

Workplace Advantage



Workplace advice for the matters that carry consequence.

CAPABILITY STATEMENT



Workplace Advantage advises senior leaders on the matters that carry legal, commercial, and reputational consequence.

The workplace relations matters that bring senior leaders to Workplace Advantage are the ones where ordinary process has stopped working. A complaint that won't resolve, a termination with risk attached, a culture issue surfacing through complaints, a regulator on the line.

Workplace Advantage works in the gap between generalist HR consultancies, which tend to be too broad, and employment law firms, which tend to be too narrow. The work is workplace relations, investigations, mediation, and the employee relations decisions that sit underneath them.

Boutique by design, every matter is led by a senior advisor with extensive experience in workplace relations, investigations, or industrial advocacy. There is no junior tier. The advisor on the first call is the advisor on the matter.

Heads of People & Culture, CEOs of mid-market and industrial organisations, in-house counsel, and employment lawyers engage Workplace Advantage for the matters that sit outside their day-to-day capacity, or outside legal scope. Smaller employers come to Workplace Advantage in crisis — a serious matter has landed, there is no internal HR team, and they need a senior advisor on the phone today.



The matters that bring senior leaders to Workplace Advantage and the employee relations decisions that underpin them.

HR Advisory

The day-to-day employment decisions that need a senior advisor to call them right — performance, conduct, terminations, grievances, and the matters that haven't yet become regulated.

Performance and conduct management, disciplinary processes, terminations and resignations, redundancies, employee grievances, ill and injured workers, attendance management, and the day-to-day HR decisions that need a defensible answer. Drafting of letters, warnings, and termination correspondence. Coaching and back-channel advice for in-house P&C teams handling matters they'd rather not get wrong.

When to call us

- ✚ A termination is in front of you and the claim risk is real
- ✚ You need to performance manage a tricky employee
- ✚ A formal complaint of harassment, bullying or discrimination has been made
- ✚ A termination, redundancy, or restructure needs to occur, and hold up under legal scrutiny
- ✚ A long-term ill or injured worker matter has reached the limit of ordinary management
- ✚ An underpayment claim or Award dispute has surfaced



Workplace Relations

The regulated, legal-shaped work — Fair Work claims, statutory proceedings, and the matters where the consequence of getting it wrong is set by law.

What we do

Fair Work applications and Commission representation (unfair dismissal, adverse action, general protections, stop-bullying orders), serious harassment, bullying and discrimination matters that have moved into formal complaint or claim, terminations of senior or regulated employees, underpayment and Modern Award compliance disputes, and WHS regulator matters. The work is led by advisors who have run these matters before — at the Commission, in conciliation, and through to hearing where required.

When to call us

- ✚ An employee has lodged an unfair dismissal, adverse action, or general protections claim
- ✚ A union has issued a bargaining notice or industrial action is on the table
- ✚ An underpayment claim or Award dispute has surfaced
- ✚ A WHS regulator or SafeWork investigation has been triggered

Workplace Investigations

Independent, external investigations into workplace allegations — conducted to a defensible standard, with a written report a decision-maker can rely on.

What we do

Investigations into bullying, harassment and discrimination complaints, fraud, theft and corruption, breaches of confidentiality and data security, conflicts of interest, recruitment bias, and serious misconduct. The output is a written report that establishes what occurred on the evidence available, to a defensible standard — and that holds up if the matter is later tested at the Fair Work Commission or in court.

When to call us

- ✚ A serious complaint has been made and the matter cannot be resolved via ordinary process
- ✚ An allegation involves a senior leader, board member, or person with authority over the complainant
- ✚ An internal investigation has been challenged, or independence is required to protect the integrity of the process
- ✚ The matter is likely to be tested at the Fair Work Commission or in court



Culture Reviews

Diagnostic reviews of team or organisational culture — used to surface what's working, what isn't, and what's likely to escalate.

What we do

Confidential interviews with employees, leaders, and stakeholders. Pattern analysis across roles, teams, and tenure. A written report with findings and recommendations the leadership team can act on — and that doesn't disappear into a drawer. Used proactively to prevent matters escalating, or in the wake of a serious incident to understand what allowed it to occur.

When to call us

- + Engagement scores have dropped or a culture issue has surfaced through feedback channels
- + A team is underperforming and the cause is structural rather than individual
- + A pattern of complaints suggests something deeper than the individual matters
- + A new leader, restructure, or merger has changed the culture and leadership wants an independent read

Mediation & Conflict Resolution

Structured, confidential resolution of disputes between named parties — conducted by an independent mediator.

What we do

Workplace mediation between named parties, facilitated discussions before a matter escalates, and post-investigation support to restore working relationships once findings have landed. Used early, mediation prevents the matter from becoming a complaint, an investigation, or a claim.

When to call us

- + A dispute between two or more employees is affecting team performance or wellbeing
- + A grievance has been raised but the matter is better resolved through dialogue than investigation
- + An investigation has concluded and working relationships need to be restored
- + A senior leader and direct report have reached a working impasse







Enterprise Bargaining & Industrial Relations

End-to-end support for enterprise agreements, union relationships, and the industrial matters that determine how an organisation operates.

What we do

Enterprise agreement negotiation, drafting, and Fair Work Commission approval. Strategy and execution across the bargaining cycle — claim development, log of claims response, negotiation, and BOOT modelling. Management of union relationships day to day, including right-of-entry, delegate matters, and dispute resolution under the agreement. Industrial action management. Led by advisors with bargaining experience across multiple sectors.

When to call us

-  An enterprise agreement is up for renegotiation
-  A bargaining notice has been issued
-  Industrial action, work stoppages, or protected action ballots need to be managed
-  Union right-of-entry, delegate, or member dispute matters





HR Foundations & Compliance

The infrastructure of an employer — policies, contracts, and the documents an organisation needs to be legally compliant before something goes wrong.

What we do

Employment contracts and letters of offer, employee handbooks, HR policies and procedures, Modern Award and pay rate reviews, NES and Fair Work Act compliance, position descriptions, and onboarding documentation. Delivered as scoped projects or as a productised toolkit for organisations setting up the foundations for the first time.

When to call us

-  The organisation has grown past the point where ad-hoc HR documents hold up
-  A compliance audit, due diligence process, or HR matter has surfaced gaps in policy or paperwork
-  Modern Award changes, NES updates, or Fair Work Act amendments need to be reflected across employment documents
-  A new senior hire, restructure, or change of business has triggered a contract review



How to engage us

Practical HR support, shaped around what you need — when you need it.

Workplace issues rarely arrive neatly packaged. Sometimes you need immediate reassurance. Sometimes you need steady support in the background. Sometimes you just need to talk through a situation before it escalates.

Workplace Advantage offers 3 ways to partner with us. The right one depends on what's in front of you.

Not sure where to begin? Start with a 20-minute conversation.



Scan to book a confidential 20-minute conversation with a senior advisor.



HR on-demand

Hourly | Immediate | Senior Advisors

Senior HR and employee relations advice when you need it.

When a matter has just landed, a complaint, a termination gone wrong, a regulator on the phone, our advisory engagement starts the same day, the first call establishes the facts, the immediate risks, and what has to happen in the next 48 hours. Advice also includes ongoing background support across performance and conduct decisions, terminations, complaints, and the day-to-day calls that need a defensible answer.



HR Projects for defined matters

Scoped Project fees | Defined | Outcome-led

For specific workplace issues and end-to-end delivery of defined HR projects .

From an investigation, a mediation, enterprise bargaining, a restructure, a culture review. Scope is agreed in writing before the work begins. The output is a deliverable a decision-maker can act on.



HR Compliance & Foundations

Fixed Fee | HR compliance tools and templates

Designed for startups, scaleups and small businesses wanting to get their HR Foundations right.

Contracts, Policies & Procedures, Employee Handbooks, HR audits.



Why Workplace Advantage?

Senior advisors only.

Every matter is led by an advisor with 20+ years' experience in workplace relations, investigations, or industrial advocacy. There is no junior tier. The work is not delegated down.

The advisor on the first call is the advisor on the matter.

No handover. No re-briefing. The person who hears the matter first is the person who runs it through to resolution.

Decisions move at the speed of the matter.

Workplace matters do not wait for a partner meeting. Boutique structure means the advisor on the matter has the authority to make the call.

Advisory firms hand over a strategy. Workplace Advantage stays until the matter is resolved.

Strategy is the easy part. Execution is where matters are won or lost — at the Commission, in the bargaining room, in the difficult conversation with the senior leader. The firm stays close to the work from first call through to resolution.

Independent of the outcome. No referrals, no commissions, no upsell.

Workplace Advantage takes the work it can do well and refers the work it can't. No referral fees from law firms. No bonuses tied to engagement value. The recommendation in front of you is the recommendation the advisor would give a friend.



About Us

Workplace Advantage is a boutique workplace relations advisory firm. The work is workplace relations, investigations, mediation, and the day-to-day HR decisions that sit underneath them. Every matter is led by a senior advisor.

Workplace Advantage was founded by Kristen Wall, a workplace relations and human resources specialist with over 12 years employee relations, industrial relations and HR experience at BHP, and a qualified employee relations lawyer prior. Kristen has advised organisations across mining, manufacturing, professional services, aged care and the public sector. Kristen leads the firm and is the Principal Advisor.



Senior workplace advice for the matters that don't fit a template.

Kristen Wall

Principal

Workplace Advantage

kristen@workplaceadvantage.com.au

+61 414 943 551



Book a free consultation call now to learn more about our services.