



BRINGING A RETURN
ON INVESTMENT TO
YOUR HR PRACTICES



THE
HUMAN RESOURCES
CENTRE

BRINGING A RETURN ON INVESTMENT TO YOUR HR PRACTICES



HR practices should be easy to implement, cost effective and assist you to achieve compliance and your business goals.

If you have identified areas where your HR can be improved or you have identified the need for a HR resource, ask us about our streamline packages that allow you to “get back on with work”.

Our programs are tailored to fit your business.

You can engage us to implement a full program of HR, packages of services or a one off service.

OUR MOST POPULAR PACKAGES ARE DETAILED IN THIS BOOKLET. THESE ARE:

- 04 **THE 'HR CLEAN SLATE' PACKAGE**
designed for organisations with little or no HR and who require a tailored HR program rapidly.
- 04 **THE 'HR MANAGER EXTRAORDINAIRE' PACKAGE**
designed as a longer term solution to your ongoing HR practices and administration.
- 05 **THE 'DO IT RIGHT' COMPLIANCE PACKAGE**
is a favourite by organisations that require rapid policy review, implementation and training for all governance or HR topics.
- 05 **THE 'BECOMING ONE MERGER' PACKAGE**
brings organisations together through structural alignment, consolidation of HR practices, managing the change and creating a longer term HR strategy for the newly merged organisation.
- 06 **THE 'EASY ADMINISTRATION' PACKAGE**
refines work flows, implements a HR information system and ultimately brings down the cost of HR per employee.
- 06 **THE 'EMPLOYER OF CHOICE' PACKAGE**
is for the evolved HR organisation. It refines policies, trains leaders, brands employment and creates a pathway for successful achievement of this award status.
- 07 **THE 'CULTURE BUILDING' PACKAGE**
is for organisations experiencing or about to experience a low point in their organisational cycle. It systematically looks at leadership, structure, and the cultural web of the organisation and an organisational psychologist plans, trains and implements a reform to performance and happiness.
- 07 **THE 'HIGH PERFORMANCE ORGANISATION' PACKAGE**
is for organisations looking to improve accountability among all staff and divisions. It implements performance systems, conducts reviews, establishes and measures service levels and ensures improvement or celebration systems exist based on outcomes.

THE 'HR CLEAN SLATE' PACKAGE

designed for organisations with little or no HR and who require a tailored program rapidly.

This program is a popular choice for small businesses or medium size businesses that have recently identified a need for greater systems and processes of HR.

A Senior HR Practitioner will implement and provide for your business:

- A long-term HR plan according to your business needs and current culture
- Performance management & feedback systems
- Training programs developed according to business objectives
- Remuneration and rewards reviews
- Employment branding, recruitment & selection
- Management of a personnel hotline and employee relations and
- Policy compliance and management of industrial relations matters

"We identified a need for HR in our organisation after a period of rapid growth. Line Managers were constantly undertaking HR related matters and needed support. We didn't feel ready to hire a dedicated HR person. The HR Centre started from scratch and quickly and easily implemented systems that our Line Managers could follow. At least we know we are now compliant and if and when we grow a little more and require a dedicated HR person, we now have "best practice" systems in place for them to work with."

Chief Executive Officer
Manufacturing, 45 personnel

THE 'HR MANAGER EXTRAORDINAIRE' PACKAGE

designed as a longer term solution to your ongoing HR practices and administration.

This package is used by organisations who have been unable to secure a high calibre HR professional in the marketplace or who enjoy the rapid ongoing performance of a dedicated HR professional from The HR Centre. Based on your business requirements on or off site and single or multiple resourcing is available.

A Senior HR Practitioner will perform to the highest service levels for:

- Management of a personnel hotline and industrial relations
- Recruitment, selection and assessment
- Training, development including facilitation of programs
- Managing performance & performance systems
- Senior and Line Management consultation and support and
- HR Administration, reporting, metrics & evaluation

"We had been through multiple rounds of recruitment and were unable to secure the right HR person for our organisation. The HR Centre offered a cost effective solution and provided a HR resource that fits into our management team and our culture perfectly. Because he is highly qualified, receives ongoing training and access to The HR Centre systems, his performance is second to none. We wish we had known about The HR Manager Extraordinaire package earlier. It really is extraordinary service!"

Chief Operating Officer
Finance & Accounting Firm, 110 employees

THE 'DO IT RIGHT' COMPLIANCE PACKAGE

is a favourite by organisations that require rapid policy review, implementation and training for all governance or HR topics.

The Compliance Package is a must for all organisations wanting to improve their policies and behaviours and mitigate financial and legal loss and risk. This can be completed as an audit program or an implementation program with minimal interruption to the business.

A senior Employment Relations Lawyer and HR practitioner will:

- Review all policies relating to Conduct, OHS, EEO, Workplace Agreements and Discipline
- Ensure policies of governance and ethics exist and are in use
- Implement programs of OHS, Injury Management and First Aid
- Provide facilitation and training in structured awareness programs
- Provide a whistle-blowing hotline and grievance management referral to The Resolution Centre (our group company) and
- Resolve workplace conflict through accredited mediation by The Resolution Centre

"We had some grievances and conflict in our organisation that had resulted from mismanagement in a couple of divisions. The HR Centre helped us solve the immediate problems and avert the problems escalating. Since they have completed an audit, filled the gaps and updated our compliance programs we are no longer at risk of expensive law suits and we can relax knowing that our staff are cared for."

Chief Executive Officer

Insurance Provider, 540 employees

THE 'BECOMING ONE MERGER' PACKAGE

brings organisations together through structural alignment, consolidation of HR practices, managing the change and creating a longer term HR strategy for the newly merged organisation.

Growth comes rapidly when organisations acquire and merge. With growth comes the need to manage individuals through change and opportunities to consolidate.

A team of senior HR practitioners or just one can assist your merging businesses to:

- Plan structural changes according to the overall new business objectives
- Manage individuals through contractual changes, departures and role changes
- Analyse and design all working positions
- Undertake systematic culture building programs including leadership development and
- Develop a new longer term HR strategy that drives and supports the organisation

"We knew that merging was our only option to stay competitive in our market. The question was; how do we maintain the talent that we have and optimise opportunities for cost savings? The HR Centre handled all matters HR from planning merged divisions, management structures and workflows to implementing new employment agreements, undertaking staff counselling and even making the changes fun for staff."

Corporate Services Director

Shipping & Logistics, 230 employees

06 THE 'EASY ADMINISTRATION' PACKAGE

refines work flows, implements a HR information system and ultimately brings down the cost of HR per employee.

Organisations that have a need to cut down HR expenditure per employee without compromising the organisational performance can often do so by refining their HR processes and systems. Starting with accurately measuring what HR is costing your organisation, this program offers organisations an option to streamline or completely outsource the HR administration functions.

This package can be completed in a brief amount of time, it includes:

- Measuring the cost of HR per employee and defining acceptable future ranges
- Reviewing all HR practices and processes and developing a refined strategy according to the business needs
- Determining viable changes in HR programs, work flows and systems and implementing these
- Undertaking culture and leadership development programs that reduce the need for "soft" HR services to the business and
- Measuring success and achievement of savings for HR

"We had heard that most organisations should be able to operate with 1 HR resource per 70 employees. We had 4 full-time contract HR staff members that were run off their feet. By reviewing our systems, HR processes and bringing accountability to our Line Managers, The HR Centre helped us reduce this to 2 HR staff members in a matter of 6 months ... and the HR service to the organisation actually improved!"

Managing Director
Technology, 90 employees

THE 'EMPLOYER OF CHOICE' PACKAGE

is for the evolved HR organisation. It refines policies, trains leaders, brands employment and creates a pathway for successful achievement of this award status.

If your organisation would like to attract the best candidates in the marketplace, it would help to officially be recognised as an "Employer of Choice". To achieve this standing, organisations must ensure their leadership, culture and HR practices are "best practice" and a stand out in their industry. They also must ensure that HR strategies propel business performance.

A senior HR practitioner will take your HR programs and bring them to life by:

- Auditing and systematically planning areas for development
- Building awareness of "Employer of Choice" practices in leadership programs
- Re-creating and implementing policies of compliance as an "Employer of Choice"
- Ensuring "best practice" across all HR functions and
- Managing the audit and successful award process

"Gaining employer of choice status has been a winner for us in attracting the best people in the business. We have received an enormous return on investment through the cultural changes and enhanced business performance that this status has intrinsically bought to us."

HR Director
Hospitality, 350 employees

THE 'CULTURE BUILDING' PACKAGE

is for organisations experiencing or about to experience a low point in their organisational cycle. It systematically looks at leadership, structure, and the cultural web of the organisation and an organisational psychologist plans, trains and implements a reform to performance and happiness.

Culture needn't be intangible. Great leaders will ensure that it is built or changed in a systematic way and that it supports and drives the overall organisational performance.

A Senior Organisational Psychologist and HR Practitioner can take the guess work out of culture by:

- Developing an understanding of what drives culture among leaders and managers
- Ensuring that the management and structure of an organisation support cultural reform
- Ensuring the best and most appropriate use of power and accountability systems
- Creating tangible symbols, rituals and routines that bring about the desired culture
- Ensuring and implementing control systems and compliance that support the desired culture
- Ensuring that only positive stories and paradigms that affect culture exist in the workplace and
- Measuring cultural change and reform

"I had read many books and sat through many lectures on cultural reform and still had no idea how to practically implement a change in culture. The HR Centre was able to translate all the theory into actual practices and results that translated into a better performing organisation"

Chief Executive Officer

Retail & Franchise, 180 employees

THE 'HIGH PERFORMANCE ORGANISATION' PACKAGE

is for organisations looking to improve accountability among all staff and divisions. It implements performance systems, conducts reviews, establishes and measures service levels and ensures improvement or celebration systems exist based on outcomes.

Many organisations have their HR practices in place however they have had difficulty implementing performance systems. This package is a quick fix solution that rapidly implements "best practice" systems that are easy to maintain and embraced by staff.

If this sounds like your organisation, try improving performance with a package that includes:

- Development of policies and templates regarding performance planning and reviews;
- Training for Managers and Supervisors on planning and reviewing performance;
- Benchmarking "service levels" across internal departments;
- Building management initiatives for improvement across all accountable areas;
- Building positive awareness with all staff about performance systems
- Ensuring leaders understand their leadership style and areas for improvement; and
- Conducting 360° performance reviews for all management staff.

"We have some great people and great Managers but in the last couple of years, services across the organisation have dropped as we have grown. The HR Centre helped us build in easy processes that ensured that every person's and every division's performance was measured and accountable for ongoing improvement. We saw positive changes in people that we never thought would change in a matter of three months."

Owner Publishing, 55 employees

BRINGING A RETURN ON INVESTMENT TO YOUR HR PRACTICES

BUSINESS MISSION

"To provide world-class, measurable human resources consultancy and practices that ensure the ongoing and exceptional performance of Australian organisations"

OUR VALUES

Our highest priority is our customer and ensuring their HR practices propel their business objectives and goals

To implement HR programs that make a measurable return on investment and are compliant with legal frameworks

To bring "best practice" and advanced HR practices to even the most sophisticated of HR programs and

To ensure that organisations without HR practices develop a comprehensive program that is practical and administered by HR specialists in a cost-effective manner



THE
HUMAN RESOURCES
CENTRE

SYDNEY . MELBOURNE . BRISBANE . ADELAIDE
PERTH . DARWIN . HOBART . CANBERRA

National toll free number **1300 554 381**
www.humanresourcescentre.com.au