



MAPIEN
WORKPLACE STRATEGISTS



PEOPLE MANAGEMENT CAPABILITIES TO SUPPORT THE **LOCAL GOVERNMENT** SECTOR

Mapien is the most trusted bespoke people consultancy in the Asia Pacific. For almost 40 years we have provided employers with solutions on every aspect of people in the workplace.

Our clients say we take the stress out of stressful situations. We help you align your people with your organisation's objectives and our promise is to maximise the people impact needed to achieve your vision.

With over three decades working with local governments across Australia, Mapien's industry knowledge means we are uniquely placed to provide tailored advice to you, to suit your culture, policies and business goals. Mapien has extensive experience advising and assisting clients in both regional and metropolitan, large and small local governments.

Our depth and breadth of experience in a variety of organisational settings, and particularly in a local government context allows us to build meaningful business relationships, where you feel comfortable we always have your best interests at heart.



Connect with us: hello@mapien.com.au | mapien.com.au



OUR CLIENTS INCLUDE

- Blacktown City Council
- Brisbane City Council
- Cairns Regional Council
- Council of Mayors (SEQ)
- Gladstone Regional Council
- Lockyer Valley Regional Council
- Logan City Council
- Moreton Bay Regional Council
- Scenic Rim Regional Council
- Shire of Ashburton
- Shire of Broome
- Shire of Derby West Kimberley
- Shire of Exmouth
- Shire of Kulin
- Shire of Serpentine Jarrahdale
- Shire of Yilgarn
- Toowoomba Regional Council





AREAS OF EXPERTISE



Workplace investigations



Enterprise bargaining



Advocacy



Workplace conflict and dispute resolution strategies



Psychometric recruitment screening



Culture & leadership



Workplace culture reviews



Workers compensation matters



Workplace training



MAPIEN'S KEY SERVICES

We solve people problems using experience, technical capability, data & behavioural science.

Mapien's specialist service areas include:



Behaviour & Performance



Culture & Leadership



Representation & Compliance



Strategy & Systems



Talent & Immigration



WORKPLACE INVESTIGATIONS

When responding to complaints and other workplace issues, a workplace investigation may be required.

From our experience, no two investigations are the same and at Mapien we commence all investigations with a standard fact-finding approach.

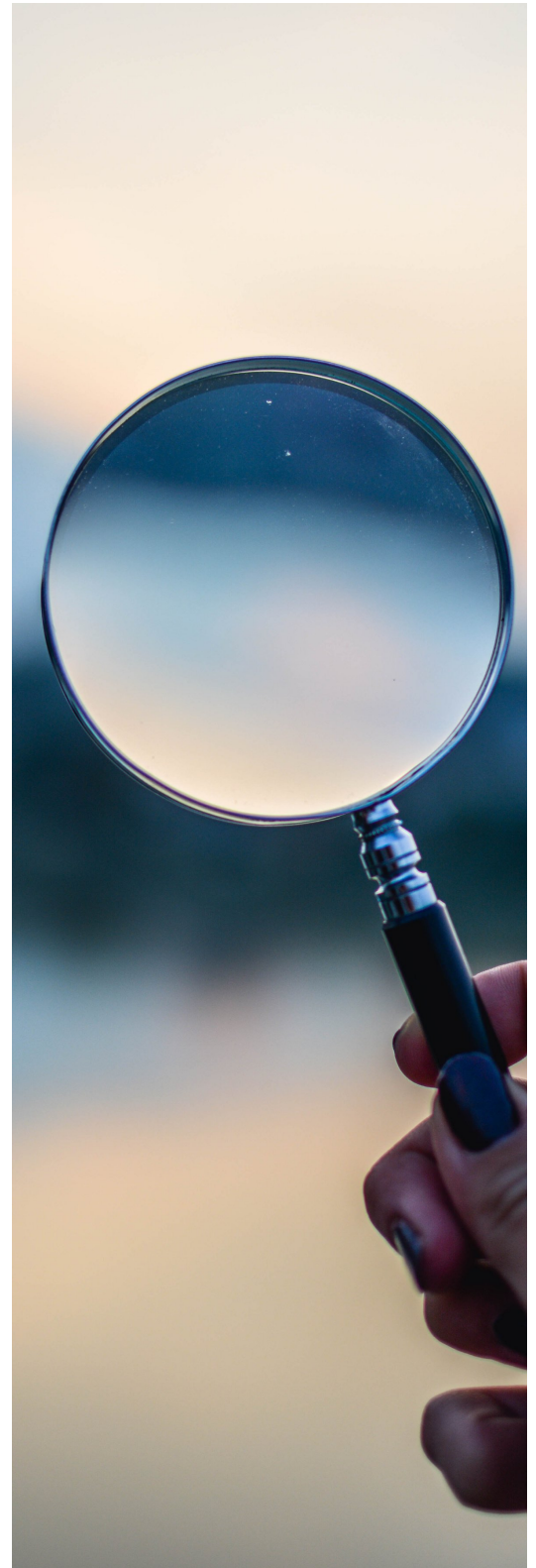
Our Workplace Strategists assist local government departments with delicate issues including disciplinary investigations, sexual harassment, discrimination, bullying, and suspected corrupt conduct (including fraud, stealing, violence etc); as well as conducting investigations to determine compliance with policies & procedures.

You can feel secure knowing your investigations are:

- Fair, equitable and respectful
- Conducted by a qualified, experienced team who understand local government legislative and policy context
- Detailed, reliable, credible
- Conducted in accordance with the principles of natural justice

You'll receive a clear and comprehensive analysis of the evidence (taking into consideration legal precedent where appropriate) and a detailed written report.

You will be able to confidently rely on our final report and use this as the mechanism to take further appropriate action.



ENSURING YOUR PEOPLE MAKE A POSITIVE IMPACT TO THE WORKPLACE

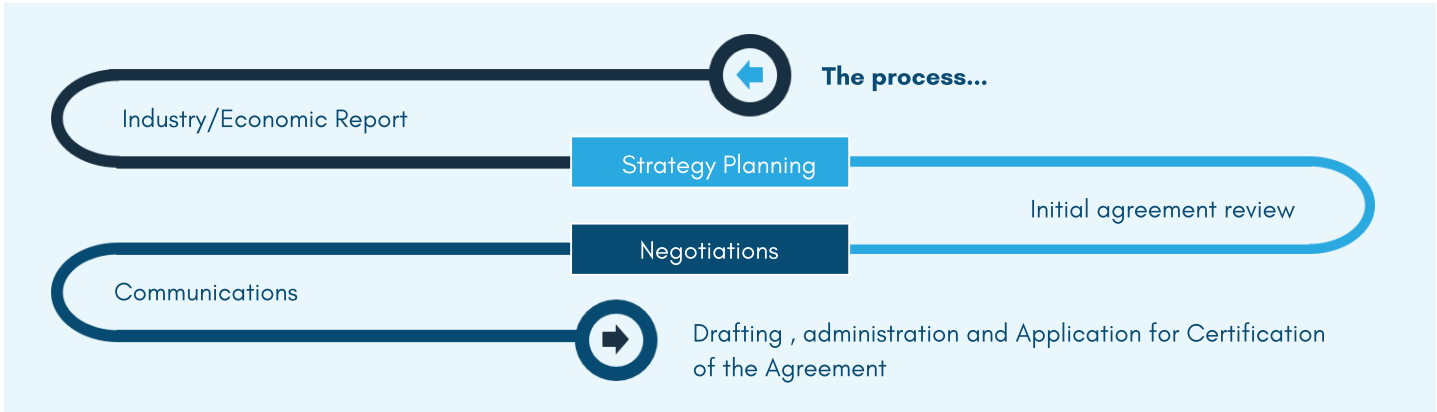


ENTERPRISE
BARGAINING

Highly developed and up to date technical knowledge is blended with practical strategies to limit disputes during bargaining and deal confidently with the most complex employment and industrial relations challenges.

Certified Agreement bargaining negotiations:

- Strategic, proactive approach
- Establish clear objectives for the agreement
- Advise on local government trends
- Improve communication
- Reduce unnecessary conflict
- Independent employee surveys to identify employee sentiment prior to bargaining
- Representation as part of the negotiation team conducting face to face negotiations or strategic advice to the negotiation team on an ongoing basis
- Ensuring a robust negotiation process aimed at building momentum is followed
- Ensuring the agreement meets legislated & industrial requirements
- Achieving a mutually acceptable outcome for employees and Council
- Representation in the QIRC in the case of any dispute or Scope of Agreement issues
- Advice on approval requirements and Application to the QIRC for Certification of the Agreement



TRUSTWORTHY SUPPORT AND ADVICE



ADVOCACY

With Mapien's excellent reputation & industry expertise, we're uniquely positioned to be able to represent local government clients, in all Queensland Industrial Relations Commission (QIRC) proceedings, without needing Union consent or leave of the commission. Mapien Industrial Advocates are not subject to the same limitations imposed on Lawyers in the QIRC.

Whether it be an Unfair Dismissal Application, a General Protections Application, an Arrears of Wages Application or any form of Dispute, Mapien's experienced Industrial Advocates can represent local authorities at all stages of proceedings, from conciliation through to arbitration.



Mapien are experienced in making Application for Certification of Agreements and representing employers in hearings to ensure certification of the Agreement by the QIRC.

Our strong relationships, extensive advocacy experience and a thorough understanding of the formalities of appearing in the QIRC give Mapien consultants the competitive advantage and further builds trust and confidence with local government clients.

BUILDING TRUST & CONFIDENCE THROUGH UNDERSTANDING & EXPERIENCE



WORKPLACE CONFLICT AND DISPUTE RESOLUTION STRATEGIES

Conflict resolution strategies include:

- Two person or multiple people mediations & facilitated conversations
- Group facilitated conflict resolution
- Individual coaching
- Dysfunctional team development programs
- Team building workshops
- Appropriate workplace behaviour workshops
- Organisation/team reviews
- Report on management action



**THE
MAPIEN
RADAR**



PSYCHOMETRIC RECRUITMENT SCREENING

We know selecting the best candidate to fit your role is critical!

The Mapien Radar psychometric assessments makes hiring the right people easy, ensuring your selection decisions are high quality, rock solid & based on your specific needs. Using psychometric assessments to avoid the bad hires can be used in all types organisations, from small to medium business, schools & educational institutions, large private organisations & government departments.

The Mapien Radar tests:

- General mental & cognitive ability
- Behavioural & personality preferences
- Uniquely predicts likely job fit

Feel confident in your hiring decision, by seeing the whole picture first!

INNOVATION & SCIENTIFIC APPROACHES TO RESOLVE PAIN POINTS



CULTURE & LEADERSHIP

Mapien Workplace Strategists have years of experience guiding our local government clients, providing clear direction through our psychology services; ensuring you can trust that the members of your team are highly capable & share your values.

Our insights are underpinned by proven tools, methodologies and research and our expertise, including:

- Change & Culture
- Coaching & Mentoring Programs
- Diversity, Inclusion & Flexibility
- Engagement, Measurement & Development
- Leadership Assessment & Development
- Team Building



WORKPLACE CULTURE REVIEWS

A dysfunctional workplace culture effects productivity and people.

With support, culture can be improved, which grows capability and increases our ability to provide essential services to our communities.

Our Workplace Culture Review evaluates and addresses complex people issues to determine the nature of interventions most likely to bring about positive behavioural change.

A successful organisation is fundamentally about people, relationships, communication and decisions.

With extensive local government experience and a people focused approach, Mapien draw from a wide range of specialist skills to offer tailored, practical & engaging solutions to people problems and people management.

INCREASING ENGAGEMENT AND OVERALL PERFORMANCE IN THE WORKPLACE



WORKERS COMPENSATION MATTERS

Providing a safe and comfortable workplace is critical for the wellbeing of your people.

While we know Workers Compensation is extremely important in protecting employers & employees, should an injury occur in the workplace; we also know it can be complex & confusing for employers.

Our dedicated, professional team understand workers compensation and WH&S prosecutions inside out and craft a customised plan to suit the specific needs of local government clients, covering:

- The legislative framework for WH&S & workers' compensation
- WH&S incident & workers' compensation investigations
- Prepare employer submissions including gathering evidence
- Prepare appeals
- Advocate at appeal hearings
- Policy development

Mapien help take the stress away during these often stressful situations by analysing and providing advice for workers' compensation matters as per Workers' Compensation and Rehabilitation Act 2003.

ENSURING YOUR PEOPLE MAKE A POSITIVE IMPACT TO THE WORKPLACE



WORKPLACE TRAINING

Mapien's training programs are based on adult learning principals and are designed to provide participants with the appropriate strategies and tools to implement in their workplace.

Our expert facilitators draw on personal experience and client "war stories" to ensure relevant, practical and tailored sessions.

Mapien's training programs cover topics across all areas of industrial relations, human resources & organisational development, including:

- Counselling & Discipline skills
- Leadership Development
- Workplace Discrimination & Harassment
- Workplace Investigation skills



RECENT PROJECTS

PARTNERING WITH TEAMS

Some specific examples of projects Mapien has undertaken are outlined below.

Reviewing workplace culture & making recommendations

Mapien were engaged to review workplace culture and make recommendations following bullying complaints, media & long-term dysfunction within a department.

Through interviewing current & former staff, we identified a number of systemic issues which, over a long period of time had resulted in a poor workplace culture. Recommendations were tested to ensure they were compliant with the relevant law, policies and industrial instruments that applied and suggestions were adopted.

One of the key strengths of the process was identifying the root causes to the dysfunction of the unit, and that the allegations of workplace bullying were a symptom, rather than a cause.

The work of Mapien and the practical and workable nature of the recommendations were highly praised, with the department subsequently functioning in a much more effective manner & allegations of workplace bullying ceasing.

Enterprise Bargaining Negotiations

After being stalled in enterprise bargaining negotiations for approximately two years, a large regional council engaged Mapien to represent the council in Scope Order proceedings in the QIRC, advise on the strategy and ultimately lead negotiations to resolve the impasse.

Mapien assisted with strategy, advice & led negotiations & advocacy. Negotiations were successfully concluded and the agreement was certified in the QIRC.

Mapien continues to provide ongoing advice on industrial relations matters including disciplinary action and disputations to the council.



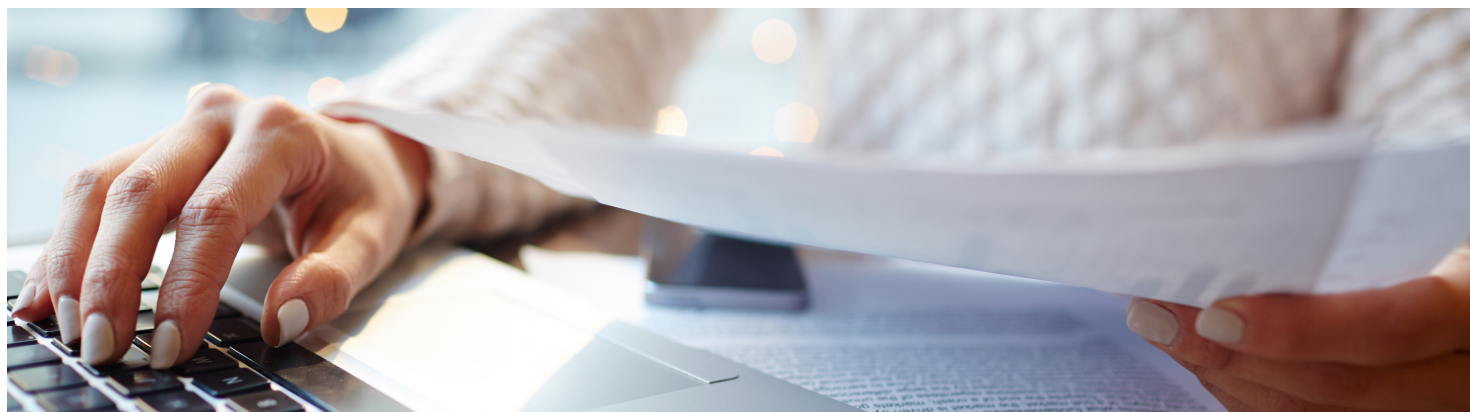
REPRESENTATION IN THE QIRC

The alternative to lawyers that local governments need!

Mapien have a unique competitive advantage with the ability to represent Local Government clients in all QIRC matters without needing Union consent or leave of the Commission.

Recently Mapien were approached by a Regional Council to represent them in a dispute with a Union, that was initially being handled by a law firm. The matter did not settle at conciliation and was proceeding to arbitration. The law firm withdrew after being denied consent from the Union to appear. Mapien however, can appear as paid agents pursuant to s529 of the Act and do not need to rely on the Union's consent, nor seek leave of the QIRC to appear.

In General Protections matters and Unfair Dismissal matters, Mapien Consultants again do not need to seek leave, while Lawyers can appear only with leave of the QIRC.



A TOPICAL SUBJECT

Another example is our representation of a Regional Council in a Scope Order Application.

Mapien was engaged to run the matter where the "blue collar" Unions were seeking a separate agreement as opposed to the existing single agreement. Mapien prepared a comprehensive case, including the compilation of evidence and Statement of Facts, Matters and Circumstances, relying on the relevant Full Bench authority, which placed the Council in a very strong position.

Ultimately, the matter was resolved via negotiations facilitated by Vice President O'Connor and the Council maintained a single agreement.

This is currently a very topical subject as all Council's with a single agreement are coming under pressure to agree to a blue collar/white collar split, which is invariably not going to be in their best interests.



WHAT OUR CLIENTS SAY

I have worked with Mapien workplace strategists for nearly twenty years, across a number of organisations and industries and consider them to be the preeminent industrial relations consultancy within the Queensland market.

The quality of their investigation, analysis, and recommendations is first class and is only developed after collaboration with their clients and understanding organisational strategies of risk appetite and corporate imperatives.



SEAN HALLORAN

Human Resources Manager
Moreton Bay Regional Council

Their staff are well selected and developed as specialists within their fields of expertise, undertaking the relevant and necessary activities to accomplish the clients brief in a timely and professional manner.

Finally, I have found the team at Mapien to be cost effective, providing an exceptional level of skills for a reasonable price.

"I WOULD NOT HESITATE TO UTILISE THEIR SERVICES AGAIN IN ANY OF MY CURRENT OR FUTURE ROLES."

CATHERINE BYERS

General Manager, People & Culture
Gladstone Area Water Board

The services Mark Brady from Mapien provided to our organisation was of an exceptional standard.

It was evident from the services provided that Mark is an experienced investigator who is both relatable and pragmatic in the assistance that he provided to us.

We have actively sought out Mark's assistance on another matter since our initial engagement.



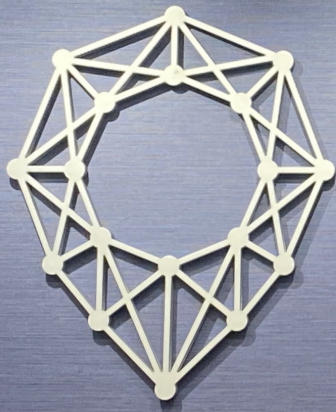
OUR TEAM

Mapiens are industry leading Workplace Strategists, committed to enabling the success of local governments through their people.

Leaders in their field, our team are smart, personable, practical, reliable and most importantly, care about making a difference in your organisation.

We bring together expert practitioners with technical knowledge and local government industry experience to create a bespoke team to best meet your needs. Mapien Workplace Strategists are committed to ensuring your people make a positive impact to the workplace.

 Mark Brady	 Joshua Shingles	 Mark Rodgers	 Blake Redding	 Ben Cooper
 Lisa Paton	 Jenna Cuthbertson	 Conor Fahey	 Darren Gilles	 Charles Lentini
 Katy Russell	 Ian Haslam	 Kate Pillai	 Bridget O'Connor	 Vanessa Moran



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MAPIEN

WORKPLACE STRATEGISTS

Advise • Implement • Represent