

Position Description

Title of the role:	People and Culture Business Partner
Program Area:	People and Culture
Reports to:	Manager People and Culture Partnering
Classification:	Non-Award Contract
Last Revised:	July 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective support packages. Wellways assist individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental health issues, disabilities and their families.

All our services and advocacy programs:

- Support and create opportunities for building wellbeing
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The People & Culture Business Partner (P&C BP) is a key member of the People & Culture team and is responsible for partnering with an allocated portfolio of operational leaders to deliver contemporary People & Culture advice and support. The role is focused on business partnering, leadership coaching and workforce capability, rather than the delivery of transactional People & Culture services.

The Business Partner develops trusted relationships with Regional Managers, People Leaders and key stakeholders to understand operational priorities, workforce challenges and service delivery needs. Working collaboratively with specialist People & Culture functions, including Workplace Relations, Talent Acquisition, Payroll, Work Health & Safety and Organisational Development, the role provides practical advice and integrated people solutions across the employee lifecycle.

The Business Partner supports leaders to proactively manage workforce matters including employee relations, organisational change, workforce planning, employee wellbeing and policy implementation. Through coaching, guidance and collaboration, the role builds leadership capability, supports informed decision-making and contributes to positive workforce outcomes. The position also contributes to the continuous improvement of People & Culture systems, policies and practices, promoting a consistent, values-based approach to people management that supports organisational objectives and enhances the employee experience.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Leadership & Business Partnering	• Develop and maintain trusted, collaborative relationships with Regional Managers, People Leaders and key stakeholders across allocated portfolios. • Build a comprehensive understanding of operational priorities, workforce challenges and service delivery models to provide practical, contemporary and commercially informed People & Culture advice. • Coach and support leaders across the employee lifecycle, including performance, development, employee wellbeing, workforce planning and organisational change. • Provide contemporary advice that balances legislative compliance, organisational policy, operational requirements and employee experience. • Partner with leaders to identify emerging workforce risks, trends and opportunities, providing proactive recommendations that support positive workforce outcomes. • Build leaders' confidence and capability to effectively manage people matters through practical coaching, guidance and support. • Represent People & Culture in operational meetings, leadership forums and organisational projects, contributing workforce insight and practical people solutions. • Foster strong collaborative relationships across specialist People & Culture functions to ensure seamless and integrated service delivery.

Employee & Industrial Relations	• Partner with leaders to proactively manage employee relations matters including performance, conduct, workplace conflict, grievances, consultation and organisational change. • Provide practical advice regarding employment legislation, industrial instruments, organisational policies and procedural fairness. • Prepare employment correspondence, recommendations and supporting documentation relating to employee matters. • Collaborate with Workplace Relations on complex, sensitive or high-risk employment matters and escalate issues where appropriate. • Coach leaders to manage employee matters in a fair, timely and consistent manner while balancing operational requirements and organisational risk.
P&C Policies, Procedures, Frameworks and Systems	• Participate in the development, implementation and review of People & Culture policies, procedures, templates and frameworks to support consistent people practices across Wellways. • Promote consistent application of People & Culture policies, procedures and systems through practical advice and guidance to leaders. • Contribute to the implementation and continuous improvement of People & Culture systems, resources and employee lifecycle processes. • Support effective utilisation of Workday and associated People & Culture systems by identifying opportunities to improve process efficiency and data quality. • Contribute to People & Culture projects and initiatives that improve service delivery, compliance and the employee experience.
Work Health & Safety	• Partner with leaders and the Work Health & Safety team to support safe, healthy and psychologically safe workplaces. • Support leaders in managing workplace injuries, return to work programs and employee wellbeing matters. • Promote early intervention and collaborative approaches to workplace health and wellbeing

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant tertiary qualifications in Human Resources Management or demonstrated working experience. • Right to Work within Australia • Satisfactory National Police Records Check • International Police Check (if applicable) • Working with Children's Check • 100 Points of ID • NDIS Workers Screening Check • NDIS Worker Orientation Module – "Quality, Safety and You" • LCS2 (Queensland only) – Wellways will supply
Technical Knowledge and Experience	Required: • Demonstrated experience in a contemporary Human Resources or People & Culture Business Partner role. • Broad knowledge of employment legislation, industrial relations and People & Culture practices. • Demonstrated experience supporting leaders across performance management, employee relations, workplace investigations, organisational change and workforce planning. • Highly developed stakeholder engagement, relationship management, coaching and influencing skills. • Strong written communication skills including preparation of employment correspondence, recommendations and reports. • Strong problem-solving skills with the ability to balance operational requirements, legislative compliance and organisational values. • Demonstrated ability to contribute to policy development and continuous improvement. • Working knowledge of HR information systems and Microsoft Office. • Commitment to the Wellways Values. Desirable: • Strong working knowledge of SCHADS Award • Prior experience working within the community, health, and/or not-for-profit sectors

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As required

On Call: n/a

Attachment 1

