

Support Services

Human Resource Manager's Report

This year has been an interesting year for human resources.

On balance, there have been more lows than highs, but great learning experiences for the organisation and its managers – myself included.

In 2001, the second strategic plan was approved and, after four years of establishing its foundations, MacKillop Family Services is now in the next stage of development as an organisation – developing its people and services. The development of the organisation's human resources, human resource practice and performance, is key to its delivery on strategic goals, growth and reputation in the sector. This is critical as the organisation has expanded from 265 staff in July 2001 to 320 by the end of June 2002.

A major initiative in 2001 was the Management Conference at Woodend. It helped our managers understand their accountability in leading the organisation forward to achieve its strategic aims. The event was also instrumental in helping managers feel valued and rewarded, and to understand their management role, style, and how the organisation benefits through the effective leadership and development of our people.

The strategic plan and operational human resource goals have

guided human resource practice and the work of the Human Resource Team.

MacKillop Family Services lives in a sector and environment that is highly unionised with limited government funding. For these reasons, the organisation's capacity to deliver services and maintain harmonious employee relations remains a constant challenge. In early 2002, a range of serious and complex industrial issues affected parts of the organisation. It is with great satisfaction that through foresight, consultation, smart practice and willingness to take hard decisions, the organisation has been able to withstand the challenges these industrial issues raised.

Whilst industrial issues created a major distraction from achieving all our anticipated objectives, the Human Resource Team has produced a great deal. With current staff in the team gaining more experience and additional resources, there has been advancement in staff development and training, occupational health and safety, internal human resource systems and processes across the organisation.

The year has witnessed a greater focus by managers on staff development and an increased number of staff has undertaken training in occupational health and safety related courses, supervision, residential work skills and practices (e.g. substance abuse issues and information technology).

More intense work has been undertaken on the occupational health and safety infrastructure with regional committees, occupational health and safety

representatives and an improved focus on better managing our risks in this area.

Workcover claims and costs remain stable with no major claims recorded. Early and effective return to work initiatives with staff have resulted in positive outcomes for the individuals concerned, as well as the organisation.

There has been much healthy debate and discussion by the Enterprise Bargaining Agreement Committee to come up with a proposed agreement.

It is envisaged that this Agreement will provide for improved employer/employee relations with benefits for both our employees and for the operations and performance of MacKillop Family Services.



Staff:
5 Full time and
2 Part time

Lisa Baker
*Human
Resource
Manager*

Pastoral Care

The Pastoral Care Program is one of several unique features of MacKillop Family Services. Work with children, young people and families can be very stressful, and there are also periods of personal bereavement or illness in every person's life. The pastoral care workers provide extra support to staff during these difficult times.

During the second half of 2001, we farewellled Sister Eileen Casey, Brother Gerald Mitchell, and Ms Lesley Mackie as our Pastoral Care workers. Eileen and Gerald had been pioneers in pastoral care at MacKillop Family Services, and Lesley had been working in the program for two years, following the retirement of Sister Merle Parker. In 2002 Kathy Thomas, Jenny Moore and Linda Bradley began a new phase in pastoral care, belonging to individual regions rather than being supervised from the central office.

Staff
3 Part time

