

Capability Statement

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Company Overview

Introduction

The Nucleus Group specialises in providing consultancy services within the community services, health, aged care and welfare sectors, including education, employment and training.

Services

We provide evaluation, research, planning and development services, particularly in relation to the programs, finances, workforce and governance of client organisations. Our services can be of a strategic or operational nature.

Expertise

Our Consultants possess relevant tertiary qualifications and extensive experience in human services. Where there is a need to supplement our capacity or skills in order to undertake a particular project, we employ highly specialised Associate Consultants who are based across Australia including in regional and rural areas.

Clients

Our clients include Local, State and Commonwealth Government Departments and agencies, public and private services, consumer groups and peak bodies.



Our Services

- Evaluation** ▪ Effectiveness and efficiency of human service programs, including pathways for change.
- Research** ▪ Qualitative and quantitative research including literature review, case study development, survey and action research.
 - Stakeholder and community consultations.
- Planning** ▪ Strategic and business plans.
 - Detailed operational planning including, if required, implementation and monitoring.
- Finance** ▪ Viability review and financial planning.
 - Financial analysis and funding systems review.
- Governance** ▪ Board structure and function.
 - Organisation restructure and executive recruitment.
 - Risk management.
 - Policy and procedures review.
- Quality** ▪ Performance audits and measurement.
 - Quality standards implementation.
- Training** ▪ Tailored training programs.



Experience

We have successfully completed many projects, long and short, complex and straightforward. We have worked with all manner of organisations, from the very large to the very small. We have worked within and across a very broad range of sectors, including:

- Aged Care
- Allied Health
- Acute Health
- Child Protection
- Children's Services
- Child Care
- Community Development
- Disability Services
- Drug & Alcohol
- Employment Placement
- Family Support
- General Practice
- Home and Community Care
- Housing and Homelessness
- Indigenous Health
- Juvenile Justice
- Medical Research
- Mental Health
- Public Health
- Rehabilitation
- Recreation
- School Education
- Vocational Training
- Youth Affairs



Clients

We have worked for a wide variety of clients, including:

Commonwealth Government and Agencies

- Department of Family & Community Services
- Department of Health & Aged Care
- Australian Bureau of Statistics
- Attorney Generals Department
- Commonwealth Child Care Advisory Council
- Australian National Training Authority

State and Local Governments

- Departments of Human Services
- Departments of Community Services
- Departments of Premier & Cabinet
- Departments of Education & Training
- Municipal and Shire Councils

Non-Government Agencies

- Major independent service providers
- Church and Religious groups
- Peak bodies and networks
- Advocacy organisations
- Voluntary and Community groups



Projects

We have selected a sample of projects to provide an overview of our work; more examples, or more detail, can be provided on request

- Financial viability and governance reviews in community based agencies
- National quality assurance framework (Commonwealth/State funded services)
- Development of service monitoring, benchmarking and reporting systems
- Review of structure and function of major government agencies
- National consultations on child care service needs and policy
- Implementation of new funding systems for children's services
- Service mapping and development of assessment and referral mechanisms in homelessness and housing services
- Project evaluations for Divisions of General Practice
- Regional health needs analyses and service plans
- Feasibility analysis of mergers and major expansions
- Development and delivery of training including 'Performance Monitoring', 'Financial Analysis' and 'Good Governance'
- Facilitation of strategic/business planning at major public and private agencies
- Service model evaluations and state-wide program reviews

Some projects above were undertaken by members of the Nucleus team with another employer.



Key People

Peter Lane

Peter has over 20 years experience working as a consultant to government and non-government agencies. Features of Peter's work have been his capacity to analyse and instigate strategic and operational improvement, and the development of data collection and benchmarking systems for program and service evaluation.

Sam Page

Sam has practical experience in the delivery of human services and in the management of community organisations. She also has sound skills and experience in social policy and research. Sam has successfully managed a broad range of projects across a variety of program areas, and her capacity to develop practical resources and engage stakeholders is particularly highly regarded.

Jenny Date

Jenny has worked with all levels of government and with non-government and community-based services. She has particular skills in service development and is a skilled interviewer and facilitator of focus groups, workshops and public meetings. She possesses excellent communication and networking skills and the ability to relate effectively with people from diverse backgrounds. Prior to consulting, Jenny worked in local government as a manager of children's and community services.



Key People

John Thoms

John has extensive experience in senior finance and accounting roles including as General Manager, Finance for the NSW Police Service and Chief Finance Officer for the NSW Departments of Health and Transport. John has particular skills in business planning and risk management, and a strong track record of application of these skills towards improving operational efficiency and effectiveness and reducing costs.

Ruth Richter

Ruth has a particular interest in evidence-based change and supporting organisations to deliver services more effectively. Ruth has career experience in youth and education services with major community based agencies and has also worked across different sectors in health and community services in governance, human resources practices and policies, developmental and training programs.

Vivien Adler

Vivien has experience working with Commonwealth and State governments, health services and community organisations. She has particular expertise in policy, program design, organisational review and strategic development, and facilitation of focus groups, forums, and planning and consultative workshops.



Key People

Susan Fitch

Susan holds professional qualifications in social work, business and accounting. She has over ten years experience as a consultant specializing in projects involving service audits, strategic planning and social and business research. Susan has strong skills in facilitation and engagement of key stakeholders. Susan has worked with a wide range of service sectors in project evaluation and business case development and has particular experience in disability services and early childhood services as well as services supporting people from culturally diverse backgrounds.

Jim Reark

Jim has outstanding experience in designing and conducting a broad range of research and is a former Chairman of the Australasian Market Research Society. Jim's work has included studies concerned with the assessment of public policy in areas such as education, employment, health, immigration, labour relations, tourism, communication, road safety and community attitude studies. Jim's work is consistently oriented to assisting clients to improve performance and profitability.



Key People

Sheryl Coughlin Sheryl has outstanding academic qualifications including a PhD (where she researched aspects of non-government organisation effectiveness), an MBA (Health Administration) and certificates in Financial Management and Health Economics. Sheryl's work experience includes senior government positions in program management and corporate planning, and general management positions with a major non-government service provider.

Craig Porte Craig is a Chartered Accountant and a Certified Information Systems Auditor. He has wide experience in public hospitals, health and community services, and before that in risk consulting and computer and audit services at a major accounting house. Craig specializes in financial review and development and implementation of business systems including financial management systems, controls and reporting.



Reasons to Use Nucleus

Understanding	Our proposals will demonstrate a thorough understanding of the scope of the project and relevant issues, including the specific outcomes sought.
The Right People	Our team will be assembled specifically to provide coverage across the key skills, functions and backgrounds required to meet the project objectives.
Tight Management	We have built a strong track record as project managers through effective planning, setting realistic goals and paying attention to detail.
On Time, On Budget	We work to agreed deadlines and pride ourselves on meeting project objectives within budget.
We Make a Difference	We strive to contribute to solutions through the introduction of positive and practical advances. We have a long-term commitment to achieving social outcomes.
Partnership Approach	We will conduct projects in a manner designed to strengthen relationships between the stakeholders, both internal and external.
Easy to Work With	We work to build a rapport and ensure open communications.

Relevant Policies

- Confidentiality** Consultants must maintain strict confidentiality when working within government and non-government agencies. We adhere to the Information Privacy Principles of the C'th Privacy Act.
- Code of Conduct** Our consultants follow a strict Code of Conduct based on the highest ethical standards. For example, we guarantee to:
- Respect the dignity and individual rights of agency staff and clients at all times.
 - Access agency/client data only as required as an integral part of the consultancy.
 - Ensure that any relevant ethics, research or privacy protocols are adhered to.
- Equal Opportunity** Nucleus has a policy of non-discrimination in employment. We adopt inclusive practices in recruitment activities and observe all the principles of relevant legislation.
- Quality Assurance** Our referees can attest to the high quality of our performance. We are currently developing operating systems based on the highest standards of practice in research and consulting.



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