

# Human Resource Services Overview



We work with you like an internal HR Manager to understand and develop your strategy, and support you in achieving your HR goals

## Benefits

- Provides you with independent advice on HR systems, process and strategy
- Identifies opportunities to improve your human resource management
- Identifies the 'low hanging fruit' or opportunities which can be progressed immediately
- Develops you as an 'employer of choice'
- Gives you access to regionally based consultants who can deliver nationally

# HR Services

Human Resource (HR) Services supports new and existing farm business clients in the implementation of best practice human resource management.

Being based in regional locations, servicing clients nationally, and working with our clients since 1997, we understand the opportunities and challenges business owners and managers are faced with when it comes to human resource management. We work with our clients to value people as a key profit driver for their business by supporting clients in:

- Navigating the Award, and keeping up with workplace legislation
- Employing for the first time
- Developing managerial and leadership skills in small businesses to take the business forward, or transition from one generation to the next
- Operating in a competitive employment market
- Retaining key staff and developing career paths when trends point to employees staying in jobs for a shorter period of time on average
- Getting the most out of your existing team (family or non-family labour)
- Achieving a team that is motivated and is accountable for the job they are doing
- Applying management approaches to increase labour efficiency

Employees (family or non family labour) are motivated by more than a paycheck. Safety and wellbeing, flexible work conditions, a great business and team culture, and good communication and leadership are high on their list of needs.

With our whole of business focus, our role is to provide practical approaches to common HR issues that your business is aiming to overcome. We will work closely with you to capitalise on opportunities so that your team and business can thrive.

Best practice HR management means:

- You have a happy and productive work culture
- Your recruitment processes are effective in attracting new people to the business
- You are compliant with safety and employment legislation
- Your management and leadership is effective in retaining people and building a high performing team, including effective communication, conflict management and decision making
- Your business considers management succession and has a plan for building capability within the business to manage it into the future

## Features

Whether you employ family or non-family labour, our consultants will assist you in applying best practice human resource management.

Our consultants use knowledge of workplace relations, plus business and leadership theory combined with practical systems and strategies for implementation.

We work closely with you to develop your systems and capacity to effectively manage one of your key business investments, and profit drivers – your people.

## Why work with Rural Directions?

We have a proven track record in helping clients develop their HR management. Our whole of business approach ensures that technical, production and management attributes are considered as we work with you.

We offer a professional, independent, innovative approach and a genuine desire to help our clients achieve their goals.

We are based regionally in South Australia and New South Wales, and deliver our services nationally. Our consultants are based at Clare, Dubbo, Freeling, Loxton and Naracoorte.



# Our portfolio of services

The products offered by HR Services include:

## hrMANAGER

hrManager is our signature HR Services package. This service supports businesses in the ongoing development and implementation of human resource management. It includes quarterly meetings, and targeted consultant support throughout the year via a coaching process. We will develop an agenda with you for each meeting, and will work with you to evaluate your current HR strategy. Throughout the year we will work with you by providing advice and ongoing support in the achievement of your actions. You will have access to our practical templates, systems and tools to add value to your existing HR management.

## hrANNUAL REVIEW

hrAnnual Review provides you with a half day meeting to evaluate your current HR strategy and systems you have in place. We will provide recommendations, via a summary report following the review meeting, including a tangible action plan of agreed next steps. Following the initial meeting, your consultant will check in with you once per quarter to provide basic follow up support and maintain momentum.

## hrSTATUS

For clients who take up hrManager or hrAnnual Review, we will begin by working through hrStatus. Our custom designed hrStatus process will allow you and your consultant to evaluate your current HR strategy and systems. Utilising such tools will assess areas of strengths, and opportunities for improvement or development, and has been designed to help with prioritising areas of focus. Based on the results of hrStatus, we will provide recommendations on how we can work with you and your business and provide you with a pathway for implementation.

## hrCONTRACT

If you are looking to formalise your employment agreement with your employees, our hrContract service will help you get it in writing. We will work with you to formally document your agreement between you and new or existing employees in a practical, easy to follow manner.

We will work with you to understand the role to create a clear job description and employment contract for that position. The remuneration package (wage and inclusions) will be reviewed against the award to ensure it meets the 'better off overall test'. We will work with you to develop additional agreements such as an Individual Flexibility Agreement if required. We can also support you in interpreting the award and other employment requirements, and communicating these new documents to your team to ensure everyone is on the same page, reducing the risk of miscommunication or misunderstanding.

## hrRECRUITMENT

We work with you and act on your behalf to recruit new employees for your business. We understand the urgency of recruitment and we also understand the time and cost involved. Recruitment is a key investment for your business. As a result, we work closely with you to develop a recruitment plan which considers a practical job description and a professional process which attracts suitably aligned applicants to your positions. We work with you from position scoping through to advertising, shortlisting, interviewing to letter of offer.

## hrCOACHING

We offer a hrCoaching package which is based on a priority highlighted by the client. Such packages are generally short term packages, delivered to a client on an as needed basis. You receive consultant support via a coaching process with access to templates, tools and systems which are specific to your coaching needs. hrCoaching can also be linked with hrAnnual Review, for clients keen to fast track implementation.

## hrTRAINING

We offer our clients and industry groups a range of practical workshops. From webinars, part and full day workshops to leadership development programs, hrTraining offers a range of options for building skills, knowledge and most importantly, confidence for implementation. We also regularly tailor sessions, for our clients to meet a specific need, and can run activities for your business 'in-house'.

## hrAWARE

hrAware keeps you informed. Stay up to date with HR Services news and key updates, relevant to your team, via hrNews. This free client newsletter offers practical, relevant articles and tips for developing as an employer of choice. We also provide our clients with opportunities to participate in employer surveys such as our biennial Farm Salary Review Survey which provides you with insights into trends within the industry.





# Case Study

## Finding the Right People

Colin and Kathy Mitchell, Techgrow Agriculture (Clare, SA)



Colin and Kathy Mitchell have been operating Techgrow Agriculture in Clare, SA since 2002. Techgrow Agriculture is the distributor of Bogballe Spreaders, Bredal Trailed Spreaders and Finch Engineering products in South Australia and Victoria. In addition to this, Techgrow is the Australian importer of Bogballe Spreaders and currently supports many dealers throughout Australia.

At the time of writing, Techgrow Agriculture employs a team of 10 people.

Colin and Kathy have engaged in HR Services, and specifically the hrRecruitment product at Rural Directions, to assist them in recruiting for their expanding business.

When considering recruitment for the first time, Kathy reflected that "it was a big challenge to think about finding the right people and quite daunting when we had not ever done anything like that before; so we knew that we needed to find somebody with the skills to help us find the right people".

Like many of our clients, Colin and Kathy found it valuable to work with Rural Directions to develop their HR strategy and recruitment plans.

"In a small business we are all endeavoring to run as lean as we can with existing staffing levels. When it is a busy period, this time seems to coincide with when we need to 'staff up' and then we find we don't have the time to put towards recruiting staff", described Colin.

Colin went on to explain, "we found it critical that we involve Rural Directions in the process, and to access their systems to help us to really streamline it (recruitment)".

"We also found it valuable to be able to oversee and be involved in the process and get the right people in place. Rural Directions really did assist to take the workload off us".

"The process involved a conversation about the type of person we were looking for and the skills that they need to bring to our business. We developed a job description together and Rural Directions handled enquiries and other key steps", explained Kathy.

Colin described the Rural Directions Recruitment Service as "...exceptionally thorough. One thing that really attracted us to work with Rural Directions was that we noticed Rural Directions had exceptional staff themselves. So we figured that they would be very good at training us to obtain the right people".

"We would certainly recommend the services of Rural Directions to anyone looking to improve what they are doing in their business. Access the skills and services that Rural Directions can provide, they are a very professional company that are very relatable to the rural community. We highly recommend you have a look at them", concluded Colin.

Rural Directions has been working with Techgrow Agriculture to provide recruitment services since 2013. The HR Services team has worked with Colin and Kathy to recruit multiple positions, including a National Sales Manager and build a team for their new interstate office.

For more information or to discuss how these services can assist your business, contact us on 08 8841 4500 or visit [www.ruraldirections.com](http://www.ruraldirections.com)