

GOVERNANCE

Building better boards



Community Business
Australia

GOVERNANCE

For effective governance all boards need the right tools, systems and processes to guide and lead their organisations to the best possible outcomes.

Community Business Australia specialises in educating boards to understand the processes of good governance, and we tailor governance education and training to your organisation's needs.

The consultation begins by reviewing your organisation's current methods against best practice governance principles and practices. We then facilitate a review process that helps board members develop their organisation's governance improvement plan.

Our expertise in this area is underpinned by comprehensive and practical governance systems.

We teach key stakeholders how to use these tools to stay on top of their responsibilities and how to create the most effective governance processes possible.

Talk to CBA about

- How we help enable a clear understanding of your board's governance roles and responsibilities
- How your board can apply effective leadership through governance principles, policies and procedures
- How we can support boards to develop a productive relationship with the CEO

Our partnership with Community Business Australia over a number of years has assisted Crowley's Board and Management in developing our governance processes and systems. In Crowley's numerous partnerships and connections with external organisations, our governance culture has been acknowledged as being closely aligned to best practice, giving us great confidence that we have the tools to reach our organisational goals.

Michael Penhey
CEO
Crowley Care Services



Principal Consultant Patrick Herd

With 25 years experience working in and consulting for the education, training, aged care industries and the broader community sector, Patrick specialises in workshop facilitation; board, manager, and executive coaching; and organisational review. From his practical experience helping businesses through periods of cultural and industrial change, Patrick's skill set is indispensable to clients across a range of industries.

Grow your organisation

Email patrick@cbanow.com.au
Phone 07 3368 2575
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Community Business
Australia

BUSINESS DEVELOPMENT

Creating new business opportunities



**Community Business
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BUSINESS DEVELOPMENT



In a competitive environment, winning new business and securing additional funding to support growth and development can be challenging for organisations.

Community Business Australia can help you explore new opportunities.

- Grant and tender writing
- Award preparation
- Project management
- Research and evaluation

Case Study - \$2.1 Million Staying Strong Telehealth project

- The project researched the cost effectiveness and accessibility of a Telehealth model compared with traditional health care costs amongst a highly vulnerable population.
 - Helped to “close the gap” on health outcomes for older Aboriginal and Torres Strait Islander Australians and to ensure equitable access to emerging e-health technologies.
 - Resulted in a range of positive health and wellbeing outcomes for the older people involved and demonstrated a range of cost savings and efficiencies with the findings broadly shared in the sector.
 - Finalist for the prestigious HESTA Aged Care national award for excellence.
 - Lead to further government funding to expand Telehealth service provision to 13 additional regions.
- Alicia’s responsibilities included:
- Project concept
 - Research
 - Tender authoring
 - Project design
 - Writing implementation plan
 - Recruiting project staff
 - Governance for the life of the project
 - Stakeholder engagement
 - Project Liaison
 - Outcome reporting

“

Alicia helped to drive our business growth and development during a period of industry change and rapid organisational growth.

I particularly valued her analytical skills, people skills, genuine passion and commitment to social justice, and strong writing skills which underpinned a number of our successful tender and grant submissions.

Her prior experience as a Government Tender and Contract Manager provides her with a unique insight into the tender process and proved invaluable on a number of occasions.

Alicia is highly approachable, pragmatic and responsive.

Catherine Daley
CEO, integratedliving Aust. Ltd

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Business Development Consultant Alicia Eugene

Alicia has over 15 years experience in the design, management and delivery of human services in both the public and not for profit sectors with extensive management expertise. You will find her professional, capable, responsive and solutions-focused with a flair for thinking creatively and a commitment to helping your organisation stand out in the crowd.

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**Community Business
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EXECUTIVE RECRUITMENT



Identifying leaders with vision



**Community Business
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EXECUTIVE RECRUITMENT



Recruiting the right CEO or senior executive is critical to your organisation's future success.

Community Business Australia's senior recruitment expert has acquired vast experience in the identification of visionary leaders since commencing his Executive Search career in London in 1987. Over this time, he has developed and refined a system which is evidence-based and adds genuine value to organisations seeking exceptional directors, CEOs and managers.

This proven formula works consistently well, and generates outcomes which minimise risk and ensure optimal alignment with organisational values and strategy.

The process is tailored to the individual nuances of each assignment, and clients respond positively to the philosophy of 'no surprises'.

“

I must say your attention to detail, professionalism and endurance came as a delightful contrast to other recruiting agencies I have experienced. I wish you well in the future, and please forward my details to future prospective clients should you feel that is appropriate.

Dr Warren Shnider
Censor-in-Chief
Royal Australasian College of
Dental Surgeons



Royal Australasian College
of Dental Surgeons
Let knowledge conquer disease

Thank you for your recruitment of the new CEO for Centacare and Centacare Housing Services. I'd like to formally acknowledge your commitment to a timely, transparent and thoroughly professional process. The Panel were kept well informed and were comfortable with the process and your due diligence.

Dr Liam G Davison
Chair Centacare
Catholic Diocese of Ballarat



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Executive Recruitment Consultant Jeremy Wurm

Jeremy is a committed recruitment professional, with a scientific grounding and exposure to the private, public and not-for-profit sectors, both as a participant and as a provider of consulting services. He has personally recruited more than 250 CEOs, as well as a number of Board Members for organisations throughout Australasia in the health, human services, member association, research, academic and non-profit sectors.

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Community Business
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FINANCE

Forecasting for tomorrow



**Community Business
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FINANCE



Financial modelling and analysis (FMA) can be an integral part of planning and budgeting, acquisitions and due diligence, performance reporting, major capital investment/purchases and specific project initiatives.

In today's economic climate, financial modelling and analysis is essential for accurately testing strategies, their assumptions and the sensitivity of key variables. Community Business Australia understands that strategies that are underpinned by robust financial analysis and modelling are far more likely to succeed.

Our senior finance consultant, Shane Fracchia has introduced FMA to many Boards, CEOs and senior management teams to help them analyse whether their organisations are excelling financially, or struggling to achieve expectations - and more importantly why.

Through Shane's consultation, Community Business Australia can help you with:

- Strategic financial performance reporting
- Developing key performance indicators and business intelligence
- Board financial assurance reporting
- Major asset transactions (sale and purchases)
- Project governance and risk reporting



Shane has assisted our board and executive in positioning our organisation as a major regional health and aged care leader.

His strategic leadership and insights combined with strong financial and analytical skills has enabled us to plan, secure and implement a range of major projects, sustainably and efficiently.

Lynne Sheehan
Chief Executive Officer
Mercy Health & Aged Care
Central Queensland Ltd

MERCY HEALTH and AGED CARE
Central Queensland Limited



Senior Finance Consultant

Shane Fracchia MBA BCom CertTech FCPA FAICD

Shane has over 25 years' experience in strategic leadership and corporate finance across a broad range of sectors including health and aged care - in both corporate and not for profit environments. He uses his experience and strategic skills to advise executives, boards and business leaders in the areas of governance, strategy, performance/growth, strategic design, financial analysis, values-based leadership, M&A, risk/assurance and strategic master planning.

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**Community Business
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HUMAN RESOURCES

Finding, managing and developing your staff



Community Business
Australia

HUMAN RESOURCES



Human Resources can be a complex area for many organisations. Structuring and designing an organisation's workforce with job descriptions and pairing that up with the ideal candidate who fits the culture and has the adequate skills, can make or break an organisation.

Developing capabilities, resourcing and expertise in all elements of HR is a luxury for many organisations. Our approach is to work with you whether it is to seek out the right person for your organisation, develop the HR policy framework, develop and implement workforce plans or assist with a difficult staffing matter.

We can help develop job descriptions and policy frameworks to find people with the skills and experience to take an organisation forward.

Whether recruiting for ad-hoc or regular work, overseeing training and development programs, or implementing performance appraisal systems, our human resources experts will help you find, manage and take care of your people.

We can assist you with

- Senior staff recruitment
- Cultural surveys and audits
- Organisational structure reviews and designs
- Coaching and mentoring of senior staff
- Performance reviews and appraisals
- Workforce planning

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Community Business Australia HR Consultant Ingrid Kemp has worked with Micah Projects on a broad range of HR matters for a number of years. Ingrid's advice and guidance is invaluable particularly in difficult HR matters.

Recently Ingrid acted as our HR Manager for a six month maternity leave placement, in which time she ensured a continuity of support for our managers and staff.

Karyn Walsh
CEO
Micah Projects

MICAH PROJECTS INC



Breaking Social Isolation
Building Community

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Human Resources Consultant Ingrid Kemp

Ingrid has specialised in recruitment, appraisal, performance management, training, and senior staff coaching for over ten years. She works closely with board members and chief executives to deliver appropriate solutions and help organisations manage complex periods of change. A thorough understanding of business practices and stakeholder engagement, plus the know-how to develop organisational policies and procedures allows Ingrid to provide outstanding results for clients across the board.

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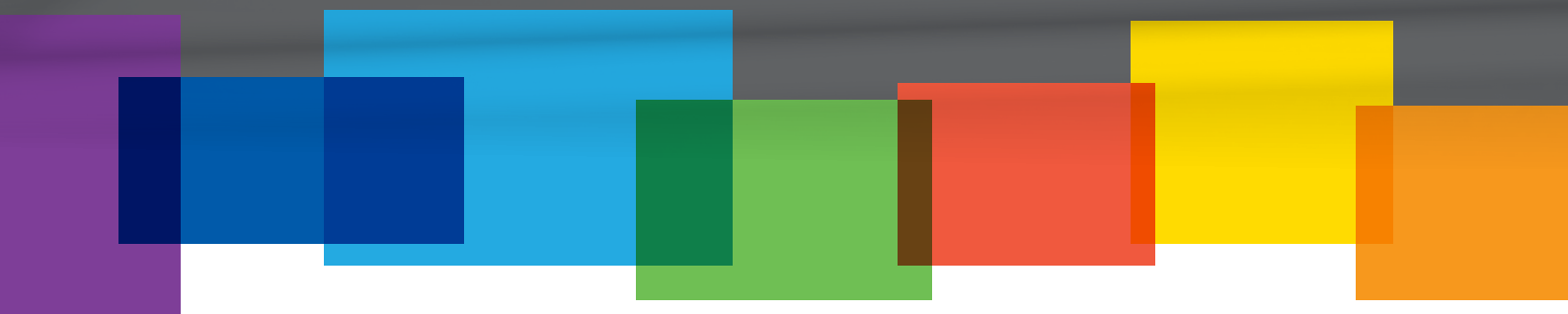


**Community Business
Australia**

NOT FOR PROFIT LEGAL SERVICES



Expert advice and legal direction



NOT FOR PROFIT LEGAL SERVICES



Having a trusted legal advisor with expertise and experience and knowledge of your sector is critical to Boards and CEOs.

Community Business Australia works closely with, and is supported by, Joanne O'Brien and her team at CRH Law.

Joanne O'Brien has an extensive practice across the not-for-profit sector, acting for a range of organisations, including charities, community businesses, churches, peak bodies and associations.

Working with Community Business Australia, Joanne provides practical advice and legal solutions to not for profits operating in an increasingly competitive environment.

She advises Boards, CEOs and senior management teams on a diverse range of matters.

Joanne has a proven understanding of the regulatory and commercial environments and can assist with:

- Reviewing and improving Constitutions
- Organisational and restructuring
- Converting from one legal structure to another
- Partnerships and consortium arrangements
- Mergers, amalgamations and acquisitions
- Funding contracts
- Tax endorsements
- Legal compliance and risk management

Liability limited by a scheme approved under professional standards



Joanne and the team at CRH Law have provided a high-standard of reliable legal advice to MDA Ltd for more than 10 years. As a growing non-for-profit company, Joanne has diligently guided the organisation through a period of growth and change by providing expert advice that is considered, comprehensive and easy to understand. Her valuable support has given us the confidence to make significant business decisions and achieve positive outcomes for MDA. I cannot recommend Joanne more highly.

Christina Skoien
Company Secretary
MDA Ltd



Partner CRH Law **Joanne O'Brien**

Joanne O'Brien has extensive legal experience across the not-for-profit sector, having acted for a range of organisations including charities, community businesses, churches, peak bodies and associations. Joanne is passionate about developing innovative ways for Not for Profits to collaborate. A seasoned presenter, Joanne's experience focuses on establishing and restructuring legal entities for not-for-profit and charitable organisations.

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**Community Business
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MARKETING



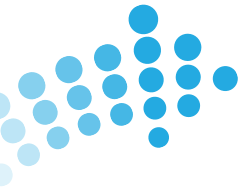
Ensuring your message is heard

#Brand



Community Business
Australia

MARKETING



Having a highly skilled and hard working team, effective management and polished service can all amount to nothing if no one knows who you are or what you do.

Building a powerful brand and communicating your messages to your market is essential for ongoing success.

Community Business Australia has the resources on hand to help your organisation plan, manage and execute communication strategies to engage your market in today's competitive world.

Through the direction of seasoned marketing professional, Derek Tan, CBA can help your organisation develop:

- Logos and brand identities
- Marketing collateral
- Advertising campaigns
- Corporate videos
- Signage
- Websites and content development
- eMail Marketing
- Annual Reports



Where do I start? An absolute pleasure to work with. Creatively on point, responsive, detail oriented and works seamlessly with the internal team. Derek is not only fantastic from a creative perspective, but a jackpot of strategic thinking and wonderful at client management to boot! A complete all rounder who I love working with and cannot recommend highly enough.

Alicia Graham
Marketing Manager
CÛRA Community Services



Brand Consultant
Derek Tan

Respected advertising and marketing professional, Derek Tan brings over 25 years of effective communications expertise to the table. The award-winning Creative Director has developed countless solutions for a diverse range of clients across many industries - including NFPs and community service providers. From brand identities to advertising campaigns, to website development, print collateral and more, Derek has the skill, know-how and network to deliver outstanding results.

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Community Business
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PARTNERSHIPS AND ALLIANCES



Working together



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PARTNERSHIPS AND ALLIANCES



Many organisations face challenging futures as ‘standalone’ service providers. Significant government policy and funding reforms together with an increasing competitive environment adds further pressure to organisations, particularly small to medium enterprises. More and more are looking for partners and strategic alliances to add value to their client services and secure their futures together.

Community Business Australia guides organisations through effective partnering and strategic alliance processes. With access to a wide range of industry experts and advisors, Community Business Australia facilitates collaborative projects with two or more organisations.

We tailor the process, tools and resources to support the best outcomes for participating organisations.

“

Patrick Herd, CBA has worked alongside the NIACC Alliance for almost 2 years, guiding the alliance through the first tentative steps to the creation of a new company NIACC – Patrick’s ability to deliver outcomes in a professional and collegiate way has resulted in paving the way for a brighter future

for 6 charitable aged care organisations. Patrick, and his CBA colleagues support has been invaluable during the development phase of the NIACC Alliance and their project management skills, breadth of industry knowledge and commercial approach has made the NIACC journey much easier

to travel. I would have no hesitation in recommending Patrick and CBA services to others.

Sue Thomson
Chair
NIACC Alliance



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Patrick Herd

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**Community Business
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STRATEGIC PLANNING

The pathway to a better future



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STRATEGIC PLANNING



Creating a clear strategic direction is a significant responsibility for a board and senior managers.

Community Business Australia has developed processes and practices with a network of specialist consultants and advisers to facilitate the development of your organisation's strategic plan.

Our focus is to engage your people from the staff, managers and the board together with key stakeholders.

Community Business Australia brings the planning process alive! Our forums, workshops and retreats are engaging, future-focused and fun.

What's more, it sets up your organisation with a strategic planning process, not just a strategic plan.

Our planning process will empower your Board and management team with the resources required to develop your services and help your organisation grow and prosper.

“

Burnie Brae appointed Community Business Australia to review its governance and planning strategies. The process was well planned to meet our requirements. It was clear to all that Patrick Herd has significant experience in the community sector and we have no doubt that this knowledge has translated into the final product. We are extremely satisfied with the outcomes.

Kevin Rouse
CEO
Burnie Brae



Community Business Australia has assisted Centacare in facilitating its Strategic Planning process across a number of areas of service delivery. Their pragmatic yet thought-provoking style has allowed management to develop plans they feel they have contributed to and can be achieved.

Peter Selwood
Executive Director
Centacare



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