



Australia's Best
Program Delivery Company

Partnering to deliver the change needed for a better future

Seven Consulting Change Management



Major Sponsor of the



CommBank
MATILDAS



SEVEN CONSULTING
OPALS

TEAMWORK • TRANSPARENCY • DELIVERY



Program Delivery

We deliver some of Australia's most complex and challenging agile, traditional and hybrid programs. We work with our clients to understand their organisational and program characteristics. These inform how we design our delivery approach to produce the best outcome for our clients. The majority of our Consultants are scaled agile (SAFe) certified and manage billions of dollars of transformation programs that range in size from <\$1m to >\$500m.



PMO Services

We provide PMO establishment and management, PMO analysis and scheduling services, and tools for some of the largest organisations in Australia. This can range from scheduling services, to running the PMO for \$1.5bn programs, to ePMO management.

All of our clients are reference sites



Change Management Services

We provide program change management, adding value from the start of an initiative through to realising benefits. We also support the integration of change management at an enterprise level to improve portfolio performance.



Delivery Consulting

We provide delivery capability uplift, sponsor and project manager training, portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 50 clients.



Delivery Tools

Seven Consulting has designed and developed world leading tools to assist our clients optimise their portfolio, design their delivery approach and provide deep weekly delivery insights. These tools are used successfully on over \$5bn of Programs annually.

All of our clients are reference sites

Our Clients

Seven Consulting has a proven track record delivering critical outcomes for Australian organisations across industries and domains. 100% of our clients are reference sites.

 Commonwealth Bank Client Since 2005	 vodafone Client Since 2009	 AMP Client Since 2012	 Woolworths <i>Australia's fresh food people</i> Client Since 2012	 nab Client Since 2013	 MACQUARIE Client Since 2014	futurefund <i>Australia's Sovereign Wealth Fund</i> Client Since 2015	 Colonial First State Client Since 2015
 agl Client Since 2017	 NSW GOVERNMENT Communities & Justice Client Since 2017	OPTUS Client Since 2017	 alintaenergy Client Since 2018	 BNP PARIBAS Client Since 2018	indue Client Since 2018	 ST VINCENT'S HEALTH AUSTRALIA <small>UNDER THE STEWARDSHIP OF MARY ANNEHEAD UNIVERSITIES</small> Client Since 2018	 ASX <small>AUSTRALIAN SECURITIES EXCHANGE</small> Client Since 2019
 CITY OF MELBOURNE Client Since 2019	 THE UNIVERSITY OF SYDNEY Client Since 2019	 InvoCare <small>Innovation Vocation Care</small> Client Since 2020	 Coca-Cola EUROPACIFIC PARTNERS <small>AUSTRALIA</small> Client Since 2021	 CSR Client Since 2021	 MELBOURNE GIRLS GRAMMAR <small>AN ANGLICAN SCHOOL</small> Client Since 2021	 NSW GOVERNMENT  Client Since 2021	 CEnet <small>catholic education network</small> Client Since 2022
 phn <small>EASTERN MELBOURNE</small> <small>An Australian Government Initiative</small> Client Since 2022	 Equity Trustees Client Since 2022	 iress Client Since 2022	 IMB <small>MARTINBROWER</small> Client Since 2022	 vic roads Client Since 2022	 Greater Bank Client Since 2023	 Sunnyfield <small>disAbility Services</small> Client Since 2023	

Our clients and team are our top priority

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
2022	99.20%	13,191
2021	99.15%	15,932
2020	98.87%	14,455
2019	99.08%	14,949
2018	98.65%	15,450
2017	99.08%	9,691
2016	98.94%	10,336

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%
Dec'20	97.90%
Jun'20	98.51%



"The team from Seven has integrated effectively with IVC and shows they understand the business."



"Seven is one of the most prestigious consultancies in Australia and most of the Seven Consultants I have come across at my current and previous organisation prove that."



"Strong program delivery capability with the flexibility to scale up and down quickly to meet program and business needs. Look to continue to bring the best of the Seven ecosystem to clients to demonstrate the value-add."



"Good people and a focus on support from the central organisation when required."



alintaenergy

"Very happy with the level of organisation and governance the Seven project/program managers bring to our more complex initiatives."



Commonwealth Bank

"Every Seven consulting person I have ever worked with has been very good at what they do."



How do we get 98%+ client satisfaction?

Why all our clients are reference sites.



Hands-on ownership



High employee engagement, low turnover with **no** contractors



At a minimum, there is a monthly Quality Assurance review of the consultant's work.



Bench support available to all consultants at no cost to the client



Extensive mentoring and training support strong IP and knowledge sharing including internal project training, majority of our team are SAFe certified.



Holiday and sick leave cover for assignments



Strong in-house tooling to support consultants, clients and quality assurance

How our values impact our delivery?



Teamwork

Teamwork has to be at the core because you can't deliver big projects without great teamwork.

We focus on ensuring that the Seven team, the client team and vendors work seamlessly together.



Transparency

Assumptions and poor communications kill projects, whereas openness is the foundation of good relationships and reliable delivery. We remain a completely independent consultancy.



Delivery

A strong emphasis on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to our client's high expectations.

What We Do

- Apply best-in-class processes and tools to manage change proactively to realise program benefits.

Our Impact

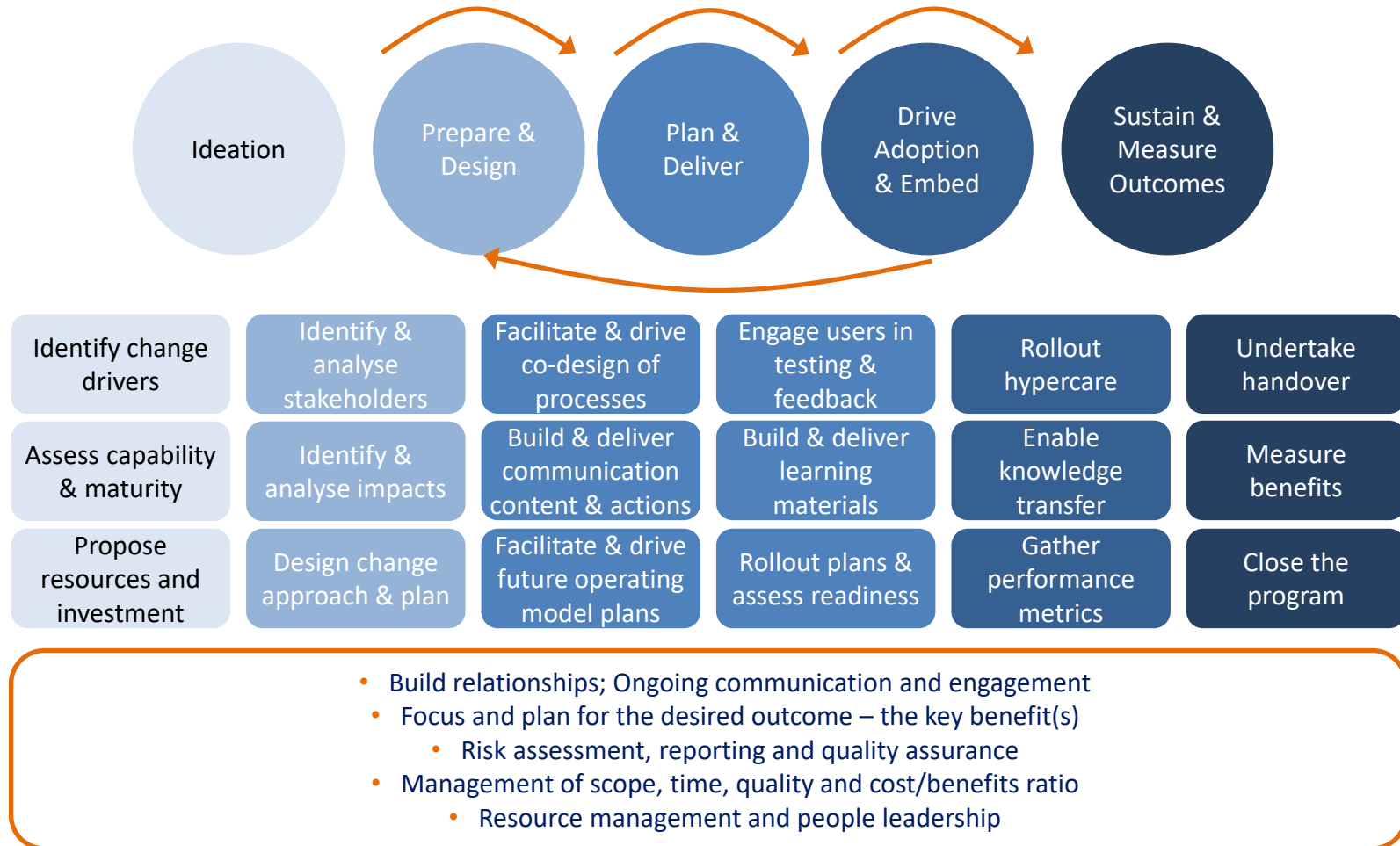
- Reduce risk and remove obstacles for achieving business outcomes.
- Enhance connection to, understanding of, and desire to change.
- Track sentiments, proficiency, utilisation and adoption to enable benefits and return on investment.

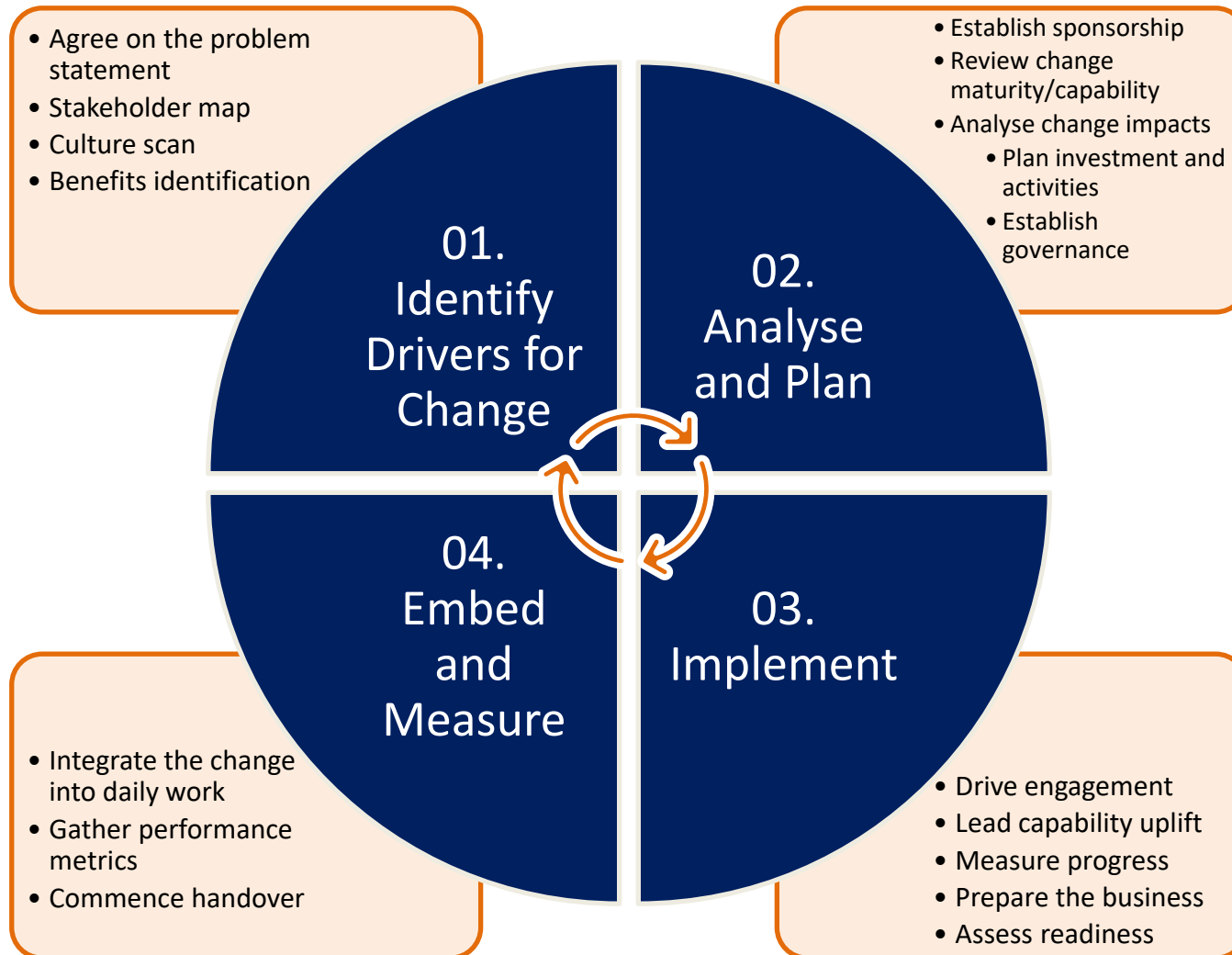
How We Do It

- Apply psychology and organisational behaviour principles to understand stakeholder groups.
- Facilitate workshops and working groups to design effective interventions.
- Engage, communicate and coach across the business to elevate the change journey.
- Close gaps in skills and capabilities through learning activities.
- Develop new operating models and rituals that embed change.

- Change Managers support a business from change concept through to benefits realisation.
 - Change Managers measure sentiments on change, open rates on critical messages, attendance at learning events, proficiency, usage during testing, as well as adoption.
- Benefits have a tangible value that should ideally justify the investment in the project and the organisational change.
 - Change Managers support clients until the internal measurements are confirmed, which may be related to improved performance, reduction in costs, increased market share and more.

End-to-End Change Management Programs





- Within the context of a project, a Change Manager provides early value which positively shape quality, time and cost.
- Some of the ways a Change Manager can do this include:
 - Extract an early understanding of the drivers behind change and the desired outcomes that will help to shape the metrics that may need to be built into the solution.
 - Understand the end user (or impacted groups) to support the design of the solution from the start so that change is more easily adopted down the road.
 - Provide accurate resourcing and planning estimates that ensure the project is set up appropriately from the start.

Obstacles

- Inactive executive sponsorship
- Lack of clarity of the vision
- Toxic culture or politics
- Limited consultation
- Active and passive resistance
- Organisation is not change mature
- Little structure or governance applied around the change process

Solutions

- Endorsed sponsor contract and engagement plan
- Agree on drivers and outcomes
- Identify impact and set clear expectations for what's needed
- Engage end users in the solution design
- Build understanding, capability and capacity around change
- Apply proven change management methods and practices

Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customise and optimise project delivery based each project's and organisation's key characteristics.
2. Reduce the level of project management oversights or omissions.
3. Identify delivery approach risks and mitigants.
4. Create a draft schedule in MS project or JIRA with streams, phases, deliverables, tasks and dependencies.
5. Enable better project outcomes.
6. All in 30 minutes or less.



Visit us for more information:

<https://www.sevenconsulting.com/project-pathfinder/>

Our projects so far:

2007

Villawood Detention Centre (Sydney)

2008

South Australian Detention Centre (Sydney)

Seven Consulting regularly gives back to the wider community, supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

2011

Cambodian School Build (Sydney)



2012

Barnardos Kingston House (Sydney)



2013

Youth off the Streets (Sydney)



2015

- Jesuit Refugee House – Blaiket (Syd)
- Hanover Crisis Centre (Melb)



2019

- Avalon Centre (Melbourne)
- Dignity.org.au (Sydney)
- Bahay San Jose –House with No Steps Foundation (Manila)



2018

- Erin's Place (Sydney)
- Concordia Childrens Services (Manila)
- Mad Women Foundation (Melb)



2017

- Launch Housing (Melbourne)
- Cerebral Palsy Foundation (MNL)



2016

Marian Villa (Sydney)



2020 – DONATION DRIVE

Project 7 gave back to the community, by donating \$104,000 across 29 charities, enabling these organisations to create real change in the lives of those who need it most.



2021 – Mini Project 7

In 2021, Seven Consulting continued to acknowledge the importance of fostering a community presence. Seven Consulting team members across three cities were able to participate in multiple mini projects this year to see our Project 7 commitment through.

2022

- M.A.D. Woman (Melbourne) *The pencil case challenge*
- Bahay ni Maria and Tahanan ng Pagmamahal (Manila)



Seven Consulting is a proud sponsor of Australia's National Football side, the CommBank Matildas and Australia's Women's Basketball team, the Seven Consulting Opals

We are extremely proud to be official sponsors of Australia's best teams. The CommBank Matildas and the Seven Consulting Opals.

We are also providing paid internships for a number of the Matildas (**Tameka Yallop**, and **Elise Kellond-Knight**), to support their post-sporting careers.

CONGRATULATIONS

Seven Consulting looks forward to the CommBank Matildas welcoming the world to Australia and a congratulations to the Seven Consulting Opals for winning Bronze in the FIBA Women's World Cup 2022



Tameka Yallop

**Elise
Kellond-Knight**





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Award Winning Company

Woolworths 
The fresh food people
Woolworths Group IT
Exceptional Services Award
Winner 2018



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www.sevenconsulting.com