



# CANOPY

## HR CONSULTING

Driven by authenticity, expertise & impact.

We are here to help your business thrive.

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# WHO WE ARE



People are an organisation's greatest asset, Canopy HR is here to help you engage, strengthen and protect that asset; and show you just what great HR can do.

Our Principal, Miranda Crawley, is a tertiary qualified HR professional, with over twenty years' experience in partnering with diverse high performing organisations.

Her background encompasses organisational psychology, counselling, coaching, dispute resolution, trauma management, IR and ER, as well as risk management and business continuity planning.

She has applied her extensive skillset across a variety of organisations, many of which are leaders in their fields, both nationally and internationally, including medical research, occupational health consultancy, finance and elite sporting, as well as cultural and arts organisations within both the public and private sectors.

As a result of her experience, she understands the need for HR professionals to work closely WITH businesses in intelligent and practical ways in order to build strength and capacity that enables them to deliver – and even exceed – their business goals.

Supported by her like minded and experienced colleagues, she believes that great results are achieved through genuine human connection and business partnership. For her the most effective HR services are those which are delivered smartly, efficiently and which eliminate fear, fluff and frustration.

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**“NO ONE MADE A  
DIFFERENCE BY BEING  
LIKE EVERYONE ELSE”**

PT BARNUM



Our team is here to help you get things **DONE**, and to deal with the things that are getting in the way of achieving your organisations objectives.

It's easy to assume that HR services should only be engaged when things are broken, or at risk.

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**“PEOPLE ARE THE SINGLE  
BIGGEST COMPETITIVE  
ADVANTAGE A COMPANY HAS”**

PAM TUNAY

# OUR APPROACH

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Whilst it's certainly true that we can be extremely helpful in that space, we also look at it from a proactive perspective – we're here to build and future proof your people power, by reducing risk, white noise and distractions, and investing in efficiency, excellence and strategic best practice.

The Canopy HR approach focuses on

**ENGAGING** with you and your organisation positively and without judgment (there is literally NOTHING we haven't seen before, and nothing you can't tell us)

**UNDERSTANDING** your HR priorities in the context of the wider business (And not, as so many of our competitors see it, the other way around). This also means understanding that you're unique. True success comes from understanding your business, your perspective and your priorities.

**GETTING TO GRIPS** with your issues quickly and effectively, presenting you with options and strategies to meet your needs, and engaging with you on YOUR terms to implement them

**PARTNERING** with you and your team in a meaningful way that makes an impactful and lasting difference

**FREEING YOU** from day to day obstacles or concerns (ie interpersonal, structural, strategic or process based) which might be getting in the way **of doing the things that only YOU can do**

**BEING REAL.** When you engage with Canopy HR, are there for YOU. We will be honest, open and give our very best. We will support you through tough times, protect your interests and celebrate your successes as though they were our own. We will be straightforward, practical, responsive; and try not to use annoying jargon whenever we can help it. And we bring empathy, intelligence, professionalism – and a decent sense of humour – to everything we do.



# SERVICES

## ON CALL SUPPORT SERVICES

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On a daily basis, all kinds of issues and queries can crop up. It's important to know that you can pick up the phone at any time to receive expert advice from someone who cares about and understands your business. Whether it is genuine crisis, or a small issue that's niggling at the edge of your mind, we know that dealing with these things quickly and practically can keep issues from growing, keep your mind clear, and stress levels down. This can be provided on a fee basis or retainer basis according to your needs.

## CULTURE AND ENGAGEMENT STRATEGY and INITIATIVES

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The best way to attract, retain and motivate great employees is to provide an environment where they feel valued and stimulated, are part of a constructive culture, and are recognised and rewarded for the work they do.

There are many areas where culture and engagement opportunities can be missed across the employee lifecycle. This can weaken the capacity of your business.

We engage with businesses to maximise their capacity to build strong teams that enjoy working together, can overcome conflict and challenges, and genuinely care about delivering quality work that contributes to business success.

From a management perspective, this reduces time spent on recruitment, conflict, performance and management, and worrying about whether vital staff might leave, or be poached by a competitor.



## PERFORMANCE COACHING AND COUNSELLING

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Working with existing or emerging leaders to help them excel is one of the most rewarding things we do.

One-on-one coaching is a powerful process for growing confidence and capacity and genuinely setting people up for success. Working with people who are struggling is an opportunity to achieve clarity on what is needed (for them and the organisation) to address and resolve these issues in a civilised and respectful way, also whilst supporting their line managers through the process.

## CONFLICT RESOLUTION AND RELATIONSHIP RESTORATION

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In many instances, a skilled and neutral third party can resolve employee conflicts much more quickly and with much less drama (not to mention less gossiping around the photocopier). With consultants who are experienced and accredited mediators, (and also savvy from Industrial Relations and compliance perspectives) Canopy has the skills to take the heat and emotion out of conflicts and provide a pathway for returning to workplace harmony and productivity.

## STRATEGIC PLANNING, CHANGE & RISK MANAGEMENT

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For many businesses, their product has been so successful, and/or they're going through such a rapid period of growth, change or challenge that their HR functions have not kept up - and eventually will start to slow things down, or expose the company to risk.

We provide the support and advice you need to ensure that your people strategy is aligned with your business strategy, and meet all your legislative obligations

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## HR PROJECTS

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Every business is unique and we thrive on challenges, and on helping businesses achieve their goals. Our team has a diverse skill set which means we are ready and able to work with you on specific projects to increase the people power of your business – everything from developing a code of conduct, to a induction program for a specialist product, to mental health first aid training, and beyond!

As always, the focus is on delivering great outcomes that meet your business needs,

## WORKPLACE INVESTIGATIONS

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Complaints can strike fear into employers' hearts, but they are increasingly becoming part and parcel of every workplace.

As we take the fear out of these situations, by acting promptly keeping issues contained and in their proper place and size, and ensuring calm, professional and practical investigations that get to the heart of the issue and are never just a "tick the box" exercise: this way the issue can be identified and addressed quickly, cleanly and respectfully in a way that preserves your integrity and reputation. In significant or high profile matters, this includes supporting you to implement strategies for returning to "business as normal", and minimising either internal or external fall out.

## TRIAGE: CRISIS MANAGEMENT AND CONTAINMENT

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Sometimes the unthinkable happens: crises that can cause significant workplace trauma – accidents, injuries, bereavements, natural or man made disasters.

With individuals, teams and organisations to provide practical compassion, care and structure that will help employees recover from workplace trauma and make a sustainable and timely return to work, whilst also managing risk and duty of care elements, and supporting you with the reporting and documentation process.

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**“YOU DON'T GET PAID BY  
THE HOUR. YOU GET PAID  
BY THE VALUE YOU BRING  
TO THE HOUR”**

JOM ROHM



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