



*Comprehensive HR, IR, and WHS Solutions  
Tailored to Your Organisation.*

**Locations**

Hobart  
Launceston  
Devonport  
Melbourne  
Sydney  
Brisbane

**Contact Us**

Telephone	1800 577 515
Email	<a href="mailto:info@assurancehr.com.au">info@assurancehr.com.au</a>
Website	<a href="http://www.assurancehr.com.au">www.assurancehr.com.au</a>



**The workplace problem solvers.**

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# Welcome to Assurance HR

At Assurance HR, we specialise in solving workplace challenges for small to medium organisations across Australia. From Human Resources (HR) to Industrial Relations (IR), Workplace Health and Safety (WHS), and Workplace Investigations, we deliver tailored solutions to help your organisation thrive.

## **What we offer:**

Expertise in compliance, productivity and workplace management.

Solutions tailored to your industry and organisation goals.

Local support through offices in Hobart, Launceston, and Devonport.





## Congratulations on Running Your Organisation

*Running a small organisation isn't for the faint-hearted. It takes courage, vision, and relentless determination to turn ideas into reality, build a team and navigate the daily challenges of running an operation. At Assurance HR, we want to acknowledge and celebrate your incredible achievements.*

*We know behind every successful organisation lies a story of hard work, resilience and tough decisions. Whether you're expanding your workforce, ensuring compliance or overcoming unexpected challenges, your dedication to your organisation and your people is inspiring.*

*This guide is designed to support you on your journey—because no organisation owner should face workplace challenges alone. You've already achieved so much and, with Assurance HR as your partner, you'll be equipped to tackle whatever comes next.*

*So, take a moment to reflect on how far you've come. Then let us show you how we can make your workplace simpler, safer, and more productive.*

*We're here to help you focus on what you do best: **growing your organisation.***



# Services Overview



human **resources.**

## Building Your Workforce

### What Is HR?

*HR involves managing your workforce, ensuring compliance and enhancing productivity.*

### Services We Provide:

#### Recruitment and Onboarding:

We assist in attracting and selecting the right talent, followed by a structured onboarding process to integrate new employees effectively.

#### Tailored Employment Agreements & Position Descriptions:

Crafting customised documentation which aligns with your organisational needs and complies with legal standards and relevant legislation and regulations.

#### Performance Management Strategies:

Developing systems to evaluate and improve employee performance, fostering growth and efficiency.

#### Workplace Policies:

Establishing clear customised policies to guide workplace behaviour and ensure compliance with legislation and regulations.



### Case Study:

*A retail business faced high staff turnover, inconsistent onboarding practices and disengaged workers, leading to increased recruitment costs and operational inefficiencies. Assurance HR developed a tailored HR strategy which included clear job descriptions, structured onboarding processes and initiatives to boost engagement, including as performance management tools and career progression pathways. Within six months, turnover decreased by 30%, employee morale improved and onboarding became more efficient. The business saved time and resources and created a cohesive*

*and motivated workforce. With continued support from Assurance HR, the company has maintained these positive outcomes and continues to strengthen its workplace culture.*

**Wouldn't you like to reduce staff turnover?**

# Services Overview



## Managing Workplace Challenges

### What Is IR?

*IR focuses on maintaining workplace relationships and compliance with employment laws.*

### Services We Provide:

#### **Conflict Resolution and Facilitation:**

Facilitating discussions to resolve workplace disputes amicably.

#### **Representation at the Fair Work Commission:**

Providing expert representation during hearings and negotiations.

#### **Assistance with Redundancies and Terminations:**

Guiding organisations through the complexities of employee separations to ensure fairness and compliance.



### Case Study:

*A manufacturing company faced a complex workplace dispute involving a staff member's claim of unfair treatment and escalating tensions within the team. The situation was disrupting operations and posing legal and reputational risks. Assurance HR stepped in to provide expert guidance, conducting a thorough investigation into the claim and facilitating mediation sessions*

*between the parties involved. Our team ensured all processes complied with workplace laws and maintained neutrality throughout.*

*With Assurance HR's support, the company successfully resolved the dispute, restoring team cohesion and avoiding costly legal consequences. The process also led to the implementation of new workplace policies and conflict resolution training, ensuring similar issues could be managed proactively in the future.*

***Have you got the time and neutrality to do this?***



workplace **health & safety.**

## Ensuring a Safe Environment

### What Is WHS?

*WHS ensures a safe and compliant workplace through risk management and regulatory adherence.*

### Services We Provide:

#### **WHS Compliance Audits:**

Conducting thorough assessments to identify risks, gaps and areas for improvement in workplace safety.

#### **Fire Evacuation Plans and Procedures:**

Developing detailed fire evacuation plans, conducting emergency drills and ensuring compliance with legal requirements.

#### **Workplace Safety Training:**

Providing engaging training programs which educate your workers about safety protocols, emergency response and risk prevention.

#### **Producing Compliant Documents:**

Assisting with the creation of essential WHS documents, such as Policies, Safe Work Method Statements (SWMS), Standard Operating Procedures (SOPs) and other required safety documentation.



### **Case Study:**

*A small manufacturing company faced inconsistent safety practices and outdated documentation, risking non-compliance and potential fines. Assurance HR conducted a WHS audit, identifying gaps in their safety processes. We developed tailored Safe Work Method Statements (SWMS), Standard Operating Procedures (SOPs), and compliance checklists. Through targeted training sessions, workers*

*adopted the new safety protocols and tools effectively.*

*Within six months, the company achieved full compliance in a follow-up audit and reduced workplace incidents by 40%. The improved safety culture boosted worker confidence and satisfaction.*



# Services Overview



workplace **investigations.**

## Resolving Complex Issues

### What are Workplace Investigations?

*Impartial investigations into workplace issues such as misconduct, bullying, harassment, safety and policy breaches. Workplace Investigations are a requirement when dealing with most issues.*

### Services We Provide:

#### Misconduct Investigations:

Conducting impartial and confidential investigations into workplace misconduct allegations to ensure fairness and compliance with legal obligations.

#### Harassment and Bullying Claims Management:

Managing workplace harassment and bullying complaints through thorough investigations, evidence gathering and sensitive handling of claims.

#### Cultural Reviews:

Assessing workplace dynamics and communication practices to identify challenges and provide actionable recommendations for a positive workplace culture.

#### Safety Investigations:

Investigating workplace incidents and near-misses to identify root causes and recommend corrective actions for improved safety and compliance.



#### Case Study:

*A logistics business faced internal misconduct allegations which were causing tension and lowering workplace morale. The situation required a thorough and impartial investigation to uncover the facts and address the issue effectively. Assurance HR conducted a confidential investigation, interviewing key personnel and reviewing workplace practices to identify the root cause of the problem. The*

*findings enabled the business to take appropriate corrective action while ensuring fairness and compliance with workplace laws. As a result, the misconduct was resolved and workplace morale improved significantly. The business implemented additional measures, including updated policies and staff training, to prevent similar issues in the future.*

***Can you be impartial?***





recruitment **services.**

## Finding and Retaining the Right Talent

### What is Recruitment?

*Recruitment involves attracting, selecting, and retaining the right talent to align with your organisation's goals, culture, and operational needs. It ensures you have the right people in place to drive success while saving time and resources.*

### Services We Provide:

#### Job Design and Advertising:

Crafting detailed job descriptions and managing targeted advertising campaigns to attract top talent which aligns with your organisation needs.

#### Shortlisting and Candidate Assessment:

Conducting thorough screenings, including resume reviews, pre-interview screenings, reference checks, DiSC profiling and skills assessments, to provide you with a shortlist of qualified candidates.

#### Interview Coordination and Support:

Facilitating interviews, scheduling candidates and providing resources to help you assess candidates effectively and make informed hiring decisions.

#### Onboarding Support:

Ensuring a smooth transition for new hires with tailored onboarding processes, including preparing employment agreements and induction schedules.

#### Retention Strategies:

Helping you retain top talent with strategies focused on career development, team engagement and the fostering of long-term employee satisfaction.



#### Case Study:

A cafe owner in Tasmania needed a reliable team leader to improve operational efficiency. Assurance HR designed an engaging job description, advertised across targeted platforms and shortlisted qualified candidates. The owner hired a skilled team leader who exceeded expectations, improving team morale and efficiency. The business has retained this leader for over two years, supported by AHR's retention strategies

**Do you have the time and expertise to find your next team member?**

# Services Overview



## Empowering Your Team

### Why is Training Important?

*Training equips your team with the skills and knowledge to ensure safety, compliance, and productivity.*

### Services We Provide:

#### Workplace Health and Safety (WHS) Training:

Educating workers on key safety practices to reduce incidents and improve compliance.

- Manual Handling Risk
- Risk Management
- Emergency Preparedness

#### Leadership and Management Training:

Building leadership capacity at all levels to foster a productive and motivated workforce.

- Conflict Resolution
- Performance Management
- Communication Skills and Protocols

#### Compliance and Policy Awareness Training:

Ensuring your team understands their responsibilities under workplace laws and policies.

#### Customised Training Programs:

Tailored sessions designed to address the unique challenges of your industry or organisation. Training delivered face-to-face, online or as a hybrid model to suit your operational needs



#### Case Study:

*A logistics company faced frequent workplace injuries due to improper manual handling procedures and unclear safety protocols. Assurance HR developed a tailored WHS training program, focusing on manual handling techniques and hazard identification. Over two months, workers participated in hands-on workshops and safety drills. The results were immediate: workplace incidents dropped by 40%, and employees reported greater confidence in handling safety issues. The company also achieved full compliance during its next WHS audit.*

***Do you have the time and knowledge to produce compliant training programs?***

# Services Overview



## Simplifying Workers Compensation

### What is Workers Compensation?

Workers' compensation is compensation payable under the Workers Rehabilitation and Compensation Act 1988 to a worker who suffers an injury or disease arising out of or in the course of their employment. For a disease, the worker's employment must have contributed to it to a substantial degree. A worker may be entitled to compensation for:

- weekly payments while incapacitated for work
- medical and other expenses
- rehabilitation expenses
- permanent impairment.

In some circumstances, a worker may also be able to make a common law damages claim.

### Services We Provide:

#### Claims Management and Documentation

Handling the entire claims process with precision and compliance.

- Lodging Claims
- Documentation Support
- Communication Management

#### Return-to-Work Strategies

Helping workers reintegrate safely and efficiently.

- Workplace Modifications
- Gradual Return Plans
- Rehabilitation Coordination

#### Ergonomic Assessments

Preventing injuries and enhancing worker comfort through tailored solutions.

- Workstation Assessments Task
- Specific Adjustments

#### Early Intervention Programs

Proactively addressing issues before they escalate.

- Risk Identification Support Mechanisms
- Continuous Review



### Case Study:

A small retail business faced rising workers compensation claims & lengthy employee absences. Assurance HR conducted an ergonomic assessment & implemented targeted workplace modifications, reducing strain in high-activity areas.

An early intervention program identified common hazards, leading to adjustments in workflows & regular safety training. These measures reduced claims by 50% within a year. Additionally, return-to-work plans helped injured workers reintegrate faster, boosting morale and minimising operational disruptions.

**Ensuring your worker is treated fairly and you maintain the relationship.  
Is that important to you?**



# Where You Can Find Us



emergency service **management.**

## Be Prepared: Emergency Management and Test & Tag

### Why Emergency Management Matters

*Emergencies can disrupt operations and endanger workers. AHR ensures your organisation is prepared for the unexpected.*

### Services We Provide:

#### Fire Evacuation Plans and Procedures:

Helping your team respond safely and efficiently during emergencies.

- Evacuation Plans
- Fire Drills
- Emergency Training

#### First Aid Kit Replenishments:

Ensuring your workplace is stocked with essential first aid supplies.

- Comprehensive Inspections
- Customised Supplies
- Restocking Services

#### Test & Tag Services

Maintaining electrical safety and compliance in your workplace.

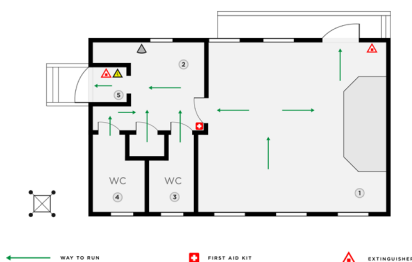
- Equipment Testing
- Tagging for Compliance
- Documentation Support

#### Emergency Preparedness Audits

Evaluating your workplace's readiness to handle crises.

- Risk Assessments
- Policy Reviews

#### EVACUATION PLAN



#### Case Study:

A manufacturing company struggled with outdated evacuation plans and inconsistent equipment safety checks, putting compliance and worker safety at risk. Assurance HR developed a detailed fire evacuation plan, conducted a series of drills, and provided training on fire extinguisher use. Our Test & Tag service inspected and tagged all electrical equipment, identifying several non-compliant items which were quickly repaired or

replaced. The company passed its next compliance audit with **no** issues and reported improved worker confidence during emergency drills.

***Its best to minimise risk, isn't it?***

# Where You Can Find Us

## Quick Reference to Our Services

### Our Services at a Glance

#### Emergency Management (Tas):

Stocking / Replenishing First Aid Kits & Fire Equipment & Fire Evac Plans  
Test & Tagging

#### Human Resources (HR):

Administration Tasks  
Performance management strategy  
Workplace policies and compliance.

Tailored, compliant, documentation.  
Surveys  
HR Electronic Systems

#### Industrial Relations (IR):

Awards & Enterprise Agreements  
Disciplinary Action Support  
Representation

Award Interpretation  
Conflict resolution and mediation.  
Redundancy and termination support.

#### Recruitment:

Recruitment process  
Background checking  
Induction

Selection  
Onboarding

#### Workers Compensation:

Documentation  
Ergonomic Assessments  
Tribunal Representation

Early Intervention  
Return to Work Support  
Workers Compensation claim Management

#### Workplace Health and Safety (WHS):

WHS audits and compliance checks.  
Fire evacuation plans  
Risk management  
Pre-employment & fitness to work  
Systems

Compliant safety documentation  
Safety training.  
Incident Management  
Workplace safety policies.

#### Workplace Investigations:

Bullying  
Harassment  
Safety incident investigations

Discrimination  
Victimisation  
Sexual Harassment

#### Workplace Training:

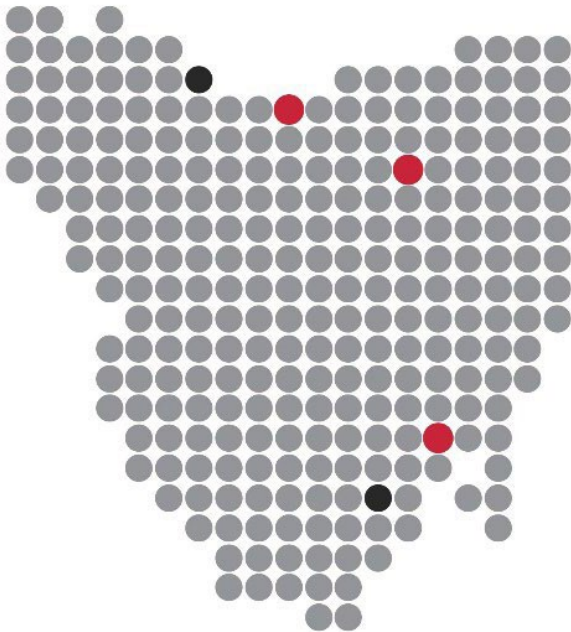
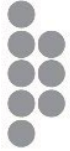
Bullying & Harassment  
DiSC  
Policy Induction

Complaint & Grievance  
Discrimination & Victimisation  
Sexual Harassment Prevention

# Where You Can Find Us

## Contact Us Today:

Let Assurance HR be your partner in solving workplace challenges. Reach out to us for tailored solutions that fit your organisation needs.



### **Hobart:**

Level 3, 85 Macquarie Street

### **Launceston**

76 York Street, Launceston

### **Devonport**

21 Best Street, Devonport

### **Huonville**

By Appointment

### **Burnie**

By Appointment

### **Melbourne**

By Appointment

### **Sydney**

By Appointment

### **Brisbane**

By Appointment

## Other Ways to Contact Us

### **Postal**

PO Box 6170, Howrah Tas 7018

### **Online**

[www.assurancehr.com.au](http://www.assurancehr.com.au)

### **Email**

[info@assurancehr.com.au](mailto:info@assurancehr.com.au)

### **Telephone**

1800 577 515

## Book an Online Appointment





## How We Work with You

At Assurance HR, we offer flexibility through **three levels of service** to suit your needs:

### **We Give You the Tools to Do It:**

Empower your team with the resources, templates, and guidance needed to handle workplace challenges confidently.

### **We Support You Doing It:**

Work alongside our experts as we provide coaching, advice, and support to help you implement solutions effectively.

### **We Do It for You:**

Leave it entirely to us—our team will handle the issue from start to finish, providing you with a seamless, stress-free experience.



Whether you need resources, shared support, or full-service solutions, our **one-point contact** ensures you receive personalised, expert assistance every step of the way.

## Why Choose Assurance HR



### We are **The Workplace Problem Solvers.**

At Assurance HR, we take the stress out of managing your workplace by offering end-to-end solutions in HR, IR, WHS, and workplace investigations.

Our **one-point contact** approach ensures you receive personalised, seamless support from a dedicated consultant who knows your organisation inside and out. Backed by a team of specialists, we deliver practical, tailored solutions to solve your workplace challenges efficiently and effectively. Let us help you focus on growing your organisation while we handle the rest.

# AHR products and services.



## Human resources

AHR can be your local HR Specialists offering expert and strategic HR advice, documentation (including Position Descriptions, Employment Agreements and Workplace Policies) and other resources to support an ever-changing world. Each business is unique, and we understand many businesses cannot afford their own HR department, AHR can be that for you.



## Workplace health & safety

Workplace Health and Safety is a critical business responsibility requiring a high level of compliance. AHR can work with you on all aspects of WHS including tailored WHS policies and procedures, site safety assessment and management, compliance documentation and training in all matters WHS.



## Recruitment services

AHR can assist your business with all matters related to recruitment of personnel and maximise your chances of identifying the right person to join your team. AHR services start with the development of tailored position descriptions suited to your industry and business through to the selection of suitable candidates for your consideration.



## Industrial relations

AHR can assist your business with IR matters such as performance reviews, performance management, disciplinary procedures and workplace disputes. These workplace issues can seriously impact on workplace culture and performance.



## Workers compensation

All workers have a right to a safe and healthy workplace but in the event injury or illness does occur all worker's also have a right to worker's compensation. AHR can manage the whole worker's compensation process for your business from the initial incident reporting procedure and documentation, the management of the return to work process and the coordination of all parties involved in worker's compensation.



## Workplace training

Training in a workplace ranges from induction training to training in policies and procedures, specific WHS training in subjects such as Manual Handling and the risk of Hazardous Substances in the workplace. All workers must be fully qualified and trained in all responsibilities associated with their job and AHR can tailor training modules for your business and provide expert trainers for the delivery of this critical aspect of WHS.

## Assurance HR Management

Postal Address  
PO Box 6170, Howrah TAS 7018

Head Office  
Level 3, 85 Macquarie Street, Hobart TAS 7000

Offices in Hobart & Launceston, Mobile Services  
by appointment Burnie, Devonport & Huonville

1800 577 515 | [info@assurancehr.com.au](mailto:info@assurancehr.com.au)

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