

» Our People

In 2003/04 CITEC focused on raising the profile of health, safety and environment by empowering all employees to commit towards a healthier and safer workplace environment through a shared responsibility.

» Employee relations

CITEC has adopted a proactive, consultative approach to employee relations, that enables staff issues to be raised and addressed in a timely manner. To ensure a flexible approach, CITEC provides staff with a number of avenues where they can raise issues of concern. Apart from the traditional hierarchical approach of talking to their manager, staff members can raise issues with:

- » the Single Bargaining Unit, consisting of union and management representatives of CITEC who meet on a fortnightly basis;
- » their human resource consultant, who can provide human resource and industrial relations advice and design interventions to resolve issues raised;
- » the Employee Assistance Service, that provides a confidential counselling service on-site at CITEC to help staff with both work related and personal issues; and
- » the HERO Network, comprised of volunteers from throughout CITEC who are trained to act as Harassment and Referral Officers and provide confidential advice to staff.

» Enterprise Bargaining Agreement

The CITEC Single Bargaining Unit negotiated its fifth Enterprise Bargaining Agreement for the period from 2003-2006. Apart from providing three pay rises of 3.8% over a 39 month period, this agreement provides the framework for flexible working practices such as telecommuting, part-time work and job sharing. The agreement also recognises the importance of reasonable working hours and promotes the balance between work and family. It also enables a review of the on-call and job evaluation policies to ensure these policies align with business needs and



CITEC enables Finance Officers Linda Olivarias and Jennie Deang to balance work and family through a supportive job share environment. CITEC in turn benefits from retaining its valuable employees and in providing employment opportunities to senior-level, part-time workers

adequately reward staff for their contributions. Learning and development is also encouraged and rewarded through the agreement.

This framework enables CITEC to recognise and reward all staff and supports the greater premise of enabling harmonious working relations.

» Learning and development

Since 1 July 2003, the CITEC Learning and Development unit has managed training at CITEC, and consults with all divisions to ensure that learning and development initiatives are meeting critical business requirements. The most important initiatives implemented during 2003/04 were:

Security training

Security training involving all CITEC staff was facilitated by Learning and Development to help CITEC achieve the AS/NZS 7799.2:2003 Information Security Management Systems certification. The training sessions informed our staff of their responsibility to ensure security standards are understood and maintained, and was reinforced through ongoing internal communications activity.

Online induction program

During the year the Learning and Development team completed CITEC's new online induction program, incorporating induction material for managers, employees and contractors. The program covers CITEC policies and processes relevant to all staff, as well as entitlements and employee conditions specifically for contractors. The induction program, available online and on CD, is both informative and educational, and encourages open communication practices and proactive behaviour among all CITEC employees.

Certificate in Business

CITEC staff had the opportunity to participate in Certificate IV in Business through the University of New England. This training provided an opportunity for our people to:

- » gain a recognised, formal qualification;
- » continue with further study to achieve a Diploma-level certification; and
- » gain business acumen and apply this knowledge in accordance with CITEC's values.

» Workplace health, safety and environment

In 2003/04 CITEC focused on raising the profile of health, safety and environment by empowering all employees to commit towards a healthier and safer workplace environment through a shared responsibility. CITEC proactively provided:

- » a supportive environment to help employees manage occupational stress;
- » skills to assist employees in the identification, assessment and control of hazards;
- » ongoing training for safety personnel;
- » a timely investigation, analysis and corrective actions process in response to incidents; and
- » planning, development, implementation and monitoring of workplace health, safety and environmental programs.



Six graduates were appointed for the 2004 CITEC graduate intake
 FROM LEFT TO RIGHT: Paul Woods, Michael Hanline, Christina Ots (BACK), Anita Griffani, Min Jiang, Jody Millar

» **Total Cases Breakdown**

WorkCover	Non-work related injury/illnesses	Report only cases	Q Super
12	12	10	8

During the year CITEC created a Workplace Rehabilitation Program to raise awareness about services available to staff in order to assist them to return to work after an injury or illness, in consultation with their medical practitioner, into a structured supportive environment.

CITEC's Workplace Health and Safety Officer was proactive in designing and implementing a number of safety awareness programs including first aid, fire awareness and asbestos awareness training. An Emergency Planning Committee was formed to conduct audits on CITEC's evacuation plan and review equipment to ensure readiness in the event of an emergency.

There were a total of 42 injury/illness cases managed during the 2003/04 period. This included cases involving WorkCover, non work-related injury/illness, report only cases and Q Super.

CITEC also recognised the impact of work-life balance on our employees and in conjunction with our Employee Assistance Service, provided seminars relating to workplace stress, surviving the holidays and tips to ease the financial burden of Christmas.

CITEC acknowledged the importance of protecting our environment as part of a global community, and committed to keeping the environmental impact of our day-to-day operations to a minimum in a sustainable, financially rewarding and technically feasible manner.

» **Employee Assistance Service**

The past year brought significant levels of change for CITEC employees, thereby exacerbating the levels of stress within the organisation. This has impacted on staff professionally and personally, increasing the number of Employee Assistance clients and referrals.

Despite the increase in stress claims since July 2003, the Employee Assistance Service contributed to a significant reduction in rehabilitation and workers' compensation costs.

» **HR in business partnership**

Human Resources forms an integral part of every CITEC bid team, providing advice on human resource related content for bid submissions as well as defining, costing and sourcing resources to conduct the work if the bid is successful.

As CITEC bids for work in Queensland and interstate, the Human Resource representative on the bid team needs to provide up-to-date advice on legislative requirements in all states. This is particularly relevant for issues associated with workplace health and safety, workers' compensation and employment conditions, as these vary between the states.

Human Resources consultants use resource management tools Retain and CV On-Line to determine whether there are available resources in-house to meet the resource requirements of the bid. This has enabled a more efficient implementation of resourcing and conditions of employment for the transitioning of new clients and work.

» **Graduate program**

In 2003/04, CITEC changed its graduate recruitment strategy from a pure IT graduate focus to a business and/or business management graduate focus, recruiting graduates majoring in computing and/or marketing. Six Business System Graduate positions and one Marketing Officer (Graduate) position were offered in the 2004 intake.

Graduates are recruited from tertiary institutions throughout Australia including Brisbane-based universities as well as the University of Southern Queensland (Toowoomba), the University of Central Queensland (Rockhampton), the University of Sunshine Coast (Caloundra), Southern Cross University (Lismore) and Griffith and Bond Universities on the Gold Coast.

In addition to meeting CITEC's business requirements, the program makes a positive contribution to the development of the ICT industry in Queensland by providing employment and training to graduates.