

Our People

CITEC values its people and offers challenging and rewarding careers. As we celebrate 40 years of providing ICT services to the market, it is timely to recognise the extraordinary contribution of our highly-skilled and dedicated workforce.

The business environment CITEC operates in is characterised by intense competition and rapid change. The ability of our employees to keep pace with technological developments, and to shape innovative and cost effective solutions for our clients is critical to CITEC's ongoing success.

For these reasons, CITEC staff are assisted in maintaining their ICT skills and developing expertise in new and emerging fields. This is achieved by:

- offering a variety of training and development programs both on and off-site;
- supporting our staff as they work with industry partners and associations to achieve recognised certifications such as the certified information systems security professional (CISSP) certification; and
- encouraging employees to participate in networking and professional development activities with industry bodies such as AusCERT and the Australian Information Industry Association.

Diversity

CITEC's equal employment opportunity vision is to be an innovative and high performing organisation that values diversity in its workforce.

Our workforce consists of many employees with varied careers, backgrounds, work experiences, education, life experiences, beliefs and perspectives. This workforce diversity is one of our greatest strengths.

Workplace diversity is a primary business strategy for CITEC. Our approach is to consider the differences and strengths of each of our employees with the goal of harnessing these skills and talents to improve productivity, remain competitive, improve employee morale and satisfaction and address our social responsibilities and legal requirements.

At CITEC, our commitment is to fostering diverse talent and promoting a workplace free from harassment, discrimination and bullying.

HR in Business Partnership

The Human Resource division is a central element of all tendering teams, providing advice on HR-related content for bid submissions as well as defining, costing and sourcing resources to conduct the work if the tender is successful.

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

Human Resource staff use a number of resource management tools to ensure up-to-date records on skills and resources are kept. Internal resource management tools such as CV Online and Retain allow HR consultants to determine the availability of in-house resources to meet the requirements of specific tenders.

Graduate Program

Since 1994, CITEC has employed 182 graduates, 80 of whom are still employed by CITEC (73 on a permanent basis).

Four business system graduate positions were offered in the 2005 intake, with CITEC recruiting graduates from tertiary institutions across Australia. Running over two years, the graduate program has four phases during its first year: induction, mentoring, rotation and networking.

As well as meeting CITEC's business requirements, the program makes a positive contribution to the development of the ICT industry in Queensland by providing employment to graduates.

Employee Relations

CITEC's proactive and consultative approach to employee relations enables staff issues to be raised and addressed in a timely manner. CITEC provides staff with a number of avenues to broach issues of concern.

As well as talking to their manager, staff can raise issues with:

- the Single Bargaining Unit, consisting of union and management representatives of CITEC who meet on a monthly 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 which provides a confidential counselling service both on-site at CITEC and through an external organisation to help staff with both work-related and personal issues; and
- the HERO Network – made up of 16 volunteers from across CITEC, who are trained to act as harassment and referral officers and provide confidential advice to staff.

Voluntary Early Retirement

CITEC conducted a Voluntary Early Retirement (VER) program in late 2004. Early retirement was offered to all permanent employees up to and including senior officer level. Twenty nine employees accepted a VER offer and retired by 31 December 2004.

Learning and Development

Our Learning and Development team manages training at CITEC by consulting with all divisions to ensure that learning and development initiatives meet critical business requirements. Key initiatives in 2004/05 included:

Learning and Development Advisory Forum

In August 2004, the Executive Management Team approved the establishment of a Learning and Development Advisory Forum. The forum's role is to consult with a representative group from across CITEC and seek their collaborative advice to prioritise CITEC's investment in learning and development. This enables CITEC to meet critical business needs and achieve business objectives.

Certificate in Business

More than 20 employees participated in a Certificate IV in Business course offered through the University of New England during 2004/05. Through this training, our staff were able to gain a recognised, formal qualification and can continue with further study to achieve a Diploma level certification.

Project Management

CITEC has provided training in project management for the past five years. This program has been customised for CITEC by the Queensland University of Technology (QUT). CITEC offers four study modules: *introduction to project management; planning and scheduling; cost and risk for project management; and human resources for project managers.*

The successful completion of three modules provides the opportunity for an employee to receive 12 credit points which can be applied to a Graduate Certificate in Project Management with QUT. Twenty-five staff completed each study module of this course in 2004/05.

ITIL Foundations

The IT Infrastructure Library (ITIL) is a best practice system for IT service delivery and infrastructure management. CITEC provides training in ITIL Foundations to provide teams with the knowledge to:

- measure and benchmark system performance;
- identify improvement opportunities in both cost and quality; and
- provide internal customers with objective information.

In 2004/05 CITEC supported the delivery of ITIL Foundations training for 16 employees.

Study and Research Assistance Scheme

CITEC also supports staff in their learning and development through its Study and Research Assistance Scheme (SARAS). Under the scheme, individuals and teams are reimbursed for undertaking study which further develops skills and knowledge, outside work hours. SARAS is available for any formal secondary or tertiary course of any duration, which is consistent with CITEC's organisational direction.

Workplace Health and Safety

A continuing focus for CITEC is to raise the profile of health, safety and the workplace environment by empowering staff to commit towards a healthier and safer workplace through a shared responsibility.



CITEC is proud of its ability to attract and retain quality staff

CITEC provides a supportive environment to help employees manage occupational stress and skills to assist employees in identifying, assessing and controlling hazards.

All CITEC employees, contractors and visitors are expected to follow safe work practices in keeping with the *Workplace Health and Safety Act 1995 (QLD)* and CITEC policy and procedures. This expectation extends to staff and contractors working for CITEC at a client site.

CITEC continued its program of training for safety personnel, and ensured the timely investigation, analysis and corrective actions of incidents. A number of ongoing safety awareness programs were designed and implemented by the Workplace Health and Safety Officer including asbestos awareness training, first aid and fire awareness.

Workplace Rehabilitation Program

Our workplace rehabilitation program continued during the year raising staff awareness of the services available to assist them in returning to the workplace after an injury or illness. These services are offered in consultation with the employee's medical practitioner.

Forty-two injury/illness cases were managed in 2004/05, compared with 56 in the previous year. These included cases involving WorkCover and work-related injury/illness, non work-related injury/ illness, "Report Only" cases, QSuper, cases involving psychological claims (such as stress or mental illness) and lost time injury.



Our staff undergo training in safety awareness programs

Employee Assistance Service

The Employee Assistance Service has contributed to a significant reduction in rehabilitation and workers' compensation costs.

The year was one of significant change for many employees particularly because of the number of staff who accepted VER packages. Organisational changes impacted on staff professionally and personally increasing the number of Employee Assistance Service clients and referrals.

Total Cases Breakdown – Year ended 30 June							
	WorkCover	Work Related	NWR	RO	Q Super	Psychological Claims	LTI
2004/05	11	14	4	9	1	2	1
2003/04	12	10	12	10	8	4	0