

# Skilld Employer Assistance

The Skilld Employer Assistance resource pack exists to make employing people easier. It contains all the information you need to be an excellent employer and aims to lessen the time and capital cost of learning from your mistakes.

We developed this continually updating resource in partnership with The Chamber of Commerce & Industry Queensland (CCIQ) to keep you up-to-date on regulations and best practice within the HR field. By subscribing annually, you get access to:

1. An **Employer Assistance hotline** direct to a team of HR experts, ready to find solutions to your specific problems at a moment's notice.
2. A **Knowledge Database** of training modules, policy statements and other templates that help improve specific areas of your employee relationships – Such as a template for part-time award-based employment contracts, a discrimination prevention course, and a ready-to-implement Return to Work policy.
3. **Quick reference sheets** that cover most common HR questions and knowledge gaps – including information on National Employment Standards, Modern Awards for your industry, and things like handling requests for annual leave.

For more details on what is included in the package, or to subscribe, please contact us on [PHONE NUMBER]

The Skilld Employer Assistance resource pack is an annual subscription for a reason – It allows us to keep the information updated and hosted online, easily accessible in one place.

Never again will you have to worry about missing critical regulation changes or being without a guiding hand in HR questions.

Read up on your issues in the Knowledge Database or through the Quick Reference Sheets, and simply call us on the Employer Assistance hotline if you ever get stuck.

Skilld doesn't only connect you with great candidates. We'll assist you in being an amazing employer!

## Employer assistance hotline

Our team of employment law specialists will listen to your problems and provide professional, experienced and impartial assistance. Every month, the hotline handles more than 500 calls from Employer Assistance subscribers.

We handle a broad range of questions. Ask us about:

- Paying employees correctly
- Enterprise bargaining
- Calculating rostered overtime, annual leave loading, meal allowances and penalty rates
- Industrial relations and union issues
- Employee grievances and Fair Work claims
- Or anything else even vaguely related to employing people

Join Skilld Employer Assistance and call us any time for extensive, actionable and personalised advice.

Please contact us on (PHONE NUMBER)

## Knowledge Database

Subscribing to the Skilld Employer Assistance service also gives you access to an ever expanding collection of high quality guides, templates and checklists. Implement the advice into your business immediately, and grow a modern HR department overnight. Here are a few examples:

### **Return to Work Policy:**

Contains specific advice on how to return sick or injured staff to work quickly and sustainably. Also includes a template Return to Work Policy and Return to Work Plan. There's a fine line between being sensitive yet clear on timelines and regulations with absent employees. This guide provides best practice tips for handling these issues professionally.

### **Workplace Health and Safety Policy:**

Comes with a template Safety Policy Statement, to outline the duties of your company when it comes to prevention, staff training and supervision. It also suggests consequences for employees who fail to comply with their duties, and the right of other employees to cease and refuse work.

### **Discrimination, Harassment and Workplace Bullying:**

Provides a comprehensive set of guides to define, handle and minimize issues with discrimination, harassment and bullying. Includes a template company policy, so that all employees can know where the limits between banter, flirting and harassment go.

### **Parental Leave Guide:**

Outlines the rules as set out in the National Employment Standards but goes beyond mere information by supplying a Parental Leave Application form that you can distribute to employees, as well as a template company policy.

### **See also:**

- How to welcome new employees
- Record Keeping Obligations
- Performance Appraisals
- Internet & Email Usage Policies
- Termination of Employment
- Union Right of Entry
- Handling Redundancies
- Staff Training Packs
- Employment Contract Templates
- Working from Home

- Discipline, Dismissal, Termination and Abandonment
- ...With more being added on a regular basis.

Inject this knowledge, including all future updates, into your business today.

For more details, or to subscribe, please contact us on [PHONE NUMBER]

## Quick Reference Sheets

You also get access to dozens of information sheets on important topics to stay updated on. These sheets are focused on rules and regulations rather than advice. Here are a few examples:

### **National Employment Standards (NES):**

This sheet covers the 10 employment rules that apply regardless of contract, award or agreement. You as an employer cannot reduce these in any way, and therefore it's important to know what they are. There are further in-depth sheets on each of the 10 rules, as needed.

### **Modern Awards**

Awards cover both minimum pay and working conditions of employees in specific industries. A business can be covered by more than one award. Selecting the right one for each employee is required by law, and through this information sheet you can easily find them all.

### **Right of Entry**

If an official requests access to your premises, it's important to know your rights and theirs. Especially with regards to what records they can access, if they are allowed to discuss with employees and what they are Not allowed to do. This information sheet lays it all out clearly.

### **Further sheets on:**

- Annual leave
- Parental leave
- Personal leave
- Community Service leave
- Long Service leave
- Public Holidays
- Handling Requests for Flexible Working Arrangements
- Casual Employment
- Probation and Minimum Employment Periods
- Redundancy Selection Criteria
- Superstream
- Termination and Resignation

We aim to provide you with all the information you need to be a great employer.

For more information and to subscribe, please contact us on [PHONE NUMBER]