

Capability Statement

FEBRUARY 2024

When will you have your next Aha moment?



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Consummate professionals in all things engagement. Their planning, attention to detail and co-operative manner ensure excellent results."

CEO, Local Government

Why Aha! Consulting?



WE BRING PEOPLE TOGETHER TO IMPROVE UNDERSTANDING AND DECISION MAKING

Established in 2004, in Western Australia, Aha! Consulting has years of experience as a consulting and training company. Working across sectors, across borders and across cultures (organisational and sociological) we have distilled our focus to a single unifying purpose – bringing people together to improve understanding and decision making.

WE OFFER THE DESIGN AND IMPLEMENTATION OF:

-
- ✓ Internal and external engagement programs
-
- ✓ Organisational strategy development and change management
-
- ✓ Communications strategy and content development
-
- ✓ Program evaluation and social research
-

Our clients range from not-for-profits to multi-nationals like Shell and Boral, from Local Government through to State and Federal Government bodies. We work mostly in Western Australia, but our clients are also national and international, e.g., working alongside the United Nations to support countries with their engagement practise. One day we will be working in a regional town or out bush with regional communities, and the next we will be in a Ministerial forum, a board room, or a conference centre. We will work in sectors as diverse as Health, Infrastructure, Disability, Environment, Education, Local Government, and more. You bring the content and we'll bring the process.

If there is a group that needs a process or facilitator to support quality decision making, we are there. We are passionate about the way organisations engage staff, stakeholders, and the wider community in decisions that affect their lives.

When we are not consulting, we are training individuals and organisations in these skills. We offer training online and in face-to-face groups, both as public courses and inhouse training. Our courses range from 1-2 hour sessions to 1-2 day workshops that build to an industry recognised certificate.

Our lead consultant, Joel Levin, is a leader in the field of community stakeholder engagement and strategy development. Joel is backed by a team of engagement consultants, a communication specialist and data analyst. He is a licensed trainer for the International Association for Public Participation (IAP2), was the founding local coordinator for IAP2 in Western Australia, and former IAP2A Board member and Co-Chair of the Global Practise Development Committee. Joel was awarded Leadership WA's Distinguished Fellow award for his service to Leadership WA and the wider WA community.



Meet the Team

JOEL LEVIN

Founder/Principal Consultant

IAP2f



Joel is the Managing Director of Aha! Consulting. With a background in community services and management, Joel brings well over 20 years' experience working in a range of sectors including Resources, Health, Indigenous, Human Services, Planning, CALD, Environment, Commerce, Sports and Recreation, Education, Local Government, Utilities, Waste Management, Arts, Aged Care, Disabilities, and Justice.

Working with corporate, government, and community organisations alike, Joel's facilitation, strategy, and engagement skills have seen the work of Aha! Consulting expand across Australia and internationally from its beginning in WA.

Joel has been a long-term advocate for developing the practice of engagement in Western Australia. He was the founding chair for IAP2 (International Association of Public Participation) in WA, is a Board member, fellow and was the former co-chair of the Global Practice Development Committee. Joel is also the only IAP2 licensed trainer in WA. Joel was part of the establishment of the Health Engagement Network, a community of practice for consumers and staff in the health system.

JANELLE EASTHOPE

Senior Consultant



With more than 20 years' experience working in the WA Local Government sector, Janelle has an excellent understanding of the internal operations of local government organisations.

Most recently, Janelle held a leadership role in community engagement at the City of Bayswater, with a track record in coordinating and supporting community engagement practice, embedding it as a core function in decision making.

Also with previous experience in place management and community development, Janelle has a great understanding of the needs and expectations of both internal and external stakeholders. Janelle is skilled in identifying and managing risk, and integrating well-planned engagement with coordinated communications.

Janelle has both lead and supported projects across a broad range of fields including strategic land use planning, infrastructure planning, strategy development, and participatory budgeting.

GRETA JASIAK

Communications Specialist



Greta is a communications professional with close to 10 years' experience in both the local and state government sectors. Working with community and infrastructure projects of various shapes and sizes, Greta has led a Communications and Media team and the organisation's response to media and messaging, supporting engagement and ensuring the key message is not lost in the noise. Greta is passionate about using her experience and knowledge to help all sectors and organisations communicate more effectively, authentically and meaningfully with their stakeholders.

JEMMA MOON

Senior Consultant



Jemma Moon brings a background in community development, community engagement and facilitation. Jemma has worked in both the local government and not-for-profit sector, helping organisations to build strategies, engage their communities and activate local spaces.

Jemma is passionate about local level, meaningful and targeted engagement, that creates real connection to the topic, the place and the people. From library plans, strategic plans, rural health, family and children's services, healthy aging, disabilities and seniors, Jemma has a creative knack for bringing vibrancy and authenticity to any project.

With a background in public health and qualifications in Project Management, Jemma is no stranger to leading larger projects, like the transition and refurbishment of Bentley Library into a community hub, later speaking at a community development industry conference on the success and improved community benefit.

Jemma had been integral to Western Australia's first 'Learning City' with the City of Canning and led a team of 9 staff that restructured libraries from a traditional model to a lifelong learning focus. Her strategic skills are coupled with leadership and a flair for conversation, she has the ability to connect with people of all backgrounds bringing a sense of connection to projects.

HECTOR PALADA

Data Analyst



Dr Hector Palada is our expert on all things survey design, analysis, and reporting. He completed his Bachelor of Science in Psychology (Honours 1) and Doctor of Philosophy (Organisational and Cognitive Psychology) at the University of Queensland. His research work has been published in top-tier applied and organisational psychology journal articles and books. Hector has consulted with large-scale clients including Boeing and multiple branches in the Defence Science Technology Group.

In the consultancy space, he has worked with Aha! Consulting since 2019, leveraging his scientific and data analytics expertise to provide coherent, valid, and constructive insight that allows clients to make data-driven decisions. He does all things data: From basic descriptive statistics, to big-data, to developing computational models of team resilience, and to developing artificial intelligence models for military scenarios. He believes that data should be communicated simply so that it can be understood by all audiences.

NICOLE SJARDIN

Operations Manager



Nicole is the backbone of the operations, working as the Office Manager at Aha! Consulting. With a background in sales, account management, and customer services, she helps keep everything running smoothly.

She has previously been a showroom manager, the state coordinator of a youth charity, and is a published cookbook author.

No stranger to event management, customer service, and engagement, Nicole's systems, processes, and excellent people skills support even the most complex engagement and community member interactions to land harmoniously.



Our Goals

OUR APPROACH IS UNDERPINNED BY OUR GOALS:



TO BE PURPOSEFUL

Ensure the outcomes are clear and the experience is meaningful for participants and the organisation



TO BE INCLUSIVE

Utilise methods that match the engagement and participation needs, build trust and invite diverse voices



TO BE ENGAGING

Build processes that help people be part of crafting a solution, rather than just listening to the front of the room



TO BE RESPECTFUL

Create environments where decency and consideration do not preclude disagreement



Common Delivery Modes

IN-ROOM DELIVERY

Group facilitation sits at the core of what we do. We work with groups of all shapes and sizes and love to design processes for outcomes like option generation, strategic planning, exploration values, issues and options prioritisation, or even simply team and relationship building.





ONLINE DELIVERY

Even before COVID we had been involved in online consultation processes. Since COVID, our skills have further developed into delivering workshops and interactive online training for a range of organisations and contexts. From two-hour to two-day sessions, working with 10 people to 120 people, our approach to online facilitation is to ensure the process delivers the same levels of engagement and quality of conversation as an in-person session. Some sessions were delivered purely in online mode, while others were delivered using a mixed mode approach with both in-room and online participants .

Our preferred online facilitation platform is Zoom, due to the comparative functionality of this platform. We understand some agencies are not allowed to host zoom meetings, but we have found the majority are allowed to attend a zoom session. As such, Aha! Consulting is happy to provide a dedicated link for online sessions that can either be password protected, use a waiting room facility, or both for maximum security.

Our offices are set up for online facilitation with the use of multiple monitors for the facilitator, high speed internet, and a Rodecaster Pro sound system when needed for an optimal voice and video experience.

As well as the usual session planning and power point, we have taken the design of interactive tools to the next level to ensure participants become active contributors to the discussion and work product in much the same way as you would in an in-room session. We use a range of tools and methods to support information delivery, engaging discussion, and strategic deliberation.



GROUP 1	Item	Cost	Item	Cost	Item	Cost
	Cycle path	\$75m2	Interpretive signage	\$50,000	Pop up coffee or food van	\$1000
	Gazebo / gathering spaces	\$35,000	Enclosed dog exercise area	\$150,000	Toilet facilities	\$200,000
	Café/Kiosk	\$180,000 - \$1M	Sports facilities	\$75,000	Car parking	\$180 per bay
	Picnic/ BBQ facilities	\$20,000	Big playground	\$500,000	Casual market space	\$150,000
	Community gardens	\$50,000	Small playground	\$50,000	"Other/s"	Click to add subtitle
	Walk trail	\$75m2	Seating	\$6,000	"Other/s"	Accessibility
	Water fountain	\$8,000	Events space	\$450,000	"Other/s"	Click to add subtitle
	Public art	\$150,000	Water play	\$40,000 Single element \$350,000 Themed Water Park		\$ 750,000
	Launch point	\$200,000	Exercise equipment	\$80,000		

DISCLAIMER: Actual costs will depend on multiple factors. These figures are estimates only and provided for the purposes of this workshop.



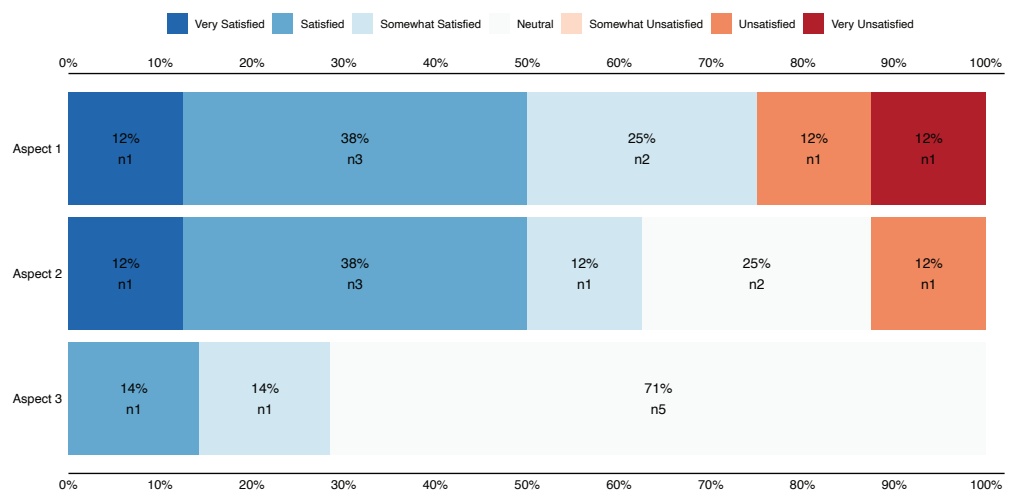
Note: The successful delivery of mixed mode for large in-room and online groups requires additional tech supports



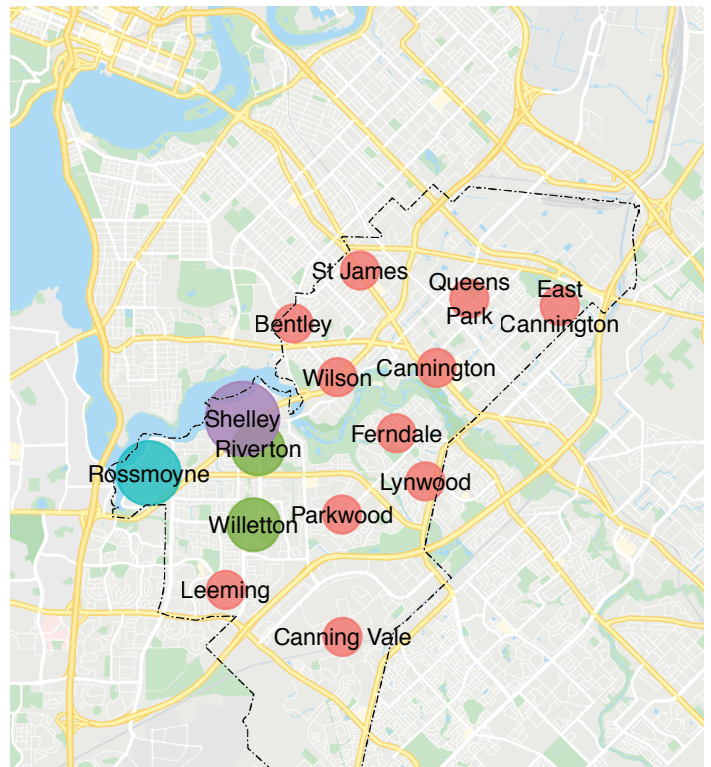
SURVEY DESIGN AND ANALYSIS

Big or small, from a mass online survey to an intercept survey out in the field, we help turn data into insight. We start with quality questionnaire design and towards robust statistical analysis, machine learning models, and data visualisation. Our analyses are conducted using R (an open-source programming language for statistical computing). Using R gives us access to leading-edge statistical and machine learning analyses; streamlined and replicable data pipelines; and publishable graphs.

Example Title: How satisfied are you with this aspect of the City?



people
Aboriginal
river area
history
belmont landkiln clay
Indegenous
history





1-1 INTERVIEWS

Sometimes, people share more with a neutral third party than with anyone from their organisation. When this more personal touch is needed, our 1-1 interviews provide a space for people to deliver input and reflect on options in a way that is safe, and at times deeper than when in a larger group.

Note: The successful delivery of mixed mode for large in-room and online groups requires additional tech supports



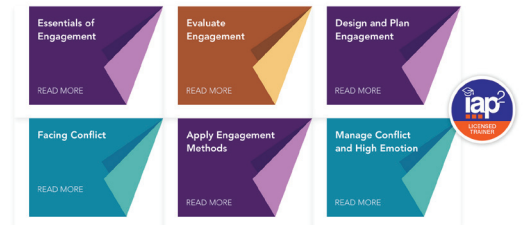
Training

When we are not consulting, we are training individuals and organisations in these skills. We offer online training and face to face groups, both as public courses and inhouse training. Our courses range from 1-2 hours sessions to 1–2-day workshops that build to the IAP2 industry recognised certificate.

We deliver in-house training that can be tailored to your organisation's needs, public training and our unique 'collaborative' series where clients can access events to get the training they need.

From those wanting a solid foundation in Engagement, Facilitation and Change management to those wanting to extend their current skills, we offer a range of courses for you to explore.

The majority of our courses can be delivered either in-room or live in a virtual classroom.





Past Experience

This is a long list but then again, we have been doing this for a long time! Aha! Consulting has worked across sectors, contexts, states, and internationally on engagement projects of various sizes and levels of complexity. The following list is designed to show the wide range of our experience, our versatility, and our ability to make the most of the investment organisations make in engagement.



CLICK ON THE BELOW CATEGORIES TO READ ABOUT OUR RELEVANT PAST EXPERIENCE.

STRATEGIC REVIEW AND STRATEGIC PLANNING

NATIONAL AND INTERNATIONAL

TRANSPORT

INFRASTRUCTURE AND RESOURCE SECTORS

EMERGENCY SERVICES

HEALTH | MENTAL HEALTH

LOCAL GOVERNMENT

DISABILITY SECTOR

ABORIGINAL COMMUNITIES

CALD COMMUNITIES

DELIBERATIVE ENGAGEMENT

YOUTH/YOUNG PEOPLE

STRATEGIC REVIEW AND STRATEGIC PLANNING

CLIENT/PROJECT	DESCRIPTION
Strategic Planning Multiple organisations	<p>Aha! Consulting has facilitated strategic planning for multiple organisations across all sectors, including:</p> <ul style="list-style-type: none"> • State Government (Dept of Mines and Petroleum) • Local Government (Victoria Park, Swan, Claremont, Vincent, Mindarie Regional Council, Wongan-Ballidu, Serpentine Jarrahdale) • Not-For-Profit (over 60 organisations of varying sizes and sectors from community services, sporting groups, independent public schools, and friends of groups)
Diversity and Inclusion Action plan review CSIRO	<p>Aha! Consulting led the design and delivery of the internal engagement for the Space and Astronomy team and then facilitated the leadership team through the review of their DEI action plan.</p>
Enterprise Agreement Consultations City of Armadale	<p>Aha! Consulting led the design and delivery of the internal engagement the City as part of the review of the enterprise agreement with staff.</p>
Community Engagement Framework Review Small Business Development Corporation	<p>Aha! Consulting undertook a review of the organisation's current engagement practice and provided recommendations for where elements of the practice could be improved.</p>
Social Impact Strategy John Holland	<p>Aha! Consulting facilitated the internal consultation and strategy design for John Holland's Social Impact strategy and implementation road map.</p>
COVID-19 Sector Response Planning Mental Health Commission and WA Association for Mental Health	<p>Aha! Consulting designed and facilitated a series of online consultation forums to support the sector with planning its response to the COVID-19 pandemic.</p>
COVID-19 Sector Recovery Planning Department of Premier and Cabinet	<p>Aha! Consulting designed and facilitated two Ministerial round tables to inform the government COVID-19 recovery planning.</p>
Our Community Report Supporting Communities Forum	<p>Aha! Consulting led the research, sector consultation, and engagement process to inform the plan for the state government to deliver an annual 'Our Community Report'. This report will measure the social performance of the state, using both qualitative and quantitative data sources. Aha! Consulting explored a number of models for this form of dashboard reporting and developed a bespoke model for engagement in the establishment of this important report.</p> <p>The findings were approved by the auspicing committee and the Supporting Communities Forum, and is now with the government for the decision on its implementation.</p>

STRATEGIC REVIEW AND STRATEGIC PLANNING

<p>Sector Planning and Service Design</p> <p>Department for Communities</p>	<p>Aha! Consulting facilitated multiple consultation sessions for the sectors, supported by the Department:</p> <ul style="list-style-type: none"> • Disability Sector – Workforce planning in response to NDIS • Disability Sector – Transitional funding programs • Disability Sector – State Disability Plan • Disability Sector – Voluntary Care Arrangement • Seniors – Financial Abuse Round Table • Seniors – Age Friendly Communities Planning • Parenting – Service Redesign Forums • Carers – Strategic Frameworks • Financial Counselling – Service Design • Volunteering – Sector Strategy • Youth – Sector Strategy
<p>WA Day Engagement Review</p> <p>Celebrate WA</p>	<p>Aha! Consulting designed and delivered the consultation, evaluation, and review of the inaugural engagement program. This included design, data collection (interviews and intercept interviews at event and in shopping centres), analysis, and facilitation of planning post report.</p>
<p>Carnaby's Black-Cockatoo</p> <p>BirdLife Australia</p>	<p>Aha! Consulting facilitated a stakeholder workshop reviewing the recovery plan for the species and developing further strategies into the future.</p>
<p>Business Planning</p> <p>Department for Communities</p>	<p>Aha! Consulting facilitated planning workshops for various groups within the Department:</p> <ul style="list-style-type: none"> • Supporting the amalgamation of the finance and accounting divisions • Formation of the inclusion directorate • Executive team workshops during original amalgamation of Communities and Local Government
<p>Strategic Planning</p> <p>Multiple organisations</p>	<p>Aha! Consulting has facilitated strategic planning for multiple organisations across all sectors, including:</p> <ul style="list-style-type: none"> • Not-For-Profit (over 40 organisations of varying sizes from Anglicare to Friends of Bold Park) • Environmental (South Coast NRM) • Government (Dept of Mines and Petroleum) • Local Government (Victoria Park, Swan, Claremont)

NATIONAL AND INTERNATIONAL

CLIENT/PROJECT	DESCRIPTION
<p>SDG Implementation</p> <p>United Nations</p> <p>(ESCAP – Thailand)</p>	<p>Aha! Consulting is supporting the design and delivery of facilitation engagement strategies for the United Nations across the Asia-Pacific region. This work is supporting the implementation of the sustainable development goals. Work to date has involved supporting government with engagement in Sri Lanka and Uzbekistan, the delivery of training in Indonesia and supporting engagement in the UN regional head office in Thailand.</p>
<p>National Oral Health Plan</p> <p>Department of Health</p> <p>(Federal)</p>	<p>Aha! Consulting ran the national consultations and facilitation for the review and development of the next 10-year National Oral Health Plan.</p>

TRANSPORT

CLIENT/PROJECT	DESCRIPTION
Orrong Road planning Study Main Roads	Aha! Consulting is leading the design and delivery of the engagement strategy to establish a vision for the future design of Orrong road. This work included the communication, broad engagement and the delivery of a 70 person deliberative panel.
Stage Three Westport	Aha! Consulting facilitated the stakeholder engagement sessions as part of finalising the Multi-Criteria Assessment to inform design selection.
Level Crossing Removal Main Roads	Aha! Consulting facilitates the community reference group workshop to explore the impacts and mitigation during the closing of the Caledonian Avenue level crossing.
Westport Westport Taskforce (WA)	Aha! Consulting has partnered with CGM Communications to design and deliver elements of the community engagement program for the development of a strategy for WA ports.
Metronet Dept of Transport (WA)	Aha! Consulting designs and delivers engagement programs for WA's most ambitious public transport project – METRONET.
Travel Smart Department of Transport (WA)	Aha! Consulting designed and ran the CBD consultation process to inform the design of a revised Travel Smart program, focussed on supporting active transport to and from the CBD.
Barrack Square Jetty project Department of Transport (Maritime)	Aha! Consulting designed and ran a stakeholder workshop to identify the vision and key principles to inform future planning of the upgrade to Jetty 1 at Barrack Square.

INFRASTRUCTURE AND RESOURCE SECTORS

CLIENT/PROJECT	DESCRIPTION
Social Impact Monitoring (Broome, Darwin, and the Dampier Peninsula) Shell	Aha! Consulting led a 5-year process of engagement and social research to first establish the indicators for social performance in each of the three impact areas and now conduct three annual 'Pulse Report' programs to gather data, report against the agreed indicators and provide year on year comparative reporting.
Boral Orange Grove Quarry Boral	Aha! Consulting is leading the ongoing community engagement for quarry operations, including the temporary asphalt plant established for the Main Roads Gateway project and the site infrastructure upgrade. This work has included conducting situation assessments, community consultation, managing the community reference group and site open days, as well as media liaison and press coverage on the project upgrades.

INFRASTRUCTURE AND RESOURCE SECTORS

Evermore Heights Water Corporation	Aha! Consulting led the consultation process with the community of Evermore Heights after the cessation of the development's third pipe scheme. Navigating an active community and multiple project partners, Aha! Consulting was leading the consultation process to identify the way forward.
Resident Meeting Satterley Development	Aha! Consulting ran a residents' workshop focussed on concerns facing the estate in relation to internet access.
Gnaraloo Bay – Eco Tourism Ningaloo Development Office (NDSO)	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.
Gascoyne Development Commission Gascoyne Food Bowl Initiative	Part of the proposed 'Food Bowl Initiative' is the planned release of agricultural land. Aha! Consulting designed and facilitated the local consultative committee meeting into the scoping and consideration for this release.
Perth Coastal Strategy (Youth Consultation) Department of Planning	Aha! Consulting led the preparation of a one-day workshop to facilitate the contribution of young people to the design of the coastal strategy for the Perth region.
Water Future Forum Conservation Council and Water Corporation	Aha! Consulting designed and facilitated a one-day public forum on 'Water Futures'. Participants' views were diverse, and the process needed to impart information about our Water Future and scope for options and preferences from the participant group.
Sub-Station Planning Western Power	Aha! Consulting designed and delivered a series of community consultation sessions as part of the planning for the implementation of a new sub-station on Western Power land in the foothills of Perth.

EMERGENCY SERVICES

CLIENT/PROJECT	DESCRIPTION
WA Community Disaster Resilience Strategy Department of Fire and Emergency Services	Aha! Consulting designed and ran a series of online workshops with stakeholders from across Western Australia, to facilitate their input to the development of the Community Disaster Resilience Strategy.
Cyclone Seroja Grant evaluation Department of Fire and Emergency Services	Aha! Consulting implemented a series of surveys aimed at gathering feedback from impacted stakeholders, who had applied for one of the recovery grants following Severe Tropical Cyclone Seroja in the state's mid-west, to inform the evaluation of the grant programs.
Cyclone and Flood Preparedness Department of Fire and Emergency Services	Aha! Consulting conducted a series of consultation workshops, interviews and a survey to assist both local communities and DFES better understand how to improve the engagement and preparedness for cyclones and floods in the North West.

Bushfire Ready Department of Fire and Emergency Services	Aha! Consulting conducted a series of consultation workshops to assist both local communities and DFES to better understand how to improve the engagement and preparedness for bush fires in the South West.
Emergency Response Planning State Emergency Management Committee	Aha! Consulting conducted a half-day workshop with multiple stakeholders to identify possible enhancements and changes to the current emergency management process.
Tactical Intelligence WA Police Force	Aha! Consulting conducted a workshop for senior staff within WA Police to review the design of the tactical intelligence unit; a unit designed to provide officers on the ground with the information they need to respond to emerging events.
Local Policing Teams WA Police Force	Aha! Consulting designed and delivered a series of workshops for WA Police exploring the application of an engagement model for the establishment of local policing teams.

HEALTH | MENTAL HEALTH

CLIENT/PROJECT	DESCRIPTION
WA Chronic Conditions Outcomes Framework Department of Health, Health Networks Unit	Aha! Consulting is delivering the community engagement process and document development for the new WA Chronic Conditions Outcomes Framework. This involves the delivery of broad engagement via online workshops and surveys, alongside the facilitation of a deliberative stakeholder panel, to inform the development of the framework.
In-service staff workshop UWA/BreastScreen WA	Aha! Consulting designed and delivered a one-day workshop to engage BreastScreen WA staff, exploring and raising awareness of screening for women in larger bodies.
Consumer Consultation – Annual Service Review Dental Health Service	Aha! Consulting has been assisting the Dental Health Service with the design and implementation of a consumer engagement strategy; it includes a survey, focus groups to assist with maintaining their service accreditation, and overall improvement of service delivery.
Consumer Consultation WAAMH	Aha! Consulting has worked with the WA Association of Mental Health on a number of key projects involving either sector and/or consumer engagement. <ul style="list-style-type: none"> • COVID Rrsponse • COVID lessons learnt • Sector Hub design • Community support for co-design facilitation
Consumer and Clinician Consultation – Strategic Plan Dental Health Service	Strategic planning and change management; facilitation of an internal consultation and change process. <ul style="list-style-type: none"> • Internal stakeholder consultations • Internal staff surveys • Collation of 'environmental scan' documentation • Facilitation of staff reference group meetings • Facilitation of management meetings to review progress and explore implications • Facilitation of executive planning sessions • Close liaison with service general manager on alignment with broader political issues within the departmental context • Development of the strategic plan

HEALTH | MENTAL HEALTH

<p>Consumer and Provider Consultation – Commissioning Consultation for ITC Program</p> <p>WA Primary Health Alliance (PHN North and South)</p>	<p>Aha! Consulting designed and delivered the Indigenous consumer and provider forum to inform the commissioning of the Integrated Team Care (ITC) for both PHN North and South.</p>
<p>Consortium and Provider Forums</p> <p>Partners in Recovery</p>	<p>Aha! Consulting has facilitated the workshops for the formation of the consortium, strategic planning, and annual review of workshops for the Partners in Recovery program in the Fremantle Medicare Local region and the transition to new funding arrangements. Aha! Consulting also facilitated provider workshops to inform program evaluation.</p>
<p>Strategic Planning</p> <p>Recovery College of WA</p>	<p>Aha! Consulting facilitated board planning as part of the review of the organisations strategic plan.</p>
<p>Consumer and Clinician Consultation – Development of Consumer Engagement Framework</p> <p>North Metropolitan Health Service</p>	<p>As part of the development of the clinician, consumer, carer, and community engagement framework, Aha! Consulting designed and led a consultation process. This involved clinician surveys and interviews, consumer and carers surveys and interviews, and the facilitation of focus groups to review various drafts of the framework.</p>
<p>Sector and Consumer Engagement</p> <p>Mental Health Commission</p>	<p>Aha! Consulting has worked with the WA Association of Mental Health on a number of key projects involving either sector and/or consumer engagement.</p> <ul style="list-style-type: none"> • COVID Response • Patient bed flow modelling (metropolitan and regional) • Engagement Framework and Policy
<p>Regional Health Needs Analysis (consumer and clinician consultation)</p> <p>Medicare Local</p>	<p>Aha! Consulting designed a consumer and provider engagement program that supported Fremantle Medicare Local to complete its regional needs analysis. This consultation involved community surveys, community forums, and provider/clinician forums.</p>
<p>Consumer and Clinician Consultation – Fremantle Street Doctor</p> <p>Medicare Local</p>	<p>Aha! Consulting designed and facilitated consumer and stakeholder interviews to inform the evaluation and forward planning for the Fremantle Street Doctor program.</p>
<p>Consumer and Provider Consultation – East Metro</p> <p>Medicare Local</p>	<p>Aha! Consulting designed a consumer and provider engagement program that supported East Metro Medicare Local to complete its regional needs analysis. This consultation involved community surveys as well as community and provider/clinician forums.</p>
<p>Consortium Forums</p> <p>Headspace Fremantle</p>	<p>Aha! Consulting supported the delivery of Headspace programs through the provision and facilitation of consortium planning meetings and conducting youth consultation workshops.</p>

LOCAL GOVERNMENT

CLIENT/PROJECT	DESCRIPTION
Disability Access and Inclusion Plan Shire of Serpentine-Jarrahdale	Aha! Consulting designed and delivered an engagement program to inform the development of the Shire's new DAIP, and drafted the new plan.
Council Plan Shire of Serpentine-Jarrahdale	Aha! Consulting designed and delivered an extensive engagement program to inform the development of the Shire's new Council Plan, incorporating pop up stalls, survey and multiple internal and external workshops. Our team was also responsible for drafting the new plan.
Community Engagement Framework Town of Cambridge	Aha! Consulting reviewed the Town's Community Engagement Framework, informed by internal and external stakeholder input. Our team developed a new engagement policy and framework and is working with the town to develop the various tools to support its implementation.
Multi-Purpose Community Facility Engagement plan Shire of Mundaring	Aha! Consulting designed an engagement plan to support the Shire plan for the future development of the Mundaring Town Centre and multipurpose facility.
LED Signage review Shire of Mundaring	Aha! Consulting designed and delivered an engagement project to review the provision of LED signs in key locations.
Strategic Community Plan City of Vincent	Aha! Consulting designed the internal and external engagement for the major review of the City's SCP, which involved an online survey, pop up stalls, a conversation café kit and several internal and external workshops.
Belmont Trust Land Future Vision Project City of Belmont	Aha! Consulting led the community and stakeholder engagement to understand the vision and priorities for the Belmont Trust Land. The process involved broad community engagement and a deliberative community panel.
Good to Great – Sporting Clubs strategic planning City of Joondalup	Aha! Consulting led the strategic planning sessions with six local sporting clubs to support them in developing new strategic plans.
Refuse and Recycling Facility Location Shire of Broome	Design and facilitation of the engagement strategy to guide the decision making on the location of a new refuse and recycling facility for the Shire of Broome. The potentially challenging situation created a constructive conversation with directly impacts communities' members and the wider community. The Shire's prefer site has been selected, unopposed by the community.
South Beach Precinct Plan City of Fremantle	Design and facilitation of the pop-up engagement and community reference groups meetings to contribute to the development of a precinct plan for the iconic South Beach.
Community Strategic Planning Shire of Wongan - Ballidu	Design and facilitation of the review of their community strategic planning including survey, targets, whole of community workshops, and working with staff and elected members to draft the plan.

LOCAL GOVERNMENT

Medical Centre Consultation Shire of Irwin	Aha! Consulting led the design and facilitation for community engagement to support the Shire and community to identify options to replace the only medical service in town. Aha! Consulting hosted a series of community forums and an online survey to support community visioning.
Elected Member Team Workshop Town of Bassendean	Aha! Consulting facilitated a half-day workshop for the newly formed council for the Town of Bassendean. The workshop focus was building the elected members' understanding of each other and how they would work together into the future.
Energy Footprint City of Stirling	Aha! Consulting led the stakeholder consultation to better understand the strategies the city could put in place to support residents to reduce their energy bills and overall carbon footprint.
Community Strategic Planning City of Swan	Design and facilitation of the community strategic planning project supported by the development of their community engagement framework.
Urban Forest Strategy City of Stirling	Aha! Consulting led the stakeholder consultation and facilitated the councillor workshop to shape the city's urban forest policy. The workshop outputs triggered some additional options development, which was returned to council and endorsed as policy.
Sandcastles Project Town of Mosman Park	Aha! Consulting designed and led the community engagement program that resulted in the development of the Mosman Bay Foreshore Management Plan.
Waterland Redevelopment City of Bayswater	Aha! Consulting facilitated a series of community forums to explore design options for the redevelopment of the Waterland Aquatic facility on the Maylands Peninsula.
Lake Jualbup Accord City of Subiaco	Aha! Consulting designed and led the community engagement programs aimed at building the Lake Jualbup Accord. Aha! Consulting also supported the development of the city's community engagement framework and delivered training to city staff.
Engagement Policy and Culture City of Albany	Aha! Consulting facilitated a series of councillor workshops to explore the role of engagement in the city. The workshop outputs have been used to further refine the city's engagement policy and approach.
Town Centre Redevelopment Town of Victoria Park	Aha! Consulting designed and ran the community engagement program to restart the stalled consultation on the development of the town centre. Ceased due to community reaction, the brief was to rebuild community relationships and provide council on a direction for this important development.
Delacy Reserve Lighting City of Bayswater	Aha! Consulting facilitated a community forum to explore the options for the replacement of lighting on Delacy Reserve.
Recreation Services Suitability Town of Victoria Park	Aha! Consulting led the consultation and engagement program to review how to improve the sustainability of the town's recreational services. This included the amalgamation of a number of club rooms into a shared facility mode.
South Beach Boat Ramp City of Fremantle	Aha! Consulting has supported the development of the city's community engagement framework and assisted with several consultation projects relating to South Beach (boat ramp and basketball court).

LOCAL GOVERNMENT

Retirement Village Re-development City of Bayswater	Aha! Consulting has worked with the city on the engagement with residents of Mertome Village as part of a proposed redevelopment.
Recycling Facility Community Advisory Group Southern Metropolitan Regional Council	Aha! Consulting was contracted to establish and facilitate the initial meeting for the Southern Metropolitan Regional Councils Community Advisory Group. This group provides input to the SMRC on their overall operations and the management of their refuse recycling facility.
Engagement Framework	<p>Aha! Consulting assisted with the consultation, development and/or review of multiple engagement frameworks for the multiple local government authorities and other government agencies. These reviews involved briefing/training of elected members, internal and external consultation, and policy review and design. Our list of clients include:</p> <p>City of Armadale City of Fremantle City of Subiaco City of Cockburn City of Kwinana City of Stirling City of Canning Shire of Murray Shire of Denmark City of Albany</p>

DISABILITY SECTOR

CLIENT/PROJECT	DESCRIPTION
DAIP Review Shire of Serpentine Jarrahdale	Aha! Consulting is working with the Shire of Serpentine Jarrahdale to review and develop the Shire's Access and Inclusion Plan, including the delivery of face-to-face workshops with internal and external stakeholders, and development of the new plan.
DAIP Review City of Subiaco	Working with the City of Subiaco, Aha! Consulting designed and led the face-to-face consultation and surveys used to inform the review of their DAIP. Aha! Consulting analysed all data and recommended key strategies to inform the new DAIP.
DAIP Review Shire of Irwin	Working with the Shire, Aha! Consulting designed and is leading the face-to-face consultation and surveys used to inform the review of their DAIP. Aha! Consulting recommended key changes to the DAIP.
DAIP Review City of Bunbury	Working with the City of Bunbury, Aha! Consulting designed and led the face-to-face consultation and surveys used to inform the review of their DAIP. Aha! Consulting recommended key changes to the DAIP.
DAIP Review City of Rockingham	Aha! Consulting designed and ran the CBD consultation process to inform the design of a revised Travel Smart program, focussed on supporting active transport to and from the CBD.
High Need Support RISE	Aha! Consulting designed and ran a consultation session with key stakeholders in the disability sector focused on working with people with high needs. This was a joint project for the Disability Service Commission that was led by RISE.
NDIS Review People with a Disability	Stakeholder consultation with consumers and carers who were part of the NDIS trial sites to better understand the program's strengths and weaknesses.

DISABILITY SECTOR

My Way South West Review Disability Services Commission	Aha! Consulting conducted a two-stage consultation process with service providers as well as with carers and people with disabilities to better understand the program's strengths and weaknesses.
Disability Sector Plan Consultation Disability Services Commission	Aha! Consulting conducted a state-wide consultation with consumers, carers, and service providers to inform the development of a sector plan. This work included: <ul style="list-style-type: none"> • Designing and facilitating the consultation forums and interview process • Delivery of 30 forums state-wide and 45 x 1-1 interviews • Reporting consultation outcomes
Disability Sector Workshops Department for Communities	Facilitation of multiple workshops for stakeholders in the disability sector: <ul style="list-style-type: none"> • Transition to NDIS • Workforce planning • Advocacy service program model
Support Service Model Design EDAC	Facilitation of multi-stakeholder forum to explore the design specifications for the provision of support services to people with mental health and other intellectual impairments when they come into contact with the police force.
Advocacy Support Service PWD	Facilitation of staff workshop to identify system refinement to meet the growing demand for advocacy.
Interpreter Service Development Access Plus	Consumer, stakeholder, and staff consultation as part of the organisation's strategic planning. Board and senior staff strategic planning workshop facilitation.
Strategic Planning Interchange	Consumer, stakeholder, and staff consultation as part of the organisation's strategic planning. Board and senior staff strategic planning workshop facilitation.
Transition to NDIS Planning Riding for the Disabled WA	Review of programs and services to develop a transition model in consultation with consumer and service providers across the state. Facilitation of consultation and planning process.
Strategic Planning Crosslinks	Consumer, stakeholder, and staff consultation as part of the organisation's strategic planning. Board and senior staff strategic planning.
High Support Hostels – Strategic Planning Disability Services Commission	Consumer and staff consultation as part of the area's strategic planning. Facilitation of strategic planning for senior staff.
State-Wide Forum Disability Services Commission	Design and facilitation of state-wide forums for the service providers' forum.

DISABILITY SECTOR

Country Resource Consultancy Team Disability Services Commission	Design and facilitation of the strategy session.
Strategic Planning / Amalgamation Discussion East Kimberly Family Support Association	Design and facilitation of the strategy session.
Strategic Directions Discussion Hyden Community Respite Service	Design of the strategy session and facilitation of future directions workshop and planning process.
Strategic Planning and Team Development South West Family Support Association	Consumer and staff consultation as part of the strategic planning. Facilitation of senior staff strategic planning.

ABORIGINAL COMMUNITIES

CLIENT/PROJECT	DESCRIPTION
Strategic Planning Far North	Far North is a disability service provider. As part of our work with Far North on their strategic plan, we ran consultation sessions in Broome, Derby, and Fitzroy Crossing to better understand the needs of the local Aboriginal communities.
Strategic Planning Gumula Enterprises	Aha! Consulting worked with the board of Gumula Enterprises (the trading arm of Gumula Aboriginal Corporation) on the development of their strategic plan.
Strategic Planning Ngarluma Aboriginal Corporation (NAC)	Aha! Consulting worked with the NAC board, staff, and its subsidiary companies to develop a set of strategic and annual plans for the corporation.
Strategic Planning Kuruma Marthudnuera Trust (KML)	Aha! Consulting worked with KML board, staff, and community to identify the priorities and needs as part of the development of its strategic plan.
Strategic Planning Nyongar Patrol	Aha! Consulting provided governance training to the board of this successful Indigenous community-run initiative. Since this training, Aha! Consulting has continued working with staff and patrol volunteers. Aha! Consulting has also worked with the patrol on the development of their strategic plan.

ABORIGINAL COMMUNITIES

<p>Local Government Councillors Training</p> <p>Department of Local Government – Indigenous</p>	<p>Over a number of years, the Department has run three-day conferences for regional Indigenous local government councillors.</p> <p>Aha! Consulting provided a range of services for this project:</p> <ul style="list-style-type: none"> • 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 towards meaningful outcomes • Conducting and collating workshop evaluations and reports
<p>Strong Families</p> <p>Department for Communities</p>	<p>Stemming from the Gordon inquiry, this model for engaging Aboriginal families has not been running in WA for a number of years. Aha! Consulting has provided a number of strategic facilitation and training sessions for program coordinators.</p> <p>Aha! Consulting has also worked with the overarching monitoring committee (participating departmental executives) to develop performance measures for the program.</p>
<p>Indigenous Engagement</p> <p>Department of Agriculture, State NRM Office</p>	<p>The State NRM council hosted a workshop to explore strategies to increase the engagement and participation of Indigenous people in NRM. This workshop included participants and Indigenous representatives from across the state.</p> <p>Aha! Consulting provided workshop design and facilitation services and developed the post workshop report for delivery to the Minister and NRM regional bodies.</p>
<p>Department of Local Government and Regional Development – Wiluna</p>	<p>The Department has been given the lead role in developing a response to improving the quality of life of 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. The latter focussed on engendering collaboration across a number of government departments.</p>
<p>Office of Aboriginal Health (WA) and Office of Aboriginal and Torres Strait Islander Health (WA)</p>	<p>Aha! Consulting provided conference design, facilitation and training for the annual BTH/LINK up worker conference. This three-day conference titled “Working better together” focussed on development of clinical skills, networking between staff, and the overall program delivery.</p>
<p>Bringing Them Home/ Link Up – State Conference.</p> <p>Office of Aboriginal Health (WA) and the federal Office of Aboriginal and Torres Strait Islander Health (WA)</p>	<p>Aha! Consulting designed and facilitated a three-day forum for Bringing Them Home and Link Up workers (mix of Indigenous and non-Indigenous staff).</p> <p>This workshop included:</p> <ul style="list-style-type: none"> • Integration of a formal speaker into the session • The creation of breakout sessions • Facilitation of group action planning • The delivery of activities to maintain the group’s focus and energy levels over the three days
<p>Governance Development</p> <p>Miriuwung Gajerrong Corporation</p>	<p>Based in Kununurra, the Yawoorroong Miriuwung Gajerrong Yirrgab Noong Dawang Aboriginal Corporation has been established to manage the settlement of the Ord Final agreement.</p> <p>Aha! Consulting assisted the governing committee, management group, and Ord enhancement scheme committee with governance training for the respective committee members.</p>
<p>Bringing Them Home Service Review</p> <p>Office of Aboriginal and Torres Strait Islander Health (NSW)</p>	<p>In partnership with Indigenous Psychological Services, Aha! Consulting completed a review of the Bringing Them Home services across NSW. This review is looking at ways to develop the delivery of services and maximise outcomes for members of the stolen generation.</p>

ABORIGINAL COMMUNITIES

Strategic Planning PEEDAC Pty Ltd	Coordination of strategic planning processes for the corporation and its sister association Kaarta Moorda. Managing the project team through the consultation phase across 950 staff, delivering planning workshops to both boards and assisting in the production of the strategic plan.
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 and management development.
Yamatji Land and Sea Council	Working with the executive team to review current performance and deliver a two-day planning event, based on these findings, for 18 senior staff.
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.
Department of Indigenous Affairs	Development of a report into the engagement practice of state government with Indigenous communities. The report delivered key recommendations to developing the governance systems and abilities within Indigenous communities. This report was developed for the director general's human services group and will be presented to the Ministers of the respective departments.
Business planning/ Networking workshops (Broome/Pinjarra/ Kalgoorlie/ Geraldton/ Esperance)	Design and delivery of two-day workshops to not-for-profit organisation in the listed areas.
Indigenous Governance Development Forum (Broome)	Invited guests to a forum designed to review the current strategies and services availability to develop Indigenous governance in WA. While in Broome, we conducted a governance development workshop to predominately Indigenous groups in the region.
Strategic Planning/ Submission Writing workshops (Broome/Kununurra)	Design and delivery of a two-day workshop on strategic planning and submission writing for Indigenous organisations in Kununurra and Broome.

CALD COMMUNITIES

CLIENT/PROJECT	DESCRIPTION
Conflict Management Asett's WA	Aha! Consulting has support the Community Innovators, Volunteers and Leaders (CIVAL) leadership program over a number of years with training for each cohort on conflict resolution in community engagement.
Humanitarian Entrant Strategic Plan WA Health Department	Aha! Consulting designed and ran the consultation with key stakeholders and community representatives on how to support the design of the state's first humanitarian entrant health strategy.

AOD and MN Response Multicultural Future	Aha! Consulting designed and ran the consultation with the sector and consumers, exploring responses to people in CALD communities experiencing issues with alcohol, other drugs, and/or mental health. Part of the program design was to support community ambassadors to deliver their own consultation in their communities.
Voter Turnout WA Electoral Commission	Aha! Consulting designed and ran the consultation with key stakeholders and community representatives to explore strategies to increase voter turnout among the CALD communities of WA.
Translator Services WA Health Department	Aha! Consulting designed and ran the consultation with providers of translation services to the health sector to better understand how to streamline the delivery of these services.

DELIBERATIVE ENGAGEMENT

CLIENT/PROJECT	DESCRIPTION
Chronic Conditions Outcomes Frameworks Department for Communities (WA)	Aha! Consulting designed and ran the broad engagement and a deliberative panel focussed on creating a state wide, Chronic Conditions outcomes framework.
Restrictive Practise Panel Department for Communities (WA)	Aha! Consulting designed and ran the broad engagement and a deliberative panel focussed on informing the development of Restrictive Practices legislation for people working in the disability sector. The panel gave recommendation to shape this legally and ethically complex piece of legislation.
Participatory Budgeting Panel City of Bayswater (WA)	Aha! Consulting designed and ran a deliberative panel focussed on reviewing the City's entire \$84.5 million operating budget. Spending three days over a month, the panel made recommendations across 19 budget areas.
Community Benefit Strategy Town of Victoria Park (WA)	Aha! Consulting designed and ran a citizen panel process for the development of a community benefit plan, based on the establishment of Lathlain Oval as the home of the West Coast Eagles.
Nuclear Jury South Australian Government	Joel Levin was one of the facilitators selected to support in the world's largest deliberative process. 350 randomly selected people from across South Australia, meeting as a citizens' jury over six days to deliberate on the potential to store nuclear waste.
Teacher Juries Curriculum Council/ Minister for Education (WA)	Aha! Consulting assisted with the design and facilitation of 50 '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 the wake of the outcome-based education debate.
Recycling Facility Community Partnership Agreement East Metropolitan Regional Council (EMRC)	Aha! Consulting coordinated and facilitated the EMRC Community Task Force. This task force was responsible for the development of a community partnership agreement. Community members were a stratified sample with EMRC staff as equal members. The agreement provided input into the tender evaluation criteria that will be used to construct a recycling facility for the EMRC.
'Make Your Own Rules' Department for Consumer and Employment Protection	Aha! Consulting conducted a stakeholder consultation into the proposed changes to the incorporated association constitution. This process involved state-wide stakeholder surveys and the delivery of a delegate forum for stakeholders to provide recommendations to the Minister.

YOUTH/YOUNG PEOPLE

CLIENT/PROJECT	DESCRIPTION
Youth Forum Commissioner for Children and Young People	Aha! Consulting designed and delivered a one-day forum engaging 97 year nine students from 13 schools, to explore the barriers and enablers for young people in having a say about issues important to them.
Your Move Youth Labs Department of Transport	Aha! Consulting has been engaged to work with the department's Your Move team to design and deliver a series of youth workshops over three years. The labs are an opportunity for primary and high school students to explore barriers, opportunities and benefits of active transport, and to design an active transport initiative to deliver within their own school.



FOR MORE INFORMATION OR TO MAKE A BOOKING

admin@ahaconsulting.net.au

www.ahaconsulting.net.au

(+618) 9443 9474