



DYNAMICS

Effective Employee Management

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“Highly recommended HR stars! The HR Dynamics team has kept us on the right side of all things HR for a decade. The team has a rare balance understanding of what worker’s rights and needs are, but also are commercially minded and understand Employer’s challenges.

We are in the Accommodation industry, in a regional area, juggling permanent staff and seasonal staff; and HR Dynamics have been able to offer insightful specialist advice, training, support, and documentation in every instance.

Their expert team is well split across their own disciplines, they all work cohesively and to the same high standard but in a relaxed and jargon free way. Thank you!”

**Star Resorts Director,
Daina Keech**

We take the stress out of HR

We believe a company's greatest asset is its people. Having good people management in place leads to the rewards of having more productive and engaged teams, a better competitive advantage and ultimately greater success in the organisation and its goals.

With a team of highly qualified specialists and extensive experience in various industries, HR Dynamics offers a wide range of tailored services.

No lock on contracts. Use what you need, when you need.



-  Staffing Grievances
-  Staffing Policies
-  Investigations & Mediations
-  Wage Advice & Pay Audits
-  Advice on Restructures



SERVICING ALL OF
AUSTRALIA



13 HR
SPECIALISTS



“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 recently with our Employee Handbook which are of an excellent standard.”

Nicole Dent - Access Housing



ESTABLISHED IN
2008



981+
HAPPY CLIENTS



Comprehensive & Tailored Employment Contracts

- Contract drafting
- Contract review
- Employment contract creation

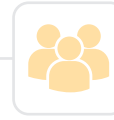
\$198 + GST P/H



Pay Rates / Award Advice

- Pay rates and award advice
- Determining appropriate pay levels
- Interpreting award conditions
- Ensuring compliance with Fair Work and legislation requirements

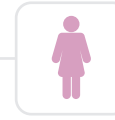
\$198 + GST P/H



Performance Management

- Warnings
- Disciplinary advice
- Senior management/CEO performance sessions
- Performance management plan implementation

\$208 + GST P/H



Individualised Coaching

- Tailored coaching programs
- Catering to individual leader development needs
- Personalised approach for growth enhancement

\$1881 for 5 Sessions



Redundancy

- Comprehensive redundancy advice
- Guidance and support throughout the process
- Compliance with relevant legislation

\$208 + GST P/H



Terminations

- Guidance and support in employee terminations throughout the process
- Ensuring adherence to legal requirements

\$208 + GST P/H



Fair Work Commission

- Assistance in Fair Work preparation
- Conciliations
- Negotiations

\$220 + GST P/H



Investigations

- Coordination of the investigation steps, including evidence collection, interviews, and recommendations

\$220 + GST P/H

HR Packages

Transform your HR setup with our easy-to-use “HR Framework Set Up Package”:

- **Simplify compliance:** Fair Work legislation, classifications, and rates made easy
- **No more HR stress:** Avoid sleepless nights over pay and staff issues
- **Custom Employee Handbook:** Covers leave, timesheets, conduct, WH&S and more in clear language and designed to your organisation
- **Tailored to you:** Fits your business perfectly, ensuring all HR essentials are covered
- **Quick setup:** Get everything in place within 2-4 weeks
- **Personal support:** We guide you on implementing HR practices into your business culture

Bronze	Silver	Gold	
●	●	●	Award Coverage
●	●	●	Pay Rates
●	●	●	Contracts of Employment
●	●	●	Application Form
●	●	●	Employee Handbook (ailored)
●	●	●	Hazard and Incident Reporting Form
●	●	●	Induction Checklist
●	●	●	Interview Guides
●	●	●	Employee Warning Forms – File Note, Warning Form, Invite to Disciplinary Meeting
-	●	●	Job Descriptions Tailored For Each Role - (Limited to Ten (10) Job Descriptions)
-	-	●	Performance Review Templates Aligned to Organisational Goals
-	-	●	Five (5) Hours Consultation
\$4,800	\$5,500	\$6,500	<i>(plus GST. payments are one off payments only)</i>



Buy our 'bulk hours' for Peace of Mind

In your business do you spend all of your time?

Dealing with staffing issues? Struggling to understand Fair Work? Frustrated that people are not performing how you expect them to? Explaining workplace expectations? Our "bulk hours" are where you purchase hours upfront and then you can use them on any HR project that you like.

No expiry - just use what you need, when you need.

Boost your HR efficiency and compliance with our comprehensive support. From mastering Fair Work obligations, conducting performance reviews and managing difficult conversations, to implementing effective reward programs and handling recruitment and contract drafting, we've got you covered.

- Rate, Salary, and Award Classification Advice
- Recruitment Assistance
- Performance Reviews: Conducting, Documenting
- Employee Engagement: Surveys, Action Plans, Communication
- Handling Complex Employee Issues

“

“Don't go Past Human Resource Dynamics for any of your HR needs!! Absolutely awesome team that are more than helpful with all things needed. Any business big or small, this team have helped us through a range of things to help our business run as successfully as it can.”

Far North Queensland Traffic Control,
Cheyne Sellwood

\$

Bulk Hours Cost

40 Hours	15% discount	\$6732 +GST
25 Hours	10% discount	\$4455 +GST
20 Hours	10% discount	\$3564 +GST
15 Hours	5% discount	\$1881 +GST
5 Hours		\$990 +GST



Mentoring & Training

Each leader is unique, just like your business. Our mentoring programs are tailored to each leader and are designed specifically to meet their individual areas of development.

The coaching sessions involve a combination of reflective learning (“how have my actions impacted the team and individuals?”) and theory based training on managing human resource issues and leadership skills.

Topics which may be covered in the coaching include:

- Developing effective communication skills
- Having difficult conversations
- Performance management
- How to train people
- Managing stress
- Time management
- Providing effective and timely feedback
- Improving confidence in speaking

Individualised Coaching

Empower your leaders to excel with our bespoke coaching program! Designed for diverse leadership styles, it sharpens personal confidence, behavioral adaptation for peak outcomes, and cultivates high-performing, resilient teams. Elevate your organisation’s leadership capabilities and drive success. 100% tailored to your leader and their needs.

“

“Our staff have greatly benefited from this program resulting in identifying efficiencies and new found confidence.”

**Leo Bruner, Manager,
Lifestyle Connections**

\$

Training and Strategy Cost

Group Half Day Training Sessions **\$2500 +GST**



360-Feedback Process

The 360-feedback process is a highly effective tool that provides feedback on how individuals are performing from managers, peers and direct reports perspective. It can then be used as a platform to design tailored performance development plans leveraging individual capabilities.

Conducting a successful feedback program requires careful consideration and planning every step of the way, including survey design, deployment, and data-delivery. We use 360-degree software and are able to tailor the questions so that they are relevant to your organisation.

The outcomes of the process are:

- Identify Competencies and Expectations for your organisation
- Bringing awareness to personal strengths and development areas as perceived by others
- Target development for participants to ensure that professional development is concentrated in the areas which will provide the greatest return

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“Thank you Human Resource Dynamics for providing top quality training to our Cluster Coordinators from sites across the Torres Strait to develop our management and leadership skills in the organisation.”

Meriba Ged Ngalpun Mab

\$

360 Degree Cost

Per Participant

\$1200 +GST

Meet our Management team

Have you spent sleepless nights worrying about HR issues?

Employing staff isn't always easy, and you may need some outside assistance to help with an issue.

We are here to help you navigate your requirements, and help you to take care of any problems that come up before they become too big.



Deanne Baker

- General Manager
- Nationally Accredited Mediator

Deanne is a highly experienced HR and industrial relations professional with a career spanning over 28 years. As the General Manager of HR Dynamics' Cairns and Buderim offices, she oversees a team of professionals and provides guidance to clients across a range of employee management and industrial relations matters.

Prior to joining HR Dynamics, Deanne spent 17 years as a Senior Workplace Advisor with the Chamber of Commerce and Industry Queensland (CCIQ), providing tailored advice and support to more than 400 local employers. She then diversified her skills into local government, leading and coordinating the Employee and Industrial Relations, Recruitment, and Rehabilitation/Return to Work functions for Cairns Regional Council.

In her role as Human Resource Manager for Cairns Aquarium, Deanne was instrumental in establishing HR frameworks, recruitment processes and building a positive workplace culture from scratch for a team of over 130 employees. With her deep understanding of HR frameworks and policies, Deanne can

provide valuable insights and recommendations to help your organisation improve its processes and procedures and achieve optimal outcomes.

Deanne also has extensive experience in specific project work, including human resource audits and reports as well as pay audits. Deanne is skilled in workplace investigations.

Deanne is also highly experienced in the assistance of clients in Fair Work Commission matters, including unfair dismissals, general protections and workplace disputes. With her thorough understanding of Australian employment law and regulations, Deanne can provide effective support throughout the dispute resolution process, helping you to achieve the best possible outcome for your organisation.

Whether you need help with day-to-day HR matters, specific project work, or have a difficult staff matter, Deanne can assist. With her practical approach, attention to detail, and commitment to delivering exceptional results, Deanne can provide the HR guidance and support you need.



Deanna Window

Deanna is an accomplished Human Resource Consultant with over a decade of experience in various industries. With qualifications in human resource management, she has held Senior HR Business Partner roles in the Aged Care industry and also worked in HR for a National company in the fitness sector.

Deanna is responsible for managing complex employee relations issues, including staffing disputes, undertaking workplace investigations, and workplace mediations. Deanna has completed formal mediation training through the Department of Justice QLD. She has a wealth of experience in navigating the Fair Work Act and supporting businesses to remain compliant with workplace relations legislation. Her expertise lies in helping employers to navigate difficult conversations with ease and confidence, ensuring that all parties are heard, and solutions are reached collaboratively.

Deanna is a highly skilled coach and mentor who specialises in developing leaders to manage and lead their teams effectively. She is passionate about building a culture of performance excellence and providing practical solutions that align with the client's unique business needs. Her ability to communicate complex issues in a simple, understandable manner has made her a sought-after HR consultant in the industry.

In addition to her HR expertise, Deanna is a High-Performance Netball Coach for the Sunshine Coast Team in the Thunder Premier League. Her passion for sports reflects in her work, where she applies a team-based approach to help organisations achieve their goals.

At HR Dynamics, Deanna provides a wide range of services to clients, including HR audits, policy development, performance management, and training and development programs. She also assists clients with representation in Fair Work Commission matters and helps businesses navigate complex employment law regulations. Deanna is dedicated to delivering practical HR solutions that align with the client's strategic objectives while ensuring compliance with the relevant legislation.



Teneal Donaldson

Having worked as a Senior Advisor with HR Dynamics for over seven years, Teneal is passionate about helping organisations achieve their goals, through implementing robust HR systems. In her time at HR Dynamics, Teneal has seen the HR Dynamics Cairns team through three office moves, the birth of three team babies and the opening of the Sunshine Coast office! Prior to joining HR Dynamics, Teneal worked as a Paralegal for a local law firm, assisting solicitors in all commercial matters.

Teneal is experienced in providing advice, training and client mentoring in all aspects of human resources.

Specifically Teneal is experienced in and able to assist with:

- Performance reviews, performance management and terminations
- Specific project work – human resource audits and reports, pay audits, investigation and reporting recommendations on grievances, development of policies
- Representation in Fair Work Commission matters

Teneal's qualifications include:

- Bachelor of Business (Human Resources)
- Certificate IV Training and Assessment
- Certificate IV in Workplace Health and Safety
- Justice of the Peace



Kylie McQuie

Kylie McQuie is a highly skilled and experienced consultant at Human Resource Dynamics, with a passion for solving complex HR issues and implementing effective HR systems. With a background in accounting, Kylie brings a unique perspective to her work in HR, combining her financial acumen with a deep understanding of HR frameworks and practices.

Kylie is responsible for helping ongoing clients to plan and implement their HR requirements, providing tailored advice and guidance to ensure compliance with Australian law and industry best practices. With her lateral thinking and strategic approach, Kylie is able to identify and address complex HR issues, helping her clients to achieve their business objectives and improve their bottom line.

Kylie is also an avid and passionate trainer, with a particular focus on leadership and time management. She loves conducting interactive workshops with clients, helping them to develop their skills and knowledge in these critical areas.

In addition to her accounting qualifications, Kylie holds a Diploma of Accounting and is a Registered BAS Agent. She is also a Member of the Institute of Practising Accountants and is currently enrolled in the specialised Industrial Relations 101 qualification through Industrial Relations Queensland (IRIQ) as part of her continuing professional development.

With her unique skill set and dedication to delivering exceptional results, Kylie is a valuable asset to any organisation looking to improve its HR practices and achieve its business objectives.

Contact Kylie for assistance with:

- **HR consulting:** Performance management, policy and procedure development HR and payroll audits
- **Recruitment and onboarding:** Job advertisement creation and advise on targeting candidates, candidate interviewing, employment contract preparation.
- **Training and development:** Customised training and development solutions to improve employee skills and knowledge, including workshops, coaching, leadership development. These can be one on one coaching or group training scenarios.



Phoebe and Rebecca lead a team of 13 passionate HR Professionals in Cairns and the Sunshine Coast.

Cairns

- Teneal Donaldson
- Kylie McQuie
- Caitlin Donigi
- Deanne Baker
- Shayla Sheen
- Peter Grant
- Shannen Fowler
- Phoebe Kitto

Sunshine Coast

- Deanna Window
- Leanne Whitaker
- Nicole Salmond
- Rebecca Wright
- Andie Smidmore
- Tiffany White
- Kristina Knowles

HR Dynamics Story

Phoebe Kitto and Rebecca Wright established HR Dynamics in 2008 when they identified a need for pragmatic and cost effective HR solutions. Since then we have proudly established ourselves as the region's go-to HR and industrial relations professionals.

Thanks to our team of dedicated and motivated consultants, our success is reaching far and wide, in 2020 we expanded our services to the Sunshine Coast where our team continues to grow and provide excellent support in a range of HR capabilities.

With a passion for the regions they support, HR Dynamics have a proven track record developing leaders with purpose through a number of key activities.

- We are fully Insured with Professional Indemnity, Management Insurance and Public Liability.



**Queensland
Government**

Providing personalised mentoring to Queensland business owners through the **Queensland State Government's Mentoring for Growth Panel and the Gulf Savannah Regional Mentoring Business Panel.**

**TOURISM
TROPICAL NORTH
QUEENSLAND**

Contracted by **Tourism Tropical North Queensland (TTNQ)** we provided HR services for COVID-19 recovery to TTNQ members during 2020-2021 and **cyclone Jasper flood recovery during 2023/2024.**



**Entrepreneurship
Facilitators >>>>**
AN AUSTRALIAN GOVERNMENT INITIATIVE

Guest Speaker and Mentor for **Y(E)P - Y(E)P** a free service with the objective of encouraging entrepreneurship in the Cairns, Ipswich and surrounding regions.



Guest Speaker at **North Queensland Certified Practising Accountant (CPA) Forum** in Cairns for past two years at HR Specialist.

**One-on-One
Training and Mentoring**

Conducting group and one-on-one training and mentoring on **effective leadership and managing workplace stress** to a range of industries and audiences.



Contracted by CCIQ to contact **5000 business owners in Regional Queensland** to provide phone support through COVID-19 (QLD Government funded program)

**HAPPY
15 YEARS
2023**

CAIRNS OFFICE

**WE SERVICE ALL
OF AUSTRALIA**

SUNSHINE
COAST OFFICE

Contact HR Dynamics for more information

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- 0438 735 926
- PHOEBE@HRDYNAMICS.COM.AU
- REBECCA@HRDYNAMICS.COM.AU

HR DYNAMICS

Terms and Conditions Use of our services acknowledge acceptance of our terms and conditions - if unsure about these terms and conditions, please request a copy by emailing:

hr@hrdynamics.com.au

HR Dynamics recommendations do not constitute legal advice. Effective 1 January 2024.



Phoebe Kitto speaking at a Cairns Business Women's Club event



Consultant - Kylie McQuie undertaking training in Townsville on Leadership



Consultant - Deanna Window undertaking a HR project in Katherine NT



HR Dynamics Sponsorship - Sunny Socials Hockey Team