

*Passionate about your people and your organisation's success.*

Creating bespoke  
and effective  
HR solutions for  
your company



## Who we are

**Tailored HR** is a Perth based consulting practice. Our consultants have over 20 years of broad experience in providing human resources management, industrial and employee relations consulting and outsourced HR services to clients across a variety of industries.

## Our Mission

To assist Small and Medium size businesses to become an Employer of Choice.

## Our Values

### TRANSPARENCY:

We believe in openness, share information and knowledge.

### HONESTY:

We act with integrity, always approachable and sincere.

### PASSION:

We are positive, enthusiastic, celebrate success and recognise achievement.

### EQUITY:

Committed to fairness in all dealings, supporting everyone to achieve their potential.

### TEAMWORK:

Together we achieve more. Everyone is unique and will be treated with dignity and respect.

## Our Focus

We offer quality outsourced HR support services designed for your business. Each enterprise is as unique as its employees. We take the time to be present and to understand how you work. Only then can we create bespoke effective HR solutions for your company.

With Tailored HR Outsourced services looking after your HR needs, you get the time to focus on your core business.

We are passionate about your people and strive to deliver the outcomes necessary for your organisation's success.

"By utilising our services and implementing the correct processes, this will enable companies to concentrate on their core business, leading to higher retention rates, less training time and ultimately higher productivity"

## What we do

At Tailored HR we see the effective management of human resources and employee relations as essential to your business success. From 2 to 2000 employees, no matter what size your business is, you are only as good as your people.

Tailored HR can provide a range of services encompassing the entire spectrum of human resources and employee relations activities from the employee onboarding process through to creating effective organisational cultures and change management.

We aim to work in partnership with our clients using our expertise and experience to deliver the best possible people solutions.

## We provide

- All aspects of human resource management from strategy design to operations;
- Comprehensive industrial and employee relations advice and implementation;
- Full spectrum of human resources and employee relations capability;
- Specialist services including Award interpretation, audits, worker's compensation claims management and fully outsourced HR solutions.

// The team at Tailored HR went above and beyond in helping our business through the maze that is HR. Negotiating the complicated award and our contracts for our employees. We will continue to use Tailored HR and would highly recommend them to anyone."

**Shane Ness**, Owner - Enertech

## → Our CAPABILITIES

### HR Support Services

Our service is tailored specifically to your business

- Complete HR Health Check to assess your processes, practices and documentation
- Bespoke and flexible outsourced HR support
- We support you on-site, by phone and via e-mail

### Compliance and Workplace Relations

Stay compliant at every turn

- We interpret the relevant Award to your industry and provide practical and strategic IR advice
- Understand Agreement negotiation and implementation
- We ensure you are 100% compliant with current employee legislation along with National Employment Standards
- Learn how to manage disputes and how to carry out workplace investigations

### Systems & Process Improvements

It's essential your HR systems and processes work for you

- We advise on suitable HR software
- Review procedures for redundancies, performance management, dispute resolutions, employee exits, injury management, workers' compensation etc.

### Change Management & Strategic Workforce Planning

We design a bespoke strategic workforce plan

- Proactively anticipate current and future hiring needs in terms of numbers and skill set.
- Develop holistic medium and long-term plans more closely aligned to your overall business strategy.
- Change management strategies to assist with smooth transformation processes

### Leadership & People Development

Your people have a direct impact on your business

- We help you to understand how your team's behaviour can be used to build a high performing workforce
- Behavioural and Personality Profiling to identify strengths and synergies as well as Coaching opportunities

### On-boarding

Create an effective recruitment, selection and onboarding policy for your business

- Simplify candidate selection as per competencies and core values
- Reduce employee turnover
- Develop effective and efficient on-boarding practices
- Foster faster cultural engagement

“Our business is to get to know your business”

Elisia Coetzee, CEO Tailored HR

## Meet our CEO & Founder: Elisia Coetzee

Elisia Coetzee is a well-respected HR & IR Specialist and Leadership Coach with 16 years plus experience in a broad range of human resources and industrial relations fields. Elisia has worked in a number of industries including Construction, Mining, Manufacturing, Banking, Real Estate and Government Disability Services.

In her career she has developed and implemented HR Strategies as well as policy and procedure development related to all human resources functions within a wide range of organisations.

Elisia is proactive and passionate about people development. She understands what drives a business and in turn how to align employees to the goals of that business.

### Qualifications

MBA,  
MIndSocial,  
BBus(HRM)(Hons),  
Master Prac Business  
& Leadership Coaching



# FUTURE CLIENTS SECURED THANKS TO TAILORED HR

## PayPac Payroll Services Pty Ltd

Paypac Payroll Services provide payroll processing, support, service and information to customers. In order to secure key clients and grow their business, PPS had to obtain SMS 27001 (Information Security Management System) and ISO 9001 Quality Certification.

A requirement of the certification process is that all HR policies and procedures must be documented and all employment contracts reviewed and updated. The format of the documents is laid out in the standards and must be adhered to.

An ISMS is a centrally managed framework for keeping an organisations information safe. It comprises a set of policies, procedures along with technical and physical controls to protect the confidentiality, availability and integrity of information.

*"With a company such as PPS who handle sensitive data, being SMS 27001 and ISO 9001 certified is often a prerequisite for their clients."* **Elisia**, Tailored HR

Paypac Payroll Services had an extremely tight deadline to work to and were without the necessary skills in house to complete the task at hand.

With three weeks to go, PPS gave Tailored HR a call. Initially we spent time with the owners really getting to know the business. Tailored HR diligently built up an accurate picture of people, systems and culture at Paypac Systems. We also worked meticulously with the auditor to understand exactly what was needed for PPS to achieve accreditation.

**Elisia remained in close contact with our Senior Leadership team to ensure our HR documents were practical in our circumstances."**

**Belinda Stewart**, Payroll Outsourcing Manager

Within three weeks Tailored HR had reviewed and updated

- all existing HR policies
- employee contracts
- letter templates
- payroll forms

Working closely with PPS we established and documented all of their HR policies and procedures to the required standard within the deadline.

As a result, PPS successfully passed both the ISMS 27001 and ISO 9001 accreditation audits and obtained their certificates. This will enabled them to secure high caliber clients in the future.

## Industries we support

Leading companies from a wide range of industries use Tailored HR's services. They understand the value of their people and seek the very best advice on how to align their employees with their strategy.

- Manufacturing
- Engineering
- Real Estate
- Mining & Construction
- Retail & Wholesale
- Professional & Financial Services
- Institutional and NFP
- Legal
- Automotive & Parts
- Advertising & Media
- Outsourced Payroll
- Recruitment Agencies
- Dental Practices
- Design
- Stocktaking
- Child Restraints
- Electrical Trades
- Psychology Services
- Point of Sale Systems
- Party Hire



## Tailored HR

*We look forward to helping your business achieve its goals.*

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

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