



PLANNING

Plan the current and future staffing needs of your business to meet growing numbers and expectations of customers. Also ensure you have the right process and systems in place to support the human resources needs of the business. This can include;

- Workforce planning will assist in mapping out the numbers of employees, with what skills and knowledge.
- Succession planning will identify which employees have the skills and experience to step up while someone is on leave or should resign from the organisation
- Compliance around maintaining and communicating changes to workplace policies and procedures as well as relevant law
- Process improvement to streamline or outsource human resources functions or processes.
- Technology can support many human resources functions making processes more efficient and accessible as well as good record keeping.
- Reporting capability can support the annual audits.



ATTRACTION

Attracting the right candidates and ultimately employing the right person can be a lengthy process, so it is important to ensure you are investing in a process which sets the employer and employee up for success. This can include;

- Using best practice advertising, shortlisting and interviewing techniques as well as necessary reference and background checks.
- Current employment contracts and new starter documentation which is kept on a secure employee file.
- Welcoming induction programs which inform the employee of everything they need to know about the business, where to access information and potentially set them up with a buddy.
- Structured probation which enables regular meetings, open and two way communication to set expectations and receive feedback.



MANAGEMENT

Managing the development of employees will enable them to be engaged and grow with the needs of the role, the business and customer expectations. This can include;

- Structured performance appraisals which reviews outcomes, manages expectations, enables feedback and opportunities to discuss career progression. It should be a regular process which is documented.
- Mandatory or tailored learning and development offerings including upskilling, team building/planning days, leadership development
- Compliant performance management processes and coaching through difficult conversations.



RETAINING

Retaining employees is an important part in making individuals feel a part of the business, valued for the work they produce and developing a good brand. This can include;

- Targeted health and wellbeing initiatives that support charities and promote health awareness.
- Competitive salaries and payroll options including salary sacrifice and donations through payroll to charities.
- Engaging employee benefits including flexible working arrangements, staff social functions, birthday morning teas, employee assistance programs, different types of leave – paid volunteer, purchased leave, sick leave bank.
- Structured reward and service award programs.



CONCLUDING

Concluding employment is the end of the employee lifecycle and can occur in a number of ways. This can include;

- Compliant redundancy and redeployment processes and coaching through difficult conversations
- Termination by employer for misconduct or under-performance which requires a thorough and well documented process.
- Termination by employee.

