

## Our people and culture

Wesley Mission is about people in every possible way. One of the rewards of doing what we do is the chance to be up close and personal to real people, living their lives, dealing with their situations and doing the best they can. The same is true of the 2156 people who have worked with Wesley Mission in the 2008–2009 year.

### Genuine commitment

Wesley Mission has a commitment to provide equal opportunity for all employees; having workplace rules, policies, practices, principles and behaviours that are fair and do not disadvantage people because they identify as belonging to particular groups. These groups may include women, Aboriginal people and Torres Strait Islanders, people of various ages, members of racial, ethnic and ethno-religious minority groups and people with a disability. In such an environment, all workers are valued and respected and have opportunities to develop to their full potential and pursue a career path of their choice.

Equal Employment Opportunities principles like these enable us to attract and retain the best people so that we can deliver high quality services. In line with our vision and values, it is a fundamental responsibility of Wesley Mission to provide a workplace in which people are appreciated and respected.

Part of this responsibility is to work to ensure the health, safety and welfare of our employees, volunteers, visitors and others at our workplaces. We do this by:

- Identifying hazards in our workplace
- Assessing the risks posed by these hazards
- Eliminating hazards or implementing control measures to reduce risk
- Continually monitoring and improving our health and safety performance
- Providing information, instruction, training and supervision in health and safety practices
- Providing adequate facilities for the welfare of everyone involved in our services and activities.

Wesley Mission has developed and implemented an OH&S management system, in line with Australian Standard AS 4801 (2000) Occupational Health and Safety Management Systems, for the purpose of managing all key OH&S risks.

Each Wesley Mission business unit develops and implements specific OH&S initiatives to reduce injury and illness. Our internal team of OH&S and injury management professionals works with operational managers and employees to implement OH&S risk management strategies. Wesley Mission is establishing improvement targets in lost-time performance to measure the effectiveness of these OH&S risk management strategies.

### Committed to succeed

Wesley Mission workplace training and education in OH&S and injury management includes:

- OH&S induction training for all employees
- OH&S risk management
- Workers' compensation and injury management
- OH&S consultation
- Hazard-specific training in areas such as manual handling, occupational overuse, infection control, hazardous chemicals, managing stress, driver safety, first aid, emergency procedures and food safety.

This training and education equips our employees to proactively identify and address health and safety risks before they have the opportunity to cause injury or illness to our employees, our clients, or members of the community. During 2008–2009, 47 OH&S courses were run for a total of 905 participants, corresponding to 5315 hours of training overall.

The Wesley Mission Learning and Development team has had a very productive year. They recorded a total of 863 attendances for Wesley Mission's mandatory training for all staff, an average of 10.8 hours formal training per new employee (part time, full time, casual) during the year. More than 220 managers and supervisors attended this training as well.

In total, there were 1386 attendances for all types of training including Wesley Mission's Industry Group Mandatory and Best Practice training. This translates to an average 7.6 hours of formal training per permanent employee during the year.

The Learning and Development Team relocated to the Dalmar site at Carlingford. Demonstrating the value of training in many contexts, support was provided to Family and Community Services and Community Relations for specific learning programs in specialist skills and leadership development.

Almost 500 Wesley Mission employees took part in the new *Living Our Values* workshops and provided feedback on challenges and expectations in the workplace in light of our values. An e-learning system was successfully trialled to assist with the delivery of compliance training in the year ahead and 41 applications were approved under the Education Assistance Scheme for financial and study leave assistance for professional development, representing an increase of 78 per cent on the previous year.

### The need for courage

We closely monitor our rates of occupational injury, illness and disease in accordance with Australian Standard AS 1885.1 (1990) Workplace Injury and Disease Recording Standard. This information is collated centrally, reported monthly, and used by senior operational managers in developing, implementing and monitoring OH&S risk management programs across Wesley Mission.

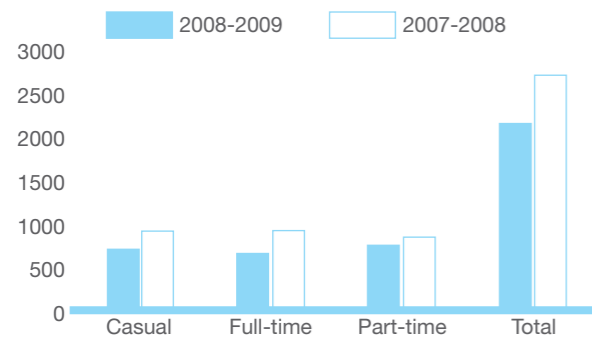
In 2008–2009 there were 118 OH&S incidents, down from the previous year. Of these, 22 incidents were related to trips and slips, 18 to lifting and carrying and 17 to vehicle accidents. In many cases these risks can be eliminated with increased education and guidance. Exposure to traumatic events and being hit by objects accounted for 11 incidents each, related in part to the nature of our work.

When an employee suffers a work-related injury, our OH&S and injury management team works closely with the injured employee, their supervisor, their doctor and other treating professionals to ensure a timely, safe and durable return to work. Proactive injury management and early return to work promotes better health outcomes for employees and minimises the cost of workers' compensation insurance for Wesley Mission.

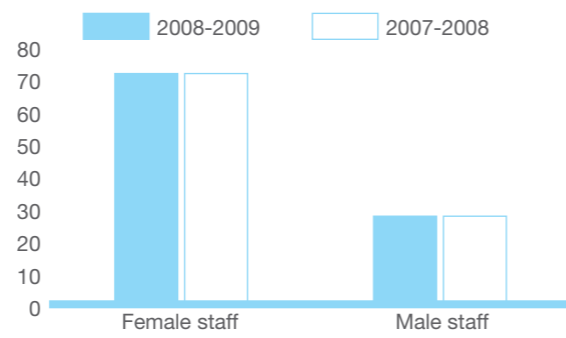
# Our people and culture

## Employees

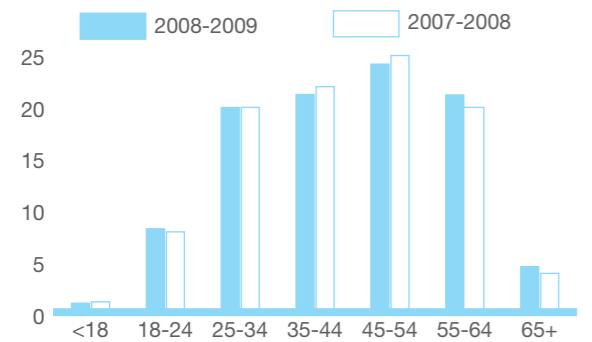
**Total number of employees**



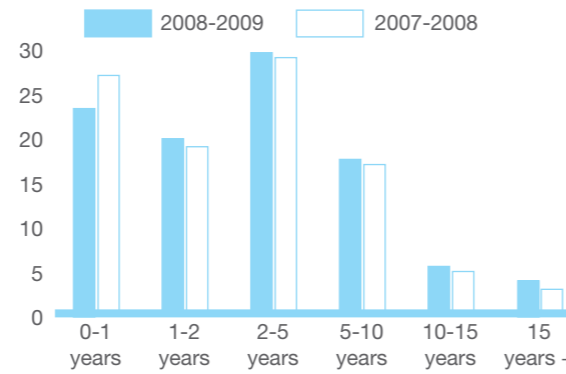
**Gender of workforce (%)**



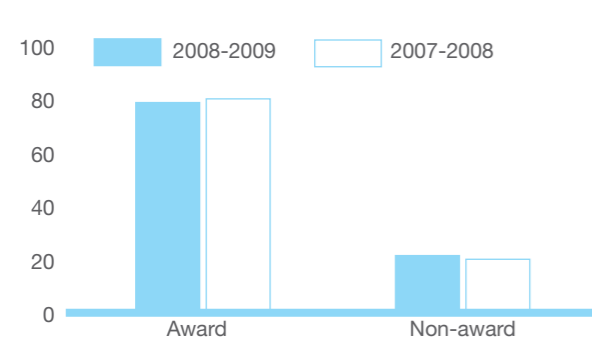
**Age of workforce (%)**



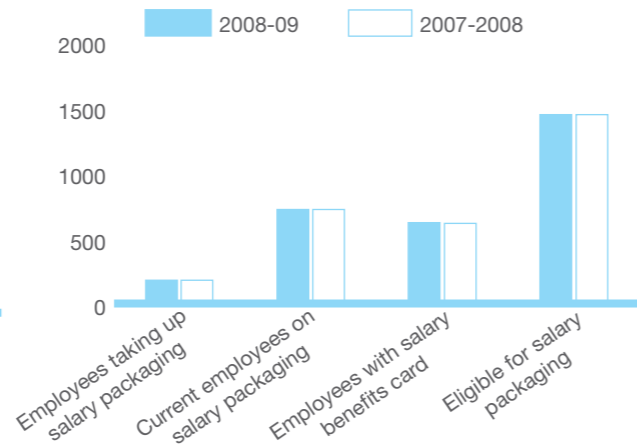
**Staff tenure (%)**



**Employment type (%)**



**Salary packaging**



## Employee turnover

	2008-2009 %
Assurance and Advisory	23.53
Community Ageing and Disability Services	28.85
Community Relations	12.20
Employment, Training and Residential Services	25.43
Executive Human Resources and Sustainability	66.67
Executive Ministry	0.00
Executive Operations	0.00
Family and Community Services	17.75
Finance and Administration Services	36.92
Information Services	21.82
Mental Health and Counselling Services	25.34
Ministry and Mission	7.27
Operations closed centres	0.00
Other activities	5.56
Other operations	0.00
Property and Development	0.00
Special Counsel	0.00
Wesley Institute	0.00
Workforce Management	0.00
<b>Total</b>	<b>27.54</b>

## Unplanned leave

	2008-2009 %
Assurance and Advisory	2.32
Community Ageing and Disability Services	3.71
Community Relations	1.52
Employment, Training and Residential Services	1.38
Executive HR and Sustainability	0.98
Executive Ministry	1.35
Executive Operations	0.71
Family and Community Services	1.31
Finance and Administrative Services	1.10
Information Services	1.63
Mental Health and Counselling Services	1.91
Ministry and Mission	0.47
Operations closed centres	1.12
Other activities	1.17
Other operations	0.00
Property and Development	2.74
Special Counsel	0.00
Wesley Institute	0.53
Workforce Management	2.99

## Breakdown of workforce

	2008-2009 %	2007-2008 %
General managers	5	4
Group managers	10	13
General managers	34	25
Centre managers	324	413
General staff	1783	2254

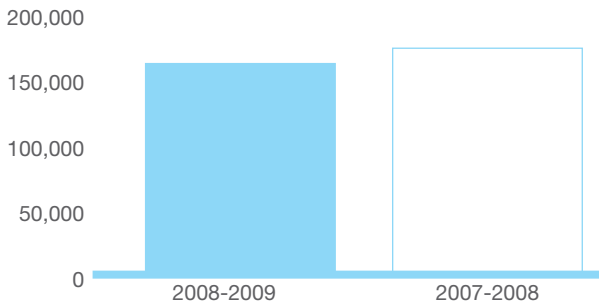
# Our people and culture

## Occupational health and safety

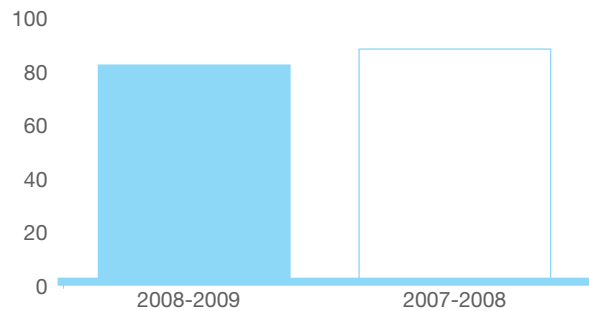
Mechanism of injury	Number	Days lost	Fatalities
Being hit by objects	4	7	0
Being hit by person	7	88	0
Contact with heat, cold, electricity, radiation	4	2	0
Contact with substance	2	8	0
Exposure to blood or bodily fluids	7	6	0
Exposure to traumatic event	10	323	0
Falls from height	1	1	0
Hitting objects with body	9	28	0
Insect bites and stings	1	0	0
Lifting or carrying	9	100	0
Other muscular stress	9	16	0
Other	0	143	0
Repetitive movement with low muscle loading	12	114	0
Sound or pressure	0	0	0
Stepping, sitting on objects	5	67	0
Trips and slips	21	110	0
Vehicle accident	11	42	0
<b>Total</b>	<b>112</b>	<b>1055</b>	<b>0</b>

## Volunteers

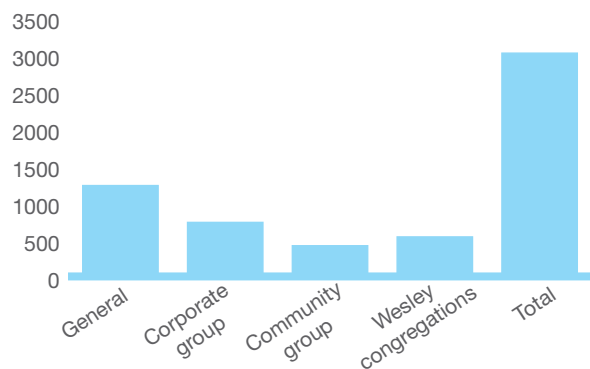
### Registered volunteers



### Volunteers



### Volunteers by group



### Volunteer hours (,000) by group

