



NOWACTUALLY

CAPABILITY STATEMENT



NOW ACTUALLY
ABN: 31 642 890 079



1300 605 305
CONTACT@NOWACTUALLY.COM.AU
WWW.NOWACTUALLY.COM.AU



Why Outsourced HR?

Now Actually is a purpose-driven HR consulting firm on a mission to make a positive social impact.

We are here to help you do the right thing by the people you care about most. From mentoring our team to educating you and your people on HR best practice, it's possible to be both compliant and people first. You don't have to give up one for the other—in fact, in our experience, compliance makes it easier to look after your team.

Whether you've just started a business and want to get it right from day one, or you've been in the game for years and need to optimise what you've got, compliance is achievable at any level.

All you need is the know-how, a willingness to learn and the right outsourced HR partner.

Engaging in outsourced HR support will provide Management with confidence and assurance that compliance and best practice are delivered. We provide independent support that is needed in today's modern workplace.

We are professionals with practical advice. What works in one business may not work in another. We acknowledge this, and we adjust our approach accordingly. People are complex in nature, and as such, we are adaptable to not only the business, but the people within it.

Flexibility is our greatest asset. We like to work collaboratively and inclusively, but most of all, we want to work with people that want to work with us.

We service clients in a vast array of ways: from ad-hoc or project based work, to an all-inclusive retained service manner.

Our Mission and Values

It starts with collaboration.

As active listeners, you can expect that your complex challenges won't just be heard, but also broken down into achievable goals. By doing this, we can deliver tailored strategies for you and your people.

Behind our collaborative approach to HR outsourcing is a deep desire to make a positive social impact.



Dynamic

As the world of work rapidly changes, we'll change with it.

Join us and keep up-to-date on the latest trends and challenges in HR to stay ahead of the curve.



Aware

Our HR Partners love learning about your goals, challenges, and people problems.

That way, they can work with you to craft custom-designed solutions.



Genuine

One thing you can expect from us is honest and unbiased advice.

We care about your success and will be there, every step of the way.

Our Leadership Team

Diverse, passionate, and creative: that's what you can expect from Now Actually's epic team.

With decades of collective experience across different industries and jobs, our team of powerhouse professionals are straight-talking experts that come from varied background, experiences and passions. For us, the focus is your success and getting the most out of your people.

We take our internal approach to people management and translate it to suit our clients' businesses.

Jenna Paulin *Founder & Managing Director*



Jenna has built a successful and prominent career in Human Resources, having worked across a diverse group of industries including a range of SME and multi-national global businesses.

She's passionate about helping businesses solve their 'people problems' to create a more positive and productive work environment. Jenna achieves this by being able to quickly understand her clients' needs and develop customised solutions to fit their unique circumstances.

Renee Parker *Director of Operations*



Renee brings years of experience in healthcare, hospitality and manufacturing to her role. She leads the team of HR Partners at Now Actually and oversees the management of our clients. Her superpower is simplifying complex HR issues and developing easy-to-implement solutions for clients that help them achieve their business goals.

As a dynamic and genuine leader, Renee always looks for ways to improve the employee experience.

Your Partner In People

Now Actually has a range of services that will help optimise performance and return on investment of your business, through your number one asset: people.

Enjoy a long-term relationship with our expert HR Partners who will support you with your people-centric matters.

01 Tailored Solutions

Is thinking about your people keeping you up at night? Sleep easy with service offerings designed for your business.

02 Part of your Team

How can our team be part of yours? Our expert HR Partners become an extension of your team for you to call upon whenever you need.

03 Foundation Documents

Unsure of your compliance? Start with HR Foundation documents that will become the backbone of your business's HR functions.

04 Compliance

Are you confident that you're paying your staff correctly? Ensuring compliance can be hard, especially when you're not used to employment law. Let the experts undertake a review for you.

05 Employer Obligations

Struggling to keep up with Employer Obligations? Our updates, support, and advice will take away the headaches of trying to keep up with your Employer obligations.

06 Succession Planning

Do you have a plan in place for your business? Effective succession planning ensures the right people are in place for the right roles.

07 Training and Retention

Are you having high staff turnaround? Employee development is a key to grow your number one asset in business: your people. A focus on training will support retention.

08 Team Culture

Worried about poor team engagement? Be proactive, address issues, and build a long-lasting strong staff culture with expert guidance.

What We Do

01

HR Advice



General HR advice and coaching to support the employment lifecycle including award interpretation and classification, employment relations, industrial relations, employee performance, disputes and conflicts in the workplace, terminations, redundancies, workplace investigations, WorkCover claims, and much more.

02

HR Documents



Custom-designed HR foundations to protect everything you've built, reduce risk, and support your obligations as an employer. These include Employment Contracts, Employee Handbooks, and Position Descriptions. And to go the extra mile and build a more robust HR structure an Onboarding and Offboarding Process, Probation Review Process, Performance Reviews, Training and Development Plan and regular Employee Engagement Surveys should be embedded in the business.

03

Culture and Engagement



Strong and inspiring culture and engagement in a business doesn't just happen—it's created and nurtured over time. Our multi-faceted approach can help move the needle on culture in several ways. These can include training programs, meaningful reward and recognition programs, DISC assessments, and succession planning to name just a few ways culture can be built.

Having a succession plan in place assist with ensuring you have the right people in the right roles now and in the future. We can help you identify and nurture the right internal staff into the next important role in their career and support any exits or leadership transitions that may need to happen now or into the future.

04

HR Training



Specific HR training will arm your leaders with the best information, skills and confidence including the all-important HR dos and don'ts so they can lead with confidence and deal with issues head on.

What We Do

05



Workplace Investigations and Fair Work Matters

Unbiased and impartial approach to Workplace Investigations are designed to uncover the facts and reach a fair outcome for everyone involved. When matters lead to Fair Work we review the situation to find the best way forward. This can be through managing the matter and representing you as our client, or by identifying the appropriate support you need, like an employment lawyer.

06



Performance Management

Depending on the situation a proactive or reactive approach will be needed. We support and empower clients to achieve their goals. In the 'performance management' world we coach, guide, and educate clients on the process to follow and what can be said and what can't be said. We will write all the technical documentation associated with the process.

When it comes to performance reviews, we do this in a number of ways; designing the best structure and process for your team to complete and supporting managers on how to run the most effective performance reviews by offering tips and ideas for how to maximise the process and add the most value.

05



HR Software

A Human Resources Information System (HRIS) stores and manages all your employee data online. If you are in the market for HR software recommendations or looking to change systems, we know the right questions to ask to determine which system will be best for your business.

We take onboard what you need to use the software for, do our research, and present you with the best options.

B Corp Certified

Now

+



B Corp Certification is an accreditation that a business is maintaining elevated standards of verified performance, accountability, and transparency. B Corp looks at factors ranging from employee benefits and charitable contributions to supply chain operations and input materials.

Now Actually as a force of good

We got certified as a B Corporation because we believe that businesses have a responsibility to create a positive impact and be a force for good.

As a result of our B Corp certification process, we took another look at all of our internal company policies and identified some changes we could make to them. Another result of the process is that we identified the charities we could be contributing to based on our advocacies.

Continuous improvement

Earning our B Corp certification is only the start for Now Actually. Being a B Corporation isn't one and done. Every three years, businesses are required to undergo a process to recertify as a B Corp, and we're determined to improve our impact score once we undergo recertification. Changes, big or small, count towards our commitment to continuous and meaningful improvement as a company.

Client Testimonials



I could not recommend Now Actually highly enough! As a small business, having a dedicated HR department is a huge expense. However, given this post-Covid environment and the ongoing changes, it's absolutely critical to be across everything.

The team have been amazing in helping us navigate through the last two years, they're always available and never complain about what must seem like my endless trivial questions.

I would definitely recommend their services to anyone who wants to implement HR best practice with the most up-to-date regulations.

Chris Backman, General Manager

Doyoueven

With so much change happening within the hospitality industry, it was key for our restaurant group to engage human resources support. **We struck gold finding Now Actually have not looked back.**

They were super responsive and explained everything to us in a simple way, giving us the confidence that we were doing everything correctly. In the end, they made what we thought would be a very painful process quick and easy.

Now Actually have positively changed our overall approach as leaders in the day-to-day management of our venues.

Hayley Illing, General Manager

Carolina Group



The team at NowActually has assisted us in setting up a wonderful foundation for all things HR. We are a small to medium business but now have a HR program that is fit for a big corporate, all thanks to the team at Now Actually.

They are responsive, knowledgeable and decisive. This gives us the confidence to be able to focus on what we do best, knowing that all our bases are covered from a HR perspective.

Highly recommend the team to get all your HR matters sorted.

Jayden Post, Director

Cruz Financial Planning

Case Study

from a First Nations organisation in the Retail industry



The Challenge

- Clothing The Gaps is a fast growing business with new employees commencing regularly. At the time of engaging with Now Actually, they were also dealing with the expansion of the brand from the original health promotion business to retail, warehouse and distribution centre.
- The Business Owners were managing multiple priorities at once, and had little time to focus on HR and limited compliance knowledge.
- They wanted to establish strong HR foundations from the onset of their business journey but did not require internal resource.

The Solution

- Implemented HR structure and processes to ensure employee matters were streamlined, in line with legislation and followed the business's best practice initiatives.
- Created a suite of documents tailored to the client that act as internal templates for the business to easily use on a daily basis.
- Focused on the foundational elements of HR to begin with including: appropriate award and remuneration advice, employment contracts, position descriptions, employee handbook, the on-boarding and off-boarding processes.

The Impact

- Business Owners had confidence in knowing their HR is managed effectively
- Professional HR support was provided at a reasonable price for a growing business
- Structured processes in place that are easy to follow
- Lifeline at the end of the telephone for employee matters
- External HR support has become extension of the team, understands the business model, culture and operations to provide efficient, effective and timely advice

Working with Now Actually to ensure our HR is not only appropriately managed but operating at a best practice level has given our business confidence to continue to grow.

As a relatively young operation, investing in solid HR practices has been important to us from the very beginning. The incredible benefit of an outsourced HR model is that Now Actually have grown with us on the journey from a small team of three to now over 30 staff.

Sarah Sheridan, Deputy CEO and Co-Founder at Clothing The Gaps

Case Study

from the Health and Wellbeing Industry



The Challenge

- The business offers a very unique and niche service offering
- Only a handful of businesses like this existed across the country
- They are very specific in what they do and offer to their clients

The Solution

- Now Actually researched the best way to establish the employment relationship. Our HR Partners consulted with the Modern Awards, the NES, and association guidelines.
- Now Actually created something that were fair and equitable for both parties, and were successfully able to onboard a new Employee into the business.

The Impact

- The business got straightforward and tailored advice from Now Actually
- They obtained compliance and confidence that they were adhering to the law
- The Employer and new Employee have a happy employment relationship

We worked with Now Actually to develop an employee contract. We are in a unique industry, meaning there was a significant amount of background work that was required on their behalf.

The whole process was straightforward, and we got advice tailored to our business. We would recommend the Team at Now Actually.

HR is one of those things that you know you need to do but put off doing. After biting the bullet, I engaged Now Actually HR to support our business. The team were professional helpful and knowledgeable. I feel comfortable knowing I had their support.

Now Actually have been a great asset to our business supporting us with not only developing contracts, but also offering guidance and advice on other HR needs.

Looking for a reputable HR firm, then look no further the Now Actually HR. They have helped us significantly in our business.

Olivia Soha, Director at Uncovery Pty Ltd

Contact

NOWACTUALLY HUMAN RESOURCES

At every step of the way, Now Actually is there.
Get in contact to discuss your business needs today.



1300 605 305



contact@nowactually.com.au



www.nowactually.com.au

Connect with us on socials!



[LinkedIn](#)



[Facebook](#)



[Instagram](#)