

Workforce and Culture Change in the Private Sector

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about Health Super



We are an industry super fund dedicated to looking after the superannuation needs of employees like you and your staff in the Health & Community Services sector

Taking care of members & employers for over 40 years

Over 206,000 members

Partnership with 2,400 employers

Over \$7.6 billion in assets

as at 31 December 2007



1800 331 719

www.healthsuper.com.au

highly rated

HEALTH
SUPER 



Our platinum rating* is the highest possible recognition from SuperRatings and is only awarded to the **best value for money** funds.

For more information visit www.superratings.com.au.



Independently
Researched
by Rainmaker
Information
Lic: 20060821

Health Super has been ranked as an **exceptional quality super fund** with the recognition of a AAA rating from Selecting Super's Quality Fund Assessment.

Visit www.selectingsuper.com.au for their rating methodology.

*The platinum rating is a result of detailed analysis by SuperRatings of over 300 multi-employer super funds.

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vision

for our members and employers



By 2012 Health Super will be the fund of choice for the Health & Community Services sector across Australia.



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core values



Teamwork *working together* constructively & cooperatively – as a team across all areas and levels of Health Super



Responsiveness *responding readily* to our internal & external customers and economic; regulatory and market changes with new products and services



Integrity developing trust through *openness, honesty* and *accuracy*. *Honouring our commitments* – ‘doing what I say I will do’



Accountability working taking *responsibility* for my actions and achieving agreed outcomes



Inspiration *inspiring* and educating members to realise better wealth accumulation.

Inspiring each other to show initiative and be productive

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workforce



- **current workforce composition**

- builders/traditionalists = 2 %
- baby boomers = 23 %
- generation X = 50 %
- generation Y = 25 %

- 108 employees at Health Super
- 20 employees in the Financial Planning business

years of service

- less than 2 years = 58 % (f = 36 m = 28)
- 3 to 5 years = 19 % (f = 10 m = 9)
- 6 to 10 years = 9 % (f = 3 m = 7)
- greater than 10 years = 8 % (f = 4 m = 6)
- greater than 20 years = 6 % (f = 4 m = 1)

53% females and 47% males

health super culture strategy



- organisational alignment survey
 - conducted at the end of 2006
 - second survey currently being conducted
- tackle retention issue
 - exit interviews (external consultant) – feedback provided
- analyse turnover
 - moved into industry related roles
 - moved into non-industry related roles
 - took up employment at the Financial Planning business
 - either retired, travelled overseas or family commitments

Cultural Change – Why work for Health Super?



- Competitive remuneration – benchmarked to Industry
- 10% Superannuation Guarantee
- New Collective Agreement
- Salary Packaging
- Structured Performance review and development process
- Training and Development opportunities
 - leadership and coaching programmes
- Induction programme for all new employees

Cultural Change – Why work for Health Super?



- Employee Referral Programme (ERP)
- Employee Assistance Programme (EAP)
- Employee reward and recognition programme
- Work Integrated Learning Programme
- Quit programme - Smoking
- Annual offer of the flu vaccination
- Super Club for HS employees

- limited supply of skilled candidates in the superannuation employment market
- ability to attract and retain candidates
- wages pressure - pay 'premium rates'
- develop a culture and the skills of our people to provide a superior 'member experience'
- culture is a *critical initiative* in the HS strategy

questions?