

# CASE STUDY



“Cancer Council Queensland is a dynamic organisation who proactively manages and supports employees and volunteers. Being an Award Winning organisation for its human resources strategies, I am always on the lookout for new innovative initiatives.

I supported the STAR Workplace Program because it was relevant to businesses and it is an Australian based program. We have always invested in Climate and benchmarking programs, and I know the benefit it has on quantifying our objectives and keeping us on track.

The STAR Workplace Program will be a great benefit for businesses to stay on track with their Employer Branding. The feedback from our participating staff has been very positive. Its unique approach of measuring employer and employee satisfaction is a very innovative approach”.

Rhonda Earel  
Cancer Council Queensland



## AT A GLANCE

### Organisation

Cancer Council Queensland  
[www.cancerqld.org.au](http://www.cancerqld.org.au)



### Industry

Not for Profit Organisation

### Key Challenges

- Retention of Key Employees
- Management and Retention of Volunteers
- Maintaining market presence as an Employer of Choice
- Recognition for the proactive investment in their people

### Solution

STAR Workplace Program

### Key Benefits

- Clarity in employer and employee satisfaction
- Reinforcement of the Team Priorities
- Proactive Action Plan for the next 12 months
- Clear, simple business improvement plan
- Benchmark and monitoring system ongoing for the organisation

### Client Profile

Cancer Council Queensland is a community-based organisation dedicated to serving the community in cancer control. Cancer Council is dynamic, outcome focused, responsive to community needs, committed to volunteerism and the pursuit of excellence in all its activities. All staff and volunteers of Cancer Council Queensland, through their work, are actively involved in cancer control.

### Award Winning Workplace

At a special presentation dinner held in Sydney on July 18, 2007 The Hon Joe Hockey MP announced the 2007 ACCI/BCA National Work and Family Award winners. These awards recognise organisations with the most outstanding and innovative work-life balance practices and how these practices are embedded into their workplace culture.

On October 6, 2005 the Australian Human Resources Institute announced the winners of its annual Awards for Excellence in People Management. The Cancer Council Queensland was announced as the winner of the Small Enterprise Public Sector award.

### Proactive Measurement

- STAR Workplace was chosen as it was research based, practical and relevant to organisations.
- Simple surveys, with relevant questions about the workplace.
- Comprehensive report with priorities for risk, management and growth.
- Industry benchmark system to monitor our progress.

### Result

A reinforcement of the HR Plan which is a blueprint with goals to achieve in the next 6 months.

Call us for more information on the  
STAR Workplace Program or  
joining the HR Coach Network

Ph: 1300 550 674

[star@hrcoach.com.au](mailto:star@hrcoach.com.au)

[www.hrcoach.com.au](http://www.hrcoach.com.au)

**HRCOACH**  
people•perform•profit