

HR Scope

2024

Normalising HR Issues in Private Practice

HR Scope Sessions will now be recorded

By joining this Zoom meeting, you consent to this recording and can keep your questions anonymous by placing them in the chat.

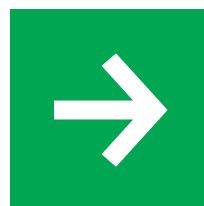


HR Scope Info & Housekeeping

- Ensure you update your profile with First Name then Practice Name
- Exclusive education for members only to connect, learn & grow
- Held every fortnight on Wednesday at 12pm AEST via Zoom
- We encourage you to bring your questions and turn video/sound on



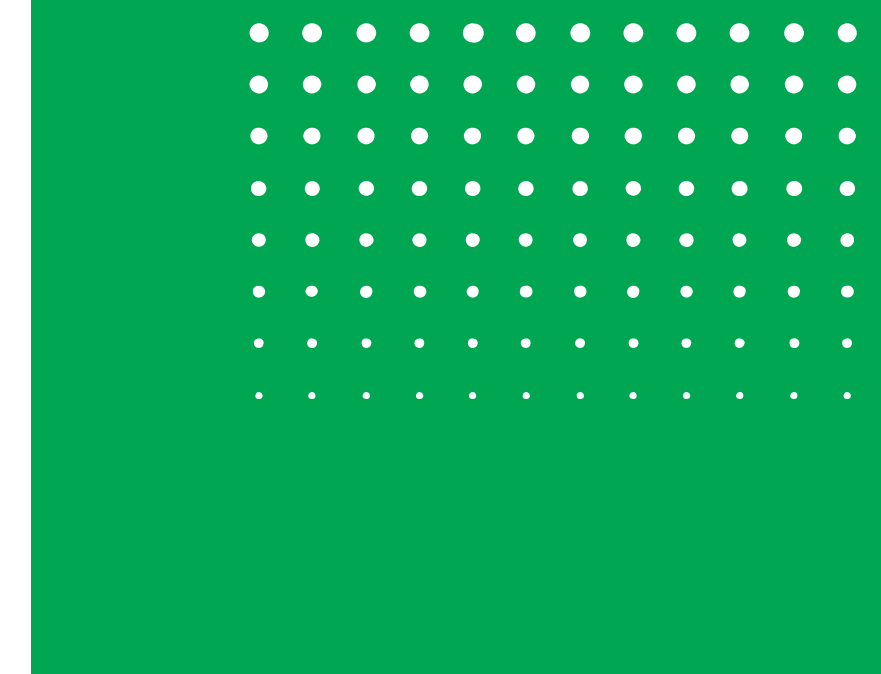
Confidentiality



HIES House Rules Apply

The HIES House Rule helps create a trusted environment to understand and resolve complex problems.

Its guiding spirit is, participants are free to use the information received, but the identity of who said what, and what organisation they work for must NOT be revealed.



Communication



Member Forum

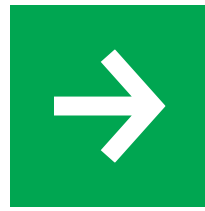
Open forum for HIES Members to ask questions

Note 1. Where specific particulars need to be discussed or the matter is complex, HIES will connect with the member to discuss privately

Note 2. Advice provided is general in nature.

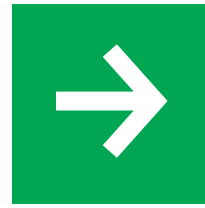


Today's Agenda

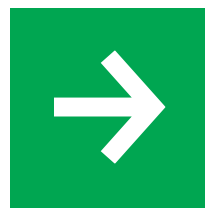


Closing Loopholes No. 2 Bill
What impact will these industrial changes have on your practice if they become law?

https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id:%22legislation/bills/r7134_first-senate/0000%22



FWC Modern Award Review
Balancing work and care – what do you do in practice?



HIES Member issues & BYO HR Questions



Closing Loopholes – Casual employee redefined

General rule will be that an employee is a casual employee ONLY if there is:

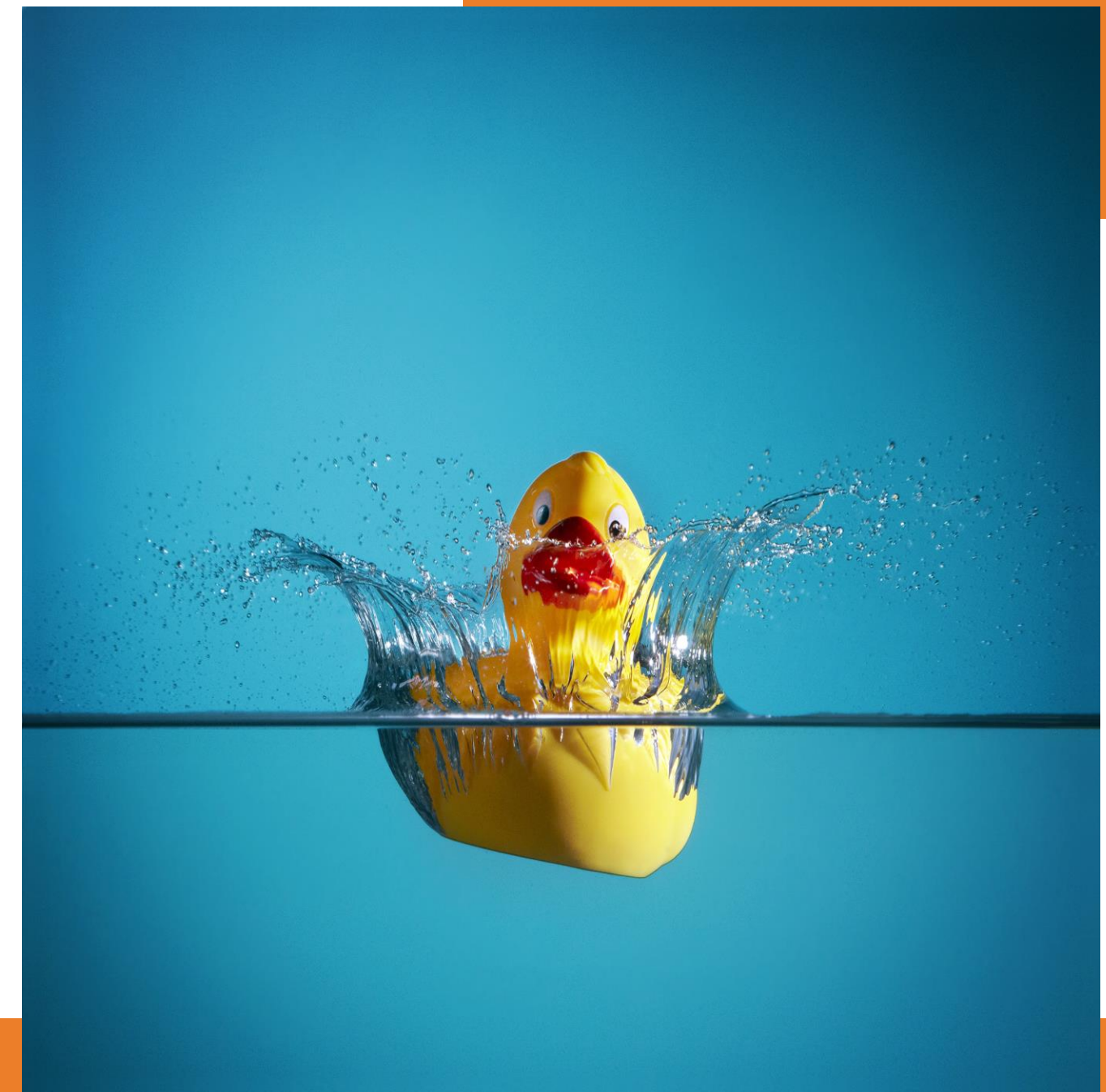
- No firm advance commitment to continuing & indefinite work; and
- The employee receives a casual loading

Factors that will be assessed in determining whether general rule is adhered to:

- The real substance, practical reality and true nature of the employment relationship
- Employment type and terms of contract
- Whether there's a regular pattern of work
 - A pattern of work is regular even if it is not absolutely uniform & includes some fluctuation or variation over time
- Composition of workforce performing the same work as the employee
- Whether there is an inability of the employer / employee to elect to reject / accept work and what happens in reality

Introduction of anti-avoidance

Casual conversion opportunity every 6 months instead of 12 months



Closing Loopholes – Right to Disconnect

Division 3A—Right to disconnect outside of working hours

64A Right to disconnect outside of working hours

- (1) An employer must not contact an employee outside of the employee's hours of work (including during periods of leave), unless:
 - (a) the reason for the contact is an emergency or a genuine welfare matter; or
 - (b) the employee is in receipt of an availability allowance for the period during which the contact is made.
- (2) An employee is not required to monitor, read or respond to emails, telephone calls or any other kind of communication from an employer outside of the employee's hours of work (including during periods of leave) unless the employee is in receipt of an availability allowance for the period during which the communication is made.
- (3) In this section:
availability allowance, for a period, means an allowance for being rostered, or otherwise directed by an employer, to remain available to perform work during the period.

- Recently included in Loopholes No. 2 Bill from its own standalone Bill
- Countries that have right to disconnect are not as prescriptive.
 - In France, there needs to be annual negotiation between parties to determine limits
- Legislation shouldn't be a one size fits all approach
- If given Royal Assent, then Modern Awards may be amended



FWC – Modern Award Review

- Balancing Work & Care
- <https://www.fwc.gov.au/documents/sites/award-review-2023-24/discussion-paper-work-and-care-290123.pdf>
- Working Hours
 - Possible inclusion in WHS
 - 4 day working week?
- Right to disconnect
- Personal / Carer's leave
 - Separating leave types
 - Reviewing quantum

FWC considering 'work and care' award variations

Interested parties can now have their say on whether modern awards appropriately deal with work and care issues.

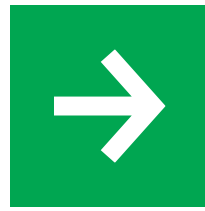
The Fair Work Commission has published a new discussion paper as part of the 'work and care' stream of the modern awards review, while a literature review is also underway, with findings to be published in early March.

To ensure clauses continue to meet the modern awards objective, the discussion questions set out in the paper prompt consideration of whether variations are required, regarding:

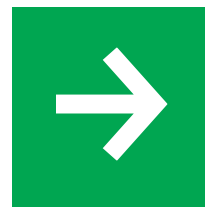
- working from home arrangements;
- a right to disconnect;
- notice of rosters;
- the definition of 'immediate family';
- unpaid carer's leave;
- separating personal and carer's leave; and more.



Empathy – An Important Leadership Skill

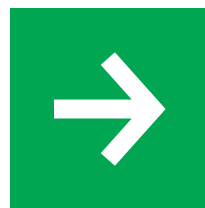


Empathy is the ability to perceive and relate to the thoughts, emotions, or experiences of others. Those with high levels of empathy are skilled at understanding a situation from another person's perspective and reacting with compassion



Links to interesting articles

- <https://www.forbes.com/sites/carolinecastrillon/2021/08/15/how-to-cultivate-empathy-in-the-workplace/?sh=1664d3e8157a>
- <https://individuals.neuroleadership.com/importance-of-empathy-in-workplace>
- <https://www.linkedin.com/pulse/8-benefits-empathy-workplace-talklife/>
- <https://www.mindtools.com/agz0gft/empathy-at-work>



Being empathetic and writing responses to employees that express empathy have the potential to impact the direction of the matter. For example, a direct and terse email to an employee already upset may result in the person taking sick leave or making a workers compensation claim for psychological injury / stress. Whereas an empathetic yet firm letter attempts to maintain a positive working relationship whilst acknowledging what the employee is experiencing.

Communicating With Empathy At Work

Empathy is about seeing things from another's point of view or "walking in their shoes." Empathetic communications is a key skill at work and in life. You'll forge deeper and more successful relationships when you can engage someone with empathy.

Here are some tips for you to use in your every day communications.



Repeat back or mirror

People need to feel understood. Repeat back what you've heard and demonstrate that you understand.



Show you care

Using phrases like "I understand what you are saying and how you must feel" helps you to enhance the feelings of trust and engagement.



Validate perspectives

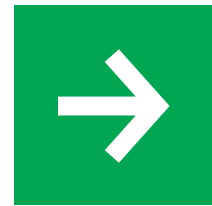
Address the context of their remarks, "I can understand your perspectives, this is a stressful time for the organization" or "You are working hard on this project, I get why you are concerned."



Avoid self reference

Don't turn what you are hearing into an opportunity to talk about yourself. Don't try to relate it back to your own experiences, focus on what the other person.

Q & A



Pop your name in the Chat or raise your hand/start speaking to ask a question



Upcoming Events



February



SGPO2024 Conference
22nd - 23rd Feb
Melbourne
FREE

May



RACGP Practice Owner's
Conference
24th - 26th May
Cairns



Eastern Melbourne PHN
Event
30th May
Melbourne

June



Min Wage & Rates of Pay
Webinar
Date to be confirmed

Upcoming Events....



October



AAPM National Conference
15th – 18th October
Northern Territory

November



RANZCO
1st – 4th November
Adelaide

December



No HR Scope Sessions

Next HR Scope Sessions

- 21 February
- 6 March





Contact Us



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HIES Members Only Group



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