

ANSON
MANAGEMENT CONSULTING



We acknowledge the traditional owners of country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to elders past, present and emerging.



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Introducing ANSON

ANSON is a local management consulting and recruitment business. With over 21 years of experience we have been a part of the Western Australian community services landscape for many years.

We pride ourselves on building strong partnerships with you: our community services, social ventures and government clients. Our assistance has helped many organisations and businesses expand, adapt, develop, measure impact and, above all, continue to create social value in our community.

Offering a wide variety of management consulting services and tools, we provide individually tailored, practical, sustainable and innovative solutions which are all about you, not about us.

Because we are specialists in the community services sector, we understand the challenges you face, as well as the satisfaction of being a part of something that makes a difference in people's lives. Our depth of experience means we have worked with all types of community service organisations and businesses in WA, and have built up comprehensive expertise in sector trends and issues.

Our aim is always to help you achieve better outcomes for your organisation or business, your team and ultimately for your clients.

Our team

The ANSON team, headed by our Managing Director, John Broweleit, is made up of talented professionals who all bring a range of experience and knowledge to the services we deliver.

While each may have strong expertise in specific areas and services, when you engage ANSON, you get the whole team. Our size means it is easy to share information within the team, and so we all go on the journey with you.

Each one of us chooses to work at ANSON for a reason. We are genuinely driven by our shared values – just like you are. Most of us volunteer time on Boards, and every team member lends a hand with our pro-bono program in some way.

Each ANSON team member is committed to working in partnership with you so you can continue to add social value in our community.

About you

You are a leader in your community services organisation, profit for purpose business, government department or social enterprise.

You are tasked with making the tough decisions to help your organisation adapt and remain sustainable. That means in our constantly evolving and increasingly uncertain environment, you need the right advice, systems, team, strategies and culture.

You may be seeking growth; a new business model; a partnership; leadership advice; more robust financial management; cultural change; risk mitigation; a higher level of stakeholder engagement; stronger strategic direction; better governance; or a new brand. Or you may simply be looking to achieve better outcomes.

Whether you need a range of services or just one, ANSON can assist you.

“I was totally impressed by the **professionalism,** integrity and work ethic of the team.”





What you can expect



You can expect us to **listen**. Really listen to your story, your needs and your concerns. Hearing you and understanding your situation, underpins our ability to provide tailored and workable solutions that suit your organisation.



You can also expect **authenticity**. Because we choose to specialise in community services, we understand your motivations and will always offer you solutions which reflect your purpose and honour your values.



At ANSON we believe that one size definitely does not fit all. So our approach is **tailored**. We provide individually designed, practical, sustainable and innovative solutions which are all about you, not about us.



Our process is open and **transparent**. You can expect we will meet with you to identify your needs, and provide considered recommendations including a comprehensive road-map of how we will help you achieve your desired outcomes. We communicate with key stakeholders at every step of the way and if the landscape changes, our flexibility enables us to adapt quickly.

“We always aim to provide workable solutions which reflect your purpose and **honour** your values.”



Pro bono commitment

One of the privileges of working so closely with our clients is seeing first hand the social impact created by not for profit organisations and profit for purpose enterprises in our community.

We are constantly inspired by your dedication, energy and commitment. We also understand the challenges you face in our rapidly changing and increasingly uncertain environment. Which means we know that sometimes a tight budget limits your access to consulting services.

By committing a portion of our time every year to providing pro bono assistance, we have assisted many organisations and social ventures to improve, expand, up-skill and develop.

That assistance could mean providing one-off advice, or being a sounding board during a period of change or instability. It might mean developing and running a workshop for a Board or executive team to help identify ways to achieve better outcomes.

And as with all of our work, our pro bono approach is tailored to you. We always aim to provide workable solutions which reflect your purpose and honour your values.

To find out more about our pro bono program or to talk to us about your needs, please contact us for a confidential conversation. We want to help.



Working with Aboriginal Corporations

ANSON has established strong and successful working relationships with Aboriginal Corporations and services over many years.

We have assisted a wide variety of Aboriginal Corporations located in regional, remote and urban settings by providing a range of services including:

- CEO and Board recruitment,
- Board performance and self-evaluation processes,
- Strategic and business planning,
- Establishing the right value proposition and mission,
- Tender and funding proposal preparation,
- Mergers and partnerships,
- Member/stakeholder engagement, and
- Board and executive mentoring.

We have a continuing commitment to assist Aboriginal Corporations with their goals and sustainability so they can provide the best outcomes for their members and their community.

To talk to us about how we can assist your corporation or service, please contact us.

“ANSON is inclusive, diverse, and they reflect the **values** of many organisations in this sector.”



Recruitment

ANSON has unmatched experience in recruiting for community service organisations and businesses in Western Australia. Since our inception our specialist recruitment services have placed over 4,000 people in a wide variety of roles within the sector.

Because we are specialists in the community services sector we understand the skills, knowledge and attitude you require from your team. It also means our well established sector network is available for confidential searches and references.

Executive recruitment

Our executive recruitment service covers all senior positions. As well as looking for required expertise we understand the importance of values and approach and help you select candidates who fit.

We offer a range of tailored solutions to suit your needs, workplace culture and timeline:

Executive search - a highly effective recruitment method that can be used when good talent is scarce and a more proactive process is required to achieve the best result, or if you require a specific skill set or experience to fill a particular position.

ANSON database search - with details of over 20,000 people who currently work in or aspire to work in the community services sector, including over 800 who currently occupy senior positions, our database provides a rich source of candidates.

Advertised search and selection - this approach combines the benefits of a specific targeted search with those of a well-planned advertising campaign.

“People at ANSON are thorough, prepared, **engaged**, values based and creative.”

Board recruitment

At ANSON we work closely with Boards from a wide variety of community services organisations and many of our team are board members themselves. That means we understand how important it is to get the right attitude, knowledge and expertise around the board table.

We can assist you with advertising, shortlisting, reference checks and interviewing as well as setting clear role expectations and responsibilities for any prospective new board members.

ANSON Assist

We recognise that self-managing the whole recruitment process can be extremely time-consuming and challenging for community services organisations. So we developed a tailored solution that is efficient, time-saving and extremely cost-effective

ANSON Assist deals with the challenges of filtering a large and diverse number of candidates applying for each job posted and is available in three separate packages:

- ANSON Assist Post – which allows you to post your Seek adverts for half the price.
- ANSON Assist Admin – which takes the hassle and expense out of recruitment administration.
- ANSON Assist Select – which provides shortlisted candidates at a fraction of standard recruitment costs.

The latest information and costs for ANSON Assist are on our website, or you can contact us to talk about which package would suit you.

WACOSS members

ANSON works in partnership with WACOSS to offer members affordable recruitment solutions. The WACOSS/ ANSON Community Sector Jobs web page is aimed at providing WACOSS members with access to a dedicated webpage to advertise vacant positions free within the community sector. You can access the Community Sector Jobs web page from either the ANSON or WACOSS websites.



Adding value

Because ANSON offers a full suite of expertise in People and Culture (see page 10) we have the ability to add value to your recruitment experience by embedding a range of consulting services.

Many clients choose these services as a part of their CEO and Board recruitment, however the range of ANSON services can be provided at all candidate levels. These can include transition plans, induction processes and psychometric assessments. We can also assist with performance management frameworks including advice on the right key performance indicators for your new team member.

People and Culture

Maximising your people and culture potential is a key element in your ability to achieve successful outcomes for your clients. ANSON has comprehensive experience in assisting many community services organisations and businesses to manage their workforce processes, retain their staff and build and maintain a healthy workplace culture.

Human resource management

We can assist you to develop human resource management processes, procedures and systems that are tailored to your needs. ANSON can provide you with services and advice in:

- HR strategy
- Workforce and executive succession planning
- Mediation
- Policy development
- Change management
- Organisational development
- Outplacement

Performance management

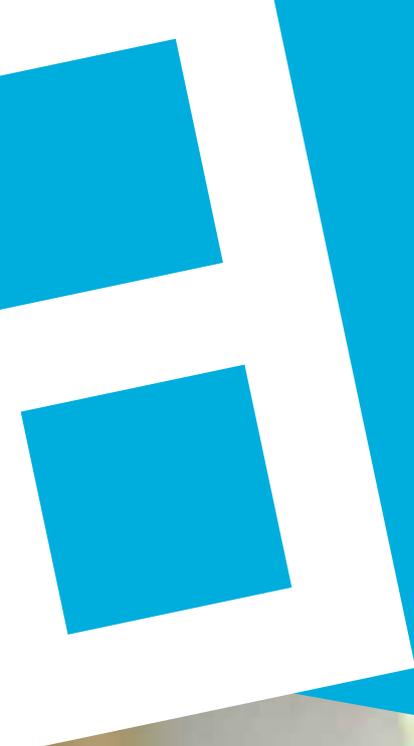
Our team has extensive experience in performance management consulting, including developing appropriate and tailored frameworks, policies and training. We ensure the key performance indicators are in line with your balanced scorecard, strategic objectives, vision, mission and values.

We can also assist your Board in the CEO performance management process by clarifying the senior leadership role, responsibilities and objectives and assisting you to develop strong and appropriate key performance indicators. By enabling your Board to conduct effective performance appraisals we assist in building capacity and sustainability for your organisation or business.

Workplace Culture

Getting your workplace culture right has a huge impact on the retention and performance of your employees as well as the ability for your organisation to achieve successful outcomes.

A really healthy workplace culture is built on the day-to-day relationships that employees experience. We can assist you by assessing your workplace culture, identifying issues, and helping you to make changes to improve the culture.



“A really **healthy** workplace culture is built on the day-to-day relationships that employees experience.”



Leadership and Governance

With the community service landscape constantly changing, the need for strong, talented, knowledgeable and resilient leadership has never been as vital. ANSON provides a range of services designed to support, equip and develop your executive team and your Board.

Governance processes

For an organisation to be efficient, productive and genuinely successful it needs an effective Board supported by a sound framework of systems, processes and relationships. ANSON can help you to develop good governance processes, which influence your objectives and strategies and ultimately optimise organisational performance and outcomes.

We can undertake a review of your governance with the aim of embedding best-practice processes that take into account your strategic direction and your mission. By focusing on your governance system we identify areas of strengths and opportunities for improvement so you can continue to maximise outcomes for your clients and create social value in our community.

Board self-assessment and development

ANSON offers a range of services aimed at maximising your Board's capability and potential. Our self-assessment framework can assist your Board to identify areas of improvement in areas such as the balance of Board skills, experience and independence, systems and processes, ethics and accountability, transparency and reporting. We offer a range of Board training programs and can conduct inductions for new Board members.



“The process we went through with ANSON was one of **the best** I’ve ever been involved in.”

Executive mentoring and coaching

Leadership can be challenging, particularly in a constantly changing environment. By providing your CEO or executive team with people who fully understand the sector and the context in which they work and who will listen, support and advise, you are creating a space to promote their personal and professional growth.

Behavioural based coaching is the most validated tool for leaders to enhance and apply their knowledge and development; especially as it relates to achieving long term sustainable results – including productive inclusive outcomes, increased collaboration, greater levels of creativity and problem solving. By engaging an external coach, participants are able to engage fully, explore options, test assumptions and acquire practice and feedback without prejudice.

Succession planning

Undertaking leadership succession planning promotes continuity and stability for your organisation, helps build capacity and sustainability, and enhances knowledge transfer. We can work with you to identify and develop leadership potential for your executive and Board, provide transition plans and appropriate training.



Strategy

Our strategy consulting services will enhance your efficiency, effectiveness and ultimately provide stronger outcomes for your organisation and your clients.

Strategic planning

A sound strategic plan provides your CEO and senior leadership with a clear blueprint for the future and forms the basis for contemporary governance models. ANSON provides a full suite of strategic planning services, from simple facilitation to detailed research, financial and operational modelling and plan development. As with all of our services we can tailor your strategic planning activities to suit your organisation, your timeline and your budget.

Organisational planning

One of the biggest road-blocks to achieving strategic goals is a lack of organisational planning. ANSON provide consulting services, assessment tools and model development to help you translate your strategic plan into a practical and measurable organisational development plan, that takes all aspects of your organisation into account. We can also assist you to develop and monitor project plans.

Marketing, communications and branding

The emerging future of government contracting, the need to grow independent income, and donations, and the unrelenting need to flourish have changed the future of community services marketing.

These trends have triggered unprecedented demands for many community sector organisations and businesses to improve the management of their brand to develop or grow their marketing competencies and increase their stakeholder engagement. Our marketing and communications team provides a range of both strategic and project based consulting services, combined with tactical marketing campaign management and execution.

“ANSON is a values fit for NFPs – they **care.**”



Mergers and Acquisitions

To survive and thrive in the increasingly competitive and resource restricted non-profit sector, many organisations are giving serious consideration to mergers, acquisitions and strategic partnerships.

ANSON's specialist community sector knowledge and expertise has assisted many not for profit organisations with a wide variety of merger or partnership projects. True to our usual approach, each of these projects were tailored to suit the situation and the organisation.

To get you started we can run a Board workshop exploring particular areas of interest or decisions to be made. Our workshops can assist by providing you with:

- Understanding of non-profit mergers,
- Exploration of potential partnership models,
- Ability to prepare your organisation for a merger,
- Framework for assessing potential partner organisations,
- The ANSON approach to due diligence, and
- Co-design of your potential future organisation.

And once those decisions are made, we can assist you every step of the way to make it all happen.

Business Services

ANSON has developed a business services suite that offers community service organisations affordable and high-quality financial and accounting management options.

We can provide a comprehensive outsourced bookkeeping, financial and business management service or just assist you with one or two requirements. Like all of our services and programs, we tailor our business services to suit your needs.

There are many advantages to outsourcing financial and accounting services. Utilising ANSON's business services can have the following outcomes:

- Reduction in staffing overheads,
- Increased access to senior financial expertise and advice,
- Increased visibility of business processes, and
- Improved risk mitigation.

And importantly outsourcing releases resources so you can focus on what your organisation does best – producing positive outcomes for your clients.

The high level of financial reports and analysis generated by our business services supports your Board and underpins your governance processes. As every activity your organisation undertakes has a financial impact which can be directly linked to your stability and sustainability, we can offer a business health check-up to help identify areas of concern.

WACOSS partnership

We have partnered with WACOSS to offer community members even more affordable business services, with several packages suitable for small, medium and large organisations. Please let us know your organisation is a WACOSS member when you contact us.



Financial Services

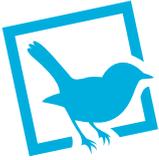
ANSON has built a strong working relationship with the Macquarie Group to be able to connect you with their not for profit financial services. Their specialist team provides financial solutions for not for profit clients that can include aspects such as banking, investment consulting and advice, asset management, risk analysis and compliance.

Like ANSON they tailor their services to your needs, taking into account your mission, governance framework, financial resources and ethical preferences.

The ultimate aim of these financial services is for organisations to build foundations for long-term financial success.

“Please pass on my gratitude to everyone involved on a job **very well done.**”





ANSON Nightingale

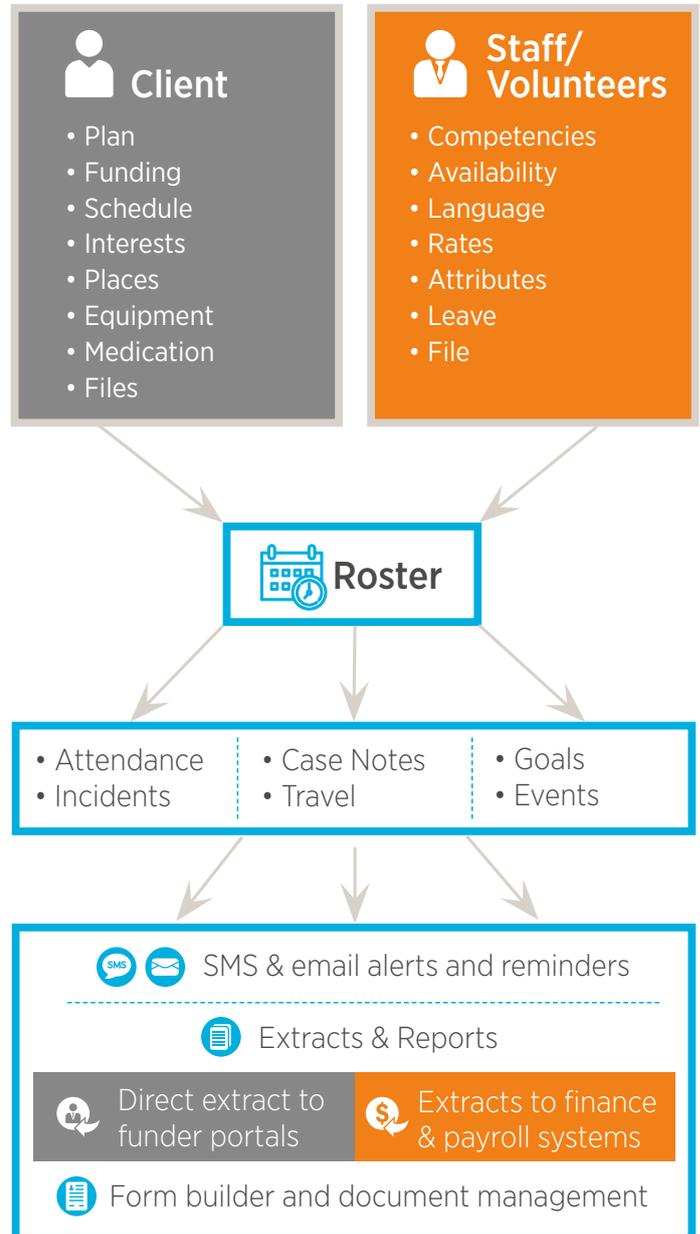
ANSON has developed an innovative software solution for community service organisations to manage the complexities of consumer-directed care.

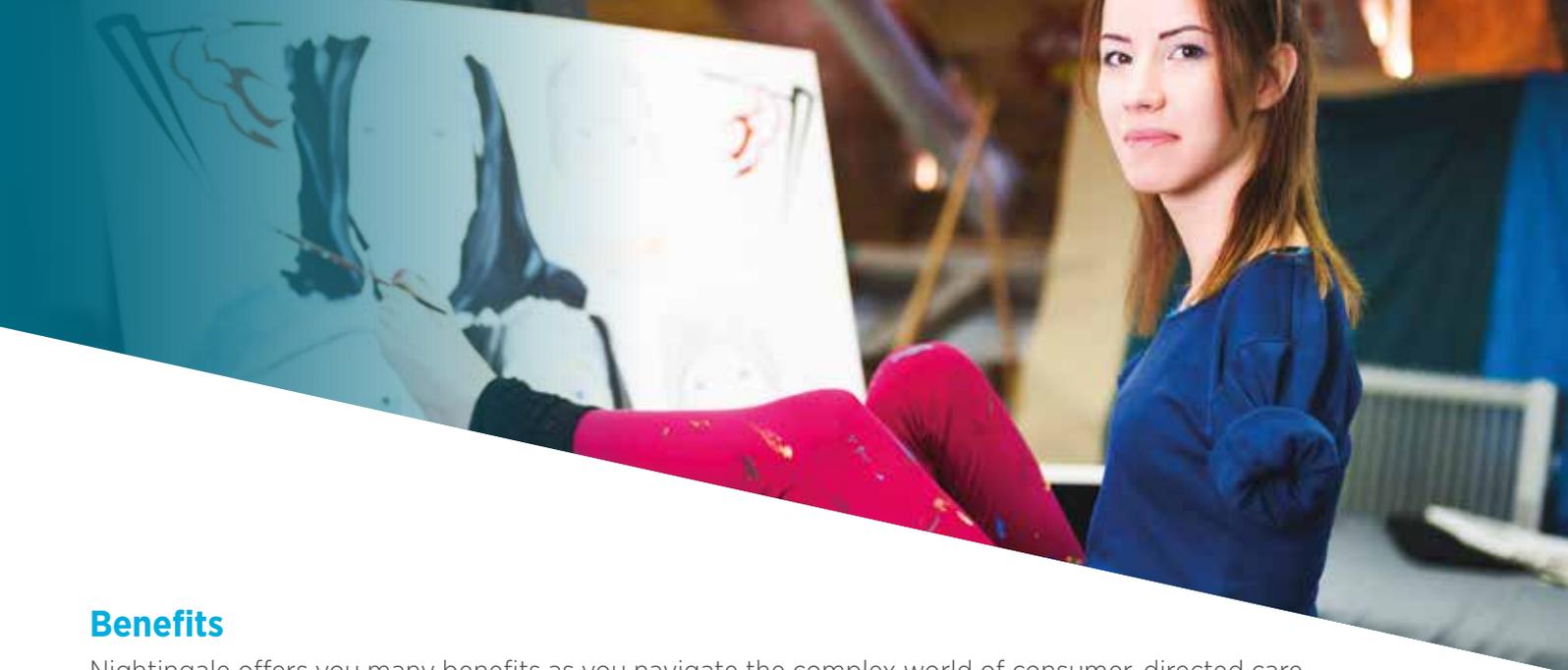
Built from the ground up, Nightingale has been designed in consultation with several Western Australian organisations to address the limitations of other available software. Our clients tell us it is easy to use, economical and it delivers.

Fully compliant with NDIS and WANDIS in client support plans, outcomes and goals, financial reporting, invoice data and case note templates, Nightingale provides a holistic system that can be fully customised to suit your clients, your staff and your current processes, systems, templates and approach. In fact with the flexibility to customise many features, ANSON Nightingale can assist you to provide the data, outcomes and processes requirements for ANY funder, making it also suitable for HACC and mental health providers.

ANSON Nightingale is all about providing you with solutions and improvements in your individualised care programs and processes. That means you will have:

- better way to manage your client and staff data;
- improvements in your individualised care processes;
- excellent reports – which give you a clearer picture of how you are tracking; and
- streamlined integration with NDIS, WANDIS and other funders systems and requirements.





Benefits

Nightingale offers you many benefits as you navigate the complex world of consumer-directed care.



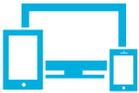
Customised – Nightingale is designed to work with your needs. You have full control of all aspects of the system and can tailor it to suit your requirements. That includes your team roles, forms, case notes, pay rates, support funding streams, leave approvals, rostering calendars and much more.



Client-centred – Nightingale is entirely devised to be person-centred. That means it will provide you with an effective tool to allow your clients to drive their own strategies, plans and outcomes.



Economical – Our clients tell us Nightingale pays for itself in a year with reduced administrative overheads. The ability to customise means as things change, you can adapt the system without having to pay a developer – which saves you both time and money. It provides better visibility so you can more efficiently stay on top of client outcomes, compliance, incidents and funding streams.



Flexible – Nightingale allows access wherever you are, from PC, any smartphone or tablet. That means your case notes can be collected in real time, or offline on the app. Your data is stored in a secure, managed environment, which includes backups and encryption.



Local – ANSON is WA owned and managed and has been assisting community service organisations for over 21 years. So you will be dealing with a local business that has developed a software solution based on input from local community service organisations. It also means we provide in-person support by visiting your offices or by offering telephone advice. And all in local time.

More information on Nightingale can be found on our website www.anson.com.au. Or contact us on (08) 6242 0301 to organise a demonstration or talk about your individualised care management needs.

Contact us

We invite you to contact us for an obligation free and confidential discussion about how we may assist you.

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