



S E R V I C E S G U I D E - 2 0 2 6

Seeing workplace challenges from every angle.

Clear advice. Confident decisions. Better outcomes.

www.dualensadvisorygroup.com

Hello & Welcome

We're Dual Lens.



A specialist workplace advisory group founded by two senior professionals with expertise across psychology, allied health, human resource management, industrial relations, workplace health and safety, employee relations and leadership. We exist to help you uncover what's really holding your organisation back, and to move you forward with confidence, clarity, and integrity.

We've worked in regulated, unionised, and high-pressure environments across multiple industries, and we understand the ripple effect that workplace challenges can have on culture, performance, and wellbeing. That's why we focus not just on surface symptoms, but on the deeper systems, behaviours, and relationships that need attention.

Our work is strategic, evidence-based and grounded in real understanding. We bring sharp insight, confidence, and practical, thoughtful solutions - tailored to your unique environment.

Expertise with integrity

We bring our unique expertise and professionalism to every engagement. Our advice is strategic, and delivered with transparency, and integrity.

Courageous collaboration

We step into complexity with confidence and believe in open dialogue, bold thinking, and shared solutions that lead to lasting impact.

People at the centre

We believe sustainable workplace outcomes are achieved when people are at the centre of decision making.

Meet Our Directors

Director

Giselle Fradd



Giselle is a senior operational leader with over a decade of experience at the intersection of emergency services, workforce leadership, and complex people management. Her career spans executive decision support, critical incident command, workforce performance, and the full spectrum of complex people matters - from misconduct and investigations through to mediation, performance management, recruitment, terminations and leadership development.

As Co-Founder and Director of Dual Lens Advisory Group, she now delivers this expertise as an independent practitioner - advising organisations on their most sensitive HR, ER, and WHS challenges with a practitioner's rigour and a leader's judgment.

Most HR and ER practitioners bring either HR knowledge or operational experience. Giselle brings both - grounded in real leadership responsibility. She has managed workforce matters under union scrutiny, conducted investigations that must withstand legal challenge, facilitated mediations between parties where the stakes are high and the relationships matter, and briefed executives where the margin for error is zero. This lived experience means she understands not just what the right process looks like on paper, but what it takes to execute it well under pressure - with fairness, clarity, and outcomes that hold.

CORE CAPABILITIES

- Executive briefings & senior decision support
- Employment relations & IR in unionised environments
- Critical incident & consequence management
- WHS compliance & Psychosocial risk management
- End-to-end workplace investigations
- Misconduct, performance & disciplinary processes
- Accredited mediation & conflict resolution
- Leadership development with a behavioural lens
- Risk identification & systemic issue analysis
- Policy design, implementation & governance

Director

Roisin Fradd



Roisin is a senior occupational health and safety leader whose expertise sits at the intersection of clinical practice, workplace risk, and people advisory. With a clinical foundation in physiotherapy and occupational rehabilitation, she brings a practitioner's understanding of injury, function, and recovery, and combines it with deep operational experience across some of Victoria's most complex and regulated workplace environments.

Her career spans leading injury management and WorkCover claims, WHS systems implementation, occupational health advisory, and strategic partnership with HR, legal, and leadership teams to build workplaces that are genuinely safer and more sustainable. Roisin has operated at the interface of clinical, operational, and governance requirements - advising leaders, building capability, and resolving complex cases where health, safety, liability, and human outcomes all intersect.

As Co-Founder and Director of Dual Lens Advisory Group, she now delivers this expertise as an independent practitioner - advising organisations on WHS compliance, injury management, psychosocial risk, mediation, and the people frameworks that underpin safe and high-performing workplaces.

CORE CAPABILITIES

- WHS compliance & risk frameworks
- Incident investigation & root cause analysis
- Injury management
- Return to work coordination and rehabilitation
- Workcover claims management and strategic claims management
- Safe work procedures & policy development
- Accredited mediation & conflict resolution
- Psychosocial hazard identification & management
- HR & IR advisory across complex people matters
- Occupational health advisory & early intervention
- Leadership capability building in WHS obligations

Our Services

We offer four core service areas, each available as a standalone engagement or as part of our ongoing advisory model. Together, they cover the full spectrum of complex workplace matters, meaning you never need to source multiple providers for different issues.

We work with organisations across all industries, from highly regulated environments and unionised workforces to fast-growing businesses navigating their first complex people matter. Wherever you are, we integrate quickly and operate with minimal supervision, bringing senior-level judgement from day one.

01.

HR & IR Advisory

Senior-level people and workplace support without the cost or commitment of a permanent hire

02.

WHS & Injury Management

Experienced advisory support for WHS compliance, injury management, and return-to-work planning and obligations.

03.

Workplace Investigations

Independent, procedurally fair investigations conducted with neutrality, rigour and care.

04.

Mediation & Conflict resolution

Nationally accredited mediation for the early, safe, and effective resolution of workplace conflict

WHAT MAKES US DIFFERENT

01

Direct access to two senior directors

02

Cross-disciplinary expertise

03

Clinically informed advice

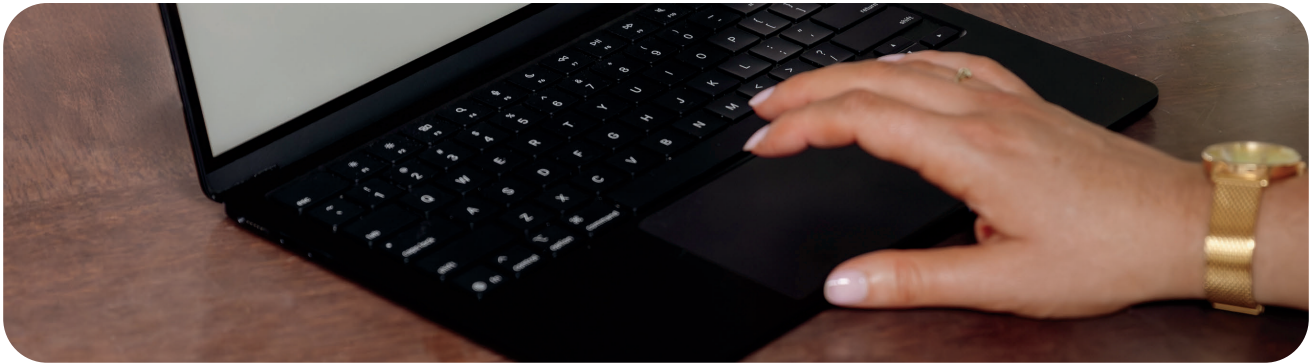
04

Agile, low overhead engagement

05

Tailored to your environment

HR & IR Advisory Service



Our advisory service provides organisations with ongoing, senior-level people and workplace support, without the cost or commitment of a permanent hire. We work alongside existing internal teams where capacity is stretched, impartiality is required, or an external circuit-breaker is needed. We also support organisations without specific internal functions, giving leaders practical, confident guidance when issues arise.

W H A T ' S I N C L U D E D

- HR & ER advisory across the employee lifecycle
- Performance and conduct management
- Workplace investigations
- Grievances and employee concerns
- Mediation, conflict management and resolution pathways
- Support through organisational change
- IR advisory, inc. Awards, EA support, Fair Work Act
- Union relationship management
- Unfair dismissal / general protections response support
- Disciplinary and termination processes
- Leadership coaching
- Leadership and management workshops
- Difficult conversations training
- Board and executive advisory
- Secondment / embedded advisory - ie, filling an FTE gap within the P&C team
- Redundancy and restructure advisory
- Positive duty compliance, right to disconnect and other legislated advice
- Psychosocial risk assessments
- Policy development and review

WHS & Injury Management Service

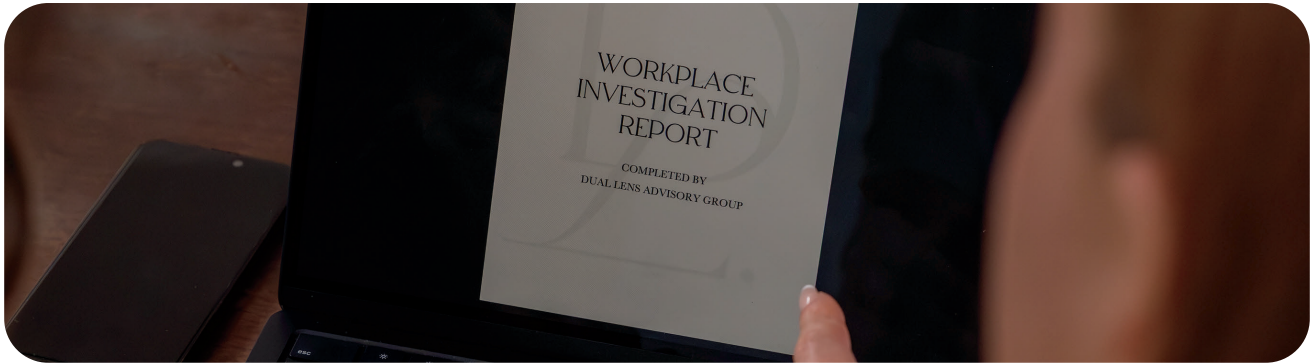


Workplace health and safety, including injury management and return to work planning is becoming increasingly complex. Organisations must navigate evolving regulatory expectations, insurer requirements, and the operational challenge of supporting employees back to work safely and sustainably. Dual Lens provides experienced advisory support to help organisations manage WHS matters with confidence and consistency, without the need to commit to a permanent role.

WHAT'S INCLUDED

- Workplace Health & Safety consulting
- Policy development and review
- Support through organisational change
- Psychosocial risk assessments
- Injury management guidance
- Return to work planning and obligations
- Leadership coaching
- Leadership and management workshops
- Difficult conversations training
- Case check-ins with managers or HR to guide communication with injured workers
- Strategic advice on complex or delayed injury claims
- Development and review of Return to Work plans aligned to medical capacity
- Guidance on suitable duties and workplace adjustments
- Drafting correspondence to treating practitioners to clarify work capacity
- Preparation for case conferences with insurers, HR and treating practitioners
- Advice on non-work related injuries and employer obligations
- Creation of internal tools: trackers, chronology templates, suitable duties guides

Workplace Investigations



Dual Lens provides independent, procedurally fair workplace investigations into allegations of misconduct, bullying, harassment, discrimination and other complex people matters. We conduct investigations with neutrality, care and rigour, ensuring processes are compliant, defensible and appropriate to the risk and sensitivity of the matter. Our approach balances legal and policy obligations with a trauma-informed, human-centred lens, supporting organisations to manage risk while treating all parties with fairness and respect.

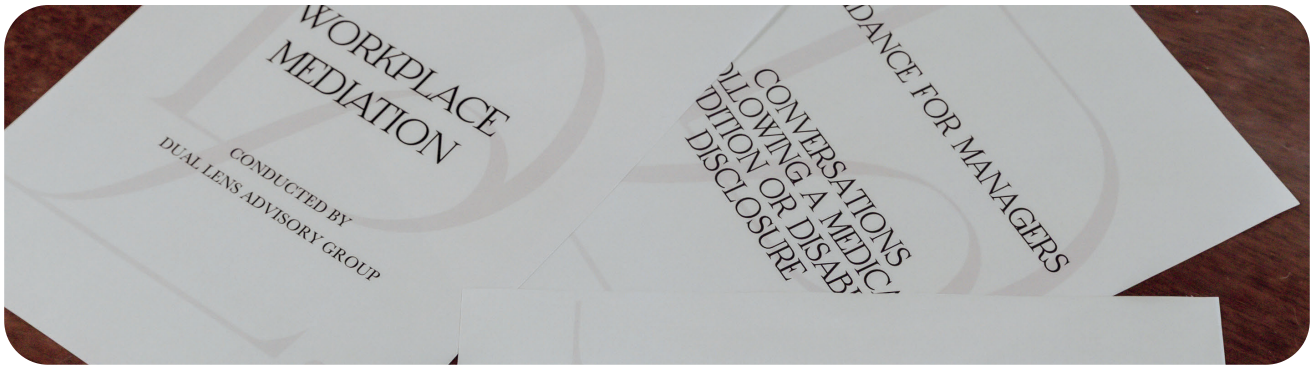
Investigations are offered as a standalone service or as part of our ongoing advisory model.

WHAT'S INCLUDED

- Preliminary assessment and scoping of the allegation to determine appropriate investigation pathway
- Structured interview process with all relevant parties, conducted with procedural fairness
- Secure and confidential management of all evidence, documentation and records throughout
- Show cause process support and guidance on outcome and sanction decision-making
- Post-investigation debrief and recommendations to address systemic issues or cultural risk
- Support for leaders in communicating outcomes appropriately to all parties
- Option for investigation review or quality assurance of internally conducted investigations

"We step in where judgement, neutrality and defensibility matter most - supporting leaders through sensitive issues and high-risk situations with clear processes and confident decision-making."

Mediation & Conflict Resolution



Dual Lens provides nationally accredited workplace mediation services to support the early, safe and effective resolution of conflict in the workplace. We facilitate structured, impartial conversations between parties where relationships, communication or trust have broken down, helping organisations resolve issues before they escalate into formal complaints, grievances or investigations. Our mediations are conducted with care, neutrality and psychological safety at the centre.

Mediation is offered as a standalone service or as part of our ongoing advisory model.

WHAT'S INCLUDED

- Pre-mediation individual sessions with each party to establish safety, readiness and context
- Structured joint session facilitated by an accredited mediator with a trauma-informed approach
- Development of a written agreement or action plan where appropriate
- Post-mediation follow-up to support implementation and monitor relationship repair
- Option for co-mediation where matter complexity or power imbalance warrants it
- Coaching support for managers and leaders on re-integrating parties and sustaining resolution
- Early intervention triage - guidance on whether mediation, investigation or another pathway is the right fit

"What often starts as a minor conflict can quickly pull managers off the balcony and onto the dance floor, diverting attention from the broader operational priorities they need to lead."

How We Work

We offer two engagement models depending on your needs. Some organisations come to us with an ongoing need for senior advisory support. Others come with a specific matter that needs expert handling. Either way, we make it simple to get started.

MODEL 01

Ongoing Advisory - Retainer Model

Month 1 - Establishment Period

Engage on an agreed number of hours per week or month. Either party may conclude with one weeks' notice. This period allows both parties to assess fit and working style before committing further

Month 2+ - Ongoing engagement

Engagements move to a minimum six-month commitment, ensuring continuity, reserved capacity, and proactive support. Hour allocations can be adjusted by mutual agreement. Twelve month arrangements are also available

MODEL 02

Standalone - Fixed Fee

Workplace investigations, mediations, and defined project work are available as standalone, fixed-fee engagements, A clear scope and cost are provided before any work begins

No surprises. No hidden costs

HOW HOURS WORK

- You have access to both directors - hours are applied based on what best serves the matter
- Hours are tracked transparently and invoiced as agreed with a clear breakdown of work delivered
- Allocations can be reviewed and adjusted by mutual agreement as needs evolve

Frequently Asked Questions

How much do your services cost?

To ensure our pricing is accurate, transparent and tailored to your needs, we provide a detailed quote after reviewing your enquiry and understanding the scope of work, you'll receive a breakdown of fees so you can make an informed decision.

How quickly can Dual Lens commence an engagement?

We can commence most engagements quickly, often with minimal onboarding. As an independent advisory service, we integrate efficiently with leadership and P&C teams, allowing us to provide timely support where matters are sensitive or time-critical.

Who will we be working with?

You will work directly with the Dual Lens directors. Your agreed hours give you access to both directors, applied based on what best serves your matter. You will have a consistent, senior point of contact throughout your engagement.

Can we adjust our hours during the engagement?

Yes. Hour allocations can be reviewed and adjusted by mutual agreement where organisational needs change, workload fluctuates, or risk profiles shift.

Do you work with organisations interstate or overseas?

Yes. Dual Lens Advisory Group works with organisations across Australia and internationally. We primarily operate remotely, allowing us to support clients efficiently regardless of location. Where on-site presence is required, this can be arranged by agreement.

Do you offer fixed-fee pricing for specific matters?

Yes. Fixed-fee pricing is available for standalone matters such as workplace mediations, investigations, and defined project work. A clear scope and cost breakdown is provided prior to engagement. If travel or on-site presence is requested, this will be discussed and agreed in advance before any additional costs are incurred.

Do you have experience working in regulated industries?

Yes. Both directors have worked extensively in regulated, unionised, and high-pressure environments across healthcare, emergency services, government regulators, and other sectors with significant compliance and industrial obligations.

How are hours tracked and billed?

Hours are tracked transparently and invoiced in accordance with the signed Client Service Agreement. Invoices clearly outline hours worked and services delivered. Payment timeframes are set out in advance to ensure predictability and clarity.

What Next?

Have questions about our services or pricing? We offer a complimentary, obligation free 30-minute consultation.

Reach out via our website or contact our directors directly.



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