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# MDN'S
# HR/ER/IR SERVICES

## 1. HR AUDITING

***Be Aware Of Your Requirements Under The Fair Work Act And Best Practice Standards***

### *(A) Wages and Conditions of Employment Auditing (Statutory Compliance)*

- Are you compliant in regard to bullying, harassment and conduct training?
- Do your management processes meet required disciplinary procedural standards (including dismissal protocols?)
- Do your Payroll and HR administration records meet legal requirements?
- Are you paying the right wages and providing the appropriate conditions of employment?

### *(B) Contracts and Agreements Compliance*

- Are employment Contracts and Agreements up to date?
- Is the business compliant with Award provisions?
- Are employer obligations in Contracts and Agreements being met?

### *(C) Climate/Staff Surveys*

- Do you regularly measure the morale and culture of your business?
- Do you obtain regular honest feedback from employees?
- Do you use Climate/Staff Surveys or other processes to identify people management priorities for the business?

### *(D) HR Best Practice Auditing*

- Does your workplace operate to agreed HR management standards?
- Do you benchmark HR performance against an agreed standard?
- Are you an "employer of choice" within the labour market?
- Do you have performance standards and a code of conduct in place?

## 2. TRAINING AND SKILLS ASSESSMENT

***Linking Pay, Rewards, Performance And Training***

**We are committed to training and skills** assessment that require results which are measurable and we are experts in the design and implementation of competency based training and assessment systems.

Our team has extensive experience in the design of pay and wage structures linked to gaining and utilisation of the skills required by the business and the related workplace. These training systems can also allow you to provide your employees with a career path into the future not simply a job and enhance your workplace productivity and your ability to be viewed in the labour market as an employer of choice. We are available to assist with one-on-one or group Manager training or coaching.

## 3. HR/ER PLANNING/WORKPLACE RESTRUCTURING

***Failing To Plan, Is Planning To Fail***

***HR/ER Planning***

***(A) Collective Agreement Planning***

- Does the business have a clear idea of what key gains need to be negotiated?
- Are there clear communication lines open directly with your employees?
- Is the business aware of what the Union strategy will be?
- Has the business been compliant with requirements of the existing agreement?
- Are there "custom and practice" matters in the existing agreement which should be challenged going forward?

***(B) Collective Agreement Planning***

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***(C) Productivity Improvement Planning***

- Is the workplace free from restrictive work practices?
- Are overtime costs effectively controlled?
- Are crewing and staffing levels cost effective?
- How can work practices be changed to improve productivity?
- Is timekeeping and absenteeism under control?
- Is Personal Leave taking being monitored and effectively managed?
- Are employees carrying out all duties required by their Contract or Agreement?

***(D) Annual HR/ER Planning***

- Do you have a HR Plan linked to your overall Business Plan?
- Do you have a HR budget for the year?
- Do you require your HR activities to be accountable against a Plan?
- Are you annually planning your training, recruitment, salary and performance reviews and succession?
- Is there a HR Plan to reduce costs and improve performance across the business?

***(E) Workplace Restructuring***

- We will ensure that your strategic restructuring plans are completed on time; on budget and in the most professional manner possible ensuring excellent levels of communication with all stakeholders.

- Our team has extensive experience and track records of proven results in the implementation of employer plans for workplace restructuring. This success has covered unionised and non-unionised workplaces across a variety of industry types.

## 4. WORKPLACE ISSUES AND DISPUTES INCIDENT INVESTIGATION

***There Are Circumstances Where An Employer Is Best To Have A Workplace Matter Independently Investigated***

***For Example:***

- Bullying and Harassment.
- Sexual Harassment cases.
- Workplace discrimination.
- Allegations against a Manager or owner.

Our team are experienced in conducting an extensive range of investigations and providing written reports with recommendations.

***Conflict Resolution and Mediation***

Our team has extensive knowledge and experience in resolving workplace conflicts and acting as mediators in disputes.

***For Example:***

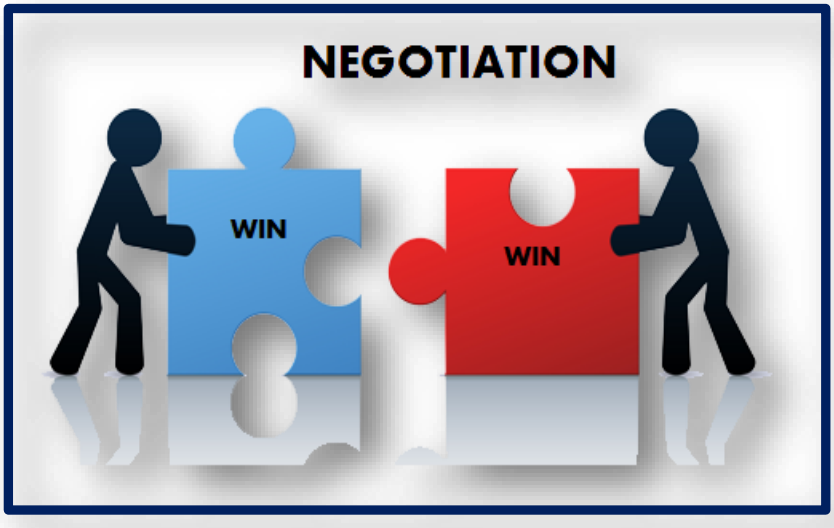
- Employee conflicts within a Department.
- Industrial Disputes.
- Employee grievance matters.
- Managing employee and employer industrial action.

Our team has extensive experience in employer representation at the Fair Work Commission and Human Rights Commission and in preparation of matters to go before relevant tribunals.

***Fair Work Commission Representation***

Our team have represented organisations in the Fair Work Commission over a whole range of industrial matters but especially in relation to award modernisation, industrial disputes and unfair dismissal claims.

***Disciplinary Standards and Procedures***

Do you have clear procedures to ensure sanctions are consistent, fair and reasonable and in accordance with the law?

*MDN adopts a gender-sensitive approach to all client work whether in recruitment, career coaching, transition, mentoring or other related management and HR consulting engagements*