

Business Transformation and
Restructuring

Organisational Diagnostic

Organisational Development
and Culture

Organisational Coaching

2025 Service Catalogue

LUME PARTNERS

*Our difference is our real-world business
experience*

www.lumepartners.com.au

Business Transformation and
Restructuring

Organisational Diagnostic

Organisational Development
and Culture

Organisational Coaching



How we can help

The nature of our industry is changing with new capabilities that we need to develop while ensuring we continue / start to invest in our leadership capabilities.

We need to change the way we operate – whether it's products/services, organisational structure, or culture – but lack the capability or capacity. Where do we start?

We are about to embark on a massive transformational program and need a partner to help us deliver our desired outcomes and make sure we grow and retain our talent.

We need a people strategy and plan to align to our business strategy and goals.

We need support from high quality coaches to work with our executive team and our mid-level management team.

Our organisation is in growth mode – how do we ensure sustainable growth and long-term success?

Our organisation has become stagnant and is losing ground to competitors. How can I identify the issues, embed a performance culture and turn it around?

About LUME PARTNERS

Our biggest passion in life is helping others grow.

At LUME Partners, our greatest differentiator is our experience. We're not traditional consultants; we're business transformation specialists with firsthand experience in operational and executive roles. We understand how to drive change within businesses because we've done it ourselves. When you look at the profiles of our people, that is what you will see 'real world experience'.

We have dedicated significant time mastering our skills across various industries and sectors, at all levels within organisations.

When we engage with clients, we act as partners, not consultants. This distinction is crucial to us because, as partners, we're equally invested in their success. Our services are ongoing and deeply integrated.

The name "LUME" is derived from "LUMEN," which means "light" or "source of light" in Latin. We help businesses to keep their lights on and **illuminate**.

If this resonates with you and you're seeking a partner invested in your success, please reach out for a conversation.



Business Transformation
and Restructuring

Organisational Diagnostic

Organisational
Development and Culture

Organisational Coaching

Our Approach



At LUME Partners, we have 4 core service areas. The descriptors below provide an overview of our services, and this pack includes a comprehensive service catalogue.

Business Transformation and Restructuring

Organisational Design

Business Process Reengineering

Program Management

Implementation Support

IPO Support

M&A Support

Organisational Diagnostic

Desktop Diagnostic

Regular Diagnostic

In-depth Diagnostic

Culture Review

Custom Diagnostic

Organisational Development and Culture

Capability and Leadership Development

Succession Planning and Talent Management

Team Effectiveness

Engagement Surveys

Performance and Development

People Strategy, DEI & RAP

Organisational Coaching

Executive Level

Mid-management level



BUSINESS TRANSFORMATION AND RESTRUCTURING

Service Type

Service Definition

Service Inclusions *(to be agreed)*

Organisational Design

Organisational design services help businesses align their structure, roles, and processes with strategic goals. We collaborate with clients to optimise workflows, define clear accountabilities, and enhance team effectiveness, fostering adaptability and growth.

- Understand rationale for design and key outcomes
- Define Vision, mission, accountabilities
- Cleanse existing data and current org structure
- Develop and agree design principles
- Design Functional model
- Design future state Organisational Structure
- Develop Job Descriptions
- Define and manage impacts

Program Management

Program management for organisational design projects ensures the successful planning, coordination, and execution of initiatives that reshape structures and processes. We oversee timelines, resources, and stakeholder alignment, ensuring seamless implementation and measurable outcomes, while minimising disruption and driving organisational transformation.

- Develop roadmap for organisational design
- Agree milestones and accountabilities
- Develop governance structure for Organisational design
- Develop risk and issue log
- Facilitate organisational design
- Set up and coordinate governance and reporting
- Post Implementation review

Service Type

Service Definition

Service Inclusions *(to be agreed)*

Implementation Support

Organisational design implementation support included developing communication plans to manage stakeholder engagement, creating detailed role descriptions and workforce plans, and providing training to upskill teams for new structures.

- Job descriptions development
- Employee workshops
 - Dealing with ambiguity and change
 - Resume writing and interview skills training
- Leader change management Coaching
- Employee consultation and support

Business Process Reengineering

Business process reengineering services focus on transforming core workflows to improve efficiency, reduce costs, and enhance customer value. We work with clients to analyse, redesign, and streamline processes, leveraging innovative approaches drive operational excellence and deliver measurable results.

- Process Mapping
- Process Analysis
- Process Redesign
- Automation and Technology Integration (where applicable)
- Develop Performance Metrics and KPIs
- Conduct Stakeholder Engagement
- Change Management
- Risk Management
- Develop documentation for standardisation

Service Type

Service Definition

Service Inclusions *(to be agreed)*

IPO Support

Our IPO support services provide companies who are about to transition from private to public within a 12-month timeframe. This service provides advisory services to set up the necessary practices, processes, engagement, policies and forums for all facets for HR and optimise the people function.

- Advisory services to set up Remunerations Committee
- Benchmarking of Executive salaries
- Advisory services on incentives plan for employees
- Review of all HR related policies and procedures (if there are none, set up of all relevant HR policies and procedures)
- Advisory on HRIS if required
- Advisory services to set up relevant HR structure and plans to deliver company strategy
- Review of onboarding process and compliance learning for new employees
- Advisory on Employee Engagement Surveys
- Advisory on cascading performance goals and KPIs to employees

Mergers and Acquisition Support

Our Mergers and Acquisition support provides due diligence for human resources for any companies going through a merger or an acquisition.

- Employment Contracts & Policies assessment
- Cultural Integration
- Succession Bench Strength & Leadership Alignment and assessment
- Flight Risks & Retention Assessment
- Compensation & Benefits Alignment
- Organisational Structure assessment and advisory
- Employee Communication & Change Management
- Workforce Capability Analysis
- HR Technology & Systems Assessment



ORGANISATIONAL DIAGNOSTIC

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
Desktop Diagnostic	<p>Our desktop diagnostic provides business leaders with a structured assessment of their company's performance, processes, and overall health from data points companies already have available. It identifies strengths, weaknesses, opportunities, and threats across critical areas such as strategy, operations, culture, leadership, and workforce capabilities.</p>	<ul style="list-style-type: none"> • Review of existing data points available in your company for following: <ul style="list-style-type: none"> • Customer feedback • Engagement Surveys • HR data (turnover + recruitment) • Revenue data • Two meetings to validate outputs • Draft report of findings • Final reports of findings delivered to Executive Sponsor with recommendations
Regular Diagnostic	<p>Our regular diagnostic goes beyond the desktop diagnostic and offers more quantitative and qualitative insights gathered from engagement with your employees.</p>	<p>Desktop diagnostics plus:</p> <ul style="list-style-type: none"> • 1:1 meetings with all executive members • Up to 4 focus group (up to 10 in a group) with employees • 1 Executive group meeting • Coordinate and facilitate engagements
In-depth Diagnostic	<p>In addition to the regular diagnostic, the in-depth diagnostic will get data points from customers, suppliers and comparisons with your top competitors. It will also include deeper engagement with your employees.</p>	<p>Regular Diagnostic plus:</p> <ul style="list-style-type: none"> • Weekly meeting with Project sponsor (CEO) • Coordinated 1:1s with up to 5 clients • Coordinated 1:1s with up to 3 suppliers • Deployment of agreed survey to employees (sample or boarder) • Comprehensive report with key findings and recommendations

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
Culture Review	<p>Our culture review service assesses organisational values, behaviors, and practices to identify strengths, gaps, and opportunities for alignment with business goals, fostering a positive, inclusive, and high-performing workplace environment.</p>	<ul style="list-style-type: none">• Comprehensive Report including analysis of culture strengths, weaknesses, and opportunities• Employee Insights with a summarised survey, interview, and focus group feedback (number to be agreed with client)• Cultural Alignment Assessment• Actionable Recommendations to improve culture• Leadership Briefing (number to be agreed with client)• Implementation Roadmap
Custom Diagnostic	<p>Our custom diagnostic service is customisable dependant on the level of insight and engagement companies are after.</p>	<p>This is a customised diagnostic service. Clients can review the list of diagnostic tool and packages and outline their preferences. Once the briefing with the client occurs, we will outline our recommendation along with client’s request and agree on the path forward.</p>



ORGANISATIONAL DEVELOPMENT AND CULTURE

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
<p>Capability and Leadership Development</p>	<p>Capability and Leadership development services includes designing and delivering customised programs to uplift capability in companies and drive productivity, engagement and performance.</p>	<ul style="list-style-type: none"> • Client briefing to understand requirement • Development of strategy and work plan including validation with client stakeholders • Design of capability assessment tool • Design of capability / leadership program • Delivery and facilitation of program • Post implementation review (inc. pre post and post capability assessments) and business impact assessment
<p>Team Effectiveness</p>	<p>Team effectiveness workshops and sessions include facilitating workshops to improve team dynamics, aligning team goals with organisational objectives, and addressing challenges through tailored problem-solving sessions.</p>	<ul style="list-style-type: none"> • Client briefing to understand requirement • Consultation with key stakeholder groups (x3 key stakeholders and x2 group session) • Design of session(s) • Creation of all materials required for session • Client review and sign off (2 rounds of review) • Engagement with session attendees • Facilitation of session • Debrief and summary / next step actions sent to client

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
Succession Planning and Talent Management	<p>Succession Planning and Talent Management services includes helping clients identify, develop, and strategically position talent within the organisation.</p>	<ul style="list-style-type: none">• Client briefing to understand requirement• Agree on methodology, process and tools to understand talent and map succession• Conduct briefing sessions with executive team• Facilitate sessions to identify and categorise talent and succession for leadership and key/critical roles• Validate and calibrate results• Build plans to manage and mitigate talent risks• Provide final output to client
Engagement Surveys	<p>Engagement survey deployment services include designing customised surveys, managing seamless rollout, and analysing results to develop actionable plans to improve productivity and engagement.</p>	<ul style="list-style-type: none">• Client briefing to understand requirement• Development of project plan and client endorsement (inc. comms and stakeholder plan)• Stakeholder champion network• Design of survey (if needed)• Testing of survey• HRIS data cleanse and upload• Deployment of Survey• Report of results• Debrief of results• Action planning• Communication and deployment plan for actions

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
Performance and Development	<p>Performance and development framework services includes designing clear performance metrics, implementing structured review processes, and integrating development plans aligned with business goals.</p>	<ul style="list-style-type: none"> • Client briefing to understand requirement • Development of project plan and client endorsement (inc. comms and stakeholder plan) • Stakeholder champion network • Design of performance framework (if needed) • Pilot of framework and revision • Deployment of framework (inc. cascade of company goals, KPIs and values)
DEI & RAP	<p>DEI strategy and Reconciliation Action Plan services includes developing tailored DEI strategies, creating actionable Reconciliation Action Plans, and providing guidance on implementing initiatives.</p>	<ul style="list-style-type: none"> • Client briefing to understand requirement • Development of project plan and client endorsement (inc. comms and stakeholder plan) • Design of DEI plans and RAPs (inc. multiple rounds of feedback) • Finalise strategy, sign-off and handover
People Strategy and Plan	<p>People Strategy and Plans services includes facilitating the design of people strategies and associated plans to drive the business's goals, productivity, engagement and performance.</p>	<ul style="list-style-type: none"> • Client briefing to understand requirement • Development of project plan and client endorsement (inc. comms and stakeholder plan) • Agree design principles • Design of People Strategy and Plans (inc. multiple rounds of feedback) • Finalise strategy, plan and handover



ORGANISATIONAL COACHING

Service Type	Service Definition	Service Inclusions <i>(to be agreed)</i>
Organisational Coaching	<p>Our Coaching panel service provides companies with high quality individual coaching for mid and executive level roles.</p>	<p>1:1 individual coaching between coach and individual being coached.</p> <ul style="list-style-type: none">• Executive Level• Mid-management Level <p>(Use of diagnostic tools like LSI, HBDI, Strengths profile, or any other tool will incur additional costs)</p>

Our Team



Jay Kattel

Business
Transformation and
Restructuring

Organisational
Development and
Culture

Organisational
Diagnostic

Interim Executive



Mel Smith

Business
Transformation and
Restructuring

Organisational
Coaching

Organisational
Development and
Culture



Ben Robinson

Business
Transformation and
Restructuring

Organisational
Coaching

Organisational
Development and
Culture



Faikah Behardien

Organisational
Coaching

Organisational
Development and
Culture



Mark Perez

Organisational
Diagnostic

Organisational
Development and
Culture

Sales Transformation
and Capability

Operational
Transformation

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

Our Team

LUME Partners draws on a team of experienced associates with expertise across industries, including:

Transport and Logistics

Retail

Healthcare

Education

FMCG

Finance

Government

Mining

Our experience spans across:

- 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



Contact us at:

jay@lumepartners.com.au

0412 766 025



Important information

This service catalogue is accurate as of the date of publication and is intended to provide a general overview of the services offered. While every effort has been made to ensure the information is current and reliable, details, including service descriptions, pricing, and availability, may change over time. Prices listed are exclusive of Goods and Services Tax (GST), which will be applied as required by law. We recommend contacting us directly for the most up-to-date information and to discuss your specific needs.

Our services are delivered by a team of experienced associates, whose availability may vary depending on their existing client commitments. While we strive to match clients with the most suitable associates, specific availability cannot be guaranteed at all times. We are committed to providing high-quality services and will work closely with you to ensure your requirements are met to the best of our ability. Please reach out to discuss how we can tailor our offerings to support your goals.

Please visit our website: www.lumepartners.com.au