

OUR PEOPLE

2001/02 was a watershed year for all CITEC employees, with a significant organisational restructure. The new CITEC structure is outward-looking and focuses on service to our clients. Recruitment and selection of our employees into new roles and positions was a major activity for this year.



REMUNERATION AND INDUSTRIAL RELATIONS POLICY

A Remuneration and Industrial Relations Policy was endorsed in July 2001, recognising CITEC as a Fully Commercialised Business Unit (FCBU) of the Queensland Government.

This has allowed CITEC to:

- *adopt a competitive remuneration policy;*
- *for the purposes of comparison, use independent reference databases;*
- *classify positions by industry type, and rate against the target range;*
- *achieve this remuneration policy through the public sector award and classification structure where possible, or failing that, through contracts under the Public Service Act, Section 70.*

For Industrial Relations, CITEC has:

- *focussed on creating sustainable employment, with appropriate skills and career development for staff;*
- *maintained an appropriate complement of short-term staff and contractors, with the level governed by business conditions, and the focus on sustainable employment;*
- *to be subject to normal Public Sector equity and ethics principles; and*
- *adopted an intra Business Unit retraining and redeployment strategy as a first option in any instance of business restructuring.*

EMPLOYMENT AND DEVELOPMENT INITIATIVES

CITEC is committed to coaching, mentoring and developing employees to be technically excellent. Over the past 12 months, CITEC has extended this commitment by actively pursuing leadership and management excellence through the introduction of three Leadership Development Programs. The programs provide attendees with enhanced leadership skills and assist in the development of succession planning for future executive, senior and middle management positions.

CITEC has also invested significant resources in revamping its Learning and Development function. Initiatives undertaken in this area include:

- *development and implementation of an Intranet-based What's on @ CITEC Learning and Development Schedule; and*
- *delivery and coordination of a wide range of training programs to meet individual, business and legislative requirements.*

WORKFORCE MANAGEMENT

CITEC has a dynamic and diversified workforce of 702 employees, operating across several divisions.

Division	June 2002
Managing Director's Office	5
Human Resources	23
Service Operations	380
Field Operations	162
Technology Strategies and Services	36
Finance and Corporate Affairs	41
Contractors	55
Total	702

WORKPLACE HEALTH AND SAFETY

CITEC is committed to providing a healthy and safe working environment for all employees in each of our workplaces.

In 2001/02 this was achieved by:

- *providing a supportive organisational environment that helps employees to manage occupational stress;*
- *identifying, controlling and reporting hazards;*
- *investigating and analysing incidents;*
- *providing ongoing training for safety personnel such as Workplace Health and Safety officers, Emergency Teams, First Aid personnel and Workplace Rehabilitation Coordinators;*
- *conducting induction and specific workplace health and safety training programs, including first aid and manual handling;*
- *implementing workforce rehabilitation programs; and*
- *establishing staff consultation processes through a Workplace Health and Safety committee.*

A total of 40 incidents were recorded for this period in comparison to 53 in the year prior.



HEALTH PROGRAM

CITEC continues to further develop the Health Program in an effort to identify health risk trends. Key components of the program include:

- *forums on health-related topics to reduce injury and illness rates and increase general well-being and morale amongst our employees;*
- *annual executive health checks and healthy heart checks;*
- *a Fun Run; and*
- *healthy cooking demonstrations.*

Feedback, attendance and participation in events indicate that the CITEC Health Program is a valued initiative.

GRADUATE PROGRAM

CITEC's Graduate Development Program offers an excellent opportunity for graduates to kick-start a dynamic career in the fast-paced and innovative ICT industry through a combination of project work, on-the-job training and individual mentoring through the Mentoring Program. This year, CITEC engaged a further nine graduates into various units within CITEC.

CO-OPERATIVE EDUCATION PROGRAM

CITEC also offers the opportunity for students engaged in study at QUT in Information Technology fields to undertake a minimum of 10 months' work experience. This program has been welcomed by undergraduate students and provides them with an opportunity to gain work experience before graduation. This initiative continues to be highly successful.