

Our People and Culture

OUR OBJECTIVES: To create a flexible workforce that responds to organisation priorities; to provide staff with the skills to perform their roles well and meet future challenges; to recognise teams and individuals for their achievements and to foster the realisation of individual potential.

Traineeships in Theatre Technical Services –from left Andrew Dowding, Rhoda Roberts (Trustee), Norman Gillespie (CEO), Tanya Ellis, Troy Murphy, Tony Paterson (Traineeship Coordinator)



1988 Manual ticketing becomes a thing of the past as the Box Office is computerised, requiring new work practices and skills.

1994 An Employee Assistance Program introduced, designed to help employees with work or personal issues.

1999 An Indigenous Trainee Program is launched, committing Sydney Opera House over 4 years to provide 10 traineeships for Indigenous people in the performing arts.

ACHIEVEMENTS 2003/04

A major reinvigoration of training and development commenced this year, with 104 programs on offer. Programs included financial management, communication, security and fire/safety induction, forklift and rigging licensing, confined spaces, responsible service of alcohol, workplace inspection and injury management. In addition, Pollack Learning Alliance supported the delivery of a wide range of information technology training.

Our commitment to provide 10 traineeships for Indigenous people by 2003 was successfully met. 9 of the 10 trainees completed their traineeship and gained employment in the industry. We broadened its scope this year, offering 2 more Indigenous traineeships, as well as a new traineeship selected from regional NSW.

In our 5th year as an accredited registered training organisation, 24 nationally recognised qualifications ranging from Certificate II to an Advanced Diploma in various facets of Entertainment were awarded to staff. We monitored, assessed and awarded a further 10 qualifications to staff of other organisations, including Sydney Convention and Exhibition Centre, State Library of NSW and Centennial Park Authority.

Fit for Work – Fit for Life was the focus of Safety Week 2004. Led by the Occupational Health and Safety Committee, a successful week of 35 informal, formal and interactive events were held with a record 390 attendances, more than doubling the turnout of last year.

Fast and appropriate emergency response for visitors, artists and staff was improved this year with the purchase of a new automatic portable defibrillator and the training of nursing staff in its use. A second defibrillator will also be donated in August 2004 by St John's Ambulance and NRMA, which will be available for use by precinct partners.

Supporting our aim to maintain a secure environment of the highest calibre, a discrete security function was established, numbers of security staff were increased and overall skill base was upgraded. Work was also undertaken to expand the scope of our registered training organisation status to incorporate elements of security, with accreditation anticipated in September 2004.

Improved performance and the recognition of achievements were the outcomes of a new induction framework. Our performance planning and development scheme proved successful, resulting in 80% of staff developing a personal performance and learning plan, which helped us link development needs to the annual training calendar.

Greater access to information and improvement of service delivery were the aims of new features introduced to our Intranet site. They included the facility for online completion of forms and surveys, a dedicated occupational health and safety section, CEO communication videos and executive performance plans. The Intranet recorded an average of 500 visits per day by staff and business partners.

Benefits to staff, the organisation and our presenting companies were the aims of the Enterprise Agreement 2004, which is to be certified on 11 August 2004. The new agreement makes provision for an affordable pay increase, broader employment options, streamlined position classifications, a single job evaluation and remuneration system, rostering benefits, improved staff consultation and communication processes, improved OH&S practices, permanency options for long-term casual front of house staff and alignment of recording practices to the industry.

Standards of behaviour were reinforced with the update of the Code of Conduct, which now incorporates revised goals, organisation priorities, policies, procedures and legislation. The updated Code was communicated to staff contractors and business partners.

FOUR YEAR COMPARISON OF STAFF				
	2004	2003	2002	2001
Total Permanent Staff	304	246	226	239
Equivalent Full-Time Permanent Staff	288.06	237	218	230
Total Non-Permanent Staff	334	388	412	377
Equivalent Full-Time Non-Permanent Staff	111.54	141	125	137
Total Full-Time Equivalent	399.6	378	343	367

*In 2004 additional security positions were established in response to the changing environment (additional NSW Government funding was provided)