

Human Resource Management

Title	Produced by	Location	Cost	Comments
Section 7: Human Resource Management (Resources primarily related to Section 7 standards)				
Human Resource Management Series – Good Practice Guide #1: An overview of the Employer's Responsibility in the Employment Relationship	New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select NSW Federation of Housing Associations . Select Publications and then click on Price List and Order Form .	\$15 each or \$45 for set of four Discounts apply for NSWFHA members	This Guide also outlines the elements of the employment relationship, different types of employment, the role of the Industrial Relations Commission and other Tribunals and the basics of navigating your way through the employment system. Sample documents and tools are provided separately by email or on disk.
Human Resource Management Series – Good Practice Guide #2: Commencing the Employment Relationship	New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select NSW Federation of Housing Associations . Select Publications and then click on Price List and Order Form .	\$15 each or \$45 for set of four Discounts apply for NSWFHA members	This Guide covers human resource management policies, establishing staffing needs, advertising and interviews, the elements of the employment relationship from appointment to probationary review and keeping employee records. Sample documents and tools are provided separately by email or on disk.
Sample Financial Related Job Descriptions	Nonprofit Financial Centre, USA 29 E. Madison St., Suite 1700, Chicago, Illinois 60602-4415 Email: NFCinfo@NFCOnline.org	http://www.nonprofitfinancial.org and select Information Resources . Under the heading 'Tools', select online guides and then human resources and click on the resource title to download.	Free	Outlines the function and the duties and responsibilities of a Finance Director/Controller, Staff Accountant, and a Bookkeeper or Accounting Assistant. Also provides financial related criteria that should be in the job descriptions for Board members, Treasurer and Executive Director.

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Interviewing Principles (1996)	National Court Appointed Special Advocates Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119 Email: staff@nationalcasa.org Copyright: Lynch Associates, 1996	http://www.casenet.org and under the heading Program Management , select Personnel and then select Interviewing Principles .	Free	Outlines principles to follow to conduct more effective recruitment interviews, types of interview questions, and a sample competency model for hiring an administrative assistant in a small business.
Induct Employees	Queensland Department of Employment and Training Head Office GPO Box 69 Brisbane Qld 4001 Phone: 1300 369 925 (Employment enquiries) See website for regional office addresses and to complete online form for email enquiries	http://www.trainandemploy.qld.gov.au and select For Business and employers , and then select Induct employees .	Free	Web page includes information on 'What should an induction cover?', 'The employee's first day', 'Induction in the first week', and 'Employee guidelines'. Includes a Job Description Form, Induction Flow Chart, and an Employee Induction Booklet for Small Business.
Human Resource Management Series – Good Practice Guide #3: Managing the Employment Relationship	New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select NSW Federation of Housing Associations . Select Publications and then click on Price List and Order Form .	\$15 each or \$45 for set of four Discounts apply for NSWFHA members	This Guide covers Performance management; Professional development, training and supervision; Introduction of change; Occupational Health and Safety; Dispute resolution; and Record keeping." Sample documents and tools are provided separately by email or on disk.

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Section 7: Human Resource Management (Resources primarily related to Section 7 standards)				
Train your staff	Queensland Department of Employment and Training Head Office GPO Box 69 Brisbane Qld 4001 Phone: 1300 369 935 (Training enquiries) See web site for regional office addresses and to complete online form for email enquiries	http://www.trainandemploy.qld.gov.au and select For Business and employers , and then select Train your staff .	Free	Content of web page includes Benefits of training, Assess your training needs, Choose the right training, Training costs , and Developing a training culture. Also provides links to other relevant sites and information.
Dispute Resolution in the Workplace	The Dispute Resolution Centre Alternative Dispute Resolution Branch, Department of Justice and Attorney General GPO Box 149 Brisbane Qld 4001 Phone: (07) 3239 3520 Fax: (07) 3221 2534 Email: mailbox@justice.qld.gov.au	http://www.justice.qld.gov.au and select Mediation and then select About mediation . Click on Dispute resolution in the workplace to download a fact sheet (no. 21).	Fact sheets free Mediation on a fee-for-service basis	A wide range of workplace disputes are suitable for mediation. Examples include complaints of sexual harassment or similar grievances, conflicts between two or more co-workers, conflicts involving whole workplaces, conflicts between management and employees.
Human Resource Management Series – Good Practice Guide #4: Terminating the Employment Relationship	New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select NSW Federation of Housing Associations . Select Publications and then click on Price List and Order Form .	\$15 each or \$45.00 for set of four Discounts apply for NSWFHA members	This Guide covers Human Resource Management Policies; Types of Termination; Industrial Relations Legislation; Harsh, Unjust or Unfair Termination; Disciplinary Processes; Redundancy Processes and Entitlements; and Learning from the Employee's Departure. Sample documents and tools are provided separately by email or on disk.

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Exit Interviews	ETM Placements GPO Box 1272L Melbourne VIC 3001 Phone: (03) 9695 8888 Fax: (03) 9695 8903 Email: etm@etm.com.au	http://www.etm.com.au and select Clients and then Client Resource Material and then click on Exit interviews .	Free	Explains the benefits of an exit interview, how to conduct an exit interview, and how to use the information gathered. May be useful in measuring outcomes of employment systems.
Precision Management: The Positive Discipline Approach	Author: Rick Lynch. Published on the web by: National Court Appointed Special Advocate Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119 Email: staff@nationalcasa.org	http://www.casenet.org and under the heading Program Management , select Personnel and then select Positive Discipline .	Free	An alternative approach to improving worker performance, based on building a positive self-image and assisting a worker to develop a plan for improvement.
A Guide to the <i>Workplace Health and Safety Act 1995</i>	Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland Phone: 1300 369 915 (general contacts) See website for various office locations around the State.	http://www.whs.qld.gov.au then go to Publications , then select Guides . The Guides are listed alphabetically and this guide can be found under L for Legislation.	Free	The Guide provides a brief but useful introduction to the Act and may be useful in providing some of the underpinning knowledge organisations require in developing their own occupational health and safety policies and procedures.
Managing Health and Safety in Small Business	Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland Phone: 1300 369 915 (general contacts) See website for various office locations around the State.	http://www.whs.qld.gov.au then go to Publications , then select Brochures . The brochures are listed alphabetically and this brochure can be found under B for Business.	Free	This brochure outlines the health and safety responsibilities of small business operators and highlights four key areas to consider: people, equipment, materials and the work environment.

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The Management of Occupational Health and Safety in Commonwealth Agencies: Induction at the workplace	Comcare GPO Box 9905 Canberra ACT 2601 Phone: 1300 366 979 (local call rate) Email for Occupational Health and Safety enquires : ohs.help@comcare.gov.au	http://www.comcare.gov.au and select Safety , then select OHS Publications . Click on Browse publications by subject and under the heading Guides for Managers and Supervisors , select OHS & Workplace Induction . This is one of a number of booklets for managers and supervisors that can be downloaded from this web page.	Free	"This Guide contains information on: the supervisor's role and responsibilities with regard to new workers, common problems faced by new workers, and suggestions to overcome these common problems" (p4).
Risk Management Workbook: Service Industry	Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland Phone: 1300 369 915 (general contacts) See website for various office locations around the State.	http://www.whs.qld.gov.au and select Publications . Under the heading Information Products , select Business Management Tools , then select Risk Management Workbooks . Under the heading Service Industry , select either PDF or HTM format to access the document.	Free	"This workbook provides a plan to manage health and safety in your workplace" (p2).
Workplace Health and Safety Management: Self Assessment	Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland Phone: 1300 369 915 (general contacts) See website for various office locations around the State.	http://www.whs.qld.gov.au and then go to Publications . Under the heading Information Products , select Business Management Tools and select Management Self Assessment .	Free	A practical resource that will enable an organisation to identify gaps in its existing health and safety management systems.
"Tri Safe" Management Systems Audit	Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland Phone: 1300 369 915 (general contacts) See website for various office locations around the State.	http://www.whs.qld.gov.au and then go to Publications . Under the heading Information Products , select Business Management Tools and select Tri Safe .	Free	A comprehensive business management tool for industry to conduct self-safety audits.
Fire Safety Hazard Sheet	Community and Public Sector Union Level 5, 191-199 Thomas Street Haymarket 2000 Phone: 1300 137 636 Fax: 1300 137 646	http://www.cpsu.org.au Under the heading Browse News by Topic , select Health & Safety from the drop down box. Select information and resources and under the heading OHS issues , click on Fire Safety .	Free	Simple fact sheet that applies standard risk management process (i.e. identify, assess, eliminate or control and review) to the issue of fire safety. Includes a fire safety checklist.

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Compliance Auditing at Your Workplace	<p>Queensland Government Department of Industrial Relations, Workplace Health and Safety Queensland</p> <p>Phone: 1300 369 915 (general contacts)</p> <p>See website for various office locations around the State.</p>	<p>http://www.whs.qld.gov.au and then go to Publications, then select Guides. The Guides are listed alphabetically and this guide can be found under A for Auditing.</p>	Free	Sets out the compliance elements used to determine if minimum workplace health and safety standards are being met. May also be used by employers and others to assist them to audit their own workplaces. Assumes a pre-existing level of knowledge about occupational health and safety and an experience of workplace auditing.
Psychological Injuries: Managers Guide to Prevention and Management in the Workplace	<p>Comcare GPO Box 9905 Canberra ACT 2601</p> <p>Phone: 1300 366 979</p> <p>Fax: (02) 6257 5634</p> <p>Email for Occupational Health and Safety enquiries : ohs.help@comcare.gov.au</p>	<p>www.comcare.gov.au and select Safety, then select OHS Publications. Click on Browse publications by subject and under the heading Preventing and Controlling Hazards, select Psychological Injury. This resource can be viewed as a web page or downloaded on PDF format.</p>	Free	Answers common questions about work related psychological injury (sometimes referred to as stress). Explains what it is, and what managers can do about reducing it. Includes information on factors that typically contribute to psychological injury.
Quality of working life strategy. Supervisor's Handbook: Managing staff with stress responses	<p>Comcare GPO Box 9905 Canberra ACT 2601</p> <p>Phone: 1300 366 979</p> <p>Fax: (02) 6257 5634</p> <p>Email for Occupational Health and Safety enquiries : ohs.help@comcare.gov.au</p>	<p>www.comcare.gov.au and select Safety, then select OHS Publications. Click on Browse publications by subject and under the heading Preventing and Controlling Hazards, select Psychological Injury. This resource can be viewed as a web page or downloaded on PDF format.</p>	Free	How to prevent problems resulting from response to stress, and steps to take if injury occurs. Includes how to recognise signs of stress response, and to create a working environment that improves health and productivity. Part of the Quality of Working Life series.

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Running the Risk	Volunteering Australia Suite 2, Level 3 11 Queens Road Melbourne VIC 3004 Phone: (03) 9820 4100 Fax: (03) 9820 1206 Email: volaus@volunteeringaustralia.org	http://www.volunteeringaustralia.org . Go to Publications and select the resource. The full text can be downloaded in PDF format. Alternatively, individual sections can be downloaded for information and training purposes. (However it is recommended that the publication be read in its entirety.)	Free	"To help volunteer involving organisations identify the range of risks that might affect them and their volunteer staff alike and implement strategies to deal with these risks" (p1).
Tips for Involving Volunteers (2003)	Volunteering Australia Suite 2, Level 3 11 Queens Road Melbourne VIC 3004 Phone: (03) 9820 4100 Fax: (03) 9820 1206 Email: volaus@volunteeringaustralia.org	http://www.volunteeringaustralia.org and select Information Sheets , and then Tips for Involving Volunteers .	Free	A useful starting point for organisations considering using volunteers or that already do use volunteers but have no policy or procedure framework. Other information sheets include a Model Code of Conduct and Volunteer Rights.
Volunteers and Community Housing: A Kit for Recruiting, Managing and Supporting Volunteers in Community Housing Organisations	Queensland Community Housing Coalition 38 Hope Street South Brisbane Qld 4101 Phone: (07) 3844 9947 Fax: (07) 3844 3297 Email: adminsUPPORT@qchc.asn.au	Email your order to adminsUPPORT@qchc.asn.au or telephone (07) 3844 9947.	\$33	A detailed resource that provides comprehensive information on how to recruit, manage and support volunteers. The Kit contains a range of tools that may assist organisations at the various stages of the process including planning for volunteers, getting volunteers involved and keeping volunteers involved.

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Volunteer Management Resource Kit (2001)	Volunteering Queensland Inc. GPO Box 623 Brisbane Qld 4001 Phone: (07) 3002 7600 Fax: (07) 3229 2392 Email: vq@volqld.org.au	http://www.volunteeringqueensland.org.au and select Tools & Resources for Managing Volunteers , then Volunteer Management Essentials Toolkit .	Free	This resource covers all the essential areas involved in establishing and maintaining a volunteer program in a not-for-profit organisation. It is easy to work through containing a mixture of information, exercises and pro forma tools.
Model Code of Practice for Organisations Involving Volunteer Staff (2003)	Volunteering Australia Suite 2, Level 3 11 Queens Road Melbourne VIC 3004 Phone: (03) 9820 4100 Fax: (03) 9820 1206 Email: volaus@volunteeringaustralia.org	http://www.volunteeringaustralia.org and select Information Sheets and then select Model Code of Practice .	Free	A one-page information sheet that outlines all the policy areas an organisation needs to consider in relation to the recruitment and ongoing management of volunteers.
Volunteer Rights (2003)	Volunteering Australia Suite 2, Level 3 11 Queens Road Melbourne VIC 3004 Phone: (03) 9820 4100 Fax: (03) 9820 1206 Email: volaus@volunteeringaustralia.org	http://www.volunteeringaustralia.org and select Information Sheets and then select Volunteer Rights .	Free	A one-page information sheet that could be given to volunteer workers and/or included in their induction/orientation pack.
inVOLve (2003)	Volunteering Queensland and Brisbane City Council Contact: Volunteering Queensland Inc. GPO Box 623 Brisbane Queensland 4001 Phone: (07) 3002 7600 Fax: (07) 3229 2392 Email: vq@volqld.org.au	http://www.volunteeringqueensland.org.au and then go to Tools and Resources for Managing Volunteers , then click on inVOLve – Volunteer management e-learning resource . Site can also be accessed from http://www.ourbrisbane.com then go to Community , then Community Group Resources . Select Browse resources , then click on Staff & Volunteers and select inVOLve .	Free online resource Need to register a User Name and password	A free online training and development resource, which is interactive and very easy to use. In particular, it encourages continuous quality improvement and has a section on measuring the outcomes of a volunteer program through evaluation and reflection on practice.

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<p>Volunteer Management: An Essential Guide, 2nd Edition, May 2003</p> <p>ISBN: 0 9585877 44</p>	<p>Authors: Joy Noble, Louise Rogers and Andy Fryar</p> <p>Published by: Volunteering SA Inc. 1st Floor Torrens Building, 220 Victoria Square, Adelaide, SA 5000</p> <p>Phone: (08) 8221 7177</p> <p>Fax: (08) 8221 7188</p> <p>Email: volsa@volunteeringsa.org.au</p>	<p>http://www.volunteeringsa.org.au and select Publications and then Publications for Sale. All publications listed can be purchased by using the online ordering form.</p>	<p>\$38.50 plus \$6.60 P&H</p>	<p>The book is divided into three sections which cover the political, social and economic implications of volunteering; policy development, workplace arrangements, designing volunteer jobs, recruitment, interviewing, selecting and orientating; and the role and responsibilities of managers, leadership, personnel and organisational management, as well as evaluation and renewal of programs.</p>
<p>Essential Volunteer Management</p>	<p>Author: Rick Lynch and Steve McCurley, published on the web by the National Court Appointed Special Advocate Association.</p> <p>Contact: National CASA Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119</p> <p>Email: staff@nationalcasa.org</p>	<p>http://www.casanet.org and select Program Management, then Volunteer Management and then click on Essential Volunteer Management.</p>	<p>Free</p>	<p>Article that sets out the basic framework of a volunteer management process. Topics covered are: Job Development, Recruitment, Interviewing, Orientation and Training, Supervision, and Recognition.</p>
<p>Sample Volunteer Management Policies</p>	<p>Author: Steve McCurley, published on the web by the National Court Appointed Special Advocate Association.</p> <p>Contact: National CASA Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119</p> <p>Email: staff@nationalcasa.org</p>	<p>http://www.casanet.org and select Program Management, then Volunteer Management and then click on Sample Volunteer Management Policies.</p>	<p>Free</p>	<p>Resource contains sample policy statements on all areas of volunteer involvement in an organisation. These could be adapted to each organisation's circumstance and used as model statements to help organisations develop their own policy documents.</p>

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Managing Your Volunteers	Our Community Pty Ltd PO Box 354 North Melbourne 3051 Victoria Phone: (03) 9320 6800 Fax: (03) 9326 6859 Email: service@ourcommunity.com.au	http://www.ourcommunity.com.au and select Management and Training Centre , then select Managing Your Volunteers .	Free	Topics covered in this resource include: Designing Job Descriptions for Volunteers, Online Volunteering, Recruiting Youth Volunteers, Screening Prospective Volunteers, and The Orientation Process.
Volunteer Evaluation	Author: Steve McCurley, published on the web by the National Court Appointed Special Advocate Association. Contact: National CASA Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119 Email: staff@nationalcasa.org	http://www.casenet.org and select Program Management , then Volunteer Management . Under the heading, Volunteer Supervision , select Volunteer Evaluation .	Free	Resource covers issues like: Why Evaluate Volunteers?, Setting Up the Evaluation System, Conducting the Evaluation, and Dealing with Problem Behaviour. May be useful in measuring outcomes in the management of volunteers.