



M&T Resources

THE POWER OF PEOPLE

MANAGEMENT & TECHNOLOGY INSIGHTS THAT MATTER

Market Update – Q2- FY2015/16

M&T WINS

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INDUSTRY BENCHMARKED

SALARY GUIDE



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MANILA? FOR SURE!



CHRIS SANDHAM
Managing Director
Chris.Sandham@mtr.com.au
NATIONAL

If you asked me 15 years ago whether I would visit the Philippines, I would probably have said “No”.

Why? Well, I had no reason to visit, didn't know anyone there, and I didn't know then that they have some of the best beaches in the world. And most of all, I didn't know it's a major technology hub!

Skip to present day if you asked me again, I would say, “Yes for sure!”

As I've recently taken on the extra role as the Director of People & Culture at SMS, part of my responsibilities include ensuring that our People strategy is all-inclusive. That means taking into account all of our employees, including our newest workforce in Manila – SMS' main offshore development centre.

Now when people think of offshore centres in third world countries, many conjure up the images of sweatshop basements with lines and lines of workers heads down, hard at work on some sewing machines.

Having not been to Manila myself, I wasn't sure what to expect either. But I've certainly heard my fair share of horror stories about the security of luggage at the airport, horrible road traffic and overall personal safety.

After a brief two-hour flight from Hong Kong, a ride in a little rent-a-car and some very easy traffic, I arrived in Benefacio City without a hitch!

The hotel, unlike any preconceived notions, actually looks as, if not more luxurious than any hotels I've

seen in London or Australia.

Next morning, I was recommended to use Uber to catch a ride to the office. As the driver navigated us through some old, modern, and a wide array of building sites, I eventually arrived at our office premises for a grand ride fare of only USD\$2!



View outside, from SMS's Manila office.

Meeting the local SMS Manager, I was then escorted through a series of building works until we reached our offices.

This was when all the thoughts I had about a third-world sweatshop were put to bed.



Building works around the office.

The modern design of the office, the warm professional greeting by the front office, the high-tech details (finger scanning to activate timesheet): it couldn't be further from those well-antiquated generalisations.

It was a real eye-opener and proved to me that one really needs to see things for yourself before making any judgments.

The hotel where I stayed turned out to deliver better service than any I have stayed in before.

The SMS office was exceptionally well-equipped. And the people very highly skilled.

No wonder some of our company's competitors have in excess of 30,000 people employed across Manila!

Why didn't we do this sooner? ?

Why have I missed out on experiencing such an innovative city in such beautiful surroundings?

Perhaps it's because of the image painted by the media or the horror stories that people tend to love spreading.

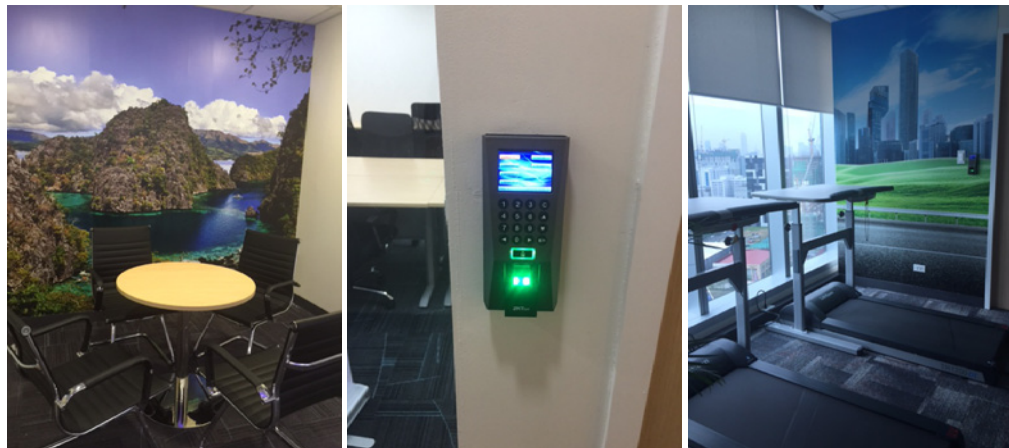
But I know that I only have myself to blame for not having been more open to new experiences such as this and for succumbing to hearsay.

I've met great people and experienced a beautiful country that's going through amazing growth.

If you can work for an organisation that gives you these experiences then take it when you can. It's a great career experience and I thank SMS for this. I never dreamt that a boy from a northern England village (Sherburn in Elmet) would one day be an ambassador for such a company! 🇳🇵



(L to R): Kitchen area with bright and vibrant ceiling panels. Kitchen area with vertical plants. Reception waiting area. Meeting rooms and discussion tables.



(L to R): Meeting room with vibrant wallpapers of the local islands. Biometric security entrance that also doubles as automatic timesheet entry. Treadmill standing desks in the office.



ZUNAHEED KAMAL
Regional Director
Zunaheed.Kamal@mtr.com.au
ACT

What were the most actively hiring organisations and why do you think so?

Last quarter we filled roles that span across the IT space within Government covering Business Analysts, Testers, Change Managers, Project Managers, UX Designers, etc. across a variety of organisations.

Perhaps the hiring increase was due to the new year and impending deadlines. To deliver on programs / projects, some have needed to ramp up hiring and make full use of existing budgets.

We have been receiving more Database Administrator roles in the SQL space recently – from departments such as Department of Foreign Affairs, Department of Health and Department of Education. We also have seen a rise in demand in the Microsoft stack.

What were some of the most exciting technology / business projects in the last quarter?

We recently placed a strategic Business Analyst with NDIA (National Disability Insurance Agency) to work on the National Disability Insurance Scheme. This is a fascinating piece of work, widely reported on in the media and will be delivering good outcomes for the disabled.

The ICT systems will be transitioning from DSS to DHS under a two-stage process. As part of this process, a new ICT business system will be developed and deployed. This will include ICT workflow management capability to enable automotive work distribution

based on different roles and delegations. High-level investigations and strategy studies will be needed for this scheme, so it is really great to hear all about it when speaking with candidates and clients.

We are also currently assisting the Clean Energy Regulator's Technology and Digital Services Branch with hiring a Change Manager. A number of projects at the Clean Energy Regulator will impact internal and external stakeholders, requiring changes to business processes and practices.

We have also been assisting Defence CIOG in providing Architecture advice and compliance services in partnership with a third party.

What challenges were your clients facing in hiring people in the past quarter?

Due to the Christmas / New Year holiday break, a lot of Departments held off recruitment from mid-December through to end of January. This makes a difference in terms of the candidates available.

With the Department of Immigration and Border Protection implementing a new clearance (the Employment Suitability Check) that takes up to 6 months to complete, they may also be missing out on securing candidates. I understand now that DIBP is undergoing changes to make onboarding quicker.

What were some of the most in-demand job roles?

Business Analysts, Siebel, Change Managers, Java, Microsoft Stack - these will always be in demand due to lack of candidates with these skillsets in Canberra.

Additionally, Departments have requirements for candidates with citizenship and Australian working experience. Currently, a lot of candidates with these skillsets have overseas working experience.

Java skills have seen a rise in demand, pushing up rates. Departments like Immigration and Human Services are hiring Java Developers in bulk (5 - 10 at one go!).

What can employers (clients) look forward to in the next quarter?

With the holiday break behind us, I think clients can look forward to a fresh start to get on top of deadlines and focusing on finishing out the financial year.

Clients will need to move quickly with offers to achieve their deadlines. It is also interesting to see changes that come from the new Prime Minister.

On that note, we are concerned about the timing of the next Election. There are speculations that the Election may be announced this quarter, which may impact hiring for the future. This means a lot of Departments will try to hire more candidates for short term as they will be unsure of their future budgets.

What can candidates look forward to in the next quarter?

Candidates can look forward to seeing the scope of work increase as government projects roll out. There may be more work as Departments ramp up hiring.

It might also be a good time to be in the market you're looking for a change in working environment as a lot of Departments seem to be hiring.

Any other tips you would offer to clients / candidates who're reading this update.

Candidates should always try to be straightforward with the recruiters and employers as Canberra is certainly a very small market. Honesty and integrity will ensure your reputation stays strong in the market.





PAUL HUTCHINSON
Regional Director
Paul.Hutchinson@mtr.com.au
NSW

What were the most actively hiring industries and why do you think so?

Last quarter, we again experienced uplift in recruitment across all the industry sectors in NSW. The strongest performance for us was the financial services sector, closely followed by telecommunications, mining construction / infrastructure, and NSW State Government. The majority of the work here is being driven by investment in transformation, digital and regulatory / compliance work.

A number of both analytics and digital consultancies that we worked with were very actively hiring prior to Christmas. The ramp up in predominantly permanent resources was due to strong performance in 2015 and the need scale up for what they anticipate as being an even stronger 2016.

What were some of the most exciting technology / business projects in the last quarter?

M&T Resources have been retained to exclusively recruit three Senior Head of Delivery roles for a Global Bank based in Sydney. The organisation has just announced internally that it's moving to a guild-based model of continuous delivery and integration across software engineering, digital and projects. These roles will be the key appointments in driving this change and adoption.

We are working with one of Australia's leading Financial Institutions on implementing their Apigee

API Platform. This is a really exciting projects as they are one of the first organisations in Australia to implement this technology and the business benefits for them are going to be enormous.

API management is still a very rapidly evolving area of technology. It follows on the heels of IT's dependence on mobile applications as the means for customers to shop for or access a company's goods and services. An API makes available company data or services in the form of software responses to queries. The analytics that are behind the product are incredibly advanced resulting in the possibility of more intelligent API use and better API control. This is one of the key initiatives for our client in 2016 and plays a key part of the bank's evolution to becoming a more highly digital organisation. They are aiming to reduce costs and improve customer experience through more interactions taking place via digital channels.

What challenges were your clients facing in hiring people in the past quarter?

The "battle for talent" is really starting to take hold in the Sydney market as the supply and demand model continues to swing in the favour of the candidate. As organisations across all sectors are investing more in digital, the flow-on effect is a very tight candidate market.

This is posing challenges from both candidate attraction and retention perspectives. Moving into 2016, organisations are focussing heavily on offering more flexible working arrangements and other non-monetary incentives to address these challenges.

M&T Resources in NSW also are becoming more actively involved with a number of our key clients to help address diversity imbalances within their organisations, especially in leadership roles. Most of these have targets in place before either the end of

the financial or calendar year and are looking at a dual approach of promoting from within as well as hiring externally for key positions.

This is something that we are particularly excited about given all the work we have been involved in across all areas of diversity over the last two years.

What were some of the most in demand jobs in the past quarter?

The areas that we are experiencing very high demand in are pretty much most things digital as mentioned earlier, high calibre Project Managers and Business Analysts (as this is one of our core areas of expertise) and senior level analytics roles.

Gartner, PWC and McKinsey have all identified analytics in their top five CIO and CEO priorities for 2016.

What can employers look forward to in the next quarter?

As well as "active" candidates seeking new roles at the start of the year, employers can also look forward to seeing higher numbers of "passive" candidates investigating the market.

A large number of clients still pay bonuses based on the calendar year, so candidates often wait for these to be paid before they will consider a making a move for a career advancement opportunity with a new organisation. This combined with New Year's resolutions being made about changing jobs make it an exciting time of the year to be looking to hire new employees.

What can candidates look forward to?

Sydney is a great place to be at the moment with huge investments in projects in all sectors that we are working on. Some of the most cutting-edge work

is taking place here, so there are a lot of fantastic opportunities for candidates.

For at least the next six months, there are certainly going to be more opportunities for candidates, across the majority of skill sets in technology and the areas of business that we work in.

There is going to be an increase in the amount of choice that candidates have between roles that they are being interviewed for and subsequently get offered.

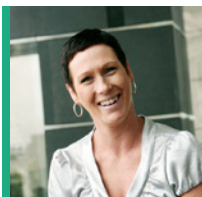
I believe that contractor rates and permanent salaries, especially in the digital space, are going to get higher due to skills shortages.

Any other tips you would offer to candidates who're reading this update.

Due to the skills shortages that we are experiencing in the Sydney market, I believe that clients may have to be slightly more open-minded when they are making new hires.

From client discussions and salary surveys conducted at the end of 2015, there is some misalignment of rates / salaries that organisations are looking to pay versus current market rates / salaries. If the salary / day rate you are able to pay is not in line with the market, then you will need to adjust your expectations accordingly. My main piece of advice here is to never compromise on cultural fit.

Good luck with all your endeavours in 2016! 🍀



LORRAINE RYDER
Team Manager
Lorraine.Ryder@mtr.com.au
QLD

What were the most actively hiring organisations and why do you think so?

Queensland have seen both the Utilities and the Financial Services industries hiring the most over the past quarter.

The Utilities space in Queensland has three major providers undergoing a merger by mid-2016. This is generating both permanent and contracting work.

The Queensland government has also picked up and is generating more contracting work – this is due to old legacy systems which are now not supported being upgraded or replaced.

What were some of the most exciting technology / business projects in the last quarter?

Queensland Health has a new hospital on the Sunshine Coast scheduled to open in mid-2017. One of the biggest programs in Queensland Health is the PAS (Patient Administration System) replacement which has generated multiple contracting opportunities in the Business Analysis and Project Management space.

Transport & Main Roads is working on a program of work which will define and implement standardised consistent processes to support development and delivery of the Transport Infrastructure Portfolio Source and implement an integrated, strategic information communication technology solution to support the 3PCM business function.

Department of Agriculture and Fisheries has a large project which has also generated a consistent recruitment pipeline. This is the LIMS (Laboratory Information Management System).

What challenges were your clients facing in hiring people in the past quarter?

Government contracts can take a long time to be implemented and completed.

With the market picking up, government clients are facing the challenges of keeping the right candidates engaged in the role without them being offered other opportunities, higher rates or longer term contracts which are more attractive.


What were some of the most in-demand job roles?

Testers have been in demand, due to projects that are progressing down the development phase. We have also seen Project Managers and Business Analysts being in high demand due to new projects kicking off.

What can employers (clients) look forward to in the next quarter / new year?

Not sure if clients will look forward to this, but they should be aware of the market picking up and the fact they will need to move quickly to secure a resource and be open to negotiating. If it brings any comfort, this means contractors, once they're in a role, will be more likely to stay and complete projects.

What can jobseekers look forward to in the next quarter?

Candidates will see more contract and permanent opportunities coming up in the market, swinging the pendulum more in their favour. They may find themselves in positions to negotiate contract details, rates and other benefits. 



KEN KWAN
Regional Director
Ken.Kwan@mtr.com.au
VIC

What were the most actively hiring industries and why do you think so?

There is still a lot of activity within the financial services and health insurance sectors.

We have seen a number of organisational transformations, new leadership changes, corporate takeovers and a general drive to enhance customer-centric data programs that have been factors which have led to a number of projects requiring resources.

Productivity and efficiency are still central to a lot of the projects, although organisations are being even more selective with their cost management approach. This includes whether to utilise a partner approach or hire external independent contractors to top up existing teams.

What were some of the most exciting technology / business projects in the last quarter?

We have been involved in a number of Office 365 rollouts and other virtualisation projects in the last half of 2015. We managed to source a number of engineers between the rates of \$500 - \$640/day for these projects. These rates reflect that the market is stable for these types of skills, as we expected to pay closer to \$650/day.

Candidates in the project virtualisation space tend to move once the implementations are complete, so there is usually sufficient resources available without pushing rates upwards.

We have also been involved in supporting a financial institution with a number of BA resources and testing resources. This is part of a number of programs including cheque virtualisation and payments.

What challenges were your clients facing in hiring people in the past quarter?

Clients are still investigating the potential of digital channels as new revenue streams for their business. Having a website or social presence today is not enough to engage with new and existing customers. Rather, there's a need to overhaul entire business processes.

Clients are taking small steps to identify new digital markets. We have seen some clients utilise existing Subject Matter Experts (SME) within the business to play a role in this digital channels progression. This tact could be fraught with danger, as there is potentially a need for new ideas and a new set of eyes required to innovate through digital means. Getting the balance right between using external SME and internal SMEs will have a major impact on the success of any digital channels project.

Clients will also need to look outside of the square and entice returning-to-work mothers with more flexible arrangements or risk losing these skills altogether.

We have met with a number of Project Managers and Business Analysts that were returning from maternity leave and could only work 2 - 3 days per week. We suggest that organisations need to look at work from home options and make greater use of video conferencing / meeting room facilities to cater to this big untapped skills market.

What were some of the most in demand jobs in the past quarter?

There is a definite vacuum of Agile Business Analysts in the market right now. We are continually being requested for 2 - 3 candidates every month.

The skills of a BA is multifaceted and they can wear many hats within an organisation. With organisations pushing an agile-centric approach, the need for BAs have been greater than ever. This demand puts the retention of permanent skilled BA employees at risk, as the contract market for these skills push \$600/day for a junior BA, \$750/day for a mid level BA and \$900+ for a senior BA with agile skills.

We are also seeing an increase in the demand for Project Managers. 2014/15 was a difficult job period for contracting project managers when supply far exceeded the demand. However, in the last quarter, we saw an increase in projects requiring the need for end-to-end project managers. Projects varied from agile implementation, SAP, digital design to infrastructure rollouts.

What can employers look forward to in the next quarter?

We expect 2016 to be a busy year. Some organisations are investing heavily into fitouts and infrastructure, which require project-based resources.

The challenge for these organisations will be how fluid is their resourcing plan and whether they are thinking beyond traditional means to identify and acquire talent and skills. These organisations will need to decide whether they get the required value from a delivery partner or whether contract resources are sufficient.

Generally speaking, a combination of the two works well whereby delivery partners can also help train existing permanent staff.

Organisations should investigate other service offerings they can obtain from a recruitment organisation to help their service delivery model.

Savvy recruitment businesses, such as M&T Resources, are no longer simply transactional service providers.

Recruitment partners can really add value to how an organisation selects, trains and develops their staff. This includes doing a skills review, an interview audit, or a contractor evaluation.

My suggestion would be to ask their current providers as to what other values-adds they can get and not stop at just using recruitment agencies to source skills.

What can candidates look forward to?

Candidates too should not underestimate the value they can obtain from having a good relationship with an experienced recruiter.


Good recruiters see more and know more about career development than candidates may realise.

Asking recruiters questions such as to what certifications relevant in the marketplace, how long should one stay in a role and how to sell one's skills better - are all great ways to improve their attractiveness to potential employers. 📌

**Most in-demand
skills last quarter**



Last quarter once again saw the dominance of Business Analysis and Project Management roles requested by clients as the year closed out.


Information & Data Management consultants have recorded a rise in demand, as well as Functional / Technical Consultants. 


TOP 10 CONTRACT ROLES IN DEMAND

1. Business Analysis -
2. Project Manager / Coordinator / Analyst -
3. Analyst / Programmer / Web Developer ↑
4. Tester ↓
5. Data / Reporting Specialist (Information & Data Management) Consultant ↑
6. Consultant (Functional and Technical) ↑
7. UX Specialist / Content Specialist / Digital Marketing Specialist ↓
8. Enterprise / Solutions Architect ↑
9. Program Manager / Program Office Manager ↓
10. Change Specialists -

Information is derived from client requisitions received by M&T Resources across Australia and placements made by M&T Resources in the past quarter.

M&T Resources works with more than 70 leading Australian organisations as preferred suppliers and a wide range of clients across industries.

We also work closely with our parent company, SMS Management & Technology, to resource for consulting engagements. SMS counts 85% of the ASX top 20 companies as key clients. 

The highest salary base of the role we placed last quarter was around \$300,000+, with the lowest in the top ten list at \$140,000+. 

TOP 10 HIGHEST PAID PERMANENT ROLES

1. Chief Technology Officer
2. Domain Lead
3. Project Director (Insurance)
4. Program Manager | Agile Applications Portfolio
5. Engagement Manager (Consultant)
6. Agile Coach - Consultant
7. Digital Solution Designer
8. Senior Strategic Designer (UX Specialist)
9. Capability Lead (Visual Design)
10. Project Manager (Workforce Relocation)

Most actively hiring industries




There was overall increase in two major sectors across Government and Banking, Financial Services & Insurance (BFSI), with the most contraction in Utilities.

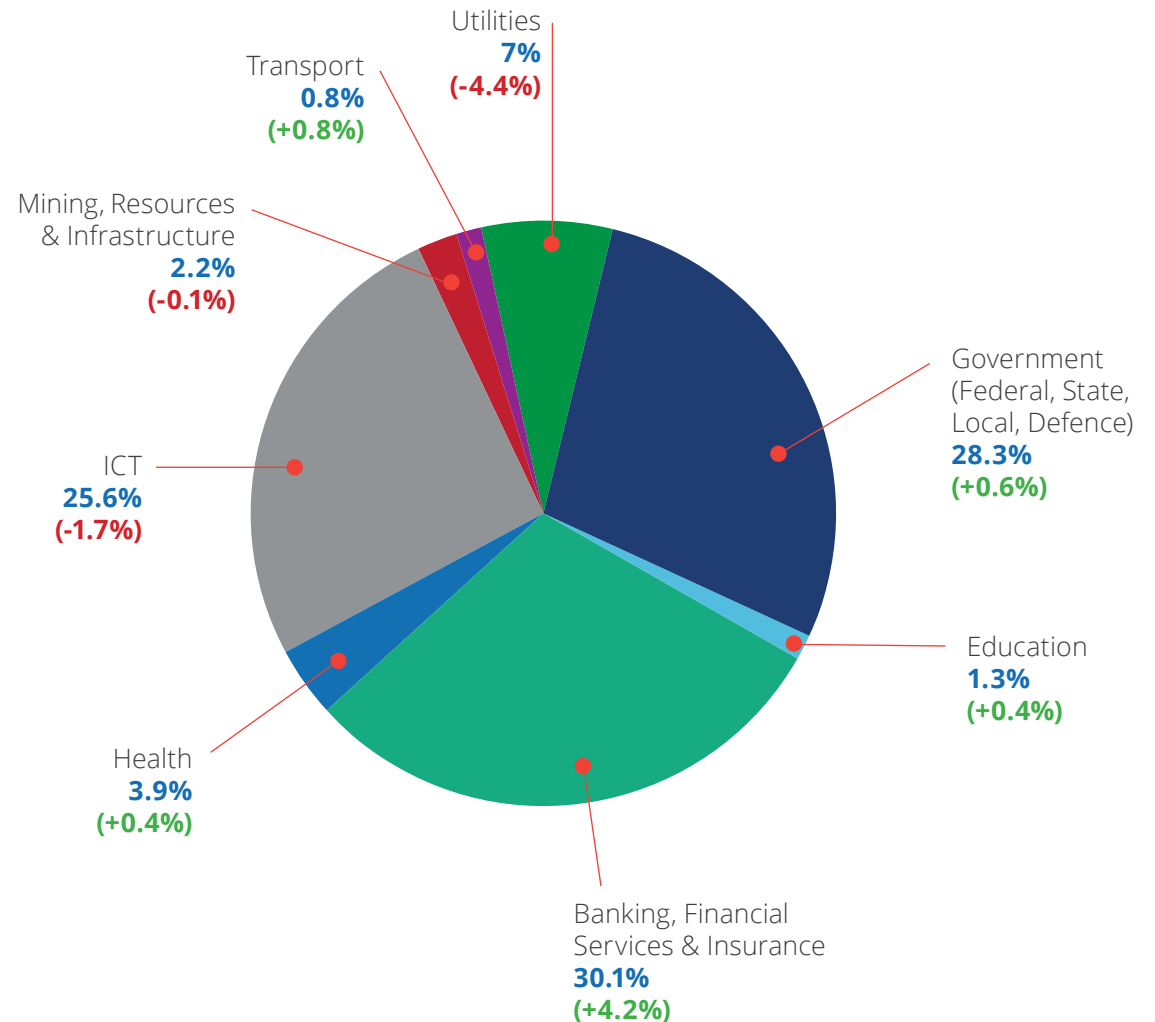
The biggest gains was made in BFSI. This is line with commentary from Regional Directors recording the rise of digital, transformation, and data programs and projects in this space that are driving candidate demand.

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Information in this chart is derived from client requisitions received by M&T Resources across Australia.

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Salary Guide

Jan 2016

POSITIONS CATEGORIES	AVERAGE SALARY (PER ANNUM)
Management	\$132,258
Architects	\$130,863
Product Management & Development	\$121,220
Sales Pre & Post	\$120,538
Program & Project Management	\$119,399
Security	\$117,235
Team Leaders	\$115,255
Consultants	\$115,220
Business Analysts	\$103,565
Engineering - Software	\$103,238
Engineering - Network	\$101,945
Developers / Programmers	\$101,065
Database Development & Administration	\$99,571
Telecommunications	\$98,670
Testing & Quality Assurance	\$97,849
Network & System Administration	\$93,595
Web Developmen & Production	\$89,294
Engineering - Hardware	\$87,750
Technical Writing	\$83,482
Help Desk & IT Support	\$63,234
Computer Operators	\$61,911

Data source: SEEK.com.au. based on advertised jobs in the past quarter. The rates include superannuation.

Top 10 Hardest to Source Job Categories

- 1) Architects
- 2) Security
- 3) Technical Writing
- 4) Consultants
- 5) Engineering - Software
- 6) Web Development & Production
- 7) Sales - Pre & Post
- 8) Developers / Programmers
- 9) Team Leaders
- 10) Product Management & Development

Senior account managers join M&T's growing financial services team



Senior account managers Ann Martyn and David Burr have recently joined M&T Resources' Banking, Financial Services & Insurance (BFSI) team in Sydney, NSW.

The team has grown exponentially as M&T Resources continues to consolidate its presence in large client accounts, secure its place on preferred supplier panels and win retained executive search assignments.

"We are really excited to have both Ann and David onboard. The team is in a very favourable position right now as we leverage our well-established client base and reputation to expand our footprint and seize the growing potential brought on by disruptions and innovation initiatives taking place in the sector." – Jon Hampson, Team Manager (BFSI)

Ann Martyn joins M&T Resources with more than 10 years' IT recruitment experience servicing a mix of major global and Australian financial services clients. She has remit to expand M&T Resources' presence within the Insurance market for contract appointments while overseeing M&T Resources' three main client accounts.

While David Burr brings with him more than 12 years' experience in mid to senior level technology appointments within insurance and financial services. He will drive M&T Resources' presence in permanent appointments on the back of M&T Resources' recent client and retained executive search assignment wins.

"Ann has a really good track record in building long term relationships and high volume recruitment, which will further add to our established credibility in the sector. While David comes highly recommended due to his meticulous approach, proven ability to manage large workloads and his extensive client and candidate networks," added Jon.

M&T Resources' Sydney BFSI team now consists of nine dedicated members in various industry and technical specialisation. It counts some of Australia's leading organisations as key clients, including Westpac, IAG, Allianz, ING Direct and Hollard Financial Services.



ANN MARTYN

Senior Account Manager
Ann.Martyn@mtr.com.au



DAVID BURR

Senior Account Manager
David.Burr@mtr.com.au



YourView Survey Results

By Kate Barrand

Last quarter's YourView Survey saw quite well-distributed entries from across ACT, NSW, VIC and QLD.

Channel-wise, we've experienced an increase in candidates being attracted through our new M&T Resources website, our social media channels and direct applications.

Candidates from online job platforms saw an increase as well, most likely attributable to the rise of active job applicants searching out new roles as the year ends.

We've seen some positive upsides in the service level experienced by our candidates overall.

Speed of response is fairly level, with slight increase in contact after application, offset by a large increase of candidates who think we responded quite proactively.

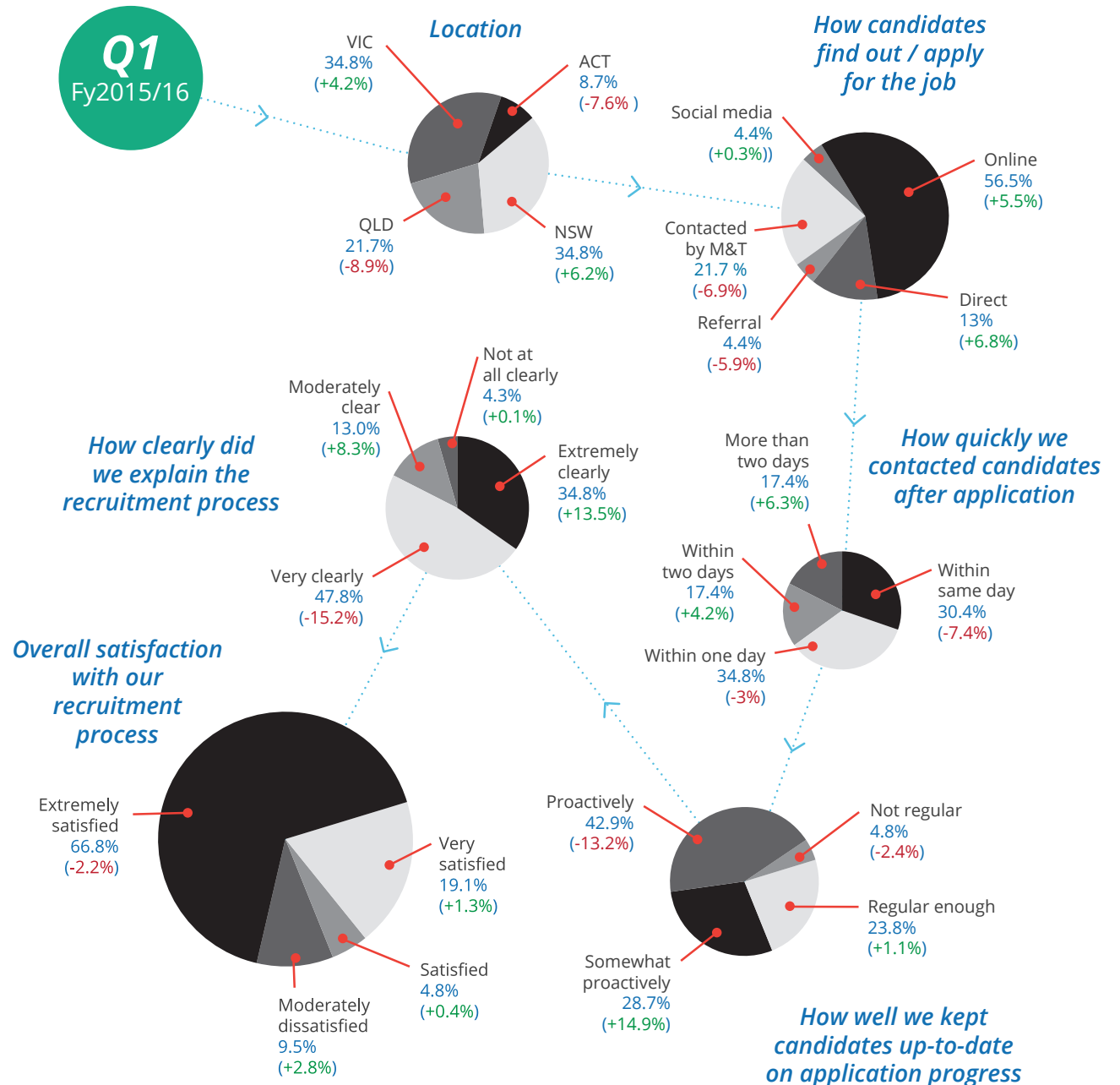
We're also proud of the big increase in candidates who think they have great clarity during the recruitment process.

Overall satisfaction remain very high at 90.6%, with 67% extremely satisfied candidates.

All feedback are reviewed by Chris Sandham (Managing Director) and relayed back to all local teams for continuous improvement.

Thank you once again to all candidates who took the time to fill in the surveys!

Congratulations to Kerry Ward, QLD - winner of the last YourView Survey draw.



Candidate feedback from YourView Survey

"Very satisfied. Response from the M&T end was very timely."

"Satisfied. Fiona was great: open and honest."

"Very satisfied. I got complete understanding of how the interview process will be conducted before facing clients."

"It makes a refreshing change to have a recruitment process go so seamlessly."

"Keep on doing what you do, in the way you do, and consider input from other candidates. There is always room for improvement. In my particular case, I feel very proud to be hired once again by M&T."

"You are doing a good job."

"I thought the overall communication was great, I didn't feel under pressure nor did I feel like I was being left in the lurch."

"I was very impressed with Florent. He set the benchmark for me."

Complete our YourView Survey to win a Bose Soundlink Mini



Were you placed into a new role by M&T Resources recently?

If so, be sure to fill up our YourView Survey when prompted and you'll go into the running to win a Bose Soundlink Mini - an ultra compact speaker with Bose's characteristic full, natural sound.

M&T wins SEEK Candidate Engagement Award

M&T Resources' innovative approach towards attracting, engaging and developing great relationships with candidates has been recognised at the SEEK Annual Recruitment Awards 2015 – winning the Excellence in Candidate Engagement Award.

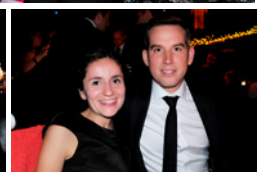
The SEEK Annual Recruitment Awards (SARA) is the industry's premier awards that celebrate the achievements of the recruitment industry, including in the areas of culture, talent engagement / retention, innovation, and business success. This year, the awards night was held as a black tie gala event at the Peninsula C, Docklands, Melbourne.

"What a great award this is to receive! Our clients look to us not just to react to their needs, but to proactively and continuously engage with the best candidates on their behalf. This is great recognition of the M&T team's ability to do just that." said M&T Resources' Managing Director, Chris Sandham.

M&T Resources' submission highlighted its strategic approach towards candidate engagement, retention activities, L&D programs offered to candidates, as well as its key differentiators in the market.

This year's submissions were reviewed by a panel of judges from the Recruitment and Consulting Services Association (RCSA), PricewaterhouseCoopers (PwC), Westfarmers and Information Technology, Contract and Recruitment Association (ICRA).

VIEW VIDEO ►



IT Health Workshop recap

By Emily Martyn



Since 2012, M&T Resources' IT Health Workshops have been providing senior-level health technology people, including CIOs and emerging leaders a space to share insights, discuss ideas and network. Emily Martyn, our Health Account Manager, reports on the insights from the latest workshop, covering Cairns Digital Hospital Program and ICT initiatives at Lady Cilento's Hospital.

First of all, a huge "THANK YOU" to David Willock – eHealth Program Director at Cairns HHS and Alastair Sharman – CIO of Children's Health Queensland for presenting their highly engaging keynotes at our October IT Health Workshop.

To say that I was excited about this workshop is an understatement, but not a surprise given how successful past workshops were. Thank goodness that the stars all aligned and all went well on the day,

with M&T Resources' Boardroom filled with delegates from Queensland's biggest health organisations: Queensland Health, Mater Health Service, Sunshine Coast HHS, Metro North HHS and Cairns HHS.

Based on conversations with some attendees, they found the presenters very Engaging, Informative and Personable. Here's a snapshot of David and Alastair's keynotes.



David was kind enough to join us in Brisbane travelling from Cairns, although he's currently in the thick of a major digital upgrade for the Cairns Hospital.

Cairns Hospital has been rolling out the integrated electronic Medical Record (ieMR) program as part of the wider Queensland Health's eHealth initiative. The ieMR's purpose is to give clinicians and supporting staff a single view of a patient's medical record, making it easier to share information about the patient's history, thus increasing the quality of care and safety for patients.

In David's presentation, he gave an overview of how the program is tracking and what lessons can be learnt from other hospitals' previous upgrades. David elaborated on the benefits of the ieMR and the importance of this program given the fact that 3.5 million pages have already been scanned for the Cairns Hospital since October 2014.

David also offered insights into the change impact of a digital upgrade and how important it is to understand the process not only from a technical standpoint but also from a clinical aspect.

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THE POWER OF PEOPLE



ICT INITIATIVES, DIGITAL ENGAGEMENT AND HOW IT ALL CONTRIBUTES TO PATIENT CARE

Alastair Sharman
CIO
Children's Health Queensland

Alastair provided an overview of various ICT initiatives currently being implemented at the Lady Cilento Hospital, along with a summary of digital engagement and how it all contributes to health care.

Alastair's passion was prevalent when describing why healthcare is so important, especially for a children-only hospital.

He shared Lady Cilento's 2015 – 2020 ICT Strategy which includes the Health-e Kids Program, Information Transformation, System Rationalisation, Technology Transformation, ICT Services Management and Information Management / ICT Governance.

In the short-term, LCCH's priorities will encompass digital healthcare and technology improvement (Win 7 Upgrade, BYOD, Rapid Access, etc). Alastair wrapped up by giving a snapshot of a new application developed by the hospital which will aide in prescribing medicine for hearing-impaired children.



Future workshops

I'm still in the process of planning the next workshop. If there're any areas of topic that you think are interesting for senior IT Health professionals, or if you would like to speak at the next event, please let me know!

If you'd like to attend our future IT Health Workshop event, please drop me an email:
emily.martyn@mtr.com.au

Wrap up of the Business Analysts Professional Day

By Peter Riseley

M&T Resources is proud to sponsor the Business Analysts Professional Day (BAPD) that was held at the RACV Club in Melbourne recently. Peter Riseley, Team Manager in our Melbourne team reports.

The Business Analysts Professional Day is a one-day special event that fits in insights, development and networking opportunities targeted to business analysts (BAs). As a recruitment partner helping some of Australia's most in-demand employers find the best BAs, we're proud to be a part of this event as a sponsor and exhibitor.

Hosted by the International Institute of Business Analysis (IIBA) – the leading international, professional association for business analysts and the business analysis profession – the event turned out to be highly successful as more than 260 Business Analysts and technology professionals across all areas and seniority turned up to hear from the likes of:

- » **Nigel Dalton, CIO of REA Group** – “Ultimate Business Analysis”
- » **Haydn Thomas, Director & Practice Lead of Mindavation** – “Agile BA”
- » **Tim Coventry, CEO at Business Analysts and IIBA® Australia Past President** – “Business Case Development”
- » **Lorraine Pestell, Strategy & Performance Manager, Information Services at State Trustees** – “BA Bringing Strategy to Life”

Besides being there to offer attendees insights into the current Business Analysts and general technology job market, Jemma Dougall (Team Manager) and I also had the opportunity to attend some of the sessions throughout the day.

A highlight was hearing Nigel Dalton (CIO of REA Group) share his thoughts on the future of technology, disruptions in the market and impending changes. Based on talking to some of the attendees, there was highly positive feedback on his presentation.

Attendees also thought that the various workshops throughout the day challenged their thinking and provided valuable continuous improvement ideas for the BA community.

With the BA Professional Day proving to be a valuable event to Business Analysts, we look forward to attending again next year!

In the meantime, we're always on the hunt for great Business Analysts. And we're currently offering \$200 vouchers for any referrals where the candidate is placed successfully within four weeks. To refer someone today, please contact me at Peter.Riseley@mtr.com.au!



Contractor year end parties across Australia

By Jeremy Chen

Our contractors are part of the M&T Resources family. To thank them for their efforts throughout the year and end 2015 in style, our contractors across Brisbane, Canberra, Melbourne and Sydney were treated to some very special parties!

Brisbane

Our Brisbane function was held at Next Hotel's rooftop bar in the Brisbane CBD. We were all treated to an amazing sunset by the pool, overlooking the Mall as we enjoyed canapés and drinks.

Each contractor went home with an M&T beach towel and some won lucky door prizes that included bottles of wine, movies tickets and restaurant vouchers.



Canberra

Our Canberran contractors were brought on a breathtaking sunset cruise around Lake Burley Griffin.

Drinks and canapes were served, and at the end of the night, one lucky contractor went home with a brand new Apple iPad Mini as a lucky draw prize.

All our contractors also went home with a box of delicious Lindt Chocolates.



Melbourne

Our Melbourne Christmas party was held at the Waterside Hotel. Drinks and canapes aside, our contractors were treated to very unique entertainment by "Comedy Hypnotist", Gerard V.

Gerard's magical powers and spell-binding ability was mesmerising and produced lots of laughs throughout the evening!



Sydney

Held at the Madame Tussauds, our Sydney contractors got to rub shoulders with a long list of 'stars'.

Beyond getting to the likes of Obama, John Howard, Julia Gillard, the Royal Family, Mahatma Gandhi and a string of other political personalities, there were also live iguana and snake!

With drinks and canapés served, guests roamed around the various different halls of Madame Tussauds which feature famous sports, movie, music, science celebrities.

A few contractors walked away with sumptuous Christmas hampers and champagne as part of the lucky draw.



By Jeremy Chen



As it was Christmas season, we wondered, "What're the essential #tech skills that a modern day Santa would need?"

The result is a witty little infographic that we've since published on our blog (www.mtr.com.au/blog), sent in emails as well as produced into postcards that was sent to our contractors / candidates.

VIEW INFOGRAPHIC ►



In late 2011, M&T Resources had less than 500 followers on LinkedIn.

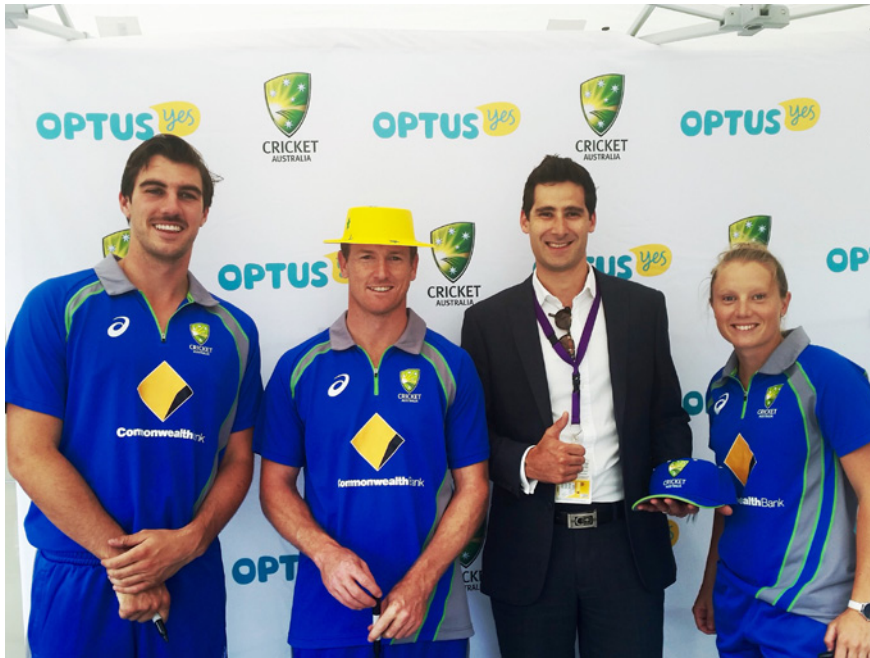
It's hard to imagine then that in just a mere 3+ years, our follower base would grow 16 times to more than 8,000 today.

A massive "Thank You" to all our followers and supporters for reading our posts, Liking and Sharing.

To celebrate the occasion, we received three big boxes of scrumptious cupcakes from LinkedIn which were all gone in a day.

Thank you LinkedIn!

FOLLOW US ►



To celebrate the winning of the rights to stream Cricket Australia games and to herald the start to the summer's cricket season, Optus recently held a special event at its Macquarie Park campus in Sydney.

Our Account Manager for Optus, Florent Campagne was on site and got the opportunity to mingle with some cricket stars: Pat Cummins, George Bailey and Ellyse Perry!



Held on the first Tuesday of November every year, the Melbourne Cup, the 'race that stop a nation' draws in some huge numbers every year.

As we recruit many Business Intelligence / Analytics and Big Data people in our everyday work, we thought we'd put together a run down of numbers at the Melbourne Cup for our data-loving friends and family.

VIEW INFOGRAPHIC ►



Diversity

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 M&T Resources' offices.

 SMS Management & Technology offices in Adelaide, Perth, Hong Kong, Singapore and Vietnam.


ACT

Ground Floor
8 Brindabella Circuit
Canberra Airport ACT 2609

 02 6279 7170


VIC

Level 41
140 William Street
Melbourne VIC 3000

 03 9674 3388


NSW

Level 26
20 Bond Street
Sydney NSW 2000

 02 9259 8877

QLD

Level 18
175 Eagle Street
Brisbane QLD 4000

 07 3215 7222

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