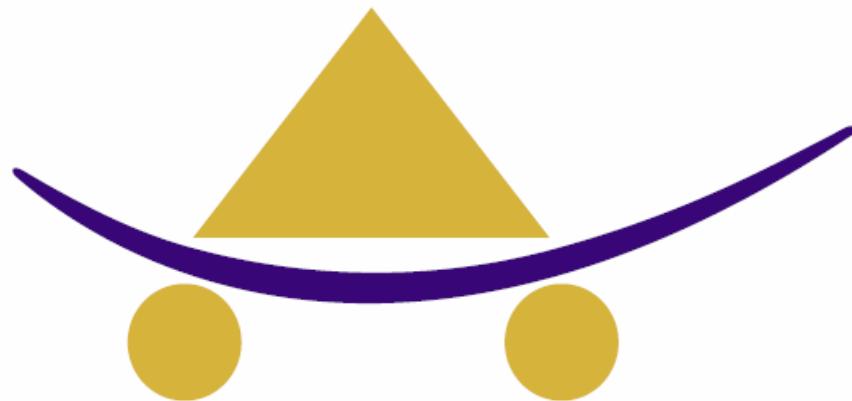


Facilitating planning, decision making and change

Developing organisations and boards

Engaging stakeholders and communities



**Aha! Consulting**

*When will you have your next Aha! moment?*

**Phone:** (08) 9443 9474

**Fax:** (08) 9443 9475

**Mail:** PO BOX 2031 Dogswamp 6060

**E-Mail:** [info@ahaconsulting.net.au](mailto:info@ahaconsulting.net.au)

**Web:** [www.ahaconsulting.net.au](http://www.ahaconsulting.net.au)

ABN: 71 123 572 340

# 1. INTRODUCTION

Working with and for a range of clients in a diverse range of sectors, Aha! Consulting has built a reputation for assisting organisations across the state to:

- *Create meaningful visions for the future*
- *Develop practical strategies for achieving these visions*
- *Engage diverse stakeholder groups in meaningful dialogue and issue resolution*
- *Review and restructure organisations to improve their sustainability, culture and effectiveness*
- *Enhance how teams / stakeholders understand each other.*

Aha! Consulting has worked with Board members, CEO's / Directors General, Senior Management teams and other staff of businesses, government and Not-For-Profit organisations across the following sectors;

- Aged Care
- CALD
- Commerce
- Domestic Violence
- Environment
- Human Services
- Water
- Local Government
- Planning
- Seniors
- Volunteering
- Waste Management
- Arts
- Coastal planning
- Disabilities
- Education
- Health
- Indigenous
- Justice
- Natural Resource Management
- Pty Ltd companies
- Sports and Recreation
- Youth

"Aha! Consulting is always first on my list when undertaking planning or consultation. Joel's manner is engaging and respectful, he keeps groups on track and ensures everyone has an opportunity to contribute. With this as a base the results are always of a very high standard.

I have engaged Aha! Consulting on a number of occasions and the results have always been good. Joel takes the time to fully understand the brief and the group. With Aha! I know I will get what I need, not a re-run of some off the shelf product."

**Mark Glasson, Executive Director, Department for Communities**



## 2. SAMPLE OF RECENT CLIENTS

### GOVERNMENT & CORPORATE CLIENTS

#### **WESTPORK PTY LTD**

The largest producer of pork products in Western Australia enlisted Aha! Consulting to undertake a stakeholder consultations and facilitate the boards strategic planning.

#### **WATER CORPORATION AND DEPARTMENT OF WATER**

Aha! Consulting has been facilitating a series of workshops between senior executives of both organisations to progress the state water policy/strategy.

#### **MAIN ROADS WA**

Aha! Consulting has been assisting Main Roads with the development of their community engagement policy and framework. The framework will guide the organisation community engagement activities across their full scope of programs and projects.

#### **CRS AUSTRALIA**

Aha! Consulting designed and delivered and strategic planning retreat for the executives team of the State's largest provider of rehabilitation services. The outcomes of these retreat are shaping the reorientation of the service in response to a changing operating environment.

#### **MINISTERIAL CHILD CARE ADVISORY COUNCIL**

Aha! Consulting designed and facilitated a planning session for the members of this council to provide the Minister with guidance on the maintenance and development of the Child Care industry.

#### **DEPARTMENT FOR IMMIGRATION AND CITIZENSHIP**

Aha! Consulting worked with the state director and executive team to a strategic planning process for the organisation, setting measurable performance criteria and priorities.

#### **CURRICULUM COUNCIL**

Aha! Consulting assisted with the design and facilitation of the 48 'Teacher Juries'. The Juries were designed to provide guidance to the Minister and Curriculum Council as to the readiness of courses of study for implementation in 2008. Further Teacher Juries are planned for existing and emerging courses.

#### **DEPARTMENT OF COMMUNITY DEVELOPMENT/ CHILD PROTECTION**

Aha! Consulting provides a range service to a number of areas of this department.

- Assisting with change management in response to the ombudsman's report into children in care. This role involved working executive director accommodation and care services, management and staff to design and implement significant systemic changes to how residential care is delivered to young people in WA.
- Facilitation of unit development and business planning service to units such as Adoptions Service, Community Skills Training Centre and the Management Forum

#### **CITY OF GOSNELLS – MADDINGTON KENWICK SUSTAINABLE COMMUNITIES PARTNERSHIP PROJECT**

Aha! Consulting worked with the implementation team to review the feasibility and strategy for the development of a self-sustaining community foundation. Aha! Consulting provided facilitated meetings, background research and document design the team developed its operational model and draft prospectus for presentation to the project steering committee.



### **DEPARTMENT OF LOCAL GOVERNMENT AND REGIONAL DEVELOPMENT**

Aha! Consulting is currently assisting the Department in a number of areas,

- The Development of a whole of government approach to community development in Wiluna. Aha! Consulting assisted with the project strategy and is facilitating the cross government planning meetings
- Development and delivery of governance training for Indigenous shire councillors

### **DEPARTMENT OF ENVIRONMENT / DEPARTMENT OF WATER**

A review was completed assign the governance and community engagement practise of 43 of the Departments' committee. The project has developed indicators for effective community engagement and will provide the Department with a guide to enhancing the Departments engagement practise.

### **OFFICE OF CITIZENSHIP AND CIVICS**

The Office of Citizenship and Civics assists Government engage more effectively with community. Aha! Consulting continues to assist the Office give feedback to government department on their community consultation process, policies and strategies.

### **DEPARTMENT FOR PLANNING AND INFRASTRUCTURE**

Aha! Consulting has assisted the Department in a number of areas,

- Aha! Consulting designed and facilitated a stakeholder workshop to investigate the planned utilisation of Gnaraloo Bay as an Eco-lodge site. This workshop brought a range of stakeholders together to identify considerations and concerns in the potential development of Gnaraloo Bay.
- Reviewing the governance and community engagement practise of Network City. (the new state planning framework for the Perth to Peel region). This project will provide recommendation to ensuring the community engagement processes are well governed, appropriate, transparent and improve the quality of decision making.
- Development of a stakeholder consultation process for the Bush Forever project
- As part of the development of a Coastal plan for the Metropolitan area. Aha! Consulting designed and delivered a community consultation process to capture the views and vision that young people have for their coast.

### **DEPARTMENT FOR PREMIER AND CABINET**

Aha! Consulting has assisted the Department in a number of areas,

- The department is continuing to facilitate the integration of efforts across Government departments. Aha! Consulting was contracted to facilitate a series of workshops to assist the establishment and development of a regional managers group in the South East Metropolitan region.
- Completing of an inventory of service offered to Not-For-Profit sector that focus on the development of the Committee and boards. This inventory will inform the State Government's working party into Development of the Not-For-Profit Sector (Industry plan working party)



## **NOT-FOR-PROFIT SECTOR**

### **ANGLICARE WA**

Aha! Consulting conducted a review into their 3 year pilot program “Changemakers Community.” This program provided seed funding to 10 community groups to develop youth led programs and initiatives. The review required the provision of survey and focus groups to stakeholder and young people and the analysis of the operational and financially viability of the program model and delivery method.

### **COMMUNITY LEGAL CENTRES ASSOCIATION OF WA**

The peak body for community legal centres enlisted Aha! Consulting to facilitate a strategic planning process including environmental scanning, stakeholder interviews, staff and client focus groups and board planning session.

### **CYSTIC FIBROSIS WA**

Aha! Consulting provided a strategic planning process for the board of this WA charity including environmental scanning, stakeholder interviews, staff and client focus groups and board planning session.

### **ARTS FOUNDATION OF WA**

This emerging peak body for Arts and Culture in WA utilised the services of Aha! Consulting to design and facilitate their inaugural policy planning retreat.

### **JOONDALUP YOUTH SUPPORT**

This Not-For-Profit is a leading provider of youth services in the Joondalup Area. Aha! Consulting facilitated the strategic planning process including environmental scanning, stakeholder interviews, staff and client focus groups and board planning session.

### **FOUNDATION HOUSING**

As part of a merger between three organisations, Aha! Consulting was initially contracted as an independent chairperson to facilitate meetings of the interim board. This work has since progressed to assist the organisations’ staff plan for and manage the resulting change.

### **SOUTH WEST FAMILY SUPPORT ASSOCIATION**

This community based Not-For-Profit engaged Aha! Consulting to provide coaching for senior managers working with organisational change and for the design and delivery of planning sessions for staff.

### **ARMADALE HOME HELP**

This Not-For-Profit is a leading provider of respite and care services to the aged in the Armadale district. Aha! Consulting worked with the board and staff in the development of their strategic plan. This process included external stakeholder interviews, staff focus groups and board planning session.

### **COUNTRY ARTS WA**

This Not-For-Profit is a peak body for the development of arts and culture in regional WA. Aha! Consulting was contracted to work with the board and staff in the development of their strategic and operational plan.

### **SOUTH COAST REGIONAL INITIATIVE PLANNING TEAM (SCRIPT)**

This Not-For-Profit is the main Natural Resource Management group in the Lower South West. Aha! Consulting continues to provide governance development training to the board, organisational design assistance, and is working with CEO and staff to develop service standards for disbursement of NRM funding in their region.

### **MOTOR NEURON DISEASE ASSOCIATION OF AUSTRALIA**

This national peak body for MND looked to Aha! Consulting to facilitate its national strategic planning process. This involved managing the change process and building a shared vision for all stakeholders as well as coordinating the discussion and feedback process via email and teleconference.



## **INDIGENOUS SECTOR**

### **NYOONGAR PATROL**

Aha! Consulting has provided strategic planning, governance training for board, and worked directly with staff and management on team building, values clarification, and building a shared understanding of the organisations policy and procedures.

### **YORGANOP**

Aha! Consulting has provided strategic planning, operational planning, and organisational culture review work for this respected provider of out of home care services in Western Australia.

### **DEPARTMENT OF AGRICULTURE – STATE NRM OFFICE**

The State NRM Council hosted two workshops to explore strategies to increase the engagement and participation of Indigenous people in NRM. Aha! Consulting provided workshop design and facilitation services and developed the post workshop report for delivery to the Minster and NRM regional bodies.

### **MIRIUWUNG GAJERRONG CORPORATION GOVERNANCE DEVELOPMENT**

Based in Kununurra the Yawoorroong Miriuwung Gajerrong Yirrgeb Noong Dawang Aboriginal Corporation has been established to manage the settlement of the Ord Final agreement. Aha! Consulting assisted the Governing Committee, Management Group and Ord Enhancement Scheme Committee, with governance training for the respective committee members.

### **DEPARTMENT OF LOCAL GOVERNMENT AND REGIONAL DEVELOPMENT - WILUNA**

The Department has been given the lead role in developing a response to improving the quality of lives for Aboriginal people in Wiluna.

Aha! Consulting has provided a range of facilitation services for this project ranging from internal planning to facilitation of stakeholder workshops. Stakeholder workshops, focused on engendering collaboration across a number of government departments.

### **DEPARTMENT OF LOCAL GOVERNMENT AND REGIONAL DEVELOPMENT – INDIGENOUS LOCAL GOVERNMENT COUNCILLORS TRAINING**

In 2006, the Department decided to re-introduce training for regional Indigenous local government councils.

Aha! Consulting provided a range of services for this project:

- Assisting presenters to design and present their content (often dry legislative based information) in a manner that would engage aboriginal people.
- Facilitation of planning and linking sessions to ensure the content was well connected and building to meaningful outcomes.
- Conducting and collating workshop evaluations and reports.

### **OFFICE OF ABORIGINAL HEALTH (WA) AND THE FEDERAL OFFICE OF ABORIGINAL AND TORRES STRAIGHT ISLANDER HEALTH (WA)**

Aha! Consulting designed and facilitated a three day forum for Bringing Them Home and Link Up workers (mixed of Indigenous and non-indigenous staff).

This workshop included:

- Integration of a formal speaker into the session.
- The creation of break out sessions.
- Facilitation of group action planning.
- The delivery of activities to maintain the groups focus and energy levels of the three days.

### **OFFICE OF ABORIGINAL AND TORRES STRAIGHT ISLANDER HEALTH (NSW)**

In partnership with Indigenous Psychological Services, Aha! Consulting completed a review of the Bringing Them Home services across NSW. This review required detailed data collection from members of the stolen generation, Aboriginal communities and relevant service providers.



**INDIGENOUS PSYCHOLOGICAL SERVICES**

This private company delivers professional development and support services to organisational staff working with Aboriginal people (Mining companies, Government programs etc). Aha! Consulting completed an organisation review to assist this fast growing organisation maintain its focus, direction, long term viability as a business and effectiveness as a team.

**PEEDAC PTY LTD**

PEEDAC is an Indigenous owned and managed company that provides CDEP programs to Indigenous people from the Perth Metropolitan areas and across the South West of Western Australia. Aha! Consulting assisted PEEDAC and its parent company Kaarta Moorda develop strategic plans for both companies.

**BRINGING THEM HOME AND LINK UP WORKER TRAINING**

Provision of training to BTH Counsellors and Link up workers in WA and Queensland in the areas of community development and management development.

**YAMATJI LAND AND SEA COUNCIL**

Working with the Executive Team to review their current performance and deliver a two day planning event, based on these findings, for 18 senior staff.



### 3. CLIENT FEEDBACK

*"I always felt that Joel was able to "get inside" our business and help us to move forward in a very positive manner. I have no hesitation in recommending him for business development and strategic facilitation."*

**Anne Russell-Brown**  
Former State Manager, Mission Australia  
2004 Telstra Business Woman of the year (WA)

---

*Joel was the consultant engaged to work with us on our strategic plan. His professional, quiet approach was important in the breadth of consultation that was required. Joel quickly established rapport with the identified key individuals and organisations. This in turn contributed to the development of confidence in using the feedback. In turn his analysis of the data gathered gave a balance to learning from the past and looking to the future. His ability to work to close time frames was evident. In working with a larger group of staff, he was able to quickly establish common themes and issues and develop suggested strategies from the staff base. As a result much more staff discussion and planning has taken place since that time.*

**Cheryl Samborski**  
CEO  
Armadale Home Help

---

*"We enjoyed working with you when we had a workshop with young people for the Perth Coastal Planning Strategy. You were great at helping us to understand how to pitch our difficult and technically complex issues to the youth forum and your skills at facilitating were impressive. We were able to get some good discussions going at the tables through your skills and you were really effective at making sure all the different age groups were engaged. We had been worried about how our project might be over the heads of young people but with your help we joined in dynamic discussions.*

*I was particularly impressed with how well you were able to engage with people, giving them confidence to stand up and present to a room full of people. Many people commented on how enjoyable the day was and I attribute this to your help in making the discussion work. Well done!*

*Your services were reliable, your facilitation very good and I learnt from you. We will certainly look to using your services again."*

**Barbara Pederson**  
Manager, Coastal Strategy  
Department of Planning and Infrastructure

---

*"Joel has a unique style and ability to make everyone feel welcome and comfortable in the process of investigating performance and considering ways to enhance existing strengths and think outside the box. Joel's experience and knowledge in government, business, community services, and the charitable sector combined with his bright and enthusiastic personality make him a sought after consultant and facilitator. Time with Joel is time well spent."*

**Andrew Hall**  
CEO  
Joodalup Youth Support Services

---



*I have had the pleasure of working with Joel across a number of contexts and environments over the last few years, and in doing so I have found him to be exceptionally talented in being able to conceptualise and operationalise complex organisational change processes and strategic interventions within organisations/agencies.*

*Other work I have engaged Joel to provide has included the provision of education and training development and delivery, and also extensive community consultations across NSW as part of a large review of a significant commonwealth government funded Indigenous and Torres/Straight Islander service. The work provided by Joel included direct community, agency and consumer consultations, service/program assessments, as well as provision of literature reviews and assisting in the development of recommendations regarding service improvement at both the micro and macro levels.*

*Throughout his contract with Indigenous Psychological Services Joel has displayed a high level of cultural competence in his interactions with Aboriginal people and communities. It is of note that all Aboriginal people that Joel has worked with over this year have provided glowing reports of his respectful and mindful interactions as well as the quality of the service they were provided - this was high praise indeed.*

**Dr Tracy Westerman**

PGDipPsych,MPsych,PhD

**Managing Director, Indigenous Psychological Services**

---

*"As the manager of a not for profit organisation, the effective committees and governance workshop is one of the best value training exercises I have undertaken. The organisation I work for, the Mingenew-Irwin Group (MIG), has grown from a very small community based organisation to a medium sized group turning over more than \$750,000 per annum. As our program grew our governance responsibilities also grew but unfortunately we have not had the knowledge or skills to go with it. This course run by Joel Levine has changed this and I am now looking forward to working with our management committee to implement a range of changes which will see our effectiveness improved so that MIG stays relevant to members and exciting to be part of!"*

**Cameron Weeks**

**Manager**

**Mingenew-Irwin Group Inc.**

---

*"The support you provided to our project meant we were able to take a potentially difficult situation and turn it into a positive result. Your dedication and skill was crucial to this result. Thanks Joel."*

**Benita Cattalini**

**A/Director Policy and Equity Unit**

**Department for Indigenous Affairs**

---

*"Joel was an integral part of the success of the Department of Sport and Recreation's 'Risk Management Education Project' in 2003. Joel was innovative and creative in his contributions to the project planning phase and also in facilitating a number of key education sessions. His enthusiasm, knowledge and empathy with the seminar participants was well recognised in contributing to a successful project outcome."*

**Michael Cutler, Executive Officer,  
Department of Sports and Recreation**

---



*“Mr Joel Levin was the consultant chosen to help design and deliver a consultation forum for the Drug and Alcohol Office in February 2002. The purpose of the Forum was to engage a wide range of stakeholders throughout the State to develop the parameters and specifications of the new Youth Withdrawal and Respite service identified as a key priority by the Community Drug Summit.*

*I was impressed with Joel's ability to manage a large group of some 110 people. He remained on task, enthusiastic and alert to people's potential and interest to contribute to the process. He was particularly skilled in engaging stakeholders and keeping them motivated throughout the day.*

*Joel's skills proved invaluable in delivering a successful forum and providing the necessary foundation to establish the service.”*

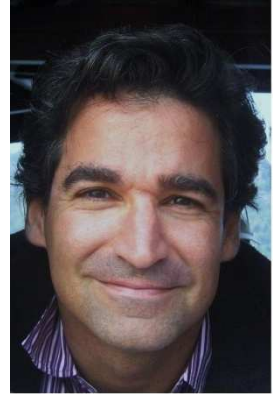
**Emmanuel Stamatiou, Director,  
Client Services Resourcing and Development  
Drug and Alcohol Office**

---



## 4. Who is Aha! Consulting

**Joel Levin**  
**Principal consultant**



Joel Levin is the principal consultant at Aha! Consulting and has 18 years experience working with or in a range of Sectors (Indigenous, Human Services, Planning, State Government, CALD, Environment, Commerce, Sports and Recreation, Education, Local Government, Arts, Aged Care, Health, Disabilities & Justice).

In the Organisational development sphere, Joel works with managers, committees and organisations across the state. His knowledge in the areas of organisational, governance and community development ensures the organisation remains the expert driver in their own destiny.

In the Community and Stakeholder engagement sphere, Joel works with clients, stakeholders and participants to design strategies and facilitate engagement sessions that deliver quality deliberation, transparent processes and meaningful results.

His organisational, engagement and facilitation skills stem from a background in counselling, training, community work and senior management. Joel was the Senior Training Consultant for the Department of Community Development, focusing on the development of their services and funded Not-For-Profit services. This passion for organisational, governance and management development was sparked from his own experience as Executive Officer of a youth organisation in Perth. Between 2001 and 2004 Joel established and managed the Not-For-Profit Development Unit for the WA Council of Social Service. The achievements of the unit have been recognised through a Community Services Industry award for the Development of Community Services (2002) and a Prime Minister's Community Business Partnership award in 2004. Since then Joel has been part of establishing the International Association of Public Participation WA Committee and is currently the state coordinator of this voluntary committee.

Joel has been a guest lecturer as part of the Masters program in Organisational Psychology run by Curtin University and has provided numerous presentations at conferences around the state.

His education and training background includes Certificate of IAP2 (international association of public participation), postgraduate studies in counselling and coaching and has completed both the Cert IV Workplace training and assessment and the Diploma training and assessment systems. Joel is a member of the Psychotherapist and Counsellors Association of WA, the Australasian Facilitators Network and the International Association of Public Participation WA (IAP2). In 2004 Joel became a fellow of Leadership WA, a program for emerging leaders in WA. Between 2005-2007, Joel was a Judge for the State Government's Community Industry Services Awards and has been the state coordinator for IAP2 since 2007.

- End of Document -

