

5-Star Employer of Choice – 2024, continued

Being a 5 Star Employer of Choice in 2023 was largely based on two factors – the Mark Moran Groups remuneration strategy, and its approach to diligently continuing precautionary measures against the spread of CoVid-19 in its facilities.

Mark and Evette Moran – the Co-CEOs and Co-Founders were concerned about employee wage levels which were influenced by Federal Award payrates and were not reflective of true cost of living in Sydney. In May 2022, the Mark Moran Group increased all hourly rates across the board by 10% to help employees better afford to live until the Federal Government reviewed its award rates. This increase was funded directly by the Mark Moran Group. At the same time, Mark Moran acted as an industry lobbyist to call for an increase to award pays level across the industry and was supportive of the 22.5% increases enjoyed in the Fair Work determination in July 2023.

The Mark Moran Group continued its diligence in the prevention of the spread of CoVid-19 by PPE during outbreaks, and enforcing daily RATs for all staff, visitors and resident returning from outings. This was at the expense of the Mark Moran Group directly and assisted in the facilities having minimal outbreaks. Staff were also able to access leave for CoVid-19 positive and close contacts.

For the Mark Moran Group to be awarded with Employer of Choice for the 2nd year in a row, it had to ensure that its employee-centric strategies continued to develop. Thanks to employee consultation using employee engagement, employee focus groups and regular communications in toolbox meetings and the monthly staff newsletter, the Mark Moran Group was able to better understand what benefits and conditions were important to their diverse teams.

In 2023, healthy fruit and snacks were made available in the staff amenities rooms in every facility. Consideration was given to roster adjustments to allow employees to meet personal commitments, such as after school pickups or drop-offs. The employee assistance program available to all employees was redefined and was made available to family members (including flatmates). There were more opportunities for career movement by the creation of dedicated learning and development specialists in each facility – decentralising from a Head Office function. In 2023, the Mark Moran Group undertook a diversity audit and was able to identify the various cultural groups working in the Group. As a result, there was planned celebration of culturally diverse groups, with meals prepared for all employees and promoted through the facilities. All facilities had First Nation smoking ceremonies and the erecting of plaques to acknowledge indigenous communities of the area.

The success of the programs and consultation can also be seen in the participation rates of the engagement surveys, which went from 28 – 35% in 2022, to 75 – 100% in 2023, demonstrating employee buy-in and faith that the system listened.

The Mark Moran Group is proud of its employee and management tenure and the attrition is below industry standards, which is attributed to environment, training and career opportunities, having a voice and having direct access to all managers and Executives, including the Co-CEOs.

There are strategies in place for 2024, which include looking at Group-wide career moves, bolstering safety protocols through WHS committees and standardisation of L&D processes across the facilities.
