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Human Resource Management (HR)

Human resource management (HR) is the recruitment and management of people to work within an organisation. HR is important as it supports the people who contribute to the organisation, and thus directly impacts the work of the organisation. Though larger companies often have a dedicated HR manager or team, this is not necessarily essential for smaller organisations. It is however crucial that the person or people in charge of management for an organisation is familiar with its HR policies and procedures. These policies and procedures also need to be accessible for employees and volunteers.

Recruitment

Recruitment is the process of hiring new and suitable staff members or volunteers for an organisation. In recruiting new people, the following process is important to consider:

- Assess the need for a new employee and if you have the resources for a new employee
- Advertise the position in accurate, clear and non-discriminatory language
- Select applicants to interview against an objective criteria and reject those who do not meet these criteria
- Establish an interview panel, conduct reference checks and ensure that the interviewee's qualifications are valid and that they are eligible to work in Australia
- Make formal employment offer in writing, check contract meets legal standards outlined below

A more detailed checklist of the recruitment process can be found here:
<https://www.hrsuccess.com.au/files/Recruitment-Checklist.pdf>

National Employment Standards

The Fair Work Ombudsman developed the National Employment Standards, which commenced in 2010. All employees in Australia are covered by the Standards regardless of the award, registered agreement or employment contract in place. The Standards stipulate 10 entitlements for all employees. These are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal carers leave and compassionate leave
- Community service leave
- Long service leave
- Public holidays

- Notice of termination and redundancy pay
- Fair Work Information Statement

Casual employees are not entitled to all of these entitlements, though casuals who have been employed regularly and systematically for at least 12 months have more entitlements than casuals who have not. For more information, see <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

Awards and Pay

A modern award sets out the minimum terms and conditions of employment. There are different awards for different industries and occupations. Awards cover employers and employees who carry out work within that award. Terms and conditions in an award include pay, hours of work, rosters, breaks, allowances, penalty rates and overtime. A common award used in the settlement sector is the Social, Community, Home Care and Disability Services Industry Award 2010, which can be accessed here:

<http://awardviewer.fwo.gov.au/award/show/MA000100>

It is essential to be aware of the terms and conditions within awards, as many are updated with increases every year.

Not all every position in an organisation will be governed by an Award. In these instances, it is possible to negotiate appropriate salary and other terms and conditions. These must be recorded in an employment contract.

Superannuation

Superannuation (super) is money that is paid by an employer into their employee's super account to be accessed in their retirement. By law, employers must pay 9.5% of employees income into a super account. This is inclusive of bonuses, commissions and loadings.

You can check your super responsibilities and obligations here:

<https://www.ato.gov.au/Business/Super-for-employers/Run-a-quick-check-of-your-super-obligations/>

Employee Training and Development

It is the responsibility of an organisation to make sure their employees have necessary knowledge and skills to continue to do their job. Commitments and allocation of resources to training and development is thus a necessity for businesses. Training includes formal courses or workshops that help the employee develop a technical skill or specific knowledge set to improve their current work. Development is more extensive and inclusive of broader sector knowledge, personal growth and considers future performance or the individual and organisation. Training and development can be delivered in person, or in an online form such as a webinar. A commitment to training and development is highly beneficial for an organisation, not only due to improved skills, but the improved motivation, engagement and competency of their employee.

Some organisations will set aside a specific part of their budget to fund their employees' training and development and should keep a record/register of the training conducted.

Useful Resources

- Fair Work Information Statement: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/fair-work-information-statement>
- Minimum Wage Information: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages>
- Learning and Development Resource: <https://www.ahri.com.au/assist/learning-and-development>