

EVENTS:

- [EVENT: 'Contemporary issues for the SME organisation survival'](#). Discover and be aware of the real issues impacting SME's growth through the HR Life-cycle. Wednesday 9th April 2008. [Page 2](#)
- [EVENT: Annual Industrial Relations Conference](#): Workshop—How the IR Changes will have a practical impact on your HR. [Page 2](#)

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FREE! - On Call Pay Premiums and Expense Report.. 1

NEXT ISSUE: How to manage high aptitude technical employees.

The Employment forecast...

When the police come knocking...

Take Flight! Newsletter

Vol. 2 Editio 2

April 2008

The Thorny Issues of Legislation Change

Changes to our IR law may not be all a bed of roses for small to medium business.

As the 'first wave' of dismantling the previous Liberal government work choices regime starts to unfold, employers need to prepare themselves for what these changes will mean for their organisation. Cabinet in mid-December last year approved a series of initial reforms which were tabled in the new Bill for passed this month. These include:

- The prevention of the creation of new Australian Workplace Agreements
- The abolition of the fairness test

- The reintroduction of the no-disadvantage test (which existed prior to the introduc-



tion of WorkChoices).

- A 10 minimum standards model, which will see the safety net provided to employees significantly expanded.

These changes, which will feature in the 'first wave' of industrial reform, are a sub-

stantial step towards Labor's pre-election promise to 'tear up' WorkChoices. Such changes will grossly impact upon relations between employees and employers in the coming years.

Pre-election promises expected to be presented and developed and the second wave of reform mid-2008 are specifically on proposed changes to unfair dismissal.

The Key Points will be:

[continued page 2...](#)

Would you like to know how you stack up against the Best Employers in how effective your HR practices really are?

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Developing an On-Call Policy

Customer Service is at the fore front of most companies critical strategy priorities and whilst your customer service staff are the lynch pin to the strategies success it is essential to plan and incentivize coal face staff in not only being willing to work in addition to and outside 'normal'

work hours, but to really be motivated and present to the customer at those times.

It is equally critical to develop a **good on call policy** as it is an essential part of the larger customer service strategy.

As you develop your on-call pay policy it is important to

take in the following considerations.....

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[For a FREE report on latest figures on supplemental pay for technical employees required to be on call visit:](#)

www.corporatecanary.com.au



The Thorny Issues of Legislation Change (continued)...

For businesses employing 15 or less employees: employees are not permitted to make an unfair dismissal claim if dismissed within the first 12 months of their employment.

• For businesses employing 15 or more employees: employees are not permitted to make an unfair dismissal claim within the first 6 months of their employment.

• If subject to an award, the employee must earn less than \$98,200 annually to be allowed to bring a claim.

• An unfair dismissal claim must be made within 7 days of dismissal.

• Fair Work Australia will be responsible for dealing with dismissal issues, not the Workplace Ombudsman.

So what does this mean for SME's over the coming year? And what should you do to prepare yourself and shore up against impending risks?

For full article and practical advice go to:

www.corporatecanary.com.au

News

“A Managers job is not to get satisfactory performance from employees, but to have them go beyond the call of duty, consistently”

- Jack Welch



Developing an On-Call Policy (continued)...

1. Balance your business needs with industrial relations and legal considerations.

2. Adequately define what constitutes 'on-call' pay for your company. Indicate what does qualify for on-call pay and what does not and give examples.

3. Provide examples of 'regular service', 'on-call' situations as well as emergency or crisis situations that would require an

employee to be available and the on-call rate in each circumstance. Eg, 'regular' versus 'emergency' situation.

4. Consider the impact 'on-call' remuneration has on other employment costs, such as payroll tax and superannuation, versus calling it a 'non-discretionary payment'.

5. Consider a pilot group of external managers and key staff

to test run the policy to act as a vehicle for open question and feedback. A pilot group can provide fresh ideas, and perspectives and involving employees eases the way for engaging employees.

For other considerations and full report go to:

www.corporatecanary.com.au

News..

Up coming Events:

2nd April 2008

3rd Annual Industrial Relations Forum—Work shop:

[Organisational structure, culture, and the enhanced role of HR – post Work Choices](#)

Anne-Marie Orrock, Managing Director of Corporate Canary will be leading a workshop on reviewing the risks and opportunities of the changing IR landscape, understanding the strategic business context for HR, and best

practices on recruitment and attraction.

For more information & booking go to:

www.tonkincorporation.com

9th April 2008

[Contemporary issues for the SME organisation survival'](#)

Anne-Marie will be discussing the major socio-economic issues that combined are affecting the business community like never before.

This is a 'wake-up' call to business owners on how to move with the change or perish!

Anne-Marie will present practical solutions and considerations to help your company survive and thrive through this new employment environment.

For more information and booking go to:

www.acs.org.au events calendar



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Helping Your Company Take Flight.

Corporate Canary helps SME businesses leverage their growth and performance and reach their goals sooner by getting enhanced outcomes from their people and HR Strategy.

An initial consultation with Corporate Canary will help you identify the areas of your HR strategies that need improvement and those that are impacting your ability to move forward.

Through extensive experience with developing the HR infrastructure and HR strategy in SME businesses within the ITC industry, founder Anne-Marie Orrock brings the **value** of:

- Helping you align your activities to your business goals and objectives
- Easing your people issues and adding expert insight to smooth the way.
- Building your value as an employer in the eyes of your employees and in attracting new staff
- Giving you time and space back to achieve your priorities.
- Give you an advantage that your competitors will be envious of.

Services Offering:

The Corporate Canary service offering covers the full 'HR Lifecycle' of an organisation from recruitment & selection through to Performance and Engagement Strategies and processes and retention.

For a full list of services visit: www.corporatecanary.com.au

How Do Your HR Practices Stack Up?

In our January newsletter we discussed the importance of leveraging your human capital investment that you have made in the business—but all too often business owners and leaders are busy with initiatives that ensure a short term gain, but spend less time on those that bring lasting sustainability and growth and long term gains.

Your HR Strategy fits in this 'boat'. Often in SME's the approach to HR is a rather hobbled effect of putting in a policy or practice when the need arises, with out ensuring it is actually having a longer term positive, linked to goals and objectives or the bottom line impact on the business.

Do you know how effective your practices are?

Do you know if your staff agree with

how well your people strategies are affecting them?

Imagine having the power of knowing if your management processes, management style and skills, values, HR policies, recruitment process, and training programs are all actually



Savvy business leaders who are doing this are gaining the intangible competitive advantage that can't be copied by their competitors.

working for you—or not!

Corporate Canary can offer you a Business Improvement Review assessment that will pin point where you are out of alignment with your staff and HR practices.

In today's competitive environment – Don't fly blind! Really see into your business and make the strategic improvements that will give you the competitive edge and help your company take flight.

Contact Corporate Canary today for an initial consultation on your current state of play.

Email:

enquire@corporatecanary.com.au