

ESTIMATES COMMITTEE
Question Taken on Notice

Question Number: 11-4

Output Number: N/A

Date: 11/12/2020

From: Mr Joshua Burgoyne

To: Mr Noel Faulkner

Portfolio: Essential Services

Agency: Jacana Energy

Subject: Staff turnover rate

QUESTION

Do you have the current turnover rate for employees at Jacana, both in the contact centre and in Jacana as a whole?

ANSWER

YTD employee turnover figures are below:

- YTD FTE JE = **11.6%**
- YTD FTE Operation (including contact centre) = **9%**

Employee turnover figures are broadly consistent with industry averages.