



Jan Tipping  
Principal, Tipping Points Consulting  
Mobile: 0414 566 297  
Email: [jan@tippingpoints.com.au](mailto:jan@tippingpoints.com.au)  
Web: [www.tippingpoints.com.au](http://www.tippingpoints.com.au)

## Introductory Letter from Jan Tipping - Chartered Fellow CIPD, AFAIM

*Hello and Welcome*

*Behind every successful business are the people who make it work. Human resources are one of the greatest assets a company has and managing them wisely can lead to a more productive, more efficient, and more profitable venture.*

*My name is Jan Tipping and I would like to help your small or medium sized business make the most of its human resources.*

### **Who am I?**

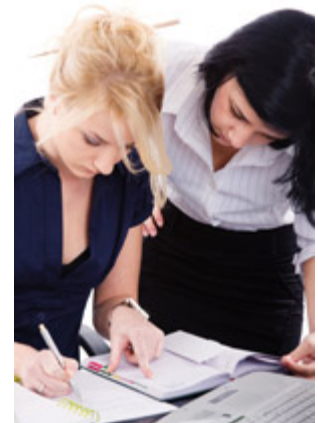
*I am the founder of Tipping Points HR Consultancy & Administration Service. After extensive experience in Operational and Strategic Management positions in the public and private sectors within Australia and the United Kingdom in the field of Human Resources, I decided to follow my passion and start my own company.*

*I have worked in the public and commercial sectors of Defence, Legal, Retail, Not-for-Profit and Aviation industries serving as an HR Generalist and have vast experience in the following specialist fields: Mergers, Acquisitions, Change Management and 'start-up' organisations. This has allowed me to combine my skills as a subject matter expert in the Human Resources field with the commercial realism of business.*

*I bring a wealth of experience rarely available in the market place and I am a Chartered Fellow of the Chartered Institute of Personnel and Development and an Associate Fellow of the Australian Institute of Management.*

### **What does all this mean to me?**

*It means that I can quickly identify many ways that HR can add value and affect your 'bottom line' through streamlining activities, organisational reviews and regular HR Audits. I have discovered that getting internal*



*staff involved in these processes aids retention and improves employee accountability which leads to increased productivity and ownership of any changes that may occur.*

### **What does all this mean to you?**

*By helping you manage your Human Resources, will enable you to focus on your product or service, knowing that your staff is looked after, up to speed, and performing at its best.*

### **What services does Tipping Points provide?**

*Tipping Points specialises in creating a robust, workable HR foundation on which to sustain your organisation. We develop practical, easy to administer and understand Human Resources operations that add value and are cost effective.*

*Our 5 Key areas of services include:*

- 1. Conducting HR Audits**
- 2. Clarifying Award Interpretation**
- 3. Reviewing HR activities including Policies and Procedures**
- 4. Conducting Mediation & Conflict Resolution**
- 5. Preparing Professional Resumes**

#### **1. Conducting HR Audits**

*Many small to medium (and even some large) businesses in Australia have very outdated or minimal HR practices. The ongoing changes in workplace laws in Australia are one reason for this, but they are not an excuse. Businesses are responsible to meet those HR rules and regulations and that often requires the help of an outside HR specialist.*

*Tipping Points offers a full HR Auditing service where we conduct a thorough audit of your current HR functions and practices. Then, working alongside you, we will come up with practical business solutions which will save you time and money.*

#### **2. Clarifying Award Interpretation**

*The Australian Government has introduced changes in workplace laws including the Fair Work Act, National Employment Standards and Award Modernisation.*

*Tipping Points offers an award interpretation service, which can assist businesses through the jungle of legislation and separate the forest from the trees.*

*Professional Award interpretation can benefit your business, in several ways:*

- *Save \$\$\$ on potentially costly mediation and court fees*
- *Create more knowledgeable business leaders*
- *Encourage higher performing staff*
- *Result in less turnover*



### **3. Reviewing HR activities including Policies and Procedures**

*HR policies and procedures ensure compliance with legislation, best practice and company values. They ensure an organisation is compliant and consistent with the way in which it manages its work force. They reduce risk and can mitigate costly litigation should anything go wrong.*

*As HR Consultants, Tipping Points is able to offer you a tailored business solution; whether it be the need to update your current policies and procedures, or an entire overhaul or implementation of a new suite of HR policies and procedures.*

### **4. Conducting Mediation & Conflict Resolution**

*The management of conflict in the workplace can be timely and it can be costly to repair the damage which can affect businesses, the team and individuals who maybe directly or indirectly impacted.*

*Our HR Consultants are trained in conflict resolution and mediation skills and can help in restoring a productive organisation.*

### **5. Preparing Professional Resumes**

*Having a personalised professional resume and cover letter is undoubtedly the most important self marketing tool, when it comes to looking for employment. This is why it is so important to get it right, as this can mean the difference between gaining an interview or not.*

*Our Resumes and Cover Letters are written by Human Resources and Recruitment Specialists who have experience in many different fields and know what will make you stand out from the rest.*

### **Why choose Tipping Points?**

*Choose Tipping Points because we get results. My HR experience is diverse, dynamic and successful. I understand business drivers and the way HR expertise can make an impact above and beyond its traditional 'administrative' function. I study your business, identify strengths and weaknesses, consult the people involved and make the necessary changes. I collaborate, challenge the status quo, and am not afraid to act decisively to improve the operation of your business.*

*I care about the success of small and medium sized businesses and I have the skills and experience to make a difference. You can reach on email [jan@tippingpoints.com.au](mailto:jan@tippingpoints.com.au) or call me **0410 242 688**. I would be delighted to hear from you.*

*Jan Tipping*

*Principal - Consultant*

*Tipping Points*

*HR & Administration Services*