

A quick guide to the services of the

# Human Resources Directorate

## Division of Services and Resources

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The Human Resources Directorate provides strategic and operational leadership and advice to the University across people and culture matters. Its directorate consists of functional areas who support the University to lead and manage their people across all aspects of the employee lifecycle including Equity & Diversity (including Aboriginal & Torres Strait Islander Employment); Industrial Relations; Organisational Development & Learning; Human Resources Delivery (including Recruitment and Business Partnering Services); Payroll and Superannuation, and Human Resource Systems/Information Management.

Service Areas	Equity & Diversity	Industrial Relations	Organisational Development & Learning	HR Business Partnering & Recruitment	Remuneration & Superannuation	HR Systems & Information Management
<b>Head and key email contact</b>	Jean Fenton Manager, Staff Equity and Diversity  <a href="mailto:jean.fenton@jcu.edu.au">jean.fenton@jcu.edu.au</a>	Belinda Pope Manager Industrial Relations  <a href="mailto:belinda.pope@jcu.edu.au">belinda.pope@jcu.edu.au</a>	Karen Desira Head, Organisational Development and Learning  <a href="mailto:karen.desira@jcu.edu.au">karen.desira@jcu.edu.au</a>	Raelene Eves Deputy Director Human Resources  <a href="mailto:raelene.eves@jcu.edu.au">raelene.eves@jcu.edu.au</a>	Fiona Statham Team Leader Remuneration Services  <a href="mailto:fiona.statham@jcu.edu.au">fiona.statham@jcu.edu.au</a>	Lisa McGahey Manager, HR Systems and Information Management  <a href="mailto:hrmisservices@jcu.edu.au">hrmisservices@jcu.edu.au</a>
<b>Services</b>	<ul style="list-style-type: none"> <li>Aboriginal &amp; Torres Strait Islander Employment Strategy</li> <li>Equity &amp; Diversity Programs</li> <li>National Higher Education Sector Equity Reporting</li> <li>Awareness raising activities in partnership with Student Equity</li> <li>Support and assistance for staff regarding Discrimination &amp; EEO</li> </ul>	<ul style="list-style-type: none"> <li>EA Bargaining</li> <li>JCC and trade union relations</li> <li>External Tribunal and Commission matters</li> </ul>	<ul style="list-style-type: none"> <li>Leadership &amp; Management Development</li> <li>Staff Development including E learning</li> <li>HR Communications</li> <li>Staff Survey Implementation</li> <li>Senior Staff Conference co-ordination</li> </ul>	<ul style="list-style-type: none"> <li>HR Consulting &amp; Advisory Services</li> <li>EA Interpretation</li> <li>Recruitment &amp; Contracts</li> <li>HR Administration</li> <li>Change Management</li> <li>Disputes, Grievance and Workplace Conflict</li> <li>Disciplinary and underperformance matters</li> <li>Position Descriptions and Reclassification</li> </ul>	<ul style="list-style-type: none"> <li>Payroll</li> <li>Salary Packaging</li> <li>Superannuation</li> </ul>	<ul style="list-style-type: none"> <li>HR Systems Support</li> <li>HR Reporting</li> </ul>
<b>Key resources</b>	<ul style="list-style-type: none"> <li>EEO Legislation</li> <li>Policy framework</li> <li>Statement of Strategic Intent</li> <li>University Plan 2013-2017</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Agreement</li> <li>Policy Framework</li> <li>Fair Work Legislation</li> </ul>	<ul style="list-style-type: none"> <li>HR Strategic Plan</li> <li>HR Home Page (intranet)</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Agreement</li> <li>Policy Framework</li> <li>Fair Work Legislation</li> <li>HR Home Page</li> </ul>	<ul style="list-style-type: none"> <li>Salary Packaging</li> <li>UniSuper</li> <li>QSuper</li> <li>Enterprise Agreement</li> </ul>	<ul style="list-style-type: none"> <li>HR Home page</li> <li>Alesco HRMIS</li> <li>Discoverer</li> </ul>