Plain Sense

SERVICES GUIDE

FOR OWNERS, MANAGING DIRECTORS AND GENERAL MANAGERS

No jargon. Just plain sense.

Fair Work and award compliance, employment contracts, workplace policies, HR support and planning for Australian businesses.



WHO WE HELP

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For growing businesses and the people who run them

Your Australian business is growing, with somewhere between 20 and 200 staff. The people side might sit with the owner, the managing director or the general manager, or with an HR lead or team who want extra hands, expert input or documents done properly.

Plain Sense helps with the paperwork and people side of running the place, in plain English. We keep the documents short, in your business's name, and in Word or PDF so you can edit them and keep using them.

WHO WE WORK WITH

- Owners and directors
- Managing directors and general managers
- HR managers and HR teams
- Managers and team leaders
- Boards and leadership teams

> **You shouldn't need a law degree or an MBA to run the place.**

WHAT WE HELP WITH

Fair Work and award compliance 3
Hiring to exit under the Fair Work Act, the NES and modern awards.

Employment contracts and onboarding 4
Contracts for each type of staff, role descriptions and a new-starter pack.

Workplace policies and handbooks 5
Plain-English policies, matching forms and a staff handbook.

Managing your people 6
Role clarity, structure, recruitment and manager coaching.

Hard conversations 7
Underperformance, workplace investigations and ending employment.

Governance and planning 8
Clear roles and meetings, and a plan with owners and dates.

Ongoing support 9
Monthly HR help and workplace systems set up to suit your team.

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Fair Work and modern award compliance

Hiring, contracts, rosters, leave, performance and exits under the Fair Work Act, the National Employment Standards and modern awards. Know the rule before you act, follow a fair process, and put the right document on the file.



THE FOUR STAGES WE COVER

01
Hiring

Employee, casual or contractor? Job ads and pay rates, contracts, information statements and onboarding.

02
Day to day

Rosters and breaks, the right to disconnect, pay records, leave and flexible work requests, and casual conversion.

03
Performance

Probation, informal coaching or formal discipline, improvement plans, support persons and written records.

04
Ending

Notice, serious misconduct, redundancy and consultation, resignations, final pay and offboarding.

WHAT WE DO

- Prepare the employment documents you're missing
- Check roles against the right award classification
- Set up a fair process for when things go wrong
- Write the policies and matching forms that sit underneath

WHAT YOU GET

- Role descriptions with the award classification set out in writing
- Documents prepared in your business's name
- A clear order of steps for each stage, from hiring to exit
- Records made at the time, which count for more than notes written later

Award changes

Covered by the SCHADS Award? We check who is on which schedule and level, fix rosters and sleepover agreements, and map every role to the new classification structure.

Employment contracts and onboarding

A contract for each type of staff you employ, a role description for each job, and a new-starter pack so every new person gets the same paperwork on day one.



WHAT'S IN THE WORK

- A contract for each type of employment you use: full-time, part-time and casual
- A role description for each job, with the award classification written in
- A new-starter pack: checklist, induction list, policy acknowledgement and the Fair Work Information Statement process
- For casuals, the Casual Employment Information Statement and a reminder for casual conversion
- A roster template

WHAT YOU GET

- Word files in your business's name, ready to edit and reuse
- One process for every new starter, from the offer to the first day
- A walk-through call, so you can use it for the next hire

TIMING

Documents come back within five working days of sending us your information.

Recruitment

A short, fair hiring process, from the role to the written offer.

01

The role

What the person will do, the hours, the pay and who they report to, agreed before anyone writes an ad.

02

The ad

Leads with the work and is honest about the role, with a closing date and one clear way to apply.

03

Selection

Shortlisting against agreed must-haves, a practical work test where it fits, and the same scored questions for everyone.

04

The offer

Reference checks that relate to the work, an offer in writing, and an induction plan for the first week.

Workplace policies and employee handbooks

Workplace policies and a staff handbook written for your people, not for a lawyer. Plain English, built around the work your business does.



WHAT WE DO

- Work out which policies you're missing
- Write or adapt them to how you operate
- Add the forms people fill in to follow them
- Bring them together into an employee handbook

WHAT YOU GET

- Word files you can put on your letterhead
- Language your managers can apply without a lawyer
- A note on what to adopt first, and what can wait

WHAT'S IN THE WORK

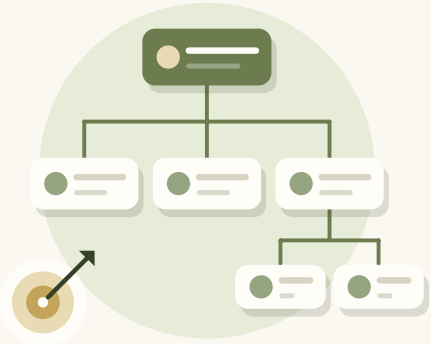
- A single policy written for your business, or a bundle of the ones you're missing
- Code of conduct, grievance, privacy and other core workplace policies
- Templates where a template is enough; custom writing where it isn't
- Matching forms, such as a policy acknowledgement, grievance form or incident report

One current version of each policy

We can set up a document library in SharePoint or similar, with folders, naming and permissions, so everyone works from the same policy and form.

Managing your people

The HR groundwork under your team: clear roles, a structure that matches the work, and managers who can help someone get better at the job they have.



HR and role clarity

Position descriptions people use, and the roles behind them.

- Position descriptions that describe the work, not the person
- An org chart that matches reality
- Onboarding, pay bands and tools for the next hire

Workforce planning and structure

How much work there is, which roles do it, how they fit together and what they cost.

- Skills, gaps and a backup plan for knowledge only one person holds
- Roles written as outcomes, with clear decision limits
- Simple pay bands and a wage budget you can explain

Manager coaching

Help one person get better at the job they have, one clear goal at a time.

01

Identify

Look at what is really happening, using facts such as times, errors or complaints. Agree one goal with a number and a date.

02

Learn

Turn the strategy into a short checklist, then show how it's done before they try it.

03

Improve

They use the checklist in their real work, with a quick check-in partway through.

04

Review

Compare the result with the goal, then keep adjusting, make it the normal way of working, or try something different.

- Worksheets set up for your team, filled in as the record
- A team tracker showing who is part-way through a cycle

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Hard conversations

When a staff matter lands on your desk, get the steps and the paperwork right before you act. You hold the meetings and make the decisions. We get you ready.



Underperforming employee support

One staff member not meeting the standard. The plan and the paperwork, within five working days.

- A 30-day improvement plan written for that person
- Meeting invitation letters and record sheets for your situation
- The steps in order, and a walk-through so you know what to say in the first meeting

Workplace investigations

A complaint or conduct concern looked into fairly, with a written report you can act on.

- A clear plan: the allegations, the people involved and the policies that apply
- Interviews with support persons offered, and an evidence log made at the time
- A written report with a finding on each allegation, and the options for next steps

Ending employment support

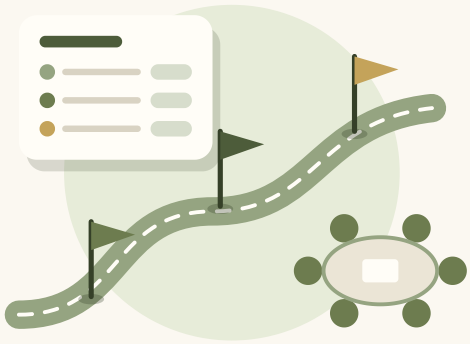
A probation outcome, a redundancy, a resignation or another exit.

- The steps in order, from the first conversation to final pay
- The letters and meeting records that suit the situation
- A list of notice and final pay items, and a checklist of records to keep

> A fair process, and records made at the time.

Governance and strategic planning

Who is meant to do what, how decisions get made, and a short plan with goals, owners and dates that your board or leadership team can work from.



Strategic planning

A facilitated planning session, then a short written plan.

- A session with your board, leadership team or staff that ends in decisions
- A written plan with goals, timelines and who owns what
- A few pages, not a binder, so follow-up is someone's job

Governance

Practical help with how your business is governed.

- Who is meant to do what, with role outlines for the people around the table
- Meeting procedures and a usable agenda template
- Risk frameworks and decision-making people will follow, with a risk register

TWO WAYS TO PLAN

Focused plan

A facilitated session and a clear written plan with goals, timelines and who owns what. Right when you need direction, not a nine-month process.

Full package

We talk to your staff and the people who do the work first, then run the session. You get a designed plan and a roadmap for putting it into practice.

> **A plan people can open in a meeting and know who does what, by when.**

Ongoing HR support

Monthly advice and hands-on help for businesses without in-house HR. One place to take the HR, policy and governance questions that keep coming back.



THREE LEVELS

ESSENTIALS

2–3 hours a month

Policy updates, help preparing for meetings, and reporting templates.

CORE SUPPORT

Up to 6 hours a month

Advice and hands-on help with HR, policies, governance, reporting and following through on your plan.

FULL-SERVICE PARTNER

Up to 10 hours a month

A part-time back office: policies, board papers, HR paperwork, finance help and one-off projects.

- A set number of hours each month, at a price you know in advance
- Unused hours carry forward to the next month
- Work beyond the monthly hours is quoted before it starts
- One place for HR, policy and governance questions

Workplace systems setup

Deputy for rosters, Xero for the books, SharePoint for documents, and similar tools, set up to match how you work.

- ✓ People, roles, permissions and settings configured to match how you operate
- ✓ Your existing policies, forms, templates and lists moved in
- ✓ Short how-to notes and a walk-through for the people who'll use it
- ✓ Logins and licences in your business's name

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How working together works

From the first call to documents you can use on Monday.

01

Free discovery call

Thirty minutes. You tell us what's going on, and we tell you whether we can help.

02

Check-Up, if useful

Optional. A health check of your documents and setup. We meet for 60 to 90 minutes and give you a short Priority Plan. The fee comes off the bill if you go ahead.

03

A written quote

Before any work starts. The quote reflects your size, your documents and your budget, and the quote is the fee.

04

The work

Short Word and PDF documents in your business's name, and a walk-through so you can keep using them.

THE CHECK-UP DELIVERS

- What's working, what's missing and what's out of date
- What to tackle first, and in what order
- A realistic cost range for the work that matters

EVERY PROJECT DELIVERS

- Plain English, in your business's name
- Word and PDF files you can edit and keep using
- A clear order of steps to follow

GET STARTED

Book a free discovery call

Tell us what's landing on your desk. Book online or send us a message through the contact form.



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