



“State of Mind – the Richness of People”

Dr Lindsay McMillan



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Context:

- We are now entering the energy – dominated sixth cycle.
- 55% revenue: oil, gas, coal and uranium.
- Employs 152,000 or 1.4% of the Australian workforce.
- Highest paid in the country - \$112,000 an adult.
- The third-largest contributor to GDP - 7.8% (Property and Business Services 12.1% / Manufacturing 9.5%)
- The biggest exporter

Source: IBIS World 2009



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2009 Productivity Report – Natural Resources

Scope:

- 1666 Companies
- 13,696,207 People
- 17 Industries

Environmental Services; Industrial Metals & Minerals; Timber; Oil & Gas Services; Marketing, Refining & Distribution; Drilling, Processing & Mining; Speciality & Exotic Materials.

(Definition: Productivity – measure of output per unit of input)

“What companies are most productive & why?”

Source: Profile International 2009



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Findings: Ranked 'Most Productive'

People Attributes

1. Performance-driven culture
2. Effective managers
3. High employee utilization
4. High employee effectiveness
5. Encouragement of innovation

Strategic and Operational Attributes

6. Technological sophistication
7. Financial sophistication
8. Operational sophistication
9. Effective distribution channels
10. Marketing and brand sophistication



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HOWEVER

**Converge International
conducts 10,000 –
12,000 Counselling
sessions per month
across 700 Companies
including Mining
employees**

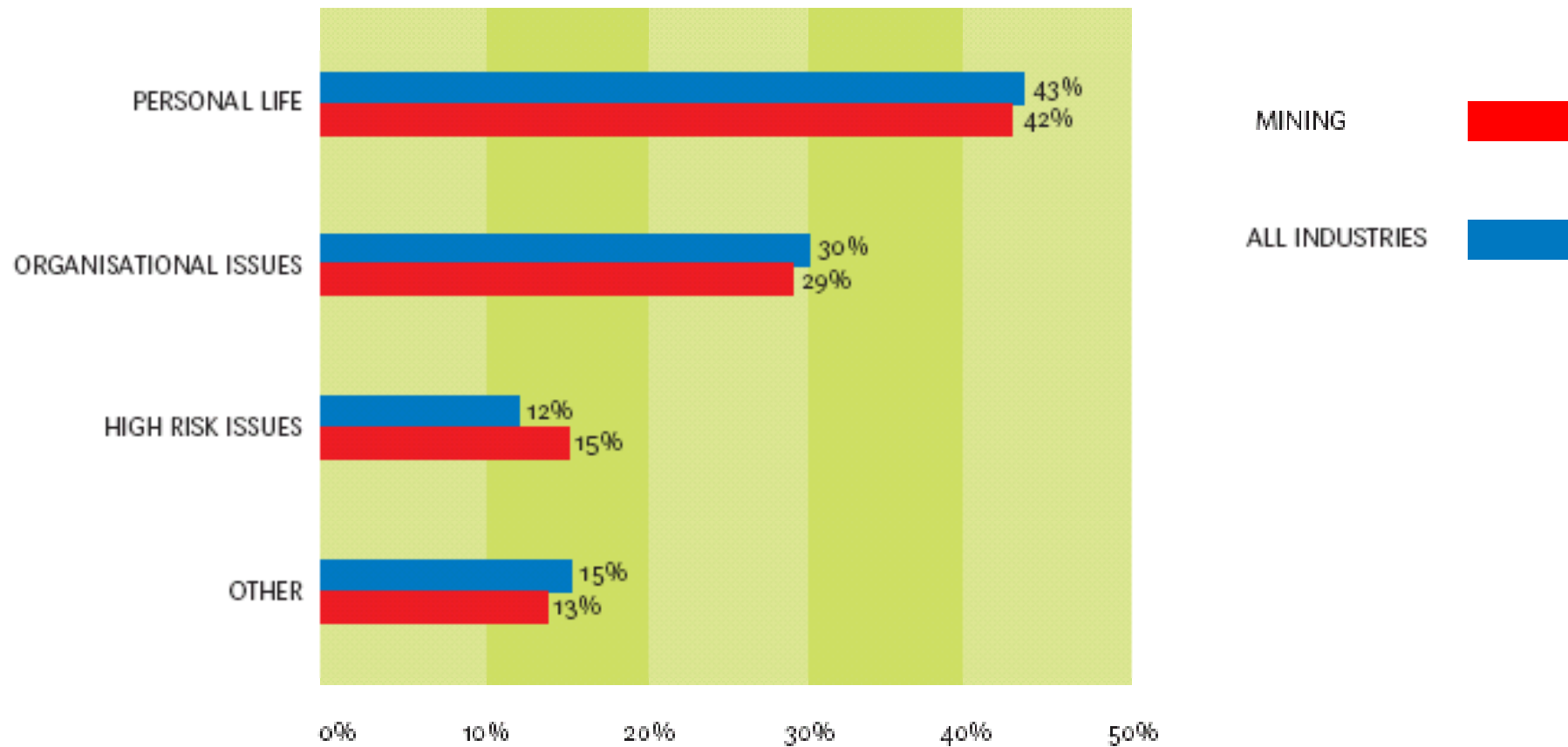
Cost:

- Induct an employee \$60,000
- Cost to keep an employee for 5 years \$120,000
- Cost to productivity, community, families and individuals

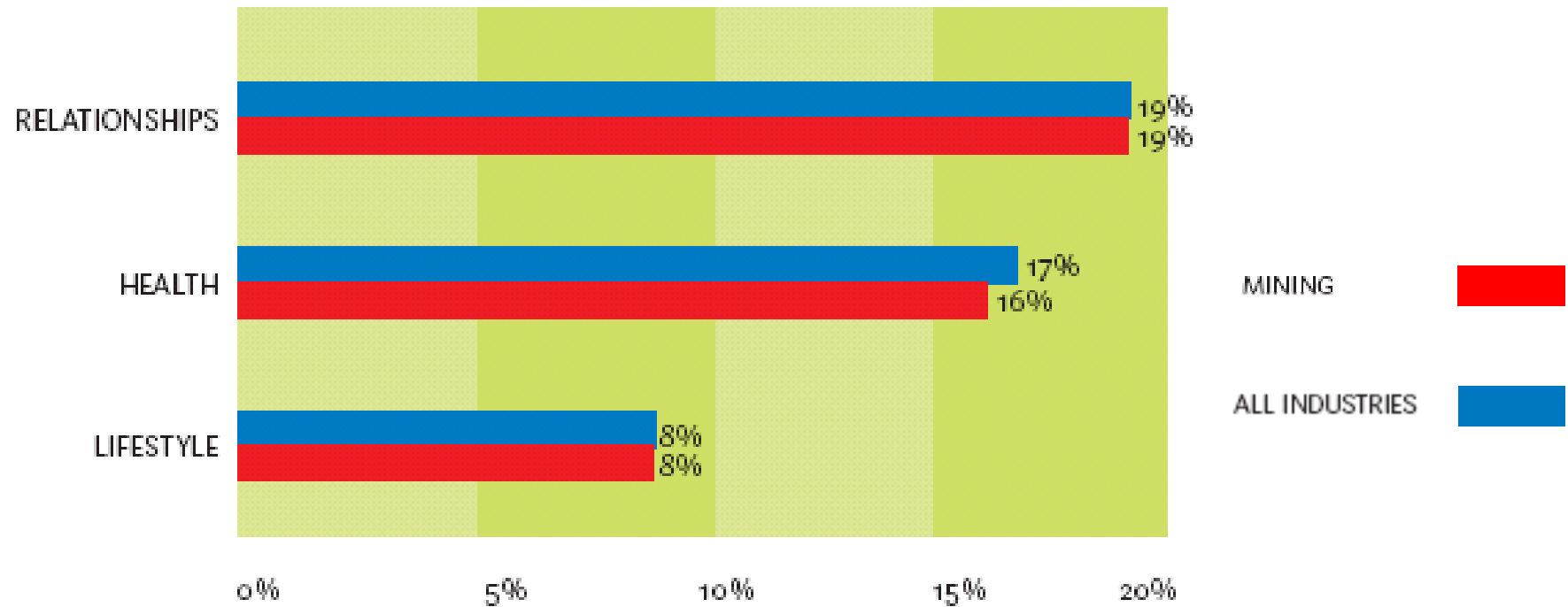


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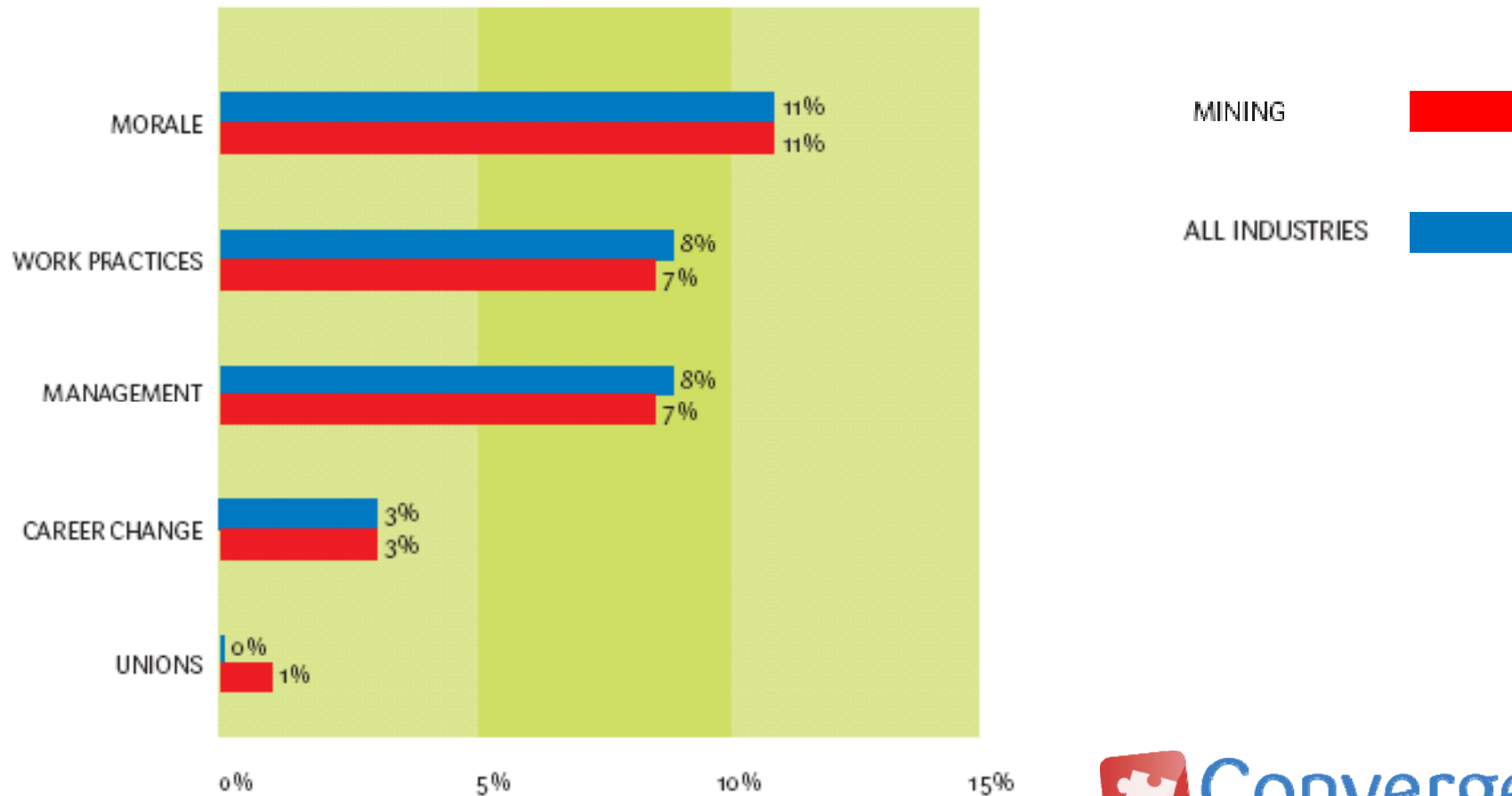
Summary Issues



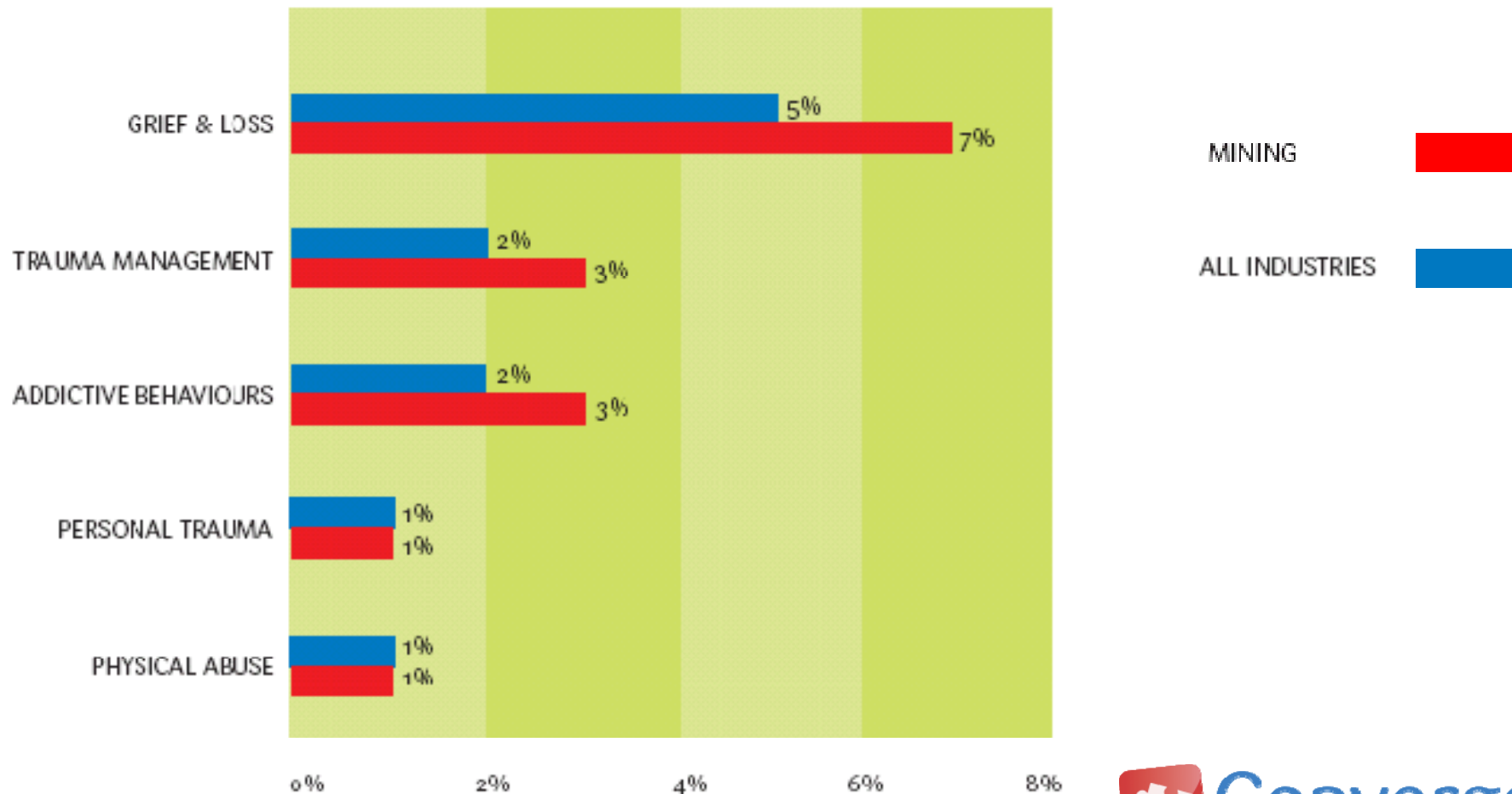
Personal Issues



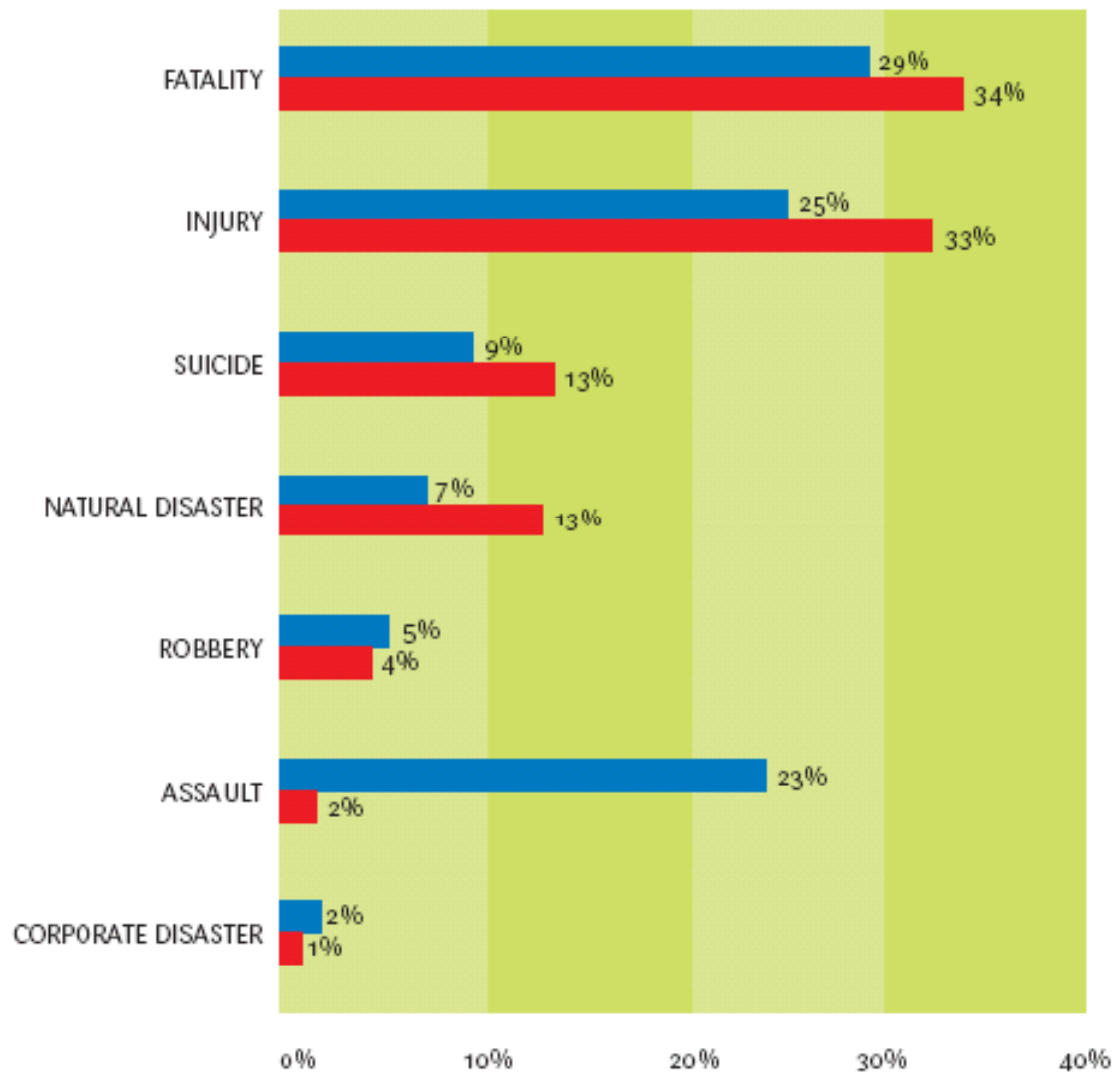
Organisational Issues



High Risk Issues



Critical Incident Rate



MINING 

ALL INDUSTRIES 



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Top 5 Issues

Mining

Career Change	18.9%
Grief & Loss	10.1%
Health	40.2%
Morale	5.7%
Relationships	25.0%
Total	100%

Manufacturing

Health	8.9%
Management	13.3%
Relationships	41.1%
Work Practices	15.6%
Work Relationships	21.1%
Total	100%



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Strategies:

1. Understand the 'people' issues and concerns.
2. On-site support
 - Bridge between 'home & work'.
3. Maximise technology to communicate
4. Add value 'on-site'
 - Australian Unity Wellbeing Index
5. Employee Assistance Support
6. Maximise specialists
 - People / Health / Wellbeing



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