

LAUNCH OF THE HR SERVICE CENTRE  
2 JUNE 2008

In response to the 2006 Your Voice Staff Survey, which reported that staff feel that HR needs to improve how it handles staff queries, the Human Resources Branch will be launching a Service Centre to make it easier for University Staff to contact HR with a question or an issue. The HR Services Centre will be a one stop shop for your phone and email enquiries with regard to HR matters

**What Can the HR Service Centre Assist You With?**

- Payroll and leave enquiries
- Contract enquires
- Superannuation enquiries
- Advertising and Appointment enquiries
- Titleholder enquiries
- Employment visa enquiries

In addition, the HR Service Centre will broker the services of:

- the Recruitment Team
- the Health, Safety and Wellbeing team
- Organisational Development and Strategy support
- case management and change management services provided to Faculties and Divisions by HR Consultants

**Benefits of the HR Service Centre model**

The new HR Service Centre will benefit the University through:

- Faster response times
- Consistent responses
- Allocation of the best person to assist with your enquiry

**What Does This Mean to You?**

From Monday, 2 June 2008, between the hours of 8.30am and 5pm, you will be able to contact the HR Service Centre on (831) 31111 or by email at [hrservicecentre@adelaide.edu.au](mailto:hrservicecentre@adelaide.edu.au)