

Our Employees



Bartels, Taylor and Associates Pty Ltd (BTA P/L) takes great care in selecting its employees.

The general public does not differentiate our employees from those of our clients. BTA P/L aims to recruit employees who are competent, polite and professional and who will not compromise the public image of BTA P/L or that of our clients.

Training is given a high priority and instruction is provided to our staff on a range of employment matters which include:

- product knowledge - information on infringement types, payment options etc
- administrative procedures including caseload management, reporting and recording findings, money handling etc
- information privacy, personal privacy, and document security
- occupation health & safety, especially personal safety, critical incident reporting etc
- customer service including negotiation techniques and complaints handling
- conduct and expected behaviours when working for BTA P/L.

All employees of BTA P/L are involved in regular performance appraisal.

- for long term employees, a formal appraisal process is conducted twice yearly
- new employees are not only closely supervised, they are also provided with regular and instructive feedback on efficiency, behaviour, adherence to procedures and effective customer service.
- we conduct regular audits on the quality of our employee's work to ensure that a high quality product is achieved.

We respect our employees and treat them fairly.

- communication with our employees is provided in a variety of ways including fortnightly meetings, newsletters, regular training sessions and an employer sponsored monthly get-together for all staff.
- our employees are knowledgeable of their entitlements and our expectations. They have at their disposal a comprehensive data base of BTA P/L policies, strategies and procedures.
- BTA P/L enjoys very good relationships with its employees, resulting in low rates of staff attrition, OH&S concerns, employee grievances and customer complaints.

**We are proud of our employees and
their expertise in achieving results for you.**