

# THE HR HOTLINE



## A HR Department at Your Fingertips.

HR Business Solutions is committed to providing day-to-day human resources support to small to medium-sized organisations. We offer a unique service - a HR Hotline - which can provide your organisations with external, on-call HR support. We provide advice and guidance in relation to managing people issues. You may like to use this service to answer questions relating to staff performance.

The HR Hotline service can be retained on a quarterly or annual basis. At least two experienced HR Business Solutions consultants, who are familiar with your organisation, are trained to provide expert support that suits your individual business needs. To keep you abreast of our activities, each quarter you will receive a HR Hotline Report which will summarise your organisation's major HR issues. It will also include our suggested improvement strategies and recommendations for continuous improvement.

The HR Hotline is accessible via telephone or email. Our clients contact us for advice in relation to a wide range of human resources issues. The hottest topics are:

- Managing unacceptable performance
- Recruitment and selection of staff
- Employee entitlements
- Remuneration and benefits
- Change management advice
- Succession planning and talent management
- Downsizing your workforce
- Policies and procedures
- Incentive and salary arrangements
- Managing terminations and redundancies
- Employee communication strategies
- Organisational structure
- Employee discipline and performance counselling

### Client Testimonial - Jodie Parker, Managing Director, Iceberg Events

*"I met Tina Radford at just the right time! I had been thinking for some time that I needed to update my employment contracts and policies, so when I met Tina, I knew she could help me. HRBS is an invaluable service for businesses like mine which are too small to have an HR professional on staff. With so many other things to think about in business, and with constantly changing legislation with regard to employee entitlements, WorkCover and industrial relations, it is comforting to know that I can make sure that I'm doing the right thing by my staff, but also be sure of what my rights are with regard to employment."*

**Gain the value of an experienced HR department within your organisation, without the expense.**  
For further information about our services, please contact Tina Radford on  
07 3254 1177 or email [tina@hrbs.com.au](mailto:tina@hrbs.com.au)

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*"Expert Advice, Practical Solutions"*

