

Human Resources Division Service Charter

Who we are

The HR Division provides services to the University community through the provision of specialist HR advice and functions which complement HR services provided within Faculties, Institutes and Divisions.

What we do

The HR Division delivers high quality advice and support to our clients on all aspects of HR and people matters including:

- Recruitment and selection
- Staff development
- Leading and managing change
- Employee relations
- Organisational development
- Equity, diversity and inclusion
- Policy interpretation and application
- Staff support and rehabilitation
- Aboriginal and Torres Strait Islander employment
- Payroll services
- Employee benefits (Salary Packaging, Superannuation)
- HR Reporting
- Functional support and enhancement of HR Systems

Our service commitment

The HR Division is committed to:

- Providing specialist advice and services on HR matters consistent with University policies, industrial instruments, legislation and good/best practice;
- Responding to all enquiries with respect and courtesy;
- Continually improving the effectiveness and delivery of HR Services across the University consistent with the University's Strategic Plan

How we deliver

The HR Division will deliver on our service commitment with:

Professionalism	We will build and maintain effective working relationships. We will be sensitive and respectful of individual circumstances.
Expertise	We will provide credible and comprehensive HR advice. We will share expert knowledge on effective HR and people management practices.
Timeliness	We will acknowledge your query and respond in a timely manner. We will deliver on our commitments.
Solution-focused outcomes	We will work with you to understand your needs and deliver effective solutions. We will deliver innovative practices that support a high performance culture.

How to contact us

Should you have a question or query we can assist you with, please contact the relevant service area below:

- [HR Client Services and Remuneration](#)
 - HR Client Services for central University Divisions
 - Payroll
 - Staff Benefits
 - UQ temps

- [HR Systems and Business Analysis](#)
 - HR Business Analysis & Improvement
 - HR Information Systems
 - HR Reporting

- [Organisational Development](#)
 - Staff Development
 - Organisational Development
 - Continuing Appointments and Promotion

- [Workplace Relations, Diversity and Organisational Change](#)
 - Employee Relations
 - Aboriginal and Torres Strait Islander Employment
 - Staff Support
 - Equity & Diversity

Feedback

The HR Division welcomes feedback on the HR Division's Service Charter and how we can improve the delivery within our key service areas.

To provide feedback, please email directorhr@uq.edu.au.