

# Our staff and volunteers are the driving force for all that we do at Wesley Mission and translate our principles and goals into action every day. Wesley Mission is committed to providing a safe workplace with up to date systems and an environment of continuous learning where employees have every opportunity to reach their potential.

## Taking care of our people

The Human Resources (HR) function supports the organisation in effectively managing our people and culture. Our services extend across Employee/Industrial Relations, Learning & Development, Occupational Health & Safety, Payroll, and Volunteering.

After much effort from our dedicated staff, Wesley Mission introduced a new and more robust Payroll/HR information system in March. This will deliver considerable efficiencies for managers and staff and its implementation was made more challenging by the fact that during the year we applied the Federal Government's new Modern Award framework for many of our employees.

In 2010/11 our HR team also supported the recruitment of 450 new staff to Wesley Mission in a very tough market.

More than 3,300 people volunteered with Wesley Mission, clocking up more than 187,000 hours of service (or the equivalent of 95 full-time staff over one year).

Wesley Mission's Occupational Health, Safety and Injury Management (OHS&IM) team of five professionals provides strategic and operational support to Wesley Mission employees, volunteers and clients in the areas of health and safety, risk management, workers compensation claims management and injury management. The team is responsible for keeping Wesley Mission abreast of legislative changes through developing and implementing industry leading systems for Occupational Health and Safety (OHS) management and injury management to promote a safe working environment, to meet legislative obligations, and to offer injured employees medical, rehabilitation and return to work support to achieve a timely, safe and durable return to the workplace.

The 2010/11 result of 92 injuries and illnesses represented a 33 per cent reduction over the past five years and continued an encouraging trend.

The internal audit program expanded in scope and number, providing a greater level of assurance in the integrity of our OHS management system.

Improvements in injury management strategies, through the implementation of a new Psychological Injury Management Model, resulted in a 34 per cent reduction in the average time lost by employees reporting psychological injury and illness over the past four years.

The year under review also saw the implementation of a new process for workers compensation claims modelling and insurance premium projection.

The HR team also began currently reviewing and updating its OHS management system, training programs and reporting structures in preparation for a new Work Health and Safety Act due to be introduced in 2012.

## Continuous learning

The Learning and Development (L&D) team design and develop learning programs to support organisational learning initiatives including new system implementation and mandatory training. L&D also investigate and implement new forms of learning delivery and develop policy and procedures to support best practice in organisational learning and development.

In 2010/11 the L&D team rolled out training to support the new PeopleSoft Finance and Work Force Management systems, and introduced a "virtual classroom" to support new learning programs.

Other achievements included introducing professional development programs for financial literacy and workplace coaching, and providing financial assistance to 29 employees undertaking work-related studies through the Educational Assistance Scheme.

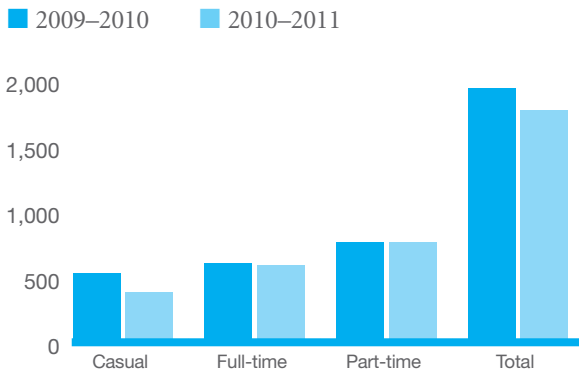
L&D delivered more than 14,000 hours of training to more than 3,300 attendees through partnerships with other specialists in corporate services and external training providers.

The team also began early planning to introduce a new Learning Management System for accurate recording and reporting of L&D activity, and the first stages of a new leadership program.

## Employees and volunteers

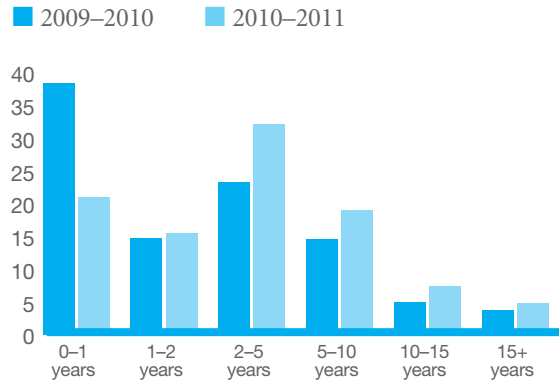
### Total number of employees

Total number of employees in 2010–2011 was 1,797.



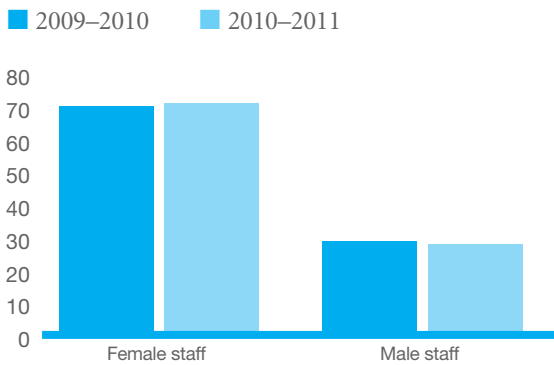
### Staff tenure (%)

Thirty two per cent of the workforce have been employed for two to five years.



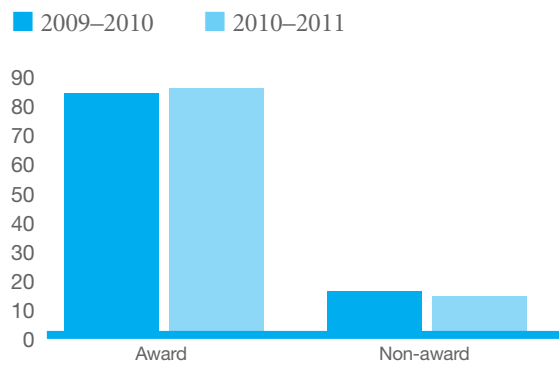
### Gender of workforce (%)

Females accounted for 72 per cent and males 28 per cent of the workforce in 2010–2011.



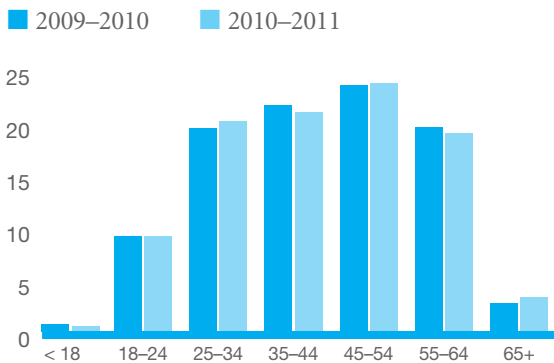
### Employment type (%)

Award employees accounted for 86 per cent and non-award 16 per cent of the workforce in 2010–2011.



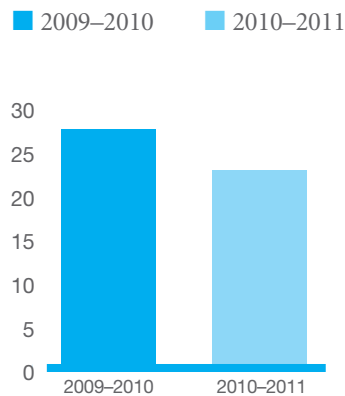
### Age of workforce (%)

The workforce was evenly spread over the 25–64 age range in 2010–2011.



### Employee turnover (%)

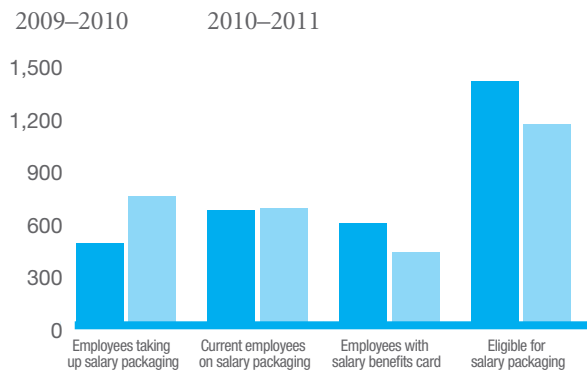
Total employee turnover in 2010–2011 was 23 per cent.



## Our people and culture

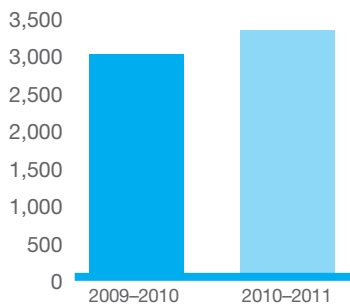
### Salary packaging

There were 1,167 employees eligible for salary packaging in 2010–2011.



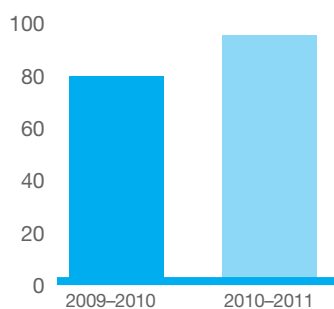
### Registered volunteers

Total number of registered volunteers in 2010–2011 was 3,328.



### Volunteers full-time equivalent

The number of hours worked by volunteers was the equivalent of 95 full-time staff in 2010–2011.



<b>Breakdown of workforce</b>	<b>2009–2010</b>	<b>2010–2011</b>
General managers	5	5
Group managers	8	8
Operational managers	16	30
Centre managers	176	64
General staff	1,760	1,690

## Occupational health and safety

<b>Mechanism of injury</b>	<b>Number</b>	<b>Days lost</b>	<b>Fatalities</b>
Being hit by objects	6	6	0
Being hit by person	7	97	0
Contact with heat, cold, electricity, radiation	1	7	0
Contact with substance	3	6	0
Exposure to biological agents (non human)	0	0	0
Exposure to blood or bodily fluids	3	0	0
Exposure to traumatic event	1	0	0
Falls from height	1	0	0
Hitting objects with body	8	34	0
Insect bites and stings	3	14	0
Lifting or carrying	9	212	0
Other muscular stress	10	290	0
Other	7	28	0
Repetitive movement with low muscle loading	3	20	0
Sound or pressure	0	0	0
Stepping, sitting on objects	0	8	0
Trips and slips	23	170	0
Vehicle accident	7	131	0
<b>Total</b>	<b>92</b>	<b>1,023</b>	<b>0</b>