



Be curious
Be compassionate
Be courageous

SUPPORT FOR ALL YOUR HR NEEDS

INTRODUCTION



Hi,

I'm Carla. I founded Connect Lead Achieve to help organisations build strong teams, lead with heart and achieve bold goals. I know what it's like to manage small and medium sized businesses and the constant juggle to support staff, managing workforce challenges, deliver exceptional service and stay on top of complex compliance and regulatory requirements.

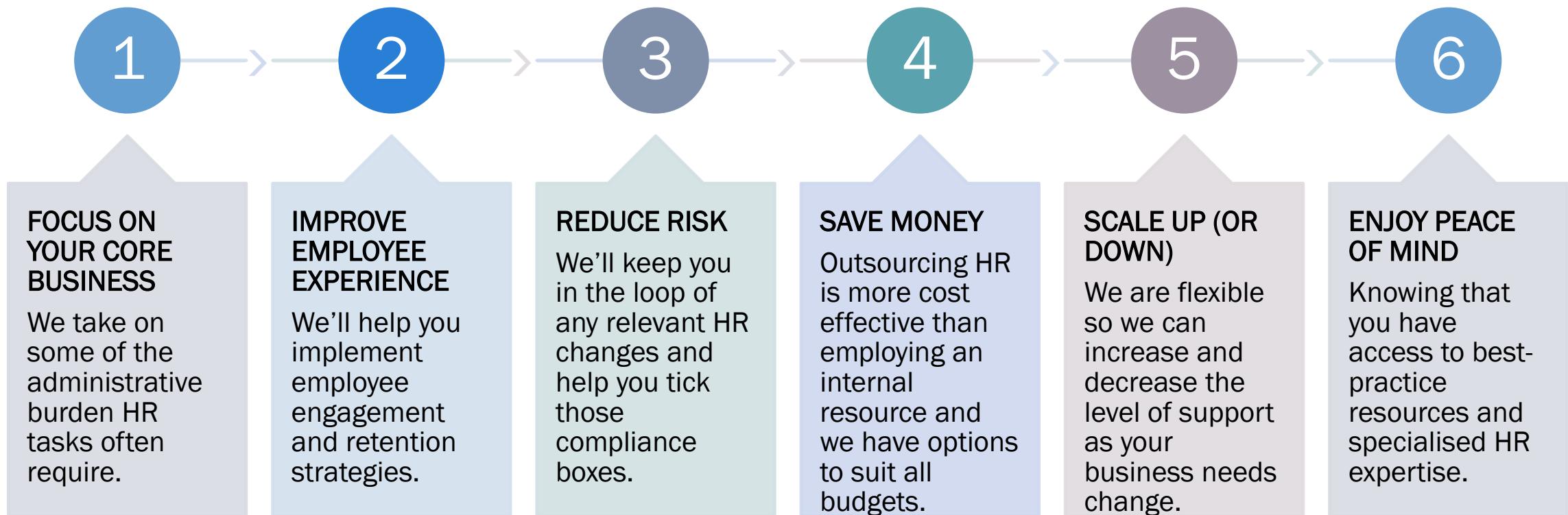
I know what it's like to have your people take on additional responsibilities like IT, Marketing and HR because you're not big enough or don't have the resources to employ someone for these specialised roles. We certainly become great multi-taskers and fast learners when we work in SMEs!

We've developed HR solutions specifically for organisations who want to invest in their people, develop their leaders and take a more proactive approach to HR compliance in this ever-changing landscape but don't have this support available in-house.

I also know that people have often had negative experiences with HR which gives us all a bad rap. I can assure you that we do things differently at Connect Lead Achieve:

We keep it simple; we deliver outcomes; and we focus on the “human” side of Human Resources.

Outsourcing HR allows you to focus on the things that are most important to you and your business!



TESTIMONIALS

“Working with Carla over the past six months has been an incredibly positive experience. From the very beginning, she made me feel truly listened to and supported. Her patience, clarity, and ability to simplify complex things made everything feel less overwhelming. I never felt rushed or judged — just understood. Carla has a natural way of making you feel like you’re working with a real partner, someone genuinely on your side. I’m grateful for her steady guidance and would highly recommend her to anyone looking for someone reliable, thoughtful, and collaborative.”

Jack, Director, Easy Going Care

“Since working with Carla, we’ve seen clearer structures, more streamlined processes, and an overall improvement in how we manage HR matters. What stood out the most was her ability to make complex issues feel manageable—she guided us with practical steps rather than overwhelming us with theory.

Carla’s approach is professional yet approachable, making it easy to discuss challenges openly. She listened, adapted, and always provided solutions that worked for us. I would absolutely recommend her to any business looking for HR support that is not only effective but also genuinely supportive and aligned with their goals..”

Julie, Business Manager, CBR Qld

OUR TIERS OF SUPPORT

	Essential Partnership	Enhanced Partnership	Premium Partnership	On Demand
Overview	<p>Ideal for small businesses looking to be proactive with their HR practices:</p> <ul style="list-style-type: none"> • HR Health Check • HR, WHS & payroll compliance • Tailored policies & procedures • Set up of key HR processes such as recruitment & induction • HR advice and guidance • Support to manage staffing issues • Award interpretation 	<p>Ideal for small to medium sized businesses looking for regular, consistent support and an investment in upskilling their leaders.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Essential Partnership services • Monthly HR coaching for people leaders • Option to include to compliance training for staff and leaders 	<p>A comprehensive HR outsourcing option ideal for growing businesses who want to invest in the development of their people and take a more strategic approach.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Essential and Enhanced services • Quarterly HR Strategic Planning Session • Quarterly workshop to enhance workplace culture • Option for onsite / in-person support 	<p>Support for your ad hoc HR needs.</p> <p>HR Support and Training options to suit the individual needs of the business.</p> <p>The perfect choice for those whose support needs vary month to month.</p> <p>Like having a HR manager on call when you need it.</p>
Onboarding	A one-off Onboarding Fee of \$750 + GST applies for all packages. This includes your HR Health Check and Action Plan.			
Ongoing investment	<p>\$1,000 + GST / month (for up to 10 hours of support each month)</p>	<p>\$1,900 + GST / month (for up to 20 hours of support each month)</p>	<p>\$4,500 + GST / month (for up to 50 hours of support each month)</p>	<p>\$250 + GST / hour (A quarterly HR meeting is required at a minimum)</p>

ONBOARDING PROCESS



Scoping meeting

Meet and greet with key personnel, orientation and overview of the business operations, goals and strategic objectives.



HR Health Check

A review of current HR practices to identify actions to improve compliance, capability and culture.



Action Plan

Clarify and document goals and outcomes for the partnership – we like to look 6-12 months ahead.



Lock it in

Calendar quarterly and monthly meetings and schedule time for workshops – we find this keeps us all accountable

READY TO PROCEED?

To start the onboarding process, you can complete our new client information form and HR Health Check using the QR code or by following this link: [New Client Information & HR Health Check](#)

To learn more, please book in consultation session with one of our friendly team using this link: [Complimentary Consultation - 30 minutes](#)

New Client Information form & HR Health Check



HOW WE WORK

We put the ‘human’ back in human resources

We prioritise people in our decision making and consult extensively when considering the people processes in the organisations we partner with.

We keep it simple, practical and engaging

We are open and transparent, communicate clearly and try to avoid too much jargon. HR doesn’t have to be so scary!

We bring real world experience

We engage with experts across a variety of industries to ensure we bring up to date knowledge and best practice experience to the work we do.

We deliver outcomes

We tailor our approach to suit our client’s needs and are focused on delivering results and achieving the goals we set together.

OUR VALUES

Be curious.
Be compassionate.
Be courageous.

OUR PROFESSIONAL PARTNERSHIPS



ADDITIONAL SERVICES

People & Culture Consultancy



- HR compliance
- HR Consultancy and people management advice
- Workplace investigations
- People & Culture Strategic Planning

Training & Development



- Leadership development
- Team building workshops
- Professional boundaries training
- Bespoke learning experiences

Workplace Wellbeing



- Managing psychosocial hazards and risks
- Wellness programs
- Co-design and consultation sessions

Coaching and Professional Supervision



- For Leaders and HR professionals
- Goal setting
- Accountability sessions
- Mix of personal and professional development

TERMS AND CONDITIONS

Subscriptions are available for a minimum six (6) month engagement period. A detailed service agreement will be prepared prior to the commencement of our partnership. Key terms will include the following:

Payment Terms

Subscription fees are to be paid in advance of services being provided. Invoices will be sent two weeks prior to the beginning of each calendar month. Invoices are payable within 14 days.

Scope of work

Subscription fees are inclusive of the range of services set out in this proposal. Additional costs may be incurred for the reimbursement of any work-related expenses including travel, accommodation, purchasing of relevant resources and printing.

Confidentiality

Both parties agree that they shall use their best endeavours to prohibit and prevent disclosure of any confidential information concerning the business, strategic plan, methodologies or other interests that may be discussed during the provision of services.

Conflicts of Interest

Should any conflicts be identified, both parties agree to provide details of these conflicts in writing as soon as practicable and work collaboratively to manage same.

Feedback & Complaints

We welcome all feedback and are happy to receive your feedback and suggestions via email or phone. We are committed to responding to complaints within 2 business days.

CONTACT DETAILS

Contact Person: Carla Canning, Director / People & Culture Consultant



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