsed AHEIA Culture of Excellence Program community to give your university a national zero-tolerance brand.



What is the cost?

Price per year

36 months - AHEIA Culture of Excellence Program

The AHEIA Culture of Excellence Program costing model is scaled based on workforce size.

Example A: 1,000 EFT staff = \$230K over 3 years. \$75 per-employee per year

Example B: 5,000 EFT staff = \$500K over 3 years. \$33 per-employee per year

Example C: 8,000 EFT staff = \$600K over 3 years. \$23 per-employee per year

What is the business return?

AHEIA has designed the Culture of Excellence Program to bring savings to member universities, not expense.

We know how costly HR and IR incidents are for universities. Now more than ever these are costs that universities cannot absorb, but nonetheless they are rising.

Our goal through this program of support is to help you shrink that spend in the next five years and beyond, and invest in performance and productivity growth instead.



Our key delivery partner

Coach Pty Ltd is a high calibre communication coaching agency working with large and small organisations in the public and private sector throughout Australia and internationally.

Coach is fixated on one thing:

Making the thousands of interactions occurring in the workplace each day safe, productive, positive and performance enhancing.



Our key brand partner

The AHEIA Culture of Excellence Program comes with the unique endorsement of the Bully Zero Foundation, the national leaders in bullying prevention, education and awareness.

Bully Zero is an Australian not for profit that works to reduce and prevent all types of bullying across Australia.



Contact us

For more information on the AHEIA Culture of Excellence Program contact Gerard Grant, Manager Learning & Development, AHEIA.

Phone (03) 8611 0513

Email: gerard.grant@aheia.edu.au

AHEIA Level 6, 303 Collins Street Melbourne VIC 3000