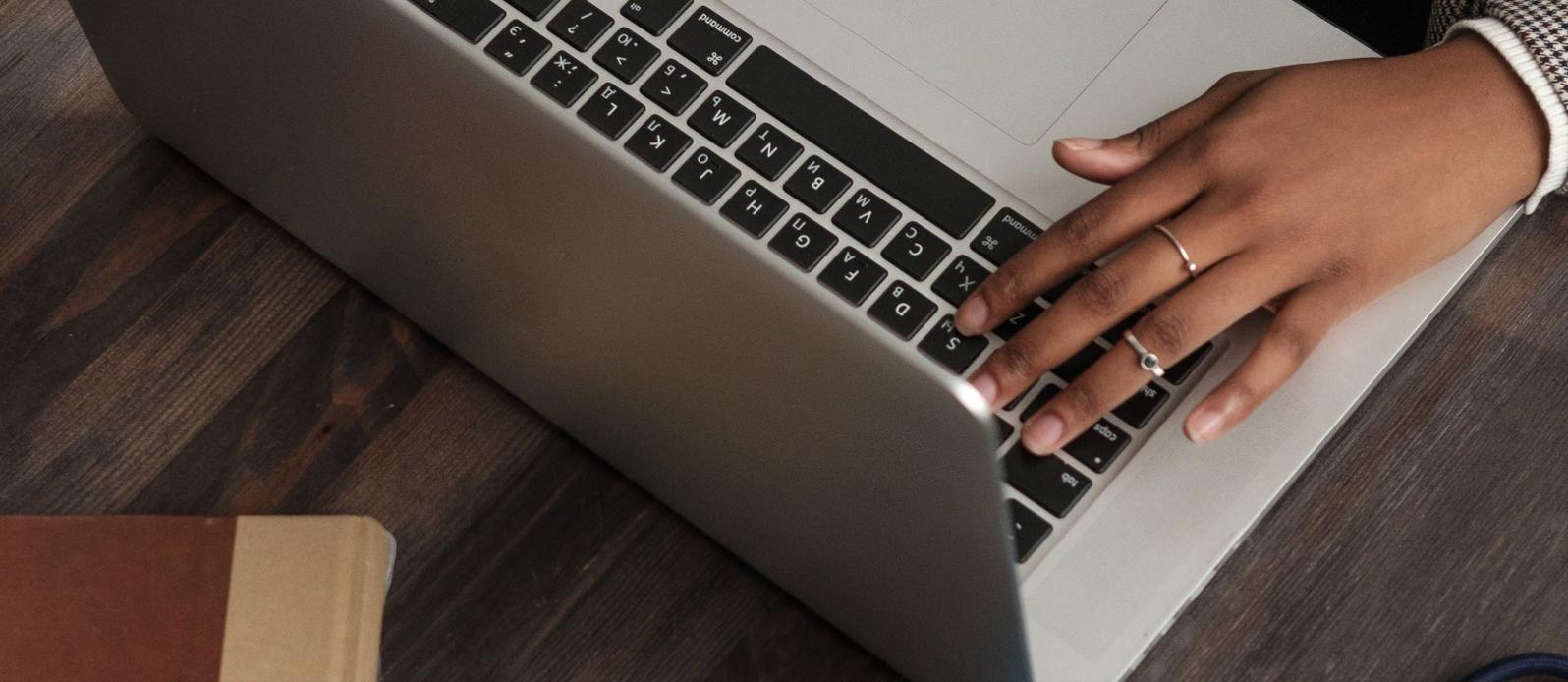




# Product Guide



# ABOUT US

People Squared is a boutique, full-service Human Resources collaborator, committed to not only optimising people-powered outcomes, but actively contributing to the big picture commercial success of your business. In synergy with our signature seven-point framework, we partner with organisations to unlock their true potential, by recognising, connecting with, and harnessing the promise of personnel.

Our approach is both human-centric and strategically focused, allowing us to authentically offer clarity, confidence and compliance throughout your HR journey. So, whether you're working in, on, or out of the business, you can be sure that our expert, flexible and solution-driven services are designed and delivered to enable your full focus to remain exactly where it's most valuable, every step of the way.

## BENEFITS OF OURSOURCED HR





## OUTSOURCED HR SERVICES

We partner with you to offer leaders and their employees, access to exactly the right collection of tools, advice, processes and training, when and where they need them.

This includes dedicated support in areas such as recruitment and onboarding, leadership, cost optimisation, employee retention, grievances, and digital systems.

Our services are broken down into 3 core areas:



### HR ADVISOR

As your HR Advisor, we help your business in meeting its obligations under Australian workplace law and act as a shield against risks, mitigating potential shortfalls that may arise from the absence of an internal HR team. This includes:

- Industrial relations advice
- Tailored HR documents and templates
- Fair Work advocacy and support
- Employee termination and redundancy support
- and onsite HR support and coaching



### HR ADMINISTRATOR

As your HR Administrator, we support your day-to-day HR functions and processes through administrative support including:

- HR process and policy standardisation
- Recruitment and onboarding support
- Performance management support
- Exit and termination procedures



### WORKPLACE PARTNER

As your Workplace Partner, we support and guide your business by assisting you to align and integrate your HR Framework with your People Management practices.

This includes:

- Leadership support
- Building performance frameworks
- Team building
- Employee engagement and enablement



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## We offer pragmatic HR support and advice, not just tick the box solutions.

At People Squared, we're energised by a future where businesses of all scopes and scales feel compelled to lean into the boundless potential of their greatest asset: their people.

In this future, we see a world where all organisations, from eager start-ups to established operators, SMEs to superstars, operate at the peak of their capabilities because of, not in spite of, an intrinsically human heartbeat. Our vision is one of partnership, where we stand shoulder-to-shoulder with our clients, as we work together to navigate the ever-evolving landscape of HR.

We understand that, like people, each and every business is unique, so we're committed to providing agile, forward-thinking and accessible solutions that empower them to thrive. We embrace change, safe in the knowledge that when clarity is introduced to the intersection of culture, capability and compliance, investing in the attraction, retention and integration of talent is a crucial contributor to organisational performance and the purpose that underpins it.

Our outsourced HR solutions offer a range of benefits, providing expertise and support that may otherwise be challenging or costly to maintain in-house. By leveraging our specialised knowledge, your business can access strategic guidance tailored to its unique needs, ensuring alignment with business objectives. This cost-effective solution will allow your business to streamline its HR functions, from compliance management and talent acquisition to training and employee relations, freeing up internal resources to focus on core business activities.

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**...WE MAKE HUMAN RESOURCES MORE HUMAN...**

# Services Overview

HR  
Advisor

HR  
Administrator

Workplace  
Partner

Phone Call and Email Support (8.30am – 5.30am MF AEST)	✓	✓	✓
Immediate Access Upon Signing Up	✓	✓	✓
Annual HR Practices Health Check	✓	✓	✓
Modern Award Interpretation and Compliance	✓	✓	✓
Employment Contracts and Tailored HR Documents	✓	✓	✓
Employer Termination and Employee Resignation	✓	✓	✓
Employee Disciplinary Actions and Counselling	✓	✓	✓
Sham Contracting and Contracting Arrangements	✓	✓	✓
Employee Attendance and Managing Ill and Injured Worker (incl WorkCover claims support)	✓	✓	✓
Bullying and harassment in the workplace	✓	✓	✓
Unfair Dismissal and Fair Termination Processes	✓	✓	✓
Recruitment Support	✗	✓	✓
Employee Onboarding Support	✗	✓	✓
Exit and Termination Procedures Support	✗	✓	✓
HR Process Standardization	✗	✓	✓
HR Administration Support	✗	✓	✓
HR Compliance Risk Management	✗	✓	✓
Employee Relations and Conflict Resolution	✗	✓	✓
Performance Management Support	✗	✓	✓
Employee Surveys	✗	✓	✓
HRIS System Implementation Support	✗	✗	✓
Dedicated HR Business Partner Available On-call	✗	✗	✓
Performance Framework Design and Support	✗	✗	✓
Organisational Development	✗	✗	✓
Leadership and Executive Coaching	✗	✗	✓
HR Strategy and Planning	✗	✗	✓





# Price Guide

At People Squared, we understand that managing human resources and ensuring compliance with industrial relations regulations can be a complex and challenging task. That's why we're excited to introduce our HR Advisor Package, designed to provide you with comprehensively tailored and refreshingly uncapped advice and advocacy, for your business HR and IR compliance needs.

The HR Advisor package includes:

#### **Immediate access upon signing up**

- Seamless and instant access to services upon registration.
- Streamlined onboarding process for swift utilization of available resources.

#### **Uncapped phone call and email support (8.30am – 5.30am, Monday to Friday AEST)**

- Unlimited support via phone and email during business hours.
- Timely assistance for queries, ensuring continuous accessibility and responsiveness.

#### **Assistance with creating position descriptions and performance metrics**

- Expert guidance in crafting clear and effective position descriptions.
- Support in developing performance metrics aligned with organizational goals.

#### **Advice on managing staff underperformance, redundancy, and termination of employment**

- Strategic counsel on handling staff underperformance issues.
- Guidance and support in navigating redundancy processes.
- Expert advice on termination of employment procedures.
- Support with injured workers and workcover claims.

#### **Drafting of underperformance and disciplinary letters as required**

- Professional drafting of letters addressing underperformance and disciplinary actions.
- Ensuring legal and ethical considerations in all communications.

#### **Annual HR Practices Health Check to ensure everything is current**

- Comprehensive annual review of HR practices for compliance and relevance.
- Recommendations for updates and improvements to align with current standards.

#### **Annual Access to unlimited HR Documents and policies with assistance**

- Unrestricted access to a library of HR documents and policies.
- Expert assistance in customizing and implementing these resources as needed.

#### **Payroll review to ensure compliance with Fair Work Obligations**

- Thorough review of payroll processes to ensure compliance with Fair Work obligations.
- Recommendations for adjustments or improvements to meet legal standards.

#### **Complimentary representation for Fair Work Commission and Fair Work Ombudsman matters (not including arbitration)**

- Representation for matters involving the Fair Work Commission and the Fair Work Ombudsman (excluding arbitration).
- Professional assistance in navigating and managing matters or complaints with other regulatory bodies.

## **Pricing – minimum 50% initial payment**

<b>No. of Employees</b>	<b>Annual Fee (exc GST)</b>
1 - 5	\$2,500.00
6 - 10	\$4,500.00
11 - 20	\$7,000.00
21 - 30	\$8,500.00
31 - 50	\$10,000.00
51+	Contact for pricing



# HR ADMINISTRATOR

The HR Administrator package is designed to elevate your business' HR functions.

Our tailored HR Administrator package offers comprehensive administrative support, ensuring that your HR processes are not only efficient and compliant but also strategically aligned with your business objectives.

In addition to the services included in our Compliance Collaborator Package, the HR Administrator package includes:

## HR Process Standardisation

- Review and standardisation of HR processes, including recruitment, onboarding, and performance management.
- Ensure uniformity and compliance in HR procedures.
- Assist in the development and implementation of standardised HR documents.

## Recruitment and Talent Acquisition Support

- Advertise job openings, shortlisting, perform reference checks, and conduct background screenings.

## Employee Onboarding Support

- Design and optimisation of the onboarding process for new hires.
- Oversee paperwork, training, and orientation to ensure a seamless onboarding experience.

## HR Compliance Assurance

- Ensure operational HR administration complies with Australian workplace laws and regulations.
- Minimise legal risks and ensure adherence to employment standards.
- Oversee compliance with workplace laws, regulations, and industry standards.
- Conduct annual reviews and 'Health Checks' to minimise risk.

## Performance Management

- Assist in the development of performance appraisal processes.
- Conduct performance reviews and provide feedback to employees.

## Employee Relations and Conflict Resolution

- Address employee relations issues, including disputes or grievances.
- Provide external expertise for conflict resolution.

## Exit and Termination Procedures

- Oversee employee exit and terminations with a focus on compliance, professionalism and efficiency.
- Conduct exit interviews to gather feedback from departing employees, gaining valuable insights into organisational strengths and areas for improvement.

## Employee Engagement Surveys

- Conduct surveys to evaluate employee engagement, job satisfaction, and organizational culture.
- Identify areas for improvement based on survey feedback.

## Pricing – minimum 20% initial payment

No. of Employees	Annual Fee Per Employee (exc GST)
1 - 15	Minimum spend \$15,000 per year
16 - 20	\$1000.00 per year
21 - 50	\$900.00 per year
51 - 100	\$800.00 per year
100 – 120	\$700.00 per year
121 – 150	\$600.00 per year
151 +	\$500.00 per year



# WORKPLACE PARTNER

Step into a new era of streamlined and strategic HR management with the Workplace Partner Package. Tailored specifically to your business' requirements, the Workplace Partner Package offers operational management support in areas such as recruitment, onboarding, leadership, cost optimisation, employee retention, grievances and HRIS implementation.

With your own dedicated HR Business Partner on-call, we will support and guide your business towards success by aligning your HR framework with your people management practices, allowing you and your leadership team to focus on core business functions.

Our all-inclusive Workplace Partner package includes:

## **HRIS System Implementation Support**

- Customise the implementation of HRIS software, such as Employment Hero or Elmo, to align with specific organizational requirements.
- Provide expertise in configuring the software to optimize HR processes for optimal efficiency.
- Conduct comprehensive training sessions to empower teams in the effective utilisation of their capabilities and skills.
- Deliver continuous support throughout the implementation phase, ensuring a seamless integration of the software into daily operations.

## **Performance Framework design and support**

- Collaborate with leadership to design a performance framework aligned with organizational goals.
- Implement a systematic approach to performance measurement to enhance accountability.
- Provide continuous support, including data analysis and refinement, to ensure the effectiveness of the framework.
- Conduct personalised coaching sessions for leaders to enhance their skills in effective performance management.

## **Leadership and Executive Coaching**

- Conduct personalised leadership assessments to identify areas for improvement.
- Provide one-on-one coaching sessions to refine leadership skills and decision-making.
- Facilitate workshops and training sessions for leadership teams, fostering a high-performance culture.
- Tailor coaching programs to address specific organisational challenges and goals.

## **HR Strategy and Planning**

- Collaborate with key stakeholders to align HR strategies with overall business objectives.
- Conduct workforce planning assessments to optimize staffing levels and skill sets.
- Develop talent acquisition and development strategies to support sustained organizational growth.
- Provide ongoing strategic guidance, adapting HR strategies to changing business landscapes.

## **Organisational Development**

- Perform organizational assessments to identify areas for development and improvement.
- Design and implement tailored programs to foster a resilient and adaptable culture.
- Facilitate change management processes to navigate organizational shifts successfully.
- Offer continuous support for organisational development initiatives to ensure long-term success.

## **HR Process Standardisation**

- Standardise HR processes, including recruitment, onboarding, and performance management.
- Ensure consistency and compliance in HR procedures.
- Assist in creating and implementing standardised processes and documents.

## **Recruitment and Talent Acquisition Support**

- Oversee end-to-end recruitment processes.
- Advertise job openings, support with conducting interviews, perform reference checks, and carry out background screenings.
- Collaborate with the organisation for consultation.



### **Employee Onboarding Support**

- Design and optimisation of the onboarding process for new hires.
- Oversee paperwork, training, and orientation to ensure a seamless onboarding experience.

### **HR Compliance Assurance**

- Ensure operational HR administration complies with Australian workplace laws and regulations.
- Minimise legal risks and ensure adherence to employment standards.
- Oversee compliance with workplace laws, regulations, and industry standards.
- Conduct annual reviews and 'Health Checks' to minimise risk.

### **Performance Management**

- Assist in the development of performance appraisal processes.
- Conduct performance reviews and provide feedback to employees.

### **Employee Relations and Conflict Resolution**

- Address employee relations issues, including disputes or grievances.
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### **Exit and Termination Procedures**

- Oversee employee exit and terminations with a focus on compliance, professionalism and efficiency.
- Conduct exit interviews to gather feedback from departing employees, gaining valuable insights into organisational strengths and areas for improvement.

### **Employee Engagement Surveys**

- Conduct surveys to evaluate employee engagement, job satisfaction, and organizational culture.
- Identify areas for improvement based on survey feedback.

## **Pricing - minimum 20% initial payment**

<b>No. of Employees</b>	<b>Annual Fee Per Employee (exc GST)</b>
1 - 15	Minimum spend \$20,000 per year
16 - 20	\$1500.00 per year
21 - 50	\$1250.00 per year
51 - 100	\$1000.00 per year
100+	\$850.00 per year



## PROJECTS

HR Advisory – Phone and Email Support (8.30am – 5.30am MF AEST)	<b>\$250/hour</b>	Direct access to expert HR supporting during business hours.
HR Practices Health Check	<b>\$250/hour</b>	Comprehensive review of HR policies, practice and documentation to ensure compliance.
Modern Award Interpretation and Compliance	<b>\$250/hour</b>	Advice on complying with Modern Award.
Employment Contracts and tailored HR documents	<b>\$250/hour</b>	Drafting and reviewing employment contracts and other HR documents specific to your business.
Employee disciplinary actions and counselling	<b>\$250/hour</b>	Support
Contracting arrangements reviews	<b>\$250/hour</b>	Identifying sham contracting risks and ensuring compliant contracting arrangements.
Employee attendance and managing ill/injured workers	<b>\$250/hour</b>	Assistance with attendance issues and strategies for managing ill or injured employees.
Bullying and harassment in the workplace	<b>\$250/hour</b>	Development and implementation of policies and training to create a safe and respectful workplace.
Unfair dismissal support	<b>\$250/hour</b>	Advocacy at the Fair Work Commission for unfair dismissal.
Employee onboarding support	<b>\$250/hour</b>	Structured onboarding processes to ensure new hires integrate smoothly and understand company policies and expectations.
Exit and termination procedures support	<b>\$250/hour</b>	Guidance on conducting fair and compliant termination or resignation processes, including exit strategies, final paperwork and exit interviews.
HR process standardisation	<b>\$250/hour</b>	Development of standardised HR processes to ensure consistency, efficiency and compliance.
HR administration support	<b>\$250/hour</b>	Assistance with daily HR administrative tasks such as issuing contracts and managing employee files.
HR compliance risk management	<b>\$250/hour</b>	Identification and management of potential HR compliance risks.
Employee relations and conflict resolution	<b>\$250/hour</b>	Support in resolving workplace conflicts and maintaining positive employee relations through mediation and communication strategies.
Performance management support	<b>\$250/hour</b>	Assistance with implementing performance management processes including Performance Improvement Plans.
Employee Surveys & Report	<b>\$250/hour</b>	Design, implementation and analysis of employee surveys to gauge engagement and inform organisational improvement.
HRIS System Implementation Support	<b>\$250/hour</b>	Guidance on selecting, implementing and managing Human Resource Information Systems to streamline HR processes.

## AD HOC - \$350.00 + GST

Recruitment support	<b>\$350/hour</b>	Assistance with the recruitment process, including job posting, candidate screening and interview support.
Performance Framework Design and Support	<b>\$350/hour</b>	Creation of a customised performance framework to drive employee growth and align with organisational goals.
Organisational Development	<b>\$350/hour</b>	Strategies to enhance organisation effectiveness.
Leadership and Executive Coaching	<b>\$350/hour</b>	Personalised coaching for leaders and executives to enhance management skills, strategic thinking and overall effectiveness.

## Extended Disc Profiling

Recruitment (Assessment Only)	<b>\$150.00 per invitation sent</b>
Assessment + Individual Debrief	<b>\$250.00 per invitation sent</b>
Assessment + Team Workshop and Group Debrief	<b>\$350.00 per invitation sent (minimum 5 participants)</b>

