



HR Client Services Team

Office of People & Capability

The Client Services Team is your first point of contact for human resource advice and information. The team works to a business partner model and aims to support University management and staff by providing a range of consultancy services and support to enable work areas to achieve their business outcomes. Resourced with two Senior Consultants overseeing a team of HR Consultants and HR Advisors the team partners with management and staff across the University's portfolios and all its campuses.

Deputy Director, Client Services

Client Services

The Deputy Director, Client Services oversees the following four portfolios, with the HR Client Services being the first point of contact for all people related matters • HR Client Services • Payroll • Business Systems • Strategic Recruitment.

Contact:

Kellie Hutchins
Kellie.Hutchins@cdu.edu.au
Ext. 7661

Senior HR Consultants

Strategy and Support

Client Group: Senior & Executives

- Change Management;
- Strategic HR Advice;
- Workforce planning;
- Project Management; and
- Case Management for critical cases.

Contact:

Clare Harper
Clare.Harper@cdu.edu.au
Ext. 6294

Jemma Gwatking
Jemma.Gwatking@cdu.edu.au
Ext. 6514

HR Consultants & Officer

Consult and Case Manage

Client Group: Team Leaders & Managers

- Case Management (probation, performance & conduct);
- Workplace Relations Advice incl. employment conditions and position management;
- Position management and advice;
- Change Management support; and
- Recruitment back-up and support (Officer).

Contact:

HRClientServices@cdu.edu.au

HR Advisors

Advise and Process

Client Group: Team Leaders, Managers & Employees

- General employment advice;
- End to end recruitment; and
- Reporting and documentation governance.

Contact:

Recruitment@cdu.edu.au
Ext. 6284

The team is currently located in Orange 2 Level 2. Please feel free to contact us via phone, email, or make an appointment to see us in person. We will make every effort to assist you with your enquiry, however, please be aware that other matters sometimes require prioritisation and we appreciate your patience working with us.

Feedback and comments

The team has a strong customer service focus, and strives to provide a high level advisory and support service. To assist us with continual improvement please direct any feedback to the Senior HR Consultants, or the Deputy Director Client Services.