



HR Triage Workshop & Update

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Learning outcomes



What we want to accomplish by the end of this session:

- Let's normalise all the HR issues we deal with in private practice
- Meet someone new, and if you are comfortable to do so, share your details
- Learn simple steps to triage your HR issues
- Build foundations to assist you with your HR issues in practice



HR in Health

- Your name
- Your role and practice location
- How long you've been there
- *If you could outsource one part of your job forever, what would it be and WHY?*

Workshop Time



Triaging HR Issues

- **Cultural or behavioural problems** *aren't just standalone issues* they *interfere with everything else*
- **Performance concerns?** They're often *symptoms* of deeper cultural friction
- **Compliance breaches?** Often stem from *normalised bad behaviour*
- **High turnover?** Usually not about pay it's about *how people feel at work*
- If you don't address culture, you'll keep **managing the same problems over and over**

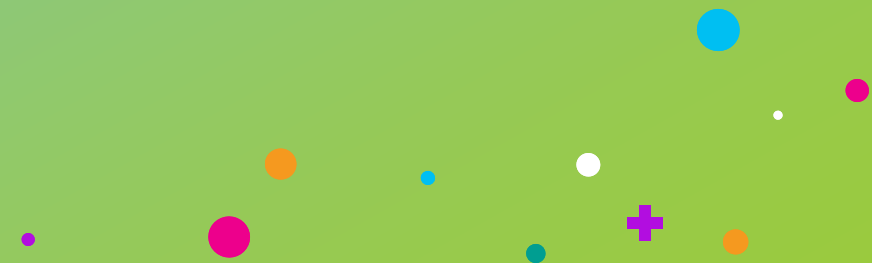


How to Spot cultural & behavioural issues

Patterns, not one-offs – Is it happening with multiple people, over time, or across teams?

Energy drainers – Who consistently causes tension, resistance, or low morale?

Blame games – Are issues always blamed on others, systems, or “bad patients”?



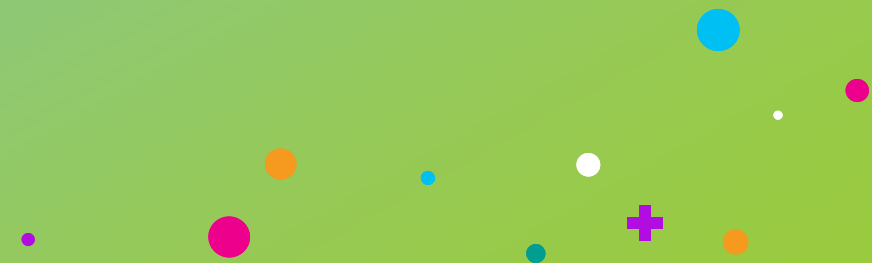


How to Spot cultural & behavioural issues

Feedback avoidance – Do certain staff react defensively to any correction?

Side conversations – More gossip than growth? That's cultural leakage.

Exit interviews say the same thing – That's not coincidence. That's culture.



Hold Yourself & Staff accountable



- Don't start a process if you don't have the support
- Use your employment foundations to support your process:
 - Onboarding/HR training (should be annual)
 - Employment Policies (code of conduct is your best tool)
 - Contracts
- Seek support from professionals
- Document, Document & Document



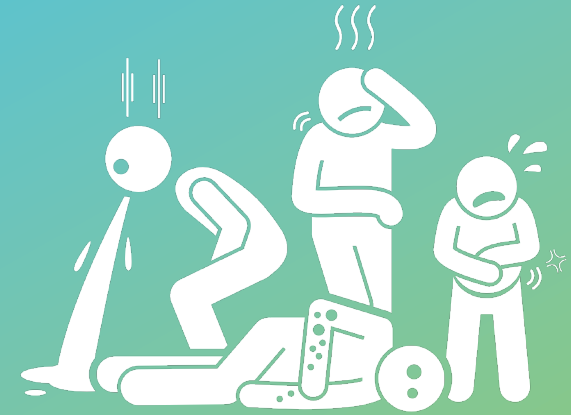
If you tolerate it, you teach it

The graphic features a large, irregular shape with a teal-to-green gradient. Two large purple quotation marks are positioned at the top left, and two more are at the bottom right. The text "If you tolerate it, you teach it" is centered in white. In the bottom right corner, there are several small, colorful decorative elements: a purple dot, a pink dot, a teal dot, a purple plus sign, an orange dot, a blue dot, and a pink dot.

The background features a vibrant, abstract design. On the left, there are large, overlapping organic shapes in shades of purple, pink, orange, and green. These shapes are decorated with various medical and scientific symbols, including white and colored plus signs, a large teal circle, and numerous small dots in purple, orange, blue, and pink. The overall aesthetic is modern and health-oriented.

HR in Health Trends

Ill/injured workers & Workcover claims



Key Points to consider:

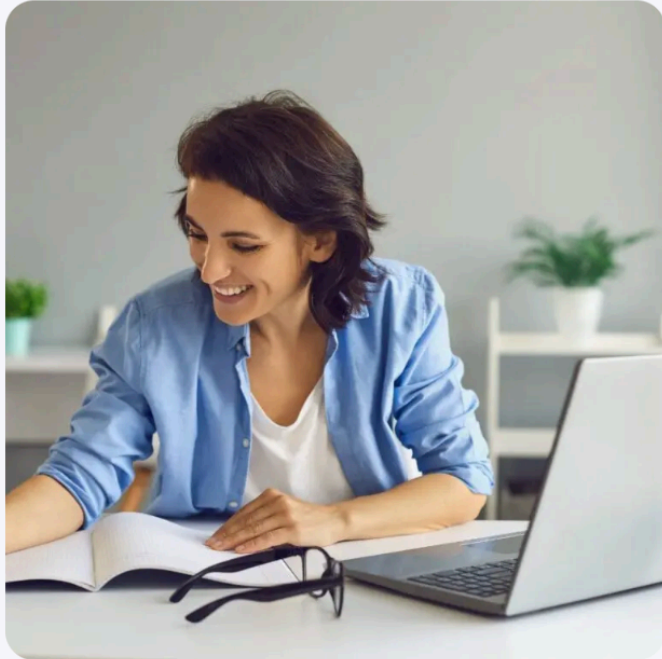
- Seek advice from the beginning
- We are not doctors and medical clearance protects you and the staff member
- Ensure staff are fit and able before dealing with performance and conduct issues
- Reasonable Management Action is what protects you in the event of a claim

1 July Award Rate & Super Increases

- Start your review from now
- Ensure staff are classified correctly
- Register to our rate increase event with the link below



Onboarding & Refresher e-Learning Course



HR Onboarding & Refresher Training Course

\$90.00
excl GST

This onboarding and re-induction training provides staff with a clear understanding of their role, responsibilities, and expected behaviours within a private medical practice. It helps build confidence, promotes professionalism, and ensures every team member is aligned with workplace standards from day one. By covering essential topics like respectful behaviours, professional boundaries, and workplace rights, the training supports a positive, compliant, and inclusive work culture, reducing risks and setting employees up for long-term success. This e-Learning course is applicable for all staff whether they are in a non-clinical or clinical setting.

The course includes:

- Introduction
- Module 1: The Working Relationship as Employee & Employer
- Module 2.1: Respectful Workplace Behaviours Introduction
- Module 2.2: Professional Boundaries with Colleagues
- Module 2.3: Professional Boundaries with your Employer (the Business)
- Module 2.4: Professional Boundaries with Patients
- Module 3: Understanding Workplace Bullying & Harassment
- Module 4: Sexual Harassment in the Workplace
- Module 5: Indirect & Direct Discrimination
- Module 6: Workplace Health & Safety Obligations
- Module 7: Raising Concerns, Complaints & Grievances
- Module 8: Confidentiality & Privacy
- Module 9: Conclusion

Thank You



Book your time in today with this QR code

