

kb west | advisory

COLLABORATIVE SOLUTIONS FOR NFP PERFORMANCE



Ensure your strategy is client centric

Your clients are now not only at the centre of your services, but they are also becoming one of your key funding partners. Changes to government funding models will require a review of your systems, processes and approaches. It's time to reshape your strategy and empower your team to respond to these changes.

Deliver on your mission

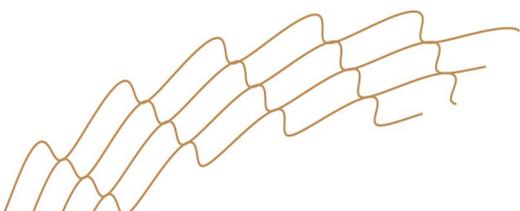
You exist to deliver on your mission and to ensure great outcomes for your clients. Reviewing your operations, processes and capabilities is essential to ensure you are making a real impact. A detailed look at your mission, strategy and operations can help you be more effective and ensure your focus is on the big picture.

Support your leadership to perform

Ensure your leadership has the skills and attributes to meet the constant challenges faced by the NFP sector. We provide mentoring, coaching and interim leadership support to help your team perform to the mission and strategy. We also support Boards to work together to make difficult decisions and to enhance governance and leadership.

Transition to the NDIS without confusion or frustration

The NDIS will impact all service providers as client directed care changes the sector and the way services are delivered. The changes may bring great outcomes for your clients but, if you are not prepared, your ability to deliver quality services and to remain sustainable could be at risk. Be informed and equipped to give your organisation the best start within this new environment.



Who we are:

At KB West we take a whole of organisation approach to problem solving; working with leadership on their strategy, structure, culture and service offerings to ensure long term growth and sustainability.

Clients benefit from our experience in government and industry, our collaborative and inclusive approach, and our track record in guiding clients through leadership and organisational change

We focus on your mission, your people and your capabilities to create a 360-degree view of the dynamics and potential within your organisation.

We work with you and your team, helping you to achieve a more effective, client-centred organisation, with an engaged, productive and mission focused workforce, and robust systems and processes. We help you to embed a renewed understanding and commitment to your purpose and mission.

Our Services:

- Strategy and structure;
- People and culture;
- Transformation and transition;
- Mentoring and coaching;
- Leadership and governance;
- Interim leadership support.

How to contact us:

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Kelly Bruce

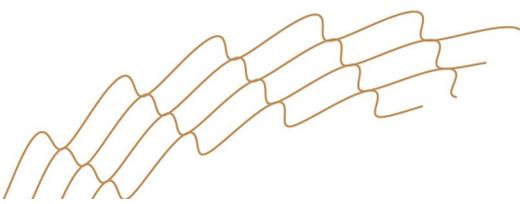
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Our approach:

Our knowledge and approach will reduce the frustration and uncertainty that is often associated with significant change.

- **Process and Engagement:**

Our focus is on helping you to achieve the best outcomes for your organisation and your clients. We listen, consult, collaborate and guide you on how best to navigate change and solve problems.

Our methodology involves a reflective and flexible approach to:

- Diagnosis
- Exploration and understanding
- Collaboration, creativity and engagement
- Embedding solutions and actions
- Monitoring and mentoring

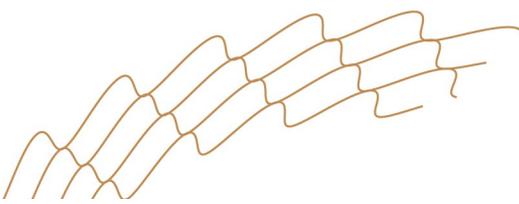
- **Organisational Experience:**

Your leadership team and staff will be involved in various phases of the process. We ensure there is mutual ownership, accountability, skills transfer and engagement throughout our collaboration with you.

Our approach allows you to own and drive the change.

- Your team will have a deep and clear understanding of strengths, weaknesses, areas of opportunities, threats and risks.
- The wider organisation will be involved in the implementation, which in turn will be shaped and agreed by you and the key organisation stakeholders. Accountabilities will be clear and embraced.
- You will set the pace and priorities of change.
- You will have the confidence and conviction to transform your organisation.

Throughout the process your team will supported and mentored. You will receive continuous feedback from us to enable you to respond to information and developments as they arise and to make measured decisions during the review. You don't have to wait for the final report to start implementing change.



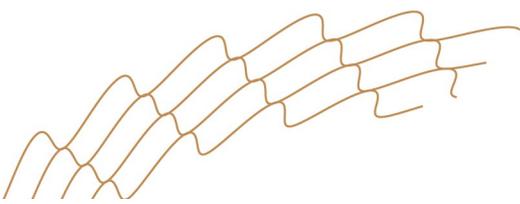
- **Outcomes:**

We seek to bring teams together to create a shared consensus of the critical issues and the required actions. This ensures that your staff have ownership and responsibility for the outcomes and their implementation.

Your organisation will be provided with a detailed analysis of opportunities for improvement with a supporting action plan including agreed priorities and the accountability mechanisms, systems and people required.

- **Mentoring and Implementation:**

Our team can also provide mentoring, guidance and assistance to help you and your team deliver on the required changes and projects that emerge from the review. We can support cultural change and we can assist you to implement the systems to monitor and evaluate the organisational improvements to keep you on track.



Our Clients and Testimonials:

Our past and current clients include: *

- MercyCare
- ACT Council of Social Service (ACTCOSS)
- Catholic Social Services Australia
- VERTO
- UnitingCare Australia
- International Confederation Society of Saint-Vincent-de-Paul
- Centacare SW NSW
- St John of God Accord
- UnitingWorld
- Catholic Social Services Parramatta

Testimonials:

Chris Hall **CEO | MercyCare**

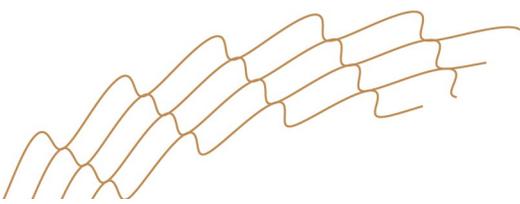
MercyCare engaged the services of Graham West and Kelly Bruce to assist the MercyCare Limited Board, Trustees and Executive in developing its 2017-2020 Strategic Plan.

Graham and Kelly performed an excellent facilitation role to bring the strategic planning process to a successful conclusion. It is a time of unprecedented change in the human services and not-for-profit sectors and their advice and insights were of immense value, as was their knowledge of the Catholic Church and Catholic social services.

Susan Helyar **Director | ACT Council of Social Service Inc. (ACTCOSS)**

Our team was effective, but we wanted to be able to better leverage our resources to reach peak performance. Working with KB West we were able to gain new perspectives on the constraints in our current structure and systems, and scrutinise the alignment of staff roles with organisation objectives.

KB West took the time needed to deeply understand our context, operations, capabilities and opportunities to adapt to provide us with analysis and recommendations that were relevant and insightful. What I found especially valuable was their commitment to working with the diverse staff team, building a collective understanding of changes that would make a positive difference to individual and collective performance. KB West provided guidance to management as we planned and commenced implementation of changes. We received excellent value for the investment we made in the consulting services provided by KB West.



Paul Jensen
CEO | Centacare South West NSW

In mid-2017 KB West conducted a comprehensive 'root and branch' review of Centacare SWNSW's strategy and operations in the light of significant and rapid changes in the Social Services sector. Their methodology was robust, transparent and comprehensive.

KB West's recommendations galvanised Centacare's Board and Executive to adapt its strategy, mission and implement plans which will position the agency well for the future. Centacare's Board Chairperson commented 'the review was money very well spent'. I wholeheartedly commend KB West's services to organisations seeking a genuine, consultative and thorough review of their strategy and operations.

Marcelle Mogg
Former CEO | Catholic Social Services Australia

I was delighted to engage Graham and Kelly on behalf of the Board of CSSA to undertake a strategic review of the current and emerging needs of our members and make recommendations as to a future membership model that was sustainable and effective.

Graham and Kelly are highly adept at engaging sensitively with stakeholders, identifying opportunities, and helping all participants to work cooperatively towards a resolution. So many of the challenges facing agencies like CSSA have had a long genesis and identifying solutions requires not only the usual skills of consultation, strategic thinking and communication, but an in-depth knowledge of the interplay between the challenges facing Church, social services and government. Few know this territory - Graham and Kelly know it very well. I have no hesitation in recommending them to community and 'people' services looking for assistance from a team who know and understand where they are at, and what they are trying to achieve.

*** Note: KB West formerly traded as Lachnic Consulting**

