



CAPABILITY STATEMENT

Real-world business experience for complex people and organisational challenges.

AI Enabled HR Service Delivery | Business transformation | Organisational Development |
Leadership and culture | Executive Salary Benchmarking



www.lumepartners.com.au

Why LUME Partners

A senior, practical alternative to large consulting firms - with the same calibre of thinking and less theatre.

Australian owned and operated

We partner with Australian businesses and keep value onshore.

Senior-only delivery

You work with experienced partners and associates - not inexperienced graduate teams.

Real-world operators

Our people have led business transformation from inside complex organisations.

Value without large-firm overheads

Lean delivery model, direct access to senior expertise and practical outcomes.

Turnkey associate network

One commercial relationship, with access to specialist capability as required.

High-end consulting capability with practical, embedded delivery.

How we can help

We support leaders when the business problem is important, complex or politically sensitive.

Growth is outpacing the operating model

How do we scale without losing control, quality or culture?

Performance has stalled

How do we diagnose the root cause and rebuild accountability?

The business needs to change

Where do we start when structure, process and culture all need work?

A major transformation is underway

How do we deliver the change and retain critical talent?

People strategy needs to connect to business strategy

How do we turn ambition into a practical plan?

Leaders need support

How do we coach executive teams and managers through complexity?

New capability is required

How do we build skills for a changing industry?

The team has become misaligned

How do we reset roles, decisions and ways of working?

WHO WE ARE

About LUME Partners

We operate as partners - invested in the work, the outcome and the organisational capability left behind.

Real-world transformation specialists

We are not traditional consultants. Our people have held operational and executive roles and understand what it takes to lead change from the inside.

Deep capability across sectors

Our associates have worked across industries and organisational levels, combining strategy, execution and practical change leadership.

The meaning behind LUME

LUME is derived from lumen - light or source of light. We help organisations illuminate the path forward and keep the lights on during complex change.

Business Transformation and Restructuring

Executive Remuneration and Salaries

Organisational Development, Leadership Development and Culture

AI Enabled HR

Core service areas

A focused set of services that connect strategy, structure, people and execution.

Business Transformation and Restructuring

Organisational design

Business process reengineering

Program management

Implementation support

IPO support

M&A support

Executive coaching

Executive Salary Benchmarking

CEO benchmarks

Board Benchmarks and Advisory

Executive Annual reviews

Specialist role guidance

Organisational and Leadership Development and Culture

Capability and leadership development

Succession planning and talent management

Team effectiveness

Engagement surveys

Performance and development

People strategy, DEI and RAP

Culture review

AI Enabled HR

AI Enabled Tier 0 and 1

Learning Management System

AI Advisory

CASE STUDIES

Business Transformation and Restructuring

Scaling, operating model redesign and practical change implementation.

Case Study: Scaling an equipment hire and installation business



Business Transformation and Restructuring | Organisational Diagnostic

The challenge

A specialised equipment hire and installation company had strong technical expertise and clear market potential.

The barriers to scale were growth capital, a reliable international supply chain and an initial customer base large enough to support expansion.

The priority was to create the commercial foundations to compete and grow sustainably.

The approach

Secured \$5 million in funding to support expansion, procurement and operating scale.

Established and validated an international supply chain for temporary fencing and portable building units from China.

Used industry networks and commercial insight to secure the first three customers and generate immediate revenue.

Addressed capital, supply and demand together so the business could move quickly from opportunity to operational readiness.

The outcome

Within months, the business was positioned to service major projects.

Funding was secured, supply chain risk was reduced and initial customers were under contract.

The work created a robust platform for future expansion into new markets and services.

Case Study: Transforming operations in a financial services organisation



Business Transformation and Restructuring | Organisational Diagnostic

The challenge

Rapid growth tripled headcount and business size within 12 months.
The service function struggled to keep pace across member onboarding, training coordination and client support.

Processes were fragmented, handoffs were unclear and double-handling emerged across service, marketing, sales and technical functions.

Leadership capability gaps created conflict, escalation and cultural strain.

The approach

Completed stakeholder interviews and workshops to identify pain points and opportunities.

Mapped end-to-end workflows and interdependencies across teams.
Clarified decision rights, accountabilities and ownership for key processes.

Benchmarked roles, structures and practices against industry standards.
Designed a future-state functional model to improve quality and enable scale.

The outcome

A clear future-state functional model with defined roles and accountabilities.
Documented processes with clear handoffs, decision points and governance.

Improved ways of working across operations, marketing, sales, events, finance and technical teams.

Better customer experience and stronger internal leadership capability.

CASE STUDY

Organisational Diagnostic

Evidence-based assessment of operating models, cost, capability and risk.

Case Study: Assessing the feasibility of insourcing a critical business function



Organisational Diagnostic

The challenge

A major Australian organisation needed to assess whether bringing a critical business function in-house was viable.

The outsourced model was flexible and cost-effective for highly seasonal demand.

Stakeholders wanted to reduce casual labour and create more permanent roles.

Leaders needed a clear view of financial, operational and compliance implications.

The approach

Mapped seasonal and surge staffing demand across peak and off-peak periods.

Designed two alternative insourcing models aligned to awards, WHS and fatigue obligations.

Built five-year cost projections across wages, recruitment, training, equipment, systems, insurance and transition.

Benchmarked comparable delivery models and risk allocation.

The outcome

The analysis showed insourcing would more than double the five-year operating cost compared with outsourcing.

It would shift risk, require significant capital expenditure and likely increase costs for service users.

The recommendation was to maintain outsourcing through a competitive re-tendering process.

CASE STUDIES

Organisational Development and Culture

Practical programs that build capability, strengthen culture and translate intent into behaviour.

Case Study: Indigenous engagement strategy and simplified RAP



Organisational Culture

The challenge

A national industrial services organisation wanted to strengthen Indigenous engagement and its Reconciliation Action Plan.

The RAP was complex, difficult to communicate and lacked a clear way to demonstrate progress.

Procurement was not fully aligned to strategic Indigenous engagement goals.

The approach

Reviewed current Indigenous engagement, RAP commitments and procurement practices.

Simplified the RAP into a clear and accessible framework for staff and customers.

Developed an Indigenous procurement strategy and action plan.

Designed a dashboard to track commitments and visualise progress.

Built client-facing case studies to show real community impact.

The outcome

The organisation now has a streamlined RAP that can be communicated with confidence.

Indigenous procurement opportunities are actively identified and tracked.

Leadership can monitor progress transparently and share compelling impact stories with clients and partners.

Case Study: Building an anti-racism learning program



Organisational Culture

The challenge

A large infrastructure and services organisation wanted to address racism and improve inclusivity across a diverse workforce.

Existing policies were not well understood on the frontline.

Leaders needed practical tools to help teams recognise, prevent and respond to racism in line with Australian and New Zealand legal requirements.

The approach

Designed a plain-language toolbox guide explaining direct and indirect racism. Created examples, case studies and knowledge checks for frontline teams.

Provided manager guidance on safe and appropriate responses.

Integrated legal obligations including the Racial Discrimination Act 1975 and Human Rights Act 1993.

Reinforced reporting pathways and support systems such as HR and EAP.

The outcome

Teams developed a shared understanding of racism and how to respond.

Managers were better equipped to handle incidents in line with policy and law.

The organisation strengthened its culture of safety and respect while reducing compliance risk.

Our team

Experienced partners and associates with direct operational, transformation and advisory experience.



Jay Kattel

- Business Transformation
- OD and Culture
- Organisational Diagnostic
- Interim Executive



Faikah Behardien

- Organisational Coaching
- OD and Culture



Mark Perez

- Organisational Diagnostic
- OD and Culture
- Sales Transformation
- Operational Transformation

To review the profiles of LUME Partners and Associates, visit www.lumepartners.com.au.



Let us help you illuminate the path forward.

Industry experience

Transport and Logistics

Healthcare

FMCG

Government

Retail

Education

Financial Services

Mining

Experience spans

- Business transformation and turnarounds
- Organisational development and culture
- Operational excellence
- Private-to-public transitions
- Interim executive roles
- Cost management and efficiency gains
- Program and project management

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