Members' Forum

Strength in connection

Human Resources Workshop
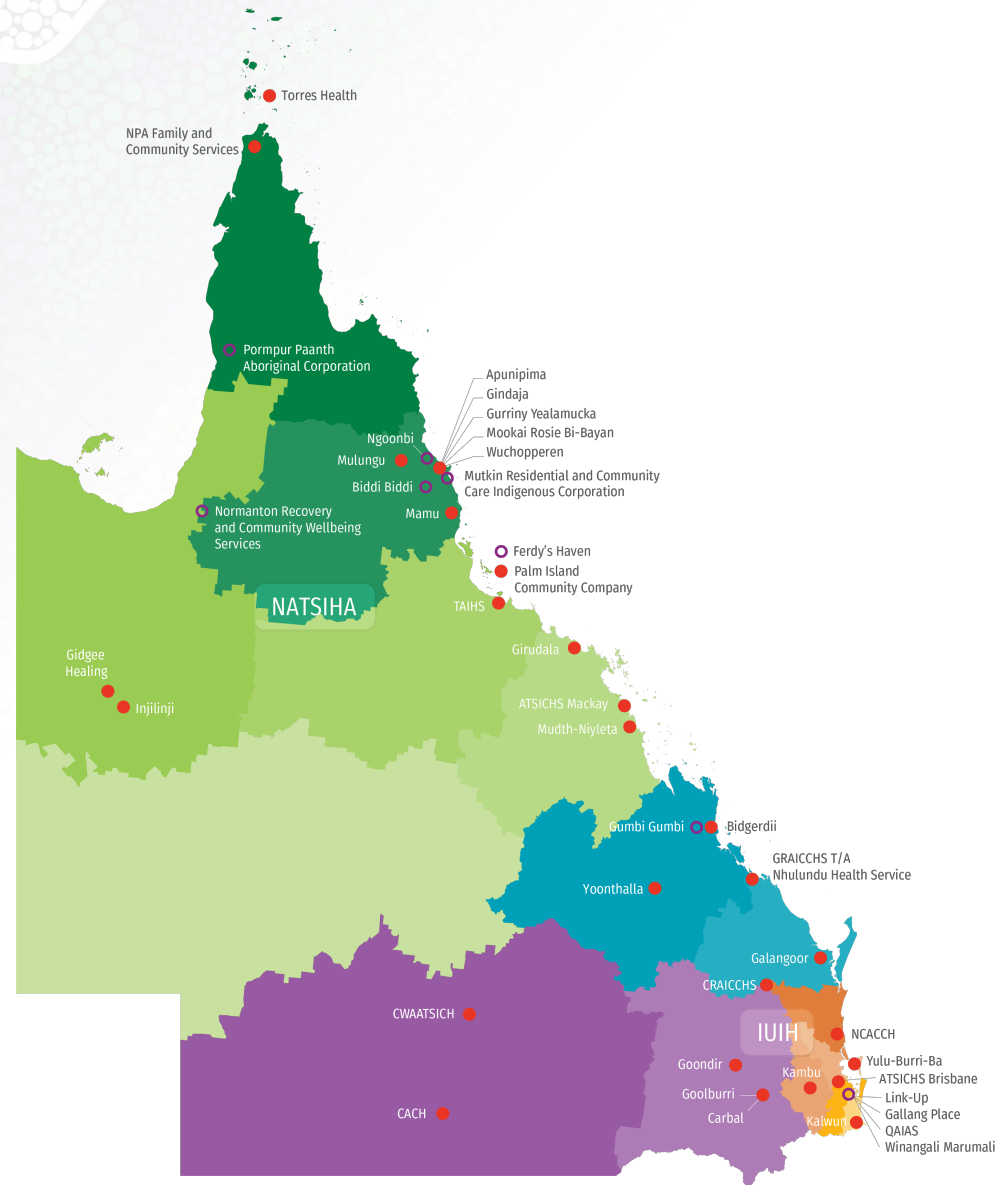
28th February 2024

Acknowledgement

We acknowledge the Traditional Owners of the land on which we meet today and pay respect to Elders past, present and emerging.

We also extend that respect to Aboriginal and/or Torres Strait Islander people who are with us today.

QAIHC
Queensland Aboriginal and
Islander Health Council

Our Members

- 31 Member Services
- Two Regional Members
- 11 Associate Members
- More than 70 clinics

Torres Health

NPA Family and Community Services

Pormpur Paanth Aboriginal Corporation

Apunipima
Gindaja
Gurriny Yealamucka
Mookai Rosie Bi-Bayan
Wuchopperen

Ngoonbi
Mulungu
Biddi Biddi

Mutkin Residential and Community Care Indigenous Corporation

Normanton Recovery and Community Wellbeing Services

Mamu

Ferdy's Haven
Palm Island Community Company

NATSIHA

TAIHS

Gidgee Healing

Injilinji

Girudala

ATSICHS Mackay

Mudth-Niyleta

Gumbi Gumbi   Bidgerdii

GRAICCHS T/A Nhulundu Health Service

Yoonthalla

Galangoor

CRAICCHS

CWAATSICH

IUIH

NCACCH

Goondir

Kambu

Yulu-Burri-Ba
ATSICHS Brisbane

Goolburri

Carbal

Link-Up
Gallang Place
QAIAS

Kalwun

Winangali Marumali

CACH

LEGEND

- ● QAIHC Member
- ○ QAIHC Associate Member
- QAIHC Regional Member

Hospital and Health Services*

- Cairns and Hinterland
- Central Queensland
- Central West
- Darling Downs
- Gold Coast
- Mackay
- Metro North
- Metro South
- North West
- South West
- Sunshine Coast
- Torres and Cape
- Townsville
- West Moreton
- Wide Bay

*Children's Health Queensland is not depicted on the map as it is a statewide specialist HHS

QAIHC

Our Members

QAIHC
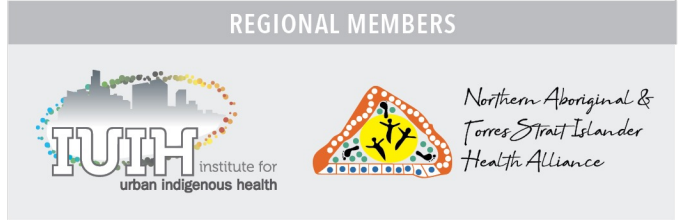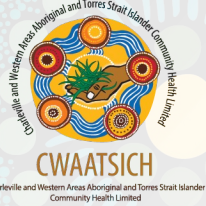
What's on the menu?

- Welcome and ice breaker
- Introduction: What is HR Management?
- Workforce planning/recruitment/ on-boarding
- Performance Reviews/L&D/Retention
- WH&S/WorkSafe QLD (Work Cover)/RTW
- Industrial Relations & (ER)/Workplace Investigations
- Performance Management/PIPs

- HRIS/HR Data and Analytics/ Satisfaction Surveys
- Organisation Restructure and Redundancy
- Legislation/ Best Practice
- General Admin (PD's, PnP)
- Feedback/ Questions

QAIHC

Ice Breaker

- The Deserted Island Game

'People don't care how much you know until they know how much you care'

Theodore Roosevelt — 1858-1919 — 26th POTUS

Think about it!

Group discussion:

- Why have you chosen a career in HR?

- What do you enjoy most about your role/HR?

QAIHC

What is Human Resource Management?

At the very basic level, Human Resource Management is organising, coordinating, and managing an organisation's current employees to carry out an organisation's mission, vision, and goals. This includes and of course is not limited to: recruiting, hiring, training, compensating, motivating and retaining employees.

And now for a short video

Some excellent videos presented by AIHR (Academy to Innovate HR) breaking down HR functions can be found here

QAIHC

Useful links

- [Fair Work Ombudsman](#)
- [Fair Work Commission](#)
- [WorkSafe/WorkCover](#)
- [Human Rights Commission](#)
- [Discrimination – Industrial Relations](#)

NOTE: Always refer to your Award and/or Bargaining Agreement first.

QAIHC

Workforce Planning

What is it?

Workforce planning is about generating information (based on need, driven by business start up, evolution), analysing it to inform future demand for people and skills, and translating that into a set of actions that will develop and build on the existing workforce to meet that demand. An example of 'workforce planning' would be creating a talent acquisition strategy or providing upskilling opportunities. It depends on the type and size of workforce you need

Why is it important?

Workforce planning helps businesses reduce labor costs, improve productivity, and respond to changing customer needs. It assists in maintaining market share, remaining competitive and viable. It also aids in improving employee retention and work-life balance, which contributes to a more stable and efficient workforce.

QAIHC

What are the 'basic' steps to execute?

Align — align strategic workforce planning with organizational strategy.

Compare — compare current and future workforce

Identify — identify initiatives to close gaps (gap analysis)

Implement — define and implement the plan

Review — monitor, evaluate and revise

1. Align
Align strategic workforce planning with organisational strategy

2. Compare
Compare current and future workforce

3. Identify
Identify initiatives to close gaps

4. Implement
Define and implement the plan

5. Review
Monitor, evaluate and revise

Strategic workforce planning

QAIHC

Workforce Planning – Redundancy/Restructure

Redundancy & Restructure — what is the difference?

Redundancy is when a role or position, rather than a person, is surplus to the business' commercial needs. It's an outcome, usually of a reorganisation or restructuring process.

You can't make a person redundant and then replace them with someone else in a substantially similar position with a different job title. There is no legislation around when you can reinstate a role previously made redundant, but...?

Fair Work Redundancy Info and Tools

QAIHC

You should follow the below process to support your employees best:

- Step One: Preparation — determine the restructure and/or redundancy (is the redundancy 'genuine'?)

- Step Two: Communication — inform staff about the restructure/redundancy(ies)

- Step Three: The consultation process

- Step Four: Selection — be open to new ideas: redeployment, re-training, merit-based decision making

- Step Five: Termination — issue a termination letter containing legislated notice/redundancy payments.

QAIHC
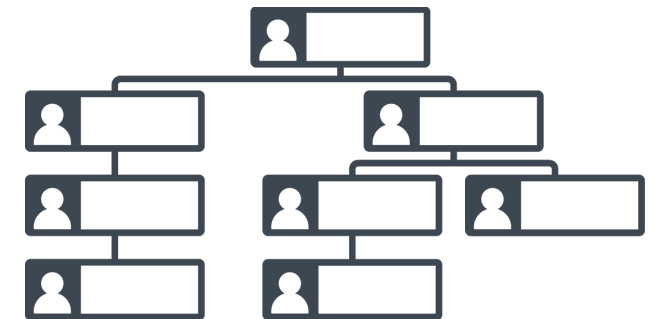
Recruitment

- **Requisition** (why/need) — Can you fill internally (redeployment/promotion etc.)? **Secondment** (stretch a capable employee as part of their development) with a view to permanent appointment. Save on $ and time and show commitment to employee development.

- **Advertising mediums** — Seek, LinkedIn, Gumtree, Internal referral ($ incentives), industry publications, local newspaper, socials, FaceBook etc.

- **Ad creation** — keep it simple — have a genuine POD — EAP is not considered a benefit in 2024. EVP?

QAIHC

- **Reviewing apps** — Shortlisting — Refer to hiring manager/team. Never hire for/hire with — what does that mean?

- **Pre-interview activities** (personality/aptitude testing etc.?)

- **Schedule interview(s)**

- **Unconscious bias?** Do not ask particular questions. Physical/medical condition impact on ability to do job?

- **Google/LinkedIn** to glean more about candidate (may have criminal history undisclosed yet published and/or social activities/opinions/associations which do not align with the business)

QAIHC

The Interview Process

Interview Clips

- Most appropriate stakeholders involved (panel) — NEVER solo interview (why?), also don't invite the world.

- Be prepared and ensure everyone knows their part.

- Know as much about the candidate as you can pre-interview for the most efficiency.

- Dress professionally — set the tone.

- Don't overdo it. Ask relevant questions for answers you cannot glean from the CV or phone screen etc.

- Try and make it more of a 'targeted' conversation rather than a robotic Q&A.

QAIHC

- Don't ask a question about things covered in the CV — of course, ask for clarity or an example.

- Welcome, make comfortable, ice-breaker comments such as (weather or topical event, you had no trouble finding us/ parking, may I offer you a water tea/coffee).

- Keep it real, don't embellish. Don't make promises you can't keep or assertions you can't back up.

- Provide clear next steps.

- Provide feedback either way (call — don't email). Candidates deserve more than a generic email especially if they have participated in a F2F interview. Treat candidates as you would like/expect to be treated.

- Don't take too much time. Initial phone screen — 15 mins, First F2F interview 30-60 mins (depending on role) and subsequent interviews 15-30 mins or as is necessary.

[Never Ask At Interview](#)

QAIHC

- If you have personality/aptitude tests etc., ensure they are completed before the first F2F as results may preclude the candidate from advancing or providing information to address at the interview.

- Remember; you and the business are also being interviewed.

Group discussion: **Reference checking**

- Are they necessary?
- Best approach?
- Contacts?
- Discretion!

QAIHC

Onboarding

Be Prepared

- Personal welcome

- Announce new employee to the business in advance (email with small bio & picture)

- Welcome gift (diary, USB, mouse pad, water bottle/mug, small desk plant etc.)

- Ensure to organise work tools (laptop, phone, desk, stationery), email, access card, uniform etc.

QAIHC

- Orientation of work location (facilities, parking, kitchen, etc.) Local transport, lunch spots, conveniences etc.

- Emergency procedures — evacuation etc.

- Introductions — team morning tea/lunch

- The all-important new starter paperwork completion (most done via e-portal if you have an HRIS)

- Buddy for 2 days or so, or as required.

- Participation in an onboarding orientation (company, culture, benefits, CofC, etc.)

- Check in informally during the first few days & then formally at conclusion of week 1

- Create a development plan to set them up for success

- Ensure a 3-month check-in is scheduled as well as 1 week out from the 6-month probation review.

Onboarding resources can be found [here](#)

QAIHC

Performance Reviews (Probation/Annual)

What is a performance review and Why does it matter?

Employee performance reviews are important for any business, and their effectiveness depends on how the business conducts them. A great employee review helps team members identify growth areas while maintaining employee-manager relations. Knowing what a performance review is and what purpose it serves can help you prepare for this aspect of your role as a leader.

What is the purpose of a performance review?

Regardless of how frequently a company conducts performance reviews, periodic evaluation meetings give the employees the opportunity to assess how well their efforts match their objectives & company goals. The outcome of the review enables employees to continue aligning with changes in the organization's long-term goals.

QAIHC

Additionally, performance reviews are a great way of highlighting employee achievements and discussing any concerns about the job. Employees get a better understanding of what management expects from them. They can also ask questions and provide crucial feedback to their immediate supervisors and managers.
This can help clarify expectations and allow managers to discover and resolve issues.

A workplace performance review can help the employees understand:

- What they're doing right.
- Where they need to improve.
- How their work dovetails with the company's objectives and long-term goals.

Managers who conduct performance reviews can easily identify high-performing members of their team and encourage growth and personal development. They can also share their expectations with their teams, foster employee engagement in the workplace and resolve issues before they escalate.

Performance Reviews have a direct impact on productivity, culture and retention.

QAIHC

Review Process Workflow Probation (6 months)

- Should be completed prior to 6-month anniversary (ideally at 5 months)

*SMART:
Specific
Measurable
Achievable
Relevant
Time-bound

At onboarding, HR will create a calendar appt. for the Manager prompting them at 5 months to arrange their direct report probation review meeting.

When prompted the Manager will invite their direct report to a probation review meeting no less than 2 weeks prior to end of probation.

The Manager will provide the employee with a Performance Review form so they may complete a self-assessment in advance of the meeting.

Both parties meet and work through the PR content agreeing on objectives and opportunities to be achieved over the next 6 months. Ensure they are SMART.*

The Manager will provide a completed/signed copy of the PR to HR for filing and to action anything which may be required. E.g. successful/unsuccessful probation letter etc.

QAIHC

Review Process Workflow Annual Review (12 months)
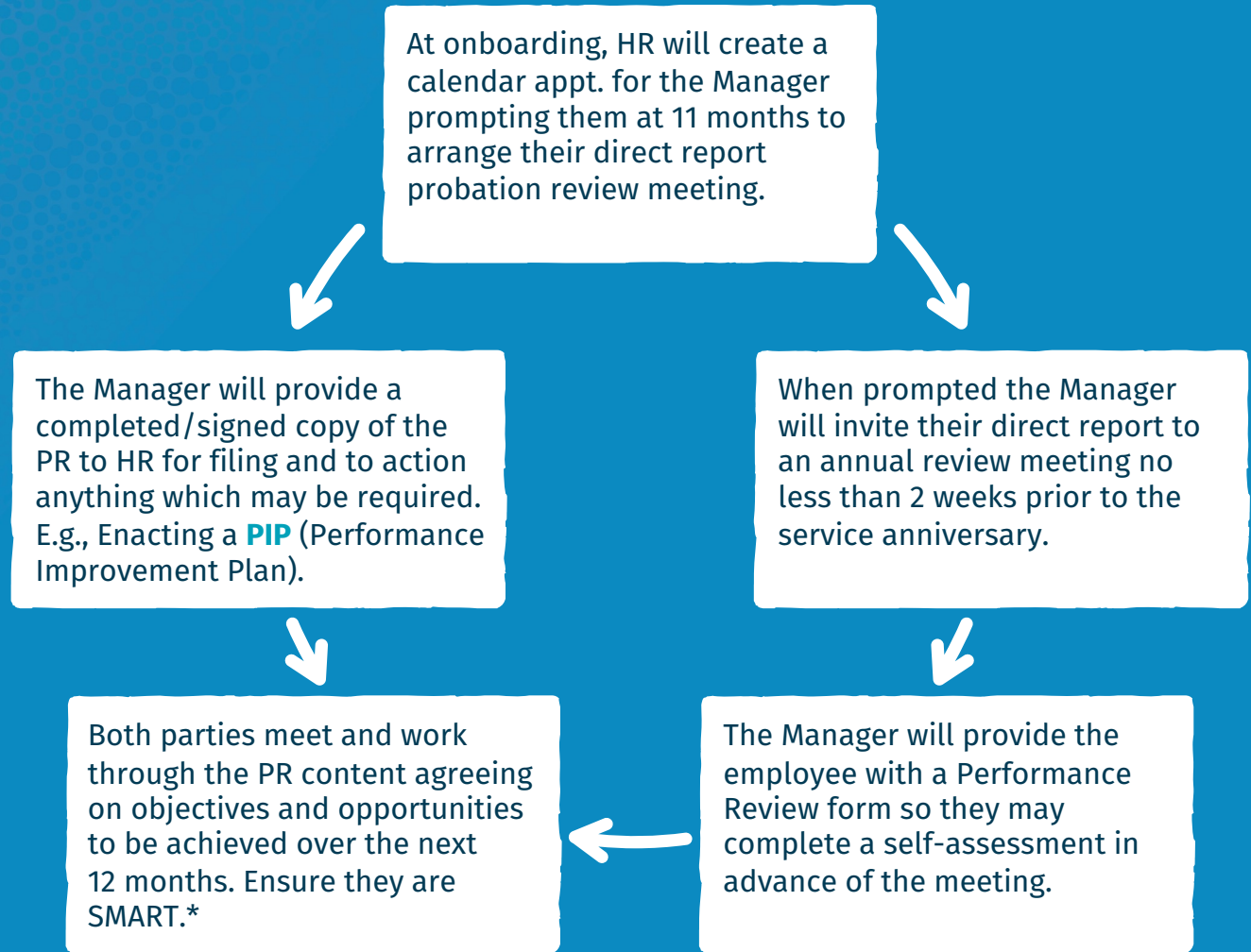
- Should be completed prior to 12-month anniversary (ideally at 11 months)

Useful Review Tools include:

- Most recent review
- Emails & other correspondence
- Observations of productivity/outcomes
- Inter/intra-departmental feedback
- 1 up/1 down solicited feedback
- Employee self-evaluation
- Leave records (absenteeism issues)

At onboarding, HR will create a calendar appt. for the Manager prompting them at 11 months to arrange their direct report probation review meeting.

When prompted the Manager will invite their direct report to an annual review meeting no less than 2 weeks prior to the service anniversary.

The Manager will provide the employee with a Performance Review form so they may complete a self-assessment in advance of the meeting.

Both parties meet and work through the PR content agreeing on objectives and opportunities to be achieved over the next 12 months. Ensure they are SMART.*

The Manager will provide a completed/signed copy of the PR to HR for filing and to action anything which may be required. E.g., Enacting a **PIP** (Performance Improvement Plan).

QAIHC

Performance Review
(OBJECTIVES, OUTCOMES AND VALUES BASED)

QAIHC
Queensland Aboriginal and
Islander Health Council

Employee Name:	**Reviewer / Manager Name:**
Department:	**Review Date:**
Role Title:	**Date of Last Review:**
Review Type: *(Please tick one)* ○ Probation ○ Annual Review	**Date of Next Review:**

Goals / Objectives	Employee Assessment		Reviewer / Manager Assessment	
List each objective that was set this performance period	**Achieved / Not Achieved**	**Comments**	**Achieved / Not Achieved**	**Comments**
Objective 1				
Objective 2				
Objective 3				
Objective 4				
Objective 5				

* ensure objectives are **SMART** (Specific, Measurable, Achievable, Relevant, Time bound)

Performance Review
(OBJECTIVES, OUTCOMES AND VALUES BASED)

Company Values Describe how the employee has demonstrated the Company Values in their work, attitde and delivery.	Enter your description in the text box below	Enter your description in the text box below
Excellence		
Cultural Practice		
Leadership		
Honesty		
Respect		
Integrity		
Innovation		
Diversity		
Uniqueness		

Performance Review
(OBJECTIVES, OUTCOMES AND VALUES BASED)

QAIHC
Queensland Aboriginal and
Islander Health Council

General Assessment	Enter your assessment in the text box below		Enter your assessment in the text box below	
What's been going well and why?				
What could be improved and why?				

Overall Performance Rating and Comments	Comments	Rating	Comments	Rating

Final Signatures	Employee signature		Reviewer / Manager signature	
	Date		Date	

What do the ratings mean?

4	Exceeds Expectations	The employee has performed above average and stretched themself to achieve positive feedback and ratings.
3	Meets Expectations	The employee has performed on par with their colleagues, and as per expectations for their role/position.
2	Improvement Required	The employee has performed below average. Focus should be placed on identifying measures to improve performance.
1	Significantly Underperforms	The employee has significantly underperformed in this performance period, and a **performance improvement plan** should be implemented.

S

SPECIFIC

It is difficult to meet abstract goals like "serve more patients" without clear criteria in pace. You need to define what "more" is to make the goal specific.
A better option may be to increase patients served by X per month." That gives a specific outcome you can use to guide strategies.

M

MEASURABLE

Not all goals are easily measurable. Think of something like patient satisfaction. This is an abstract concept that you will need to quantify. You may use surveys, asking patients to rank treatment on a 1-10 scale, to create measurable goals.

A

ACHIEVABLE

A goal should motivate, but not overwhelm you.
It should also be achievable based on that individual. If you set a goal to take 20 hours of CE classes per month, and you have never taken more than one, it is unlikely you will succeed.
A more realistic goal might be five hours. You can always increase from there.

R

RELEVANT

The goal to "increase patients served by X per month" listed before is not relevant to all dental assistants. Some may have little to no control over the number of patients they see every day. A relevant goal is one that they have direct control over.

T

TIME BOUND

Goals need to have deadlines to be achieved. Without a timeline, someone might miss steps or milestones that are necessary to the process. Creating weekly, monthly, and overall benchmarks will help you stay on track.

QAIHC

Performance Management/PIPS

Managing Underperformance

Best practice employers have regular discussions with employees about performance. They set clear goals and provide feedback and support to help employees perform at their best. If underperformance occurs, they take steps to manage it appropriately, sensitively and promptly.

Every workplace can enjoy the benefits of taking a best-practice approach to managing underperformance. These may include:

- a more harmonious, high performing workplace
- higher levels of employee engagement
- building a culture of continuous skill development and improvement
- maximising an employee's individual performance
- avoidance of legal disputes, such as unfair dismissal or bullying claims

Most of the time managing performance results in an employee executing their role as expected, but sometimes habitual underperformance may result in the need to create a PIP — performance improvement plan. You may also need to consider other options such as redeployment, demotion and sometimes, so long as all options have been exhausted and appropriate consultation has occurred, *termination of employment.*

A performance improvement plan is a document that sets out what the problem is with your employee's performance and what they need to do to improve it.

Managing Underperformance Fair Work Tools

PIP Template can be found here

REMEMBER:

- Document, document, document
- ROC – record of conversation
- "If it isn't documented, it didn't happen"

QAIHC

Performance Management

Disciplinary Meetings

The purpose of a disciplinary meeting is to formally address serious workplace issues with an employee such as; Ongoing performance concerns.

Misconduct — habitual absenteeism, fraud, sexual harassment, bullying, discrimination. Inappropriate conduct/behaviour with other employees, suppliers or customers.

Fair Work Managing Performance Tools

QAIHC

Key steps to managing a disciplinary meeting:

1. Is a disciplinary meeting necessary?
2. Be prepared (have all the facts). Don't have a preconceived outcome.
3. Act as soon as possible. Don't allow the matter to drag on.
4. What, when, where, who? Witness statements, video/audio evidence.
5. Consultation — invite employee with 24hrs notice — support person.
6. Be unbiased/impartial, positive and interactive as much as possible.
7. Allow the employee the right to reply (tell their side)
8. Take notes — (verbatim as close as possible), with no embellishment. (These may be called upon in a legal proceeding)
9. Be clear about outcomes/expectations, next steps etc.

- Be open-minded. Ideally, we are looking to correct the behaviour and retain the employee.
- Are there training opportunities for managers to better engage/lead their team?

QAIHC

Learning & Development

NOTE: If you highlight this in job ads and address it at the interview — then you MUST deliver, otherwise its counter-intuitive!

What is a learning and development strategy?

A learning and development (L&D) strategy sets out the workforce capabilities, skills and competencies the organisation needs, and how they can be developed to ensure a sustainable, successful organisation. It may also assist in workforce planning, recruitment and any redeployment/restructuring activities. L&D opportunities also show your workforce that you are committed to their growth by investing in them. This has a direct impact on attraction, performance (output) & retention.

SAMPLE: Effective L&D program

QAIHC

Learning and Development

- **Analyse** your needs
  (immediate, medium-term, long-term)

- **Identify** gaps
  (align remedial actions to your needs analysis)

- **Prioritise** what needs to be done now —
  triage needs

- **Plan** training to meet prioritised needs

- **Deliver** training

- **Assess** effectiveness — remediate if necessary

QAIHC
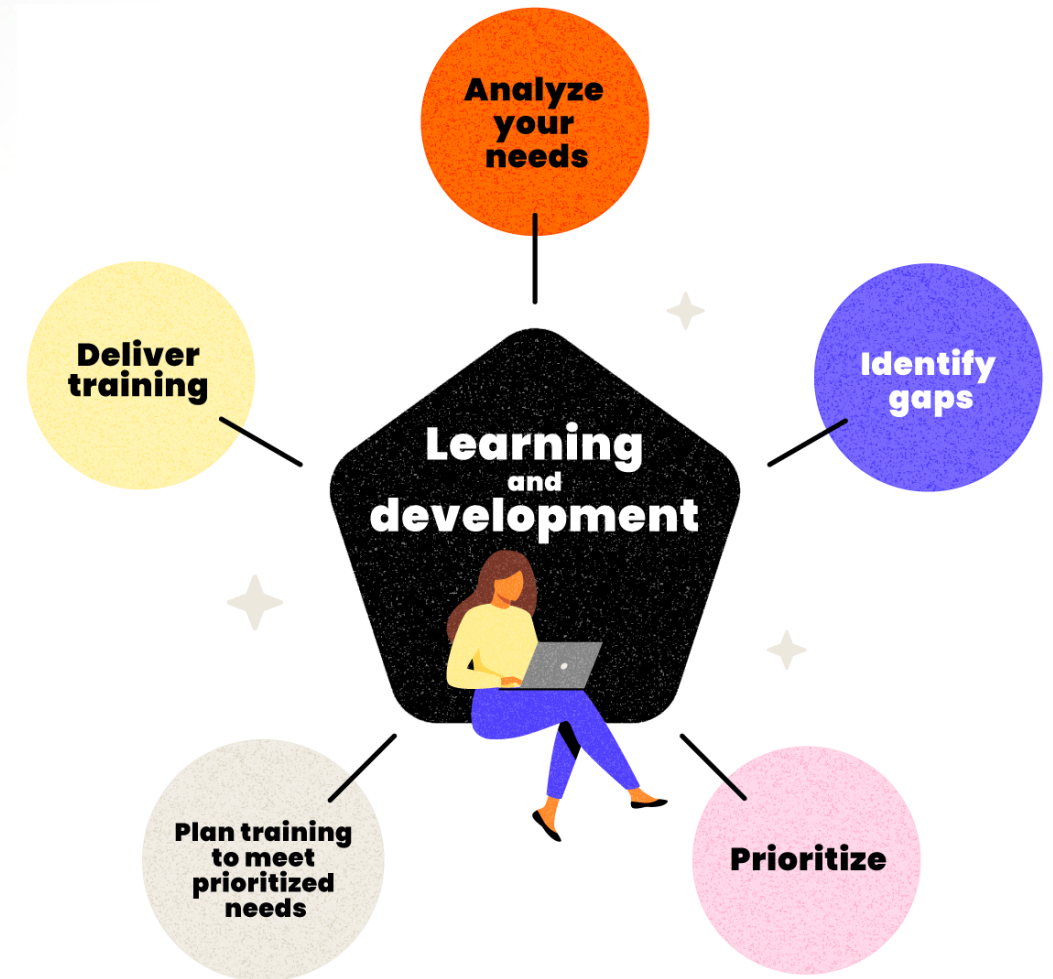
Workplace Health, Safety & RTW

- **Qualified RTW Coord?** WHS Committee

- Regular meetings (Take 5 — Safety Toolbox — Safety Share) etc.

- RTW – Documentation — maintain contact regularly (welfare checks & updates) — keep employees connected to the workplace — get them back ASAP (graduated return — alternate duties — redeployment)

- WorkSafe QLD RTW Plan

- Fair Work Health & Wellbeing

- WHS Obligations Business QLD

- Mental Health & First Aid Course

- RTW Coord Courses

QAIHC

Employee Relations & (IR) Is there a difference?

'Employee Relations' has replaced the term **'Industrial Relations'** which referred to collective relationships between employers and their workforce. Today's interpretation of employee relations is much wider and refers to <u>individual as well as collective workplace relationships.</u>

Examples

- Employee Engagement
- Workplace Safety
- Conflict Resolution
- Misconduct
- EBA (Enterprise Bargaining Agreement)

- Bullying & Sexual/ Harassment
- Training & Development
- Create Inclusive Workforce (DEI* — Diversity, Equity & Inclusion)

*Diversity, equity, and inclusion refers to organisational frameworks that seek to promote "the fair treatment and full participation of all people", particularly groups "who have historically been underrepresented or subject to discrimination" on the basis of identity or disability.

QAIHC

Workplace Investigations

What are the most common workplace investigations?

There are several different situations that can lead an employer to start an investigation. The most common are *sexual harassment, discrimination, bullying, workplace violence, violation of company policy, violation of law, performance and inappropriate behaviour.*

An employer inherently and legally holds a duty of care to its employees, and therefore if any complaints are made about another employee about a serious matter such as bullying, sexual harassment or fraud, the employer is obligated to investigate to prevent initial/further harm.

Fair Work Ombudsman (FWO) Investigations

Who should conduct a workplace investigation?

The investigator may be a member of an internal Human Resources team or an external party. In instances where the matter is of a serious nature and/or impartiality is not ensured then it is prudent to outsource the workplace investigation to an experienced firm.

What is an example of a workplace investigation?

Many workplace investigations stem from observations/allegations of general misconduct, or bad behavior. Behaviors such as yelling, making threats, rudeness, absenteeism, tardiness, gossiping, theft, vexatious behaviours or substance abuse can lead to a workplace investigation to determine what occurred, and what disciplinary measures need to take place.

QAIHC

Essential criteria to follow when conducting a workplace investigation:

- Confidentiality is paramount. Only involve those who need to be involved (employee, their manager, CEO etc.)

- Maintain an unbiased stance (visual, verbal) & in the thought process. Facts, not opinions or conjecture.

- Take accurate notes (as close to verbatim as possible) and if possible — take audio/video recording (with appropriate notice/permission)

- Ensure all notes etc., are stored securely.

On the conclusion of the investigation follow disciplinary action, termination, re-training/re-deployment protocols.

QAIHC

HRIS/HR Data & Analytics

A human resources information system (HRIS) helps companies manage and automate core HR processes. These HR software systems support benefits administration, time and attendance, payroll, and other workflows, as well as the storage of employee data, such as personal, demographic, and compensation information.

There are five main types of HRIS systems: **operational, strategic, tactical, comprehensive,** and **limited-function**. Each type of HRIS system is designed to address specific human resource management needs, and different companies will benefit from different types of HRIS software.

Examples of HRIS systems: *ELMO, PeopleSoft, Employment Hero, SAP (Success Factors)*

QAIHC

HR analytics (also known as people analytics) is the collection and application of talent data to improve critical talent and business outcomes. HR analytics enable HR leaders to develop data-driven insights to inform talent decisions, improve workforce processes and promote positive employee experience.

Benefits of HR Analytics

1. Practicing evidence-based HR
2. Improving recruitment & talent acquisition
3. Managing employee performance & productivity
4. Helping build equitable C&B packages
5. Enabling effective workforce planning
6. Easily conducting skills gap analyses
7. Boosting L&D, upskilling & reskilling
8. Preventing turnover
9. Improving candidate & employee experience
10. Identifying inefficiencies
11. Saving money
12. Supporting internal mobility
13. Preventing workplace misconduct
14. Improving workplace safety
15. Uncovering trends
16. Supporting your DEIB goals
17. Allowing organizations to be proactive
18. Adding value to the business

AIHR | ACADEMY TO INNOVATE HR

QAIHC

Employee Engagement/Satisfaction Surveys

Why conduct an employee engagement/satisfaction survey?

An employee engagement survey allows open and honest feedback between employers and staff. It provides an opportunity for direct communication about where your organisation is succeeding and where more support is needed. But importantly, running an employee engagement survey tells your people that their voice matters. Further, it enables you to commit resources/actions to areas of the business requiring extra attention. Basically, it shows what you are doing well, and not so well.

QAIHC
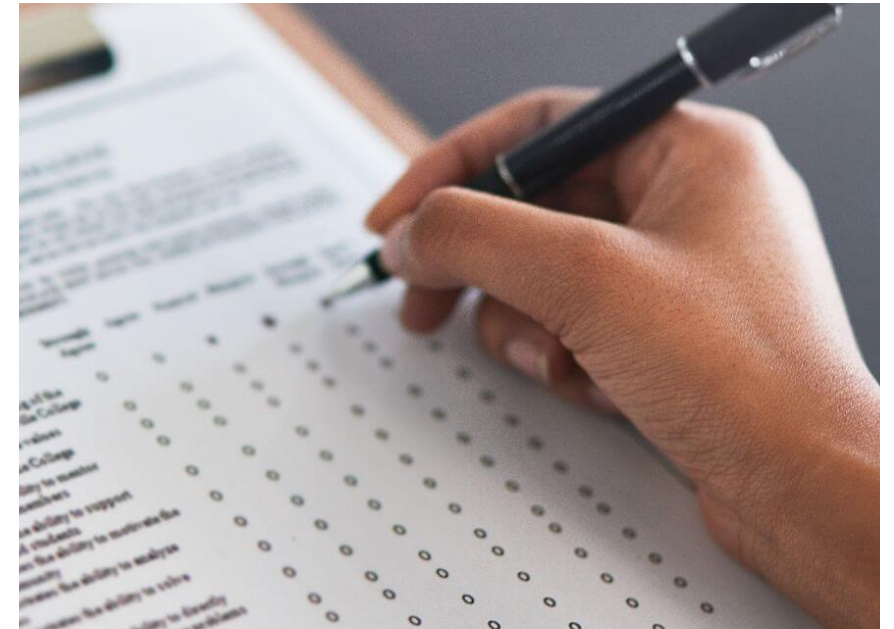
Mediums to conduct surveys include:
(anonymity for respondents is more effective)

- Internal paper-based (not ideal) cumbersome to produce, collate and assess!

- Internal electronic (such as your HRIS – Employment Hero, ELMO etc., Google forms or Sharepoint) (better)

- External electronic (such as SurveyMonkey) (even better)

- External vendors such as CultureAmp and Pathways Australia. They manage the entire process and provide detailed reporting. (BEST), but it does cost.

- And ensure you share the results and planned actions with the team as well as the progress /completion of agreed actions.

QAIHC

Legislation/Best Practice

What's the difference between the Fair Work Commission & Ombudsman?

The **Fair Work Ombudsman (FWO)** enforces compliance with the Fair Work Act, related legislation, awards and registered agreements. FWO also help employees and employers by providing advice, education and assistance on workplace rights and obligations.

Register with FWO here

The **Fair Work Commission (FWC)** on the other hand is the national workplace relations tribunal. They help resolve disputes at work, create awards, approve enterprise agreements and review the minimum wage. People can lodge applications for unfair dismissal and general protections with them, as well as apply for orders to stop bullying or sexual harassment.

QAIHC

The Legal Stuff
Important Legislation Enactment / Revision(s)

- Casual Conversion — 'a reminder'

- Family & Domestic Violence Leave

- Working From Home 60/40 (at least) — much on this in recent media and FWC rulings

- Sex Discrimination Act 1984 – Changes

- Secure Jobs, Better Pay

- Fixed Term Contracts (QAIHC has started the convo with member CEOs to lobby FW for exceptions)

- Protecting Worker Entitlements

- Pay Secrecy Amendment

- Annual Shutdown Award Changes

Remember; much of what we do is related to the way in which we communicate/consult with others. Always be professional, respectful and treat others as you would like to be treated.

QAIHC

Workplace law changes: June to December 2023

Below are some key workplace law changes happening June to December 2023.
Use our timeline to help track each and ensure you're aware of when they take effect.

Australian Government | Fair Work OMBUDSMAN

15% wage increase for aged care sector

Direct care and some senior food services employees in the aged care sector receive a 15% increase to minimum wages.

Find more information at **15% wage increase for aged care sector** (or fairwork.gov.au/aged-care).

Changes to Supported Employment Services Award

There are changes to:
- minimum rates
- classifications
- supported wage assessments.

Read more at **Supported Employment Services Award pay rates** (or fairwork.gov.au/ses-changes).

30 June 2023

Paid family and domestic violence leave

Employees of small business employers can access 10 days of paid family and domestic violence leave in a 12 month period.

Read more at **New paid family and domestic violence leave** (or fairwork.gov.au/newfdvl).

1 August 2023

Authorised employee deductions

Employees will be able to authorise salary deductions made by their employer that are recurring and for amounts that vary from time to time.

For more information, go to **Fair Work Act changes: Protecting Worker Entitlements** (or fairwork.gov.au/pwe).

30 December 2023

6 June 2023

Secure Jobs, Better Pay workplace laws

These are changes to:
- flexible working arrangements
- extending unpaid parental leave
- agreement-making
- bargaining.

Learn more at **Secure Jobs, Better Pay: Changes to Australian workplace laws** (or fairwork.gov.au/sjbp).

1 July 2023

Minimum wage increase

National minimum wage increases to $882.80 per week or $23.23 per hour.

Minimum wages under awards increase by 5.75%.

Go to **Minimum wage increase from 1 July 2023** (or fairwork.gov.au/awr-2023).

Increase to superannuation guarantee

The superannuation guarantee increases to 11%.

Go to **Minimum wage increase from 1 July 2023** (or fairwork.gov.au/awr-2023).

New monetary cap for small claims court

The monetary cap for small claims court increases to $100,000.

Find out more: **Secure Jobs, Better Pay: Changes to Australian workplace laws** (or fairwork.gov.au/sjbp).

Unpaid parental leave changes

From 1 July 2023, the Fair Work Act will include greater flexibility for employees when taking unpaid parental leave.

For more information, go to **Fair Work Act changes: Protecting Worker Entitlements** (or fairwork.gov.au/pwe).

Paid parental leave changes

The current entitlement to 18 weeks' paid parental leave pay will be combined with the current Dad and Partner Pay entitlement to 2 weeks' pay.

Understand what applies at **Changes to the paid parental leave scheme** (or fairwork.gov.au/changes-to-ppl).

6 December 2023

Limits to fixed contracts

Limits to fixed term contracts, with requirements for employers to issue employees the new Fixed Term Contract Information Statement.

Check out **Secure Jobs, Better Pay: Changes to Australian workplace laws** (or fairwork.gov.au/sjbp) for more information.

Please note this isn't a complete list of upcoming workplace law changes. There may be other changes affecting employers and employees during this time not covered here.
Subscribe to our email updates to receive updates relevant to you.

Last updated: 11 July 2023

QAIHC

General Admin (PD's, PnP, ?)

It is vital to ensure that all formal documents are reflective of current legislation and/or industry best practice. Keep information as succinct and relevant to role/business as possible. **Examples:** Position Descriptions, Company Policies & Procedures (there is a difference).

A position description (PD) is a written **summary** of **the most important features** of a position including: the general nature of the work performed, the specific duties and responsibilities, and the qualifications needed to do the job. **Don't overdo them! KISS!** Always provide a PD pre/post interview or at the very least at onboarding. It's a good idea to have the candidate/incumbent sign off to confirm understanding and compliance, which may assist in future recourse if a task is objected to etc.

QAIHC

Policies are the guiding principles of your organisation.
Policies can be rules such as dress codes, conduct codes and so forth. They can also relate to procedures, outlining the procedure's purpose and effectiveness measures. Many businesses and business owners stop here. They say they have a policy of ensuring customer satisfaction through prompt service but unless tied to a concrete procedure, the end result will always vary wildly. Worse still, because these policies are often only understood by the business owner, they can't ever take a step back from the business.

Procedures are a particular way of doing something, usually outlined in a series of steps or a cycle to be followed to accomplish a result.
Having your policies and procedures clearly documented improves procedure control — and therefore, performance outcome — and provides a clear scope for monitoring and further improving your business's systems. Procedures allow you to isolate where an issue is coming from and address it promptly; that's far more likely to lead to customer satisfaction than a wistful policy.

Remember a role in HR is privileged and has access to a myriad of information, so absolute privacy and confidentiality is a must. Never compromise this as it may compromise your ongoing tenure and in fact, lead to legal proceedings against the business and/or yourself.

QAIHC

Professional Development/Membership & Resources

AHRI — Australian HR Institute (CAHRI, MAHRI, FAHRI)

- Professional Membership (Nationally recognised)
- Professional Development (Conferences, events and courses)
- Annual Mentoring Program
- Resources

AIHR — Academy to Innovate HR

- Professional development (Conferences, events and courses)
- Tools and resources

QAIHC

Questions?

QAIHC

qaihc.com.au