



the print

Welcome to the inaugural Footprint Recruitment Quarterly Newsletter. In these newsletters we hope to keep you entertained and informed, not only in regards to what's happening in the Recruitment and HR Sectors, but also with updates on the local market and community.



Our feet have the Coast covered

aug 2010

from the blog

For those of you who don't already know about it, we have a HR and Recruitment Blog site which is updated regularly with up to date, relevant and informative articles on all things people related for your business. Check it out any time www.footprinthr.com.au

In each addition we will feature one of our recent blog articles, this time it's all about how much those failed recruits can cost your business, and why it's important to get it right the first time!

a failed recruit. what does it cost your business?

Have you ever walked into a recruitment process unclear, unfocused or under resourced? As a result you hired quickly, and not necessarily strategically, thoroughly or accurately?

Did you think to yourself at the time 'if it doesn't work out, no great loss, I will just hire someone else'?

If you answered yes, here are two facts:

- 1) You are not alone
- 2) You couldn't be more wrong

A failed recruit costs your business in an immeasurable number of ways. Let's look at some of these costs and how they could impact you:

1) Time – no matter how quickly you do your recruitment it inevitably costs you time. There is your time in advertising,

screening applicants, interviewing, making decisions and hiring someone. On top of that you have the time it takes to induct them, train them and teach them about the products, customers and suppliers.

2) Knowledge – every time you lose someone from your business, they take knowledge with them. In many cases this may not be a negative thing, but what happens if this information and knowledge goes to your competitors in the wrong hands of a disgruntled ex team member.

3) Reputation – having a high staff turnover costs your business reputation, and your reputation as a manager. This affects your ability to attract top quality talent in the future, and also effects your reputation with your customers, suppliers and business associates.

4) Team Morale – failed recruits and consistent turnover undoubtedly affects the rest of your team. Inevitably the team ends up picking up the slack of the 'gap' in staffing and this breeds resentment and overworked employees.

5) Customers – when customers having inconsistency in their service, which is often the result of a change in personnel, it gives them one more reason to look for an alternate supplier, especially in competitive markets.

6) Money – all of the above end up costing you money, and impacts your business bottom line. The table below demonstrates how these sometimes 'hidden' costs can add up in your business.

readers' questions answered

It's like the agony aunt corner, only for all those pesky HR issues that bug you. Ask away and we'll answer your questions in the next addition and feature an article on the topic in the blog. Email questions to: kristy@footprintrecruitment.com.au

special offer

Everyone that asks a HR question by 30 September 2010 goes in the draw to win a Footprint Prize Pack chock full of great goodies! Email your questions now. You have to be in it to win it!

activity cost for initial recruit

Cost of online ad	\$150
Cost of print ad	\$1 500
Your time (25 hours x \$150 per hour)	\$3 750
Time spent training (40 hours x \$150 per hour)	\$6 000
Lost productivity in the role (approx \$2 500 per month)	\$7 500
Set up of phones, computers, workspace etc	\$1 000
Negative impact on motivation and workflow	invaluable
Total Cost if the 1st placement had been successful	\$12 400
Total Cost	\$32 300
Loss due to re-recruiting	\$19 900

cost of subsequent recruits

	\$150
	\$1 500
	\$3 750
	\$6 000
	\$7 500
	\$1 000
	invaluable
	\$12 400
	\$32 300
	\$19 900

So what's the message? Get your recruitment right, wherever possible, the first time and don't lose in excess \$19 900!

What should you do? Gain the knowledge, skills, time and resources to do it right yourself, or get an expert to help you. Your business will be better for it!

legislation update

Each addition of our newsletter will feature an update in terms of current and existing legislation in relation to all things HR, Recruitment and People Management based.

modern awards

As you should all now be aware, the Fair Work Act and the associated National Modern Awards system is the structure by which most organisations should be basing their employee rights and entitlements.

As this is our first addition, to try to ease you into it, we thought we'd go back to the basics.

fair work. what is it?

From 1 July 2009 the Fair Work Act and its associated provisions came into effect.

These include:

- Fair Work Australia opens its doors
- New Unfair Dismissal Laws in place
- Definition of what constitutes a Small Business changes
- New Fair Dismissal Code
- New Adverse Action laws
- Nature of Workplace Agreement making changes
- New laws surrounding 'Right of Entry' in relation to unions etc
- New laws surrounding Transfer of Business

From 1 January 2010 Stage 2 of provisions under Fair Work Act commenced.

These include:

- New system of Modern Awards
- National Employment Standards

fair work australia.

who is it and what do they do?

Fair Work Australia (FWA) opened its doors on 1 July 2009. Essentially FWA is a 'one stop shop' on issues relating to Fair Work. FWA replaced the seven previous workplace relations agencies including:

- the AIRC
- the Workplace Authority
- the Workplace Ombudsman
- the Australian Building & Construction Commission

Fair Work Australia's powers include:

- Reviewing Modern Awards
- Approving Enterprise Agreements
- Good faith bargaining orders
- Unfair dismissal claims
- Industrial action orders
- Mediation and dispute resolution
- Minimum wage reviews
- Union Right of entry permits
- Conciliate and arbitrate NES and award disputes
- Approve collective agreements

national employment standards

As of 1 January 2010 there were new National Employment Standards (NES) introduced which apply to all employees. The National Employment Standards detail 10 minimum requirements and override any inferior conditions, including all existing workplace agreement conditions (AWAs, ITEAs, certified agreements & collective agreements).

The 10 National Employment Standards are:

hours of work

maximum of 38 hours per week + 'reasonable additional hours'

request for flexible work arrangements

employees with children under school age have a right to request a change in working arrangements

parental leave and related entitlements

Up to 24 months unpaid leave per employed couple

annual leave

4 weeks paid leave per year for full time employees

personal, carers, compassionate leave

10 days paid personal/sick leave per year + 2 days paid compassionate leave per permissible occasion

community service leave

Unpaid leave to engage in community service

long service leave

public holidays

Paid public holidays also apply to casual employees who are rostered on

notice of termination and redundancy

Up to 5 weeks depending on length of service. Not applicable to small businesses.

fair work information statement

Employees must be provided with a 'Fair Work Information Sheet' informing them of their rights and entitlements upon commencement of employment

modern awards

New Modern Awards took effect on 1 January 2010. Modern awards will apply to most employers unless it is a party to a registered workplace agreement

award flexibility agreements

(designed to replace AWA's) will apply where the Employer and Employee 'genuinely' agree to vary arrangements for work, overtime and penalty rates, allowances and leave loading. This cannot happen until after the employee has commenced employment, so cannot be a condition of employment.

recruitment and HR tips and tricks

Let's face it, we all love short cuts and those tiny tips that help make our days easier. At Footprint HQ we love to make our clients life that little bit simpler, so each newsletter we will feature our top tips to something recruitment or HR related.

5 Top Tips to Rewarding Your Top Performers

- 1) Make the rewards random and unexpected, the element of surprise makes it even more memorable and rewarding for them
- 2) Don't spend a fortune, many employees just want to be recognised when they go above and beyond, you don't have to break the bank
- 3) Understand what your staff value, if it's something they value the reward is worth more to them
- 4) Make sure they understand rewards are for outstanding effort – not simply for doing the job
- 5) Don't forget the team as a whole, if the Sales Rep gets all the rewards but there is a team of people supporting them to achieve their success, don't forget about all the teams hard work.

footprint recruitment update

Whilst we don't see many changes here at Footprint HQ, we will try to keep you up to date with what's new, what's happening and where we are at with all things Footprint.

people

Yes the team is still here!

Kristy is still running the business, working from the office 4 days / week and from home the rest of the time. If you see her around the Coast you may notice her car has received a Footprint makeover, and no she hasn't had a big lunch, baby number 2 is due in late October. Kristy has also been busy with Footprint HR, our new business arm which encompasses all of our HR service streams, more on that to come.

Sherri as you all know works part time Wed-Fri and is also working hard to head up our new Candidate Care Programs.

Zoe is still busy manning our Reception desk full time and keeping our staff in line. Zoe has been working hard towards completing her Diploma in HR at TAFE, which she is due to finish later this year.

candidate care program

In an effort to go that little bit further for our candidates, and other job seekers on the Central Coast we have recently kicked off our new Candidate Care Program. This program will see free seminars, training sessions and information going to job seekers who are interested in registering to attend the events.

We started with some Open/Registration days at our office, which saw us literally packed to the rafters with people spilling out the door. We followed that up with some structured training sessions on resume preparation, which was very well received by a great group of participants.

Also occurring this year will be a thorough survey of our candidates and local job seekers to assess their needs so we can develop better training options for them, another open day, Interview Skills Training and a Graduate Information Session. To find out more about our Candidate Care Program contact Sherri via sherri@footprintrecruitment.com.au



footprint HR

Very soon we will be re launching a revived and refreshed HR Division of the business, aimed at offering more services to a wider mix of clients. Watch this space for more details.

max potential

As part of our ongoing commitment to giving something back to the local Central Coast Community, Kristy has been participating as a volunteer Coach in the Max Potential Program.

Max Potential is a program run throughout various regional centres in Australia by The Future Achievement Australia Foundation. Max Potential is a coaching model for maximising personal leadership, networks and partnerships with youth. It offers youth, Year 11 Students in this case, the opportunity to explore 10 Life Principles aimed at maximising their potential, particularly with respect to leadership. Max Potential draws on leaders within the community including from business and industry to work one-on-one with youth. The program is about developing community leaders as coaches who work with young adults to develop their leadership potential.

Kristy has been working with 2 year 11 students over the last few months via one on one and group based coaching sessions, to help them identify and reach their individual goals and develop their leadership skills and abilities.

"it has been a thoroughly rewarding experience, the young people within our community have so much to offer and are very committed to achieving great things. It has been an honour to meet and work with many of the people associated with the program and I encourage more local businesses to get involved in the program via offering the assistance of their leaders as coaches."

If you are interested in getting involved in the Max Potential program as a volunteer Coach feel free to contact Kristy for more information on 02 4367 5500, or contact Glenn Coombs from Future Achievement Australia via glenn@futureachievementaustralia.com.au. For more info visit the website www.faafoundation.com.au

what's happening on the coast

Ok, so it's not always all about business, here are some things happening around the Coast in the coming months.

august 2010

footprint job seeker survey

If you know any job seekers who would like to have their say and participate in the survey contact Zoe via zoe@footprintrecruitment.com.au

saturday 28

roses 2 go on sydney weekender

If you haven't seen their retail outlets or visited the farm, you may not be aware that Roses 2 Go is one of Australia's finest rose growers and we are lucky enough to have them here on the Coast! See Nicky, Wade and the team 'strut their stuff' on Channel 7's Sydney Weekender Program. Their segment is due to air on Saturday 28 August at 5:30pm.

tuesday 31

networking for knowledge

The NSW Business Chamber is hosting Networking for Knowledge Event at Mingara Recreation Club from 5:30pm to 7:30pm. The event launches Small Business September and will include some great guest speakers, for more information visit www.nswbusinesschamber.com.au

september 2010

footprint recruitment open days

Dates and Location TBC

If you know any job seekers who would like to come along to an open day, meet with the consultants and participate in question and answer sessions they can register their interest in attending by emailing Zoe via zoe@footprintrecruitment.com.au

wednesday 1

business women connect luncheon

For more information visit www.businesswomenconnect.com.au

wednesday 8

gosford chamber luncheon

To find out more visit www.gosfordchamber.com.au

wednesday 8

business after dark

Wyong Chamber of Commerce Business After Dark Networking Event. 6pm to 9pm at NV Trophies. To find out more visit www.wyongchamber.com.au

thursday 9 - sunday 12

aust spring time flora festival

It's back for another year at Mount Penang Parklands, this four day event highlights the colours and life of springtime, indoors and out!

saturday 11

central coast business womens awards

Join the team at Business Women Connect to celebrate our successful local business women at this Awards Dinner. For more information visit www.businesswomenconnect.com.au

wednesday 22

get real

An Extraordinary Event for Women in Business. Get Real is an Accelerate Women event, and as members, Footprint Recruitment would love to encourage all local business women to attend! For more info check out www.acceleratewomen.com

small business september

September is Small Business Month, an annual event celebrating and highlighting the important role of small business to the social and economic fabric of the State. There will be lots of events happening around the Coast as part of this, so visit www.smallbusinessmonth.nsw.gov.au for more information and get involved!

october 2010

footprint recruitment interview skills training

Dates and Location TBC

Know anyone that would love to learn how to ace an interview, answer the tricky questions and present their experience in the best possible way? They should definitely register their interest in attending these great training seminars by emailing Zoe via zoe@footprintrecruitment.com.au

wednesday 13

trivia night presented by trilogy professional group

Trilogy Professional Group will be hosting a Trivia Night at Breakers Wamberal to help raise money and awareness for a great local charity. These are fun and affordable events to attend, and allow you the opportunity to get a team together and give back to the community. For more information or to book contact Karen via Karenc@trilogygroup.com.au

friday 15

wyong chamber annual ball and business awards

To be held at 6pm at Kooindah Waters, for more information visit www.wyongchamber.com.au

wednesday 27

accelerate women luncheon meeting

Held at Iguanas at 12:30pm, for more information visit www.acceleratewomen.com

saturday 30 and sunday 31

the terrigal food and wine fair

Enjoy a fantastic day out with family and friends! The event will be at Terrigal Haven from 10am to 5pm each day.

feedback

At Footprint Recruitment we would love these newsletters to be about you and what you want to read. So please, feel free to contact us with suggestions of what information you would like to see more or less of, or in fact new ideas you would like to see included. Contact Kristy with your suggestions via kristy@footprintrecruitment.com.au or 02 4367 5500.

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