

God's people are at the centre of Wesley Mission's purpose and its practice, and management of precious human resources is of great importance.

In the past year 2700 people, across 19 departments, worked in full-time, part-time and casual positions. They were complemented by more than 3000 registered volunteers who contributed the equivalent of 88 full-time employees.

Helping to develop and extend our people

Around 1200 employees have joined the organisation in the past two years, bringing new skills and experiences to the mix. As a priority, we support them through training and orientation to their role and to the organisation. In the past year, mandatory training averaged at 12 hours of formal training per new permanent employee.

A quarter of our employees have worked with us for more than five years, offering depth of experience and loyalty from people who understand the history and culture of our services and, in turn, offering long-term care for the people we serve.

A total of 2299 attendances were recorded for all types of training including Wesley Mission mandatory, Industry Group mandatory and Best Practice training, representing an average of 8.4 hours of formal training per permanent employee during the year. Twenty-three employees from a range of services took advantage of the Educational Assistance Scheme for their professional development.

Caring for our people

Keeping our people safe is essential and we have implemented policies on Equal Opportunity & Affirmative Action and Occupational Health & Safety (OHS) standards. OHS training and education equips staff and managers to address health and safety risks proactively, before they have the opportunity to cause injury or illness to our employees, service users, or members of the community. During 2007-08, 90 OHS courses were run for a total of 1276 participants.

Recognising the environment in which many of our people operate, Wesley Mission has implemented an Employee Support Program (ESP) which assists staff to deal with the impact of a traumatic incident or personal issue. The ESP is a valuable resource, either as a self-referral program or as a tool for managers and supervisors. Providing access to immediate counselling and debriefing for employees experiencing challenges, as the result of a traumatic incident or personal issue, maintains a balance between emotional well-being and work performance. This service is also available to casual staff.

In acknowledging our staff and volunteers as whole people, we have addressed some key issues such as the implementation of a new Parental Leave policy and procedure and better management of Workers Compensation, leading to a reduction in claims. The introduction of values workshops has assisted employees to gain a better understanding of our vision and values as they incorporate these into service delivery.

The Chance to Shine Program, Wesley Mission's staff recognition program, recognises individuals or work teams for their dedicated commitment to delivering a high level of service across a broad spectrum of programs and activities.

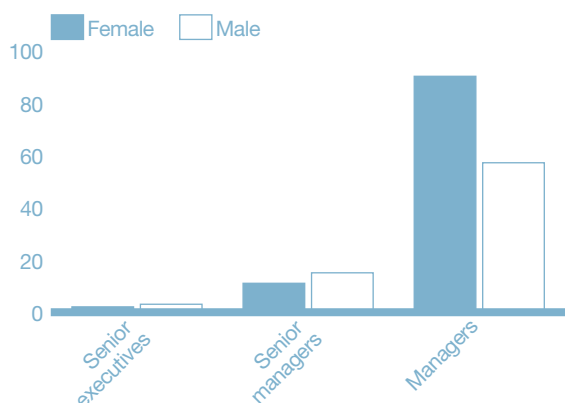
Walking side by side

Our hope is to continue to enhance Wesley Mission's systems and support to achieve better outcomes for our clients. Through a well-communicated strategic plan, we aim to support the many people engaged in delivering or receiving services as we walk side by side, in step with each other. We seek to align ourselves and our core business to manage resources more effectively.

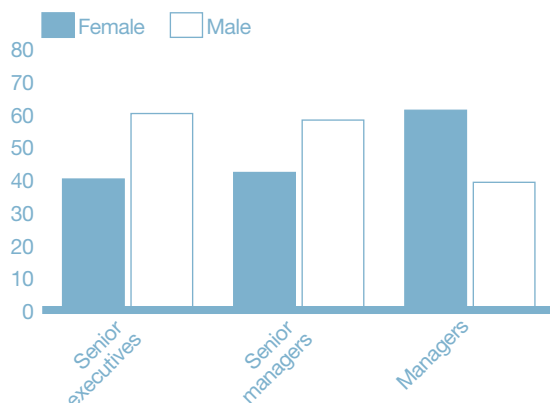
The Personal Review and Development Program encourages staff to reach their full potential. In line with team and business plans, personal performance standards are set and goals agreed upon. The program is designed to establish the learning and development plans and work structures necessary to achieve those goals.

Management

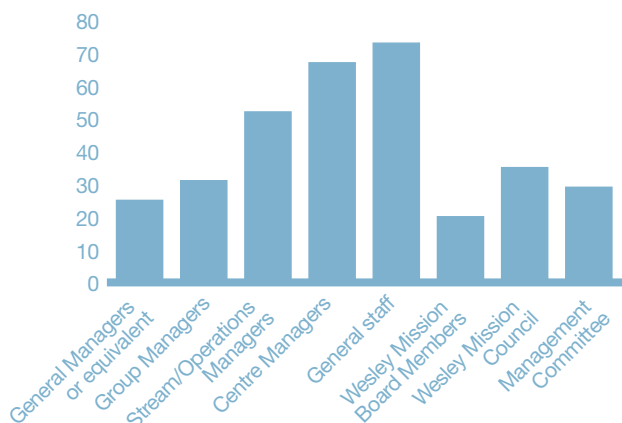
Equal opportunity (number)



Equal opportunity (%)

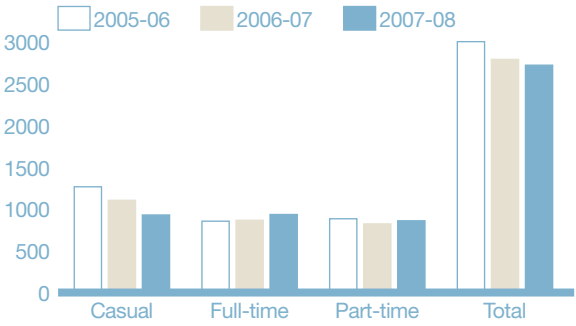


Women in senior management (%)

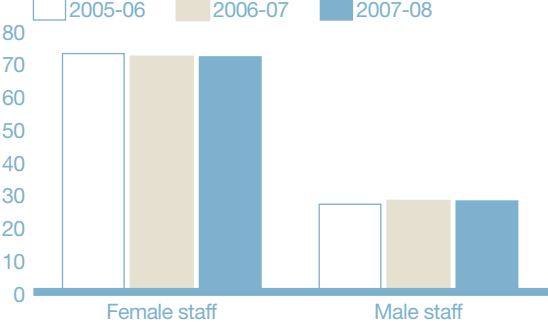


Employees

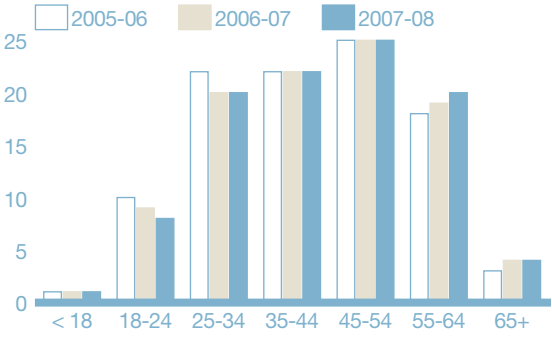
Total number of employees



Gender of workforce (%)



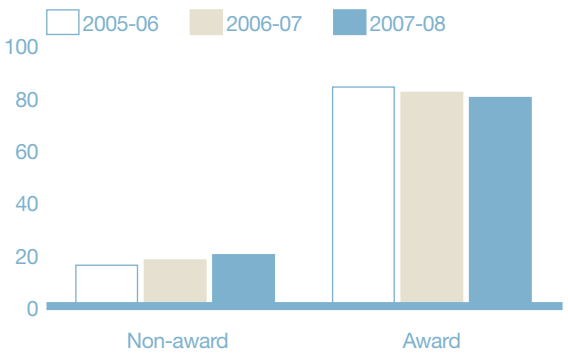
Age of workforce (%)



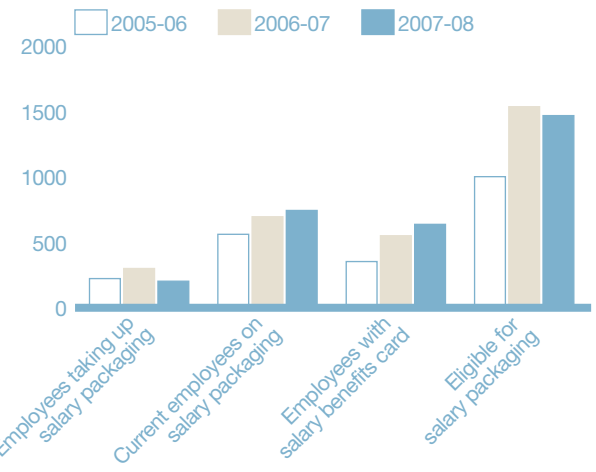
Breakdown of workforce

General managers or equivalent	4
Group managers	13
Stream/Operations managers	25
Centre managers	413
General staff	2254
Total	2709

Employment type (%)



Salary packaging



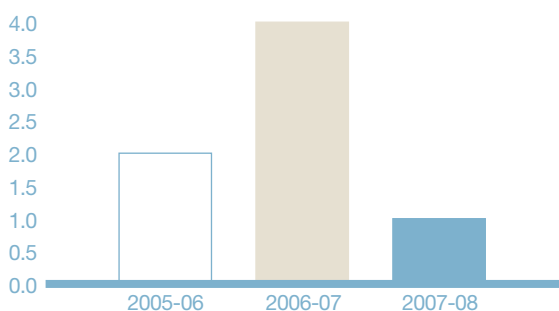
Staff tenure (%)



Employee turnover

Ageing and Disability	32%
Community Relations	34%
Employment	22%
Executive Corporate	57%
Ministry and Mission Executive	67%
Executive Operations	18%
Family and Community Services	30%
Head Office function	0%
Health, Counselling and Accommodation	25%
Head Office administration	21%
Human Resources service	8%
Legal Services	40%
Ministry	24%
Other Corporate	100%
Other Operations	100%
Property and Development	0%
Quality and Risk	0%
Service Innovation	24%
Wesley Institute	21%
Overall	28%

Absentee rate (%)

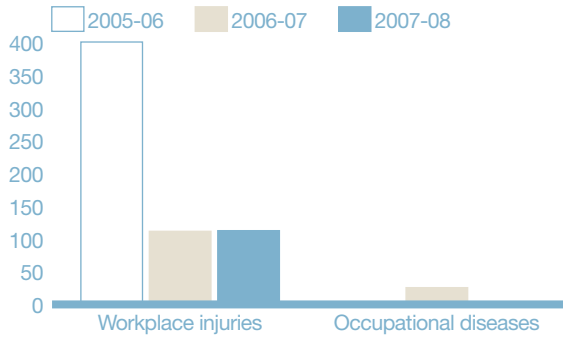


Unplanned leave

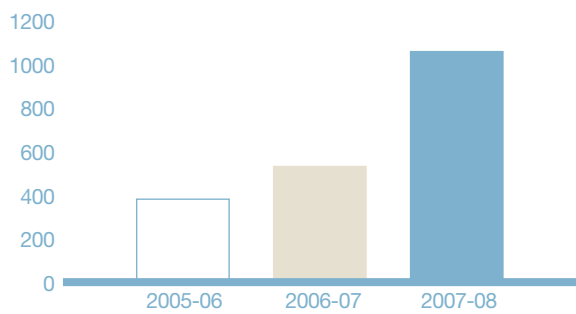
Community Relations	1.27%
Head Office administration	0.76%
Ageing and Disability	2.42%
Family and Community Services	0.51%
Employment	1.41%
Wesley Institute	0.34%
Health, Counselling and Accommodation	0.62%
Legal Services	1.18%
Ministry	2.34%
Executive Operations	0.30%
Ministry and Mission Executive	0.53%
Human Resources service	0.14%
Service Innovation	0.26%
Executive Corporate	0.68%
Quality and Risk	0.09%
Property and Development	0.18%
Overall	1.26%

Occupational health and safety

Workplace injuries



Time lost due to injuries (days)



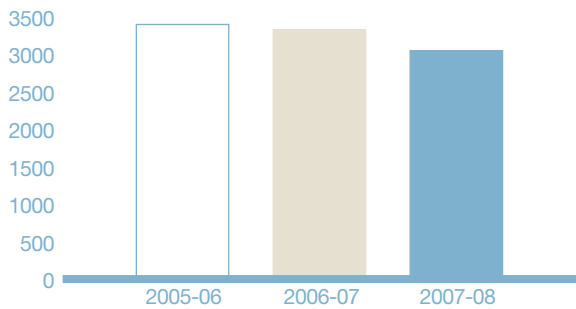
Mechanism of injury

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

Volunteers

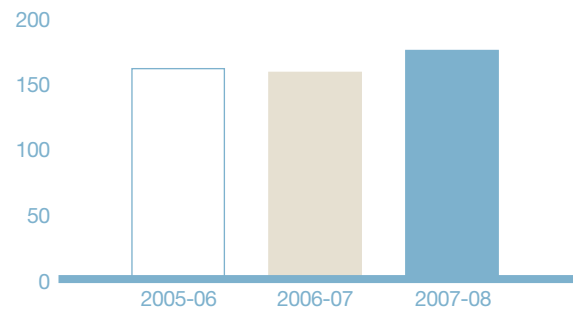
Registered volunteers

Total number of registered volunteers in 2007-08 was 3050.

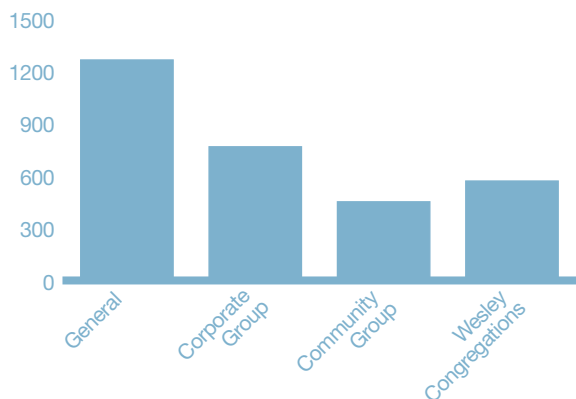


Volunteer hours (,000)

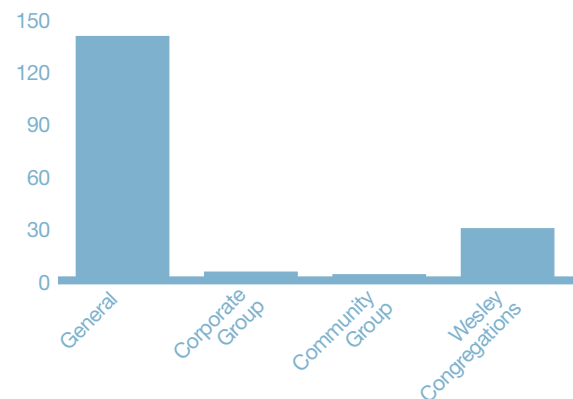
Total number of volunteer hours in 2007-08 was 174,855. This is equivalent to 88 full-time staff members.



Volunteers by group



Volunteer hours (,000) by group



An integral part of our service

Our volunteers are an integral part of our service delivery teams and their involvement facilitates high standards of care for our clients. Programs and services such as Lifeline telephone counselling, mentoring and children's camps rely heavily on volunteer delivery. Other services such as aged care, homeless supported accommodation, and financial counselling are significantly enhanced through volunteer assistance. We offer our volunteer staff access to personal and professional development.