



PRACTICAL. PROFESSIONAL.
PEOPLE-FOCUSED.

CAPABILITY **STATEMENT**

*Supporting Australian businesses with tailored
Human Resources & Industrial Relations Solutions.*

CONTACT US

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“ The Team at HR Dynamics provided us with the most professional work and guided us through the process of implementing all things HR that our business needed. It was tailored to our business needs and answered any questions we had very promptly. We will continue to use HR Dynamics for all of our HR work. Thanks a million guys!! 5 Stars from us at NES ”

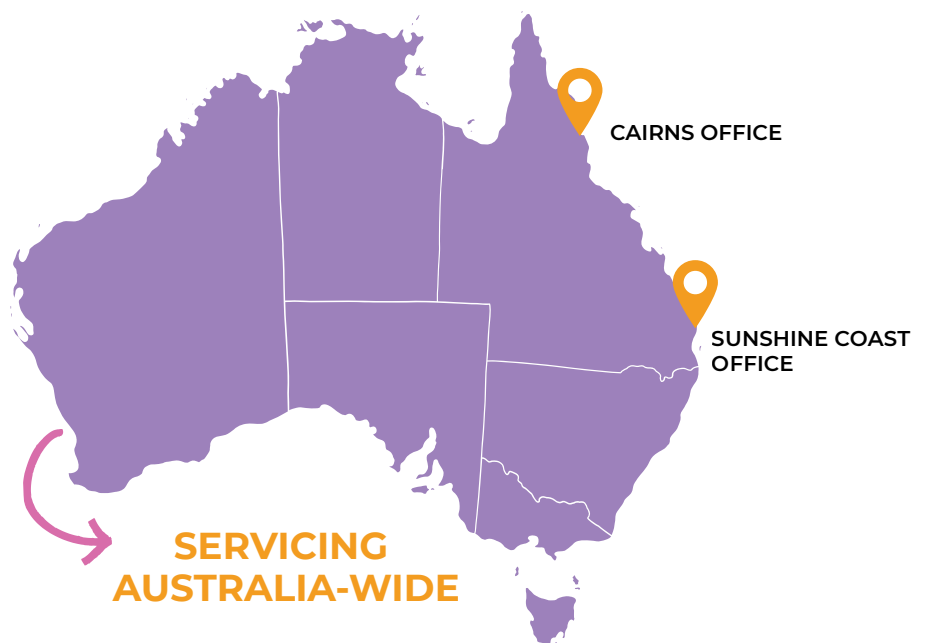
BRENT NEAL - NEAL'S ENGINEERING SOLUTIONS

TABLE OF CONTENTS

ABOUT US	3
OUR SERVICES	4
BULK HOURS	6
ONGOING HR SUPPORT	6
HR SERVICE PACKAGES	7
COACHING & TRAINING	8
CASE STUDIES	9
CLIENTS WE'VE HELPED	11
OUR DIRECTORS	12
LEADERSHIP TEAM	13

ABOUT OUR COMPANY

Since 2008, HR Dynamics has been supporting organisations across Australia to navigate HR and industrial relations with confidence. Our clients benefit from deep industry knowledge, regional insight and practical, down-to-earth support.



What sets us apart?

It's the personal touch. At HR Dynamics, you're never just a number. We take the time to understand your organisation, offering flexible, transparent, and tailored support - something big firms just can't match. From one-on-one mentoring to complex HR issues, we're with you every step of the way.



14

TEAM MEMBERS



1200+

HAPPY CLIENTS



18

YEARS LEADING

OUR SERVICES

Simple. Flexible. Effective.

At HR Dynamics, we offer practical HR solutions designed to match the pace and pressures of real businesses. Whether you're after one-off support or long-term partnership, we deliver the right help at the right time.

CORE SERVICES



Fair Work & Compliance

Clear guidance on employment law, awards, and obligations.



Employment Contracts

Tailored contracts that protect your organisation and support your team.



Pay Rate & Award Advice

Navigate award interpretations, wage audits and classification with confidence.



Employee Handbooks

Customised handbooks that reflect your policies, culture, and legal requirements.



Performance Management

Support with performance management, misconduct, investigations and terminations.



Training & Mentoring

One-on-one mentoring, leadership coaching and staff development that drives change.

“ We have been working with HR Dynamics for years now and always find them to be very professional, reliable and prompt with their service. We have had opportunity to work together on HR Audit, contracts and more recent with our Employee Handbook which are of an excellent standard. ”

NICOLE DENT - ACCESS COMMUNITY HOUSING



SPECIALISED SERVICES



On-Site HR & Training

Personalised HR help or group training delivered directly at your workplace.



Independent Investigations

Thorough, confidential reviews conducted with integrity and clarity.



Accredited Mediation

Resolve conflict with support from our nationally accredited mediators.



Leadership & Culture Workshops

From Toolbox Talks to executive coaching — we build capability at all levels.



EBA Negotiations & IR Advice

Guidance through complex enterprise agreements and industrial relations matters.



Advanced Feedback Tools

Get real insight with 360 Feedback, staff engagement surveys, and leadership diagnostics.

We cut through the HR complexity to offer clear, effective solutions. Our services are as flexible as your needs.

HR Dynamics is all about providing the **right help at the right time**, ensuring your business and team thrive together.



Need someone onsite weekly?

Done ✓

Need just a quick advice about what to pay an employee?

Done ✓



BULK HOURS

Need help with HR but not sure what you'll need (or when)? Our Bulk Hours option gives you on-demand support across a wide range of services—**only pay for what you need**, when you need it. No retainers. No lock-ins. Just practical help, ready to go.


- **5 hours** – \$1,100 +GST
- **10 hours** – \$2,090 +GST
- **15 hours** – \$3,135 +GST
- **20 hours** – \$3,960 +GST
- **25 hours** – \$4,950 +GST
- **40 hours** – \$7,480 +GST

ONGOING HR SUPPORT

All the essentials. One monthly payment.

For just **\$460 +GST/month**, you'll receive consistent, on-call HR support designed to keep your workplace compliant, proactive, and supported — without the upfront costs of a full package.

- ✓ Employment Contracts
- ✓ Employee Handbook
- ✓ Pay & Award Advice
- ✓ Suite of HR Policies
- ✓ WHS & Psychosocial Risk Register Templates
- ✓ One-on-one Coaching
- ✓ Access to free in person training
- ✓ Live Q&A Sessions
- ✓ Updates on Fair Work & HR/IR Hot Topics
- ✓ Up to 10 Position Descriptions

 *2-year commitment and \$2000 set-up fee applies. Employer insurance option available.*



AD-HOC RATES

For businesses requiring support outside of a package or ongoing arrangement, HR Dynamics offers ad hoc HR support charged at an hourly rate. Rates vary depending on the nature and complexity of the work required, with more specialised or formal matters attracting a higher hourly rate.

- \$220 + GST per hour for general recruitment activities, contract review & drafting, rates & Award advice, rate calculations, policy drafting
- \$230 + GST per hour for termination & redundancy advice, warnings, disciplinary advice, senior management/CEO performance sessions, EBA drafting & negotiations
- \$240 + GST per hour for investigations, mediation services and Fair Work preparation, conciliations, negotiations & hearings

HR SERVICE PACKAGES

Feeling overwhelmed by HR responsibilities and compliance? Our HR Packages are here to lift that weight off your shoulders. Designed for new organisations or organisations looking to streamline their HR processes, this package ensures you're fully compliant without the stress.

01

HR STARTER -

Ideal for new and small businesses

- ✓ Employment Contracts
- ✓ Employee Handbook
- ✓ Pay Rate Calculations
- ✓ 2hrs HR Coaching

\$5,000 +GST

02

HR PLUS -

Designed for growing businesses

- ✓ Employment Contracts
- ✓ Employee Handbook
- ✓ Pay Rate Calculations
- ✓ 2hrs HR Coaching

PLUS pick 4 options from our HR Solutions menu!

\$6,000 +GST

03

HR PRO-

Comprehensive HR Management

- ✓ Employment Contracts
- ✓ Employee Handbook
- ✓ Pay Rate Calculations
- ✓ 2hrs HR Coaching

PLUS pick 8 options from our HR Solutions menu!

\$7,500 +GST

HR Solutions Menu

- Recruitment Pack
- Performance Review Documents
- Psychosocial Risk Register
- Sexual Harassment Training
- Toolbox Talks
- Contractor Agreement
- Bonus Agreement
- Warning Form
- Induction Process

For larger teams on the Pro Package:

- 360 Degree Feedback Survey
- Staff Engagement Survey



Make your package your own!

Prefer flexible payments?

Explore our Ongoing HR Support—all the essentials, split into manageable monthly payments.

COACHING & TRAINING

Build better leaders. Empower stronger teams.

At HR Dynamics, we offer targeted leadership coaching, team training, and staff development tools that create real change—without the fluff.



INDIVIDUAL COACHING

Tailored support to strengthen capability, lift performance and grow confidence.

\$2,625+GST for 6 sessions



TEAM WORKSHOPS

Practical training, from Toolbox Talks to full-day workshops- all tailored.

POA

360-DEGREE FEEDBACK

\$1,260 + GST per participant

Our 360 tool gathers insights from peers, managers, and self-assessments to highlight strengths and areas for development. Delivered with full coaching support, it's a powerful way to boost self-awareness and leadership capability.

- Tailored survey aligned to your organisation
- Online delivery with debrief and support
- Ideal for team leaders, managers, and senior staff

“ The team at HR Dynamics have been very professional and responsive.... Staff at Lifestyle Connections have also greatly benefited from the mentoring program resulting in identifying efficiencies and newfound confidence. ”

LEO BRUNKER - LIFESTYLE CONNECTIONS

CASE STUDIES

INDUSTRIAL AWARD COMPLIANCE REVIEW SCHADS BACK PAY AUDIT FOR LARGE NFP

Client: National Not-for-Profit Organisation (*Confidential*)

Service Provided: Industrial Relations Advisory, Award Interpretation, Back Pay Calculations

Duration: 6 months

Location: Queensland-based (*with national operations*)

Project Overview:

A large not-for-profit organisation operating under the Social, Community, Home Care and Disability Services Industry (SCHADS) Award self-reported potential underpayments to the Fair Work Ombudsman. The organisation engaged HR Dynamics to independently review compliance with the Award, calculate any underpayments and provide guidance for remediation.

The review affected multiple service divisions, with over 250 current and former employees potentially impacted across a 6-year retrospective period.



Our Approach:

- Conducted a comprehensive audit of employment contracts, rosters, pay records and timesheets against the relevant SCHADS Award provisions (*including shift loadings, broken shifts and minimum engagement periods*).
- Interpreted complex clauses and historical variations of the Award with reference to the Fair Work Act and relevant case law.
- Completed individualised back pay calculations, covering multiple job classifications and penalty structures
- Provided strategic advice on engagement with the Fair Work Ombudsman, employee communications and future compliance measures.
- Delivered training to the internal HR and payroll teams to embed Award understanding and prevent future errors.

Outcomes Achieved:

- Completed analysis and reporting to Fair Work within agreed timeframes, helping the client demonstrate cooperation and good faith.
- Identified underpayments with clear rationale, enabling targeted remediation and minimising reputational risk.
- Developed a transparent back pay and remediation plan, including: Templates for employee communication, and implementation of forward compliance checks
- Methodology and Calculations approved by Fair Work

CASE STUDIES

COMMUNITY SERVICES TEAM (GOVERNMENT DEPARTMENT)

Project Overview:

HR Dynamics was engaged to support internal team cohesion, leadership capability, and communication effectiveness within this Government Department

The unit was working across diverse communities and navigating complex policy, stakeholder and delivery environments.

There was a need for enhanced internal alignment, confident leadership and culturally capable communication across dispersed teams.

Our Approach:

- Facilitated structured team workshops to clarify roles, responsibilities, and collective purpose, building stronger internal connection and trust.
- Delivered communication coaching to both team members and leaders, including:
 - Techniques for active listening and assertive communication
 - Tools for managing challenging conversations and resolving conflict
 - Support for delivering culturally sensitive messaging
- Conducted leadership coaching sessions with senior staff to strengthen performance management skills, feedback delivery and staff engagement strategies.

Outcomes Achieved:

- Clearer communication channels across a geographically dispersed team, improving consistency and accountability.
- Stronger leadership confidence in driving team culture aligned with the Action Plan's principles of partnership, respect and cultural safety.



CLIENTS WE'VE HELPED





OUR DIRECTORS

With over 17 years in business, HR Dynamics is led by the longstanding partnership of Phoebe Kitto and Rebecca Wright. Under their leadership, HR Dynamics has grown into a trusted partner for organisations across Australia.

Phoebe and Rebecca joined forces with the shared belief that businesses thrive when their people practices are strategic, compliant and connected to purpose. What started as a responsive HR advisory service has evolved into a comprehensive suite of strategic HR solutions — designed not only to meet compliance requirements under Fair Work Australia and associated legislation, but to elevate performance, culture and employee experience across sectors.

Over nearly two decades, HR Dynamics has witnessed — and helped clients navigate — significant changes in the HR and IR landscape, including award modernisation, enterprise bargaining reform, the rise of psychosocial safety obligations and cultural expectations around inclusion and flexibility. Through it all, our focus has remained clear: to provide timely, professional and practical advice that helps business owners and leaders make confident, people-centred decisions.

At the core of our leadership is a commitment to excellence — not only in the way we serve our clients, but in the way we operate internally. We approach HR with a business services mindset, meaning we see ourselves as an extension of our clients' leadership teams — responsive, commercially minded and invested in their success. We help businesses move from reactive problem-solving to proactive, strategic planning — empowering them to align their people with their purpose.

Together, Phoebe and Rebecca are committed to ensuring HR Dynamics remains not just relevant — but indispensable — to businesses seeking long-term sustainability, compliance confidence and people performance that delivers results.

LEADERSHIP TEAM



DEANNE BAKER
*General Manager/ Accredited
Mediator*

With over 28 years of HR and industrial relations experience, Deanne leads operations across both our Cairns and Birtinya offices. She brings specialist knowledge in employee management, investigations, mediation, and change management, with past roles at CCIQ and Cairns Regional Council. Deanne is a Nationally Accredited Mediator and is well regarded for resolving complex workplace challenges.



DEANNA WINDOW
*SENIOR HUMAN RESOURCE
CONSULTANT*

With over 20 years' experience across sectors such as aged care and health and fitness, Deanna is skilled in navigating workplace dynamics, staff relations and investigations. She brings a calm and empathetic presence to conflict resolution and is also a high-performance netball coach, highlighting her focus on building strong, high-functioning teams.



LEANNE WHITAKER
COACH

Leanne is a highly experienced human resources professional with over 15 years of experience in coaching and developing leaders. Her passion for people and culture has led her to specialise in organisational design, leadership, and capability development.

Throughout her career, Leanne has held senior advisory and organisational development roles in the mining industry in Mackay, as well as in local government and government-owned corporations in North Queensland and the Sunshine Coast.

She has successfully coached and developed leaders at all levels of an organisation, from front-line supervisors to senior executives. One of Leanne's core areas of expertise is facilitating the 360 Degree Feedback process, providing valuable insights to help leaders improve their skills and build high-performing teams.

She is also skilled in conducting staff engagement surveys to measure and enhance employee engagement and productivity. Leanne holds a degree in Human Resources and is committed to improving the employee experience and fostering productive working relationships.



LET'S CONNECT

Real advice. Real people. Real support - get in touch.



Servicing Australia - Wide

- 🌐 hrdynamics.com.au
- ☎ 1800 877 747
- ✉ hello@hrdynamics.com.au
- ✉ phoebe@hrdynamics.com.au

Why Choose Us?

- ✓ Tailored support that fits your team - no cookie-cutter
- ✓ Real people who genuinely care about your success
- ✓ Straightforward HR solutions, without the jargon