



shilo.TM

The future
is people.



The people experience by shilo.

shilo., founded by Ilona Charles and Sharna Peters, was born from an overwhelming desire to improve the credibility and perception of human resources. With their combined experience of over 40 years and shared commitment to delivering pragmatic business outcomes, they decided to take action.



shilo. is the only national provider of innovative, tailored, end to end people services. Through a deep appreciation of our clients' needs and our peoples' strengths, we provide purpose-built solutions that deliver real impact. shilo. should be your preferred HR partner if you are looking for progressive, smart and flexible HR strategies and solutions.



save time and money

No ongoing or permanent fixed costs and no excessive consultancy fees.



drive performance and change

The right capability to drive business outcomes and deliver people solutions with great impact.



backed by experience

Supplement your team with world class people talent backed by qualified people experts.



fit for purpose

We skilfully match your needs with our people's strengths delivering a formidable combination of commercial acumen and team empathy.



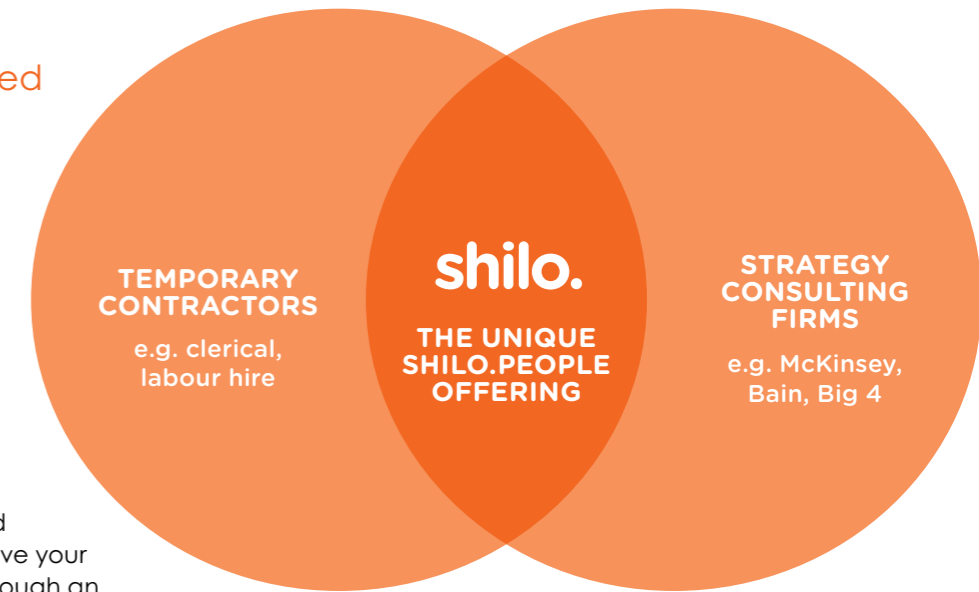
pain free

All the hard work is done. No recruitment, no screening, no payroll, no risk.

A progressive partner trusted by ambitious businesses.

shilo. is uniquely placed to provide bespoke HR solutions to organisations across a wide range of sectors, geographies and sizes. Our services are flexible and scalable, offering a compelling alternative to Tier 1 management consulting firms, recruitment or labour hire agencies, and the direct contractor market.

We pride ourselves on being a trusted extension of your team, helping to drive your organisational goals and priorities through an agreed HR strategy and seamless execution.



A bright future, built on a shared understanding.

Our team and consultants have delivered impactful change across some of the world's largest technology, finance, education, health, tourism and hospitality, professional services and not-for-profit organisations.

Context is everything...

We take the time to understand your unique environment, business maturity, and your goals. Our proven approach allows us to tailor solutions for every client and every challenge, taking us deeper into your business challenges to deliver sophisticated and easy to implement solutions. Delivery is critical, and we know that sometimes, this is all you need.

...and so is the team

We are dedicated to supporting and developing every individual consultant who comes through our doors and by doing so, increase the credibility and skills of the HR profession overall. We have fostered a large community of diverse HR professionals, with each consultant sharing our values and dedication to customer outcomes, learning, fun and success. We pride ourselves on the depth and breadth of professionals working with the shilo. team, and by practicing what we preach, we unlock their greater potential.



shilo. offerings - how we deliver

shilo.

shilo. On-Demand: Urgent HR requirements. Critical projects, leave relief, capability gaps. HR experts embedded into your team for short to medium term engagements. Consultants expertly matched to your needs. Time and Materials (Daily rate).

shilo. Consulting: Design, develop and implement strategic people solutions and initiatives to address critical organisational goals and/or challenges. Organisations looking for transformative outcomes. Statement of Work (Fixed cost and delivery milestones).

shilo. Enterprise: Leveraging our on-demand and consulting capability to deliver highly effective and efficient HR resourcing for peak periods of workload and/or critical strategic projects. Teams to deliver and support annual cyclical activities and processes.

shilo. Interim Executive HR: Utilising our on-demand executive level capability to support CEOs and Boards to manage their people agenda effectively over a defined period.

SCALE. by shilo.

Supporting you in your growth journey, from startup to scaleup and beyond, we use our tried and tested SCALE. methodology to deeply understand your unique needs. Focused primarily on tech and SMEs, we use our experience, empathy and drive to help you scale, transform or stabilise your business, delivering results in a cost-effective way.

CLEAR. by shilo.

A pioneering approach within the HR landscape, CLEAR. has been crafted to provide a modern, credible, and comprehensive solution for capability development. Where traditional methods fall short, CLEAR. is setting the new standard for excellence in HR learning and development. Leveraging the most progressive thinking from around the globe, CLEAR. will utilise the newest technologies, including AI, to deliver curated and targeted development opportunities.



"Overall, it's having a safe, skilled pair of hands to come in and help keep things going. We don't have a ton of extra capacity (particularly in the HR space), so having people with a depth of knowledge is invaluable, who are willing to roll up their sleeves and get stuff done."

Atlas Arteria

"The service I experienced end to end on the project was exceptional. Ongoing communication and check points along the project helped to keep me completely aligned with what was happening and any slight changes in direction we needed to make. shilo. far exceeded my original expectations for this project."

Thoughtworks

"We engaged shilo. in a cultural change project and were impressed by the partnership skills and deep technical knowledge of the consultants. They have ensured we are set up for success. I would recommend them wholeheartedly."

Redbubble

"The shilo. team quickly facilitated a smooth partnership with our organisation, they met our every need and then some. It has been a fantastic journey and we highly recommend them."

Salvation Army

shilo. customer stories

Engineers Australia

Industry – Engineering

Service – shilo. On-Demand

Size – 501-1,000 employees

Company Overview

Engineers Australia, founded in 1919, is the peak body for the engineering profession in Australia. With around 115,000 members, the organisation's purpose is to advance society through great engineering.

The Challenge

Before partnering with shilo., Engineers Australia faced challenges, including capability and resourcing gaps within their People & Strategy Group. Recruiting replacements for key positions proved difficult due to a lack of existing capabilities and the need for quick execution. shilo.'s appeal stemmed from the ability to provide adept consultants aligned with Engineers Australia's objectives and requirements. shilo.'s thorough vetting process ensured the delivery of quality candidates. The goal was to engage an HR consultancy to fill talent gaps for strategic projects and resourcing needs while serving as an extension of the Engineers Australia People team.

The Solution

shilo. provided Engineers Australia with a seamless process that involved discussing business requirements, gaining a comprehensive understanding of project objectives, and presenting suitable consultant options. shilo.'s unique approach focuses on asking questions related to the work and understanding business objectives, ensuring the consultants provided are well-suited for the project and company goals.

shilo. has partnered with Engineers Australia frequently, delivering expert, on-demand HR talent quickly and efficiently for various projects, including culture and engagement, health, safety and wellbeing, and change management. By integrating shilo. into their People team, Engineers Australia gained the capacity and capability to complete several projects. Additionally, shilo.'s consultants provided training and knowledge transfer, enhancing business acumen and capabilities within the organisation.

The Results

Working with shilo. has yielded numerous benefits for Engineers Australia, including access to quality consultants who understand their requirements and enable the successful execution of strategic HR projects. The collaboration has significantly impacted the organisation's culture, now integrated into all aspects of its operations. Specific examples include successful business unit redesigns and improvements in engagement scores. shilo.'s partnership has facilitated timely project completion, enhanced credibility within the business, and provided valuable learning opportunities for the wider team. The experience of working with shilo. is described as exceptional, with high professionalism, communication, and responsiveness. Engineers Australia has continued to engage shilo.'s services due to the outstanding quality and understanding of their business needs, making shilo. highly recommendable. The key differentiator is shilo.'s dedication to understanding the organisation's goals, setting them apart from standard HR consultants. Engineers Australia expresses gratitude for shilo., consistently providing quality consultants to support their projects and programs.

MECCA

Industry – Retail

Service – shilo. Consulting

Size – 1,001-8,000 employees

Company Overview

Founded in 1997, MECCA is a leader in the beauty and skincare industry, offering a curated selection of top brands and exceptional service. MECCA has over 8,000 team members across 100+ retail stores throughout Australia and New Zealand and a rapidly growing online business.

The Challenge

MECCA, a progressive organisation with a focus on growth and development, was seeking to refresh its approach to goal setting and performance coaching at its support centre to reflect the fast-paced and dynamic nature of its work. The existing review process, which was based on annual goal setting, focused on the achievement of business goals and lacked behavioural expectations and the ability to align goals to new priorities.

The opportunity was clear: MECCA needed a modernised performance and growth approach aligned with its high-performance culture, rapid growth and commitment to personal development, and be implemented without overwhelming its already busy internal resources.

The Solution

Recognising the need for change, MECCA's Chief People Officer (CPO) sought a trusted perspective and engaged shilo. as a partner. Leveraging extensive experience, shilo. undertook a pragmatic and responsive approach, partnering with MECCA's people team on the initiative. Through interviews with leaders across all levels, shilo. delved into MECCA's values, desired performance behaviours, and past experiences of their rapidly growing team, collating insights to shape the new growth and performance framework for the support centre.

The core focus for shilo. was defining MECCA's values as clear behavioural standards. Upon project completion, MECCA was provided with a bespoke growth and performance framework, tailored for easy implementation within the organisation, along with a detailed performance cycle proposal.

The Results

MECCA's leadership team was eager to refine the organisation's values and establish clear behavioural standards for their support centre. Partnering with shilo. provided senior, experienced experts to guide MECCA's leadership team through the development of this new approach. The shilo. team identified consistent themes and addressed areas of misalignment, presenting a succinct and compelling definition of performance and approach to goal achievement and personal development to the leadership team. The delivered work provided a comprehensive framework that modernised performance, aligned with MECCA's culture and growth, and guided team leaders in setting, reviewing, and aligning goals for their team members. Additionally, it facilitated a structured approach to regular feedback and nurturing individual career advancement.

The adaptable, values-based framework initially scoped for MECCA's support centre, evolved into a solution that will be adapted for MECCA's retail and customer care teams.

The project's outcome promises positive transformation. By integrating behavioural-based values into day-to-day discussions, MECCA is enhancing organisational culture and performance. The framework's implementation brings the clarity needed for aligning everyone's actions with the desired behaviours, fostering a more united, growth-oriented environment. The impact is set to be substantial, affecting not just individual performance but also the collective success of MECCA.



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shilopeople.com

+61 (0)419 175 238

info@shilopeople.com