



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	 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
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 NABU AHMED-ROD INVESTMENTS</small> Client Since 2018	 ASX <small>AUSTRALIAN SECURITIES EXCHANGE</small> Client Since 2019	 Healthscope Client Since 2019	 CITY OF MELBOURNE Client Since 2019
 THE UNIVERSITY OF SYDNEY Client Since 2019	AUSTRALIAN INSTITUTE of COMPANY DIRECTORS Client Since 2020	 InvoCare <small>Innovation Vocation Care</small> Client Since 2020	 EUROPACIFIC PARTNERS AUSTRALIA Client Since 2021	 CSR Client Since 2021	 MELBOURNE GIRLS GRAMMAR <small>AN ANGLICAN SCHOOL</small> Client Since 2021	 NSW GOVERNMENT Client Since 2021	dexus Client Since 2022
 Equity Trustees Client Since 2022	 SUPER FUTURE Client Since 2022	 iress Client Since 2022	 AEMO <small>AUSTRALIAN ENERGY MARKET OPERATOR</small> Client Since 2023	 COINVEST <small>LONG SERVICE LEAVE</small> Client Since 2023	 vic roads Client Since 2022	 Greater Bank Client Since 2023	

Our clients and team are our top priority

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
Jan-Jun 2023	99.31%	6,206
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

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%
Dec'20	97.90%



"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."

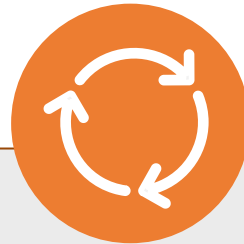


How do we get to 98+% customer satisfaction?



People

- 100% permanent workforce, tested extensively through a robust recruitment process.
- High employee engagement.
- Hands on owners that have delivered major programs.
- Training allowances and internal learning sessions.
- Comprehensive mentoring.
- 95% SAFe® qualified and internal trainers.



Process

- Regular structured quality assurance of all assignments.
- Weekly review of all assignments' status.
- Industry leading Customer Satisfaction and NPS management.
- Bench support available at no cost to client.
- Holidays and illness cover for clients.



Tools

- Dedicated project tools team.
- Program Delivery approach designed with Pathfinder.
- Delivery approach risks defined with Pathfinder.
- Schedule integrity measured with Healthcheck tool.
- Project reporting with dashboards and scorecards.
- Portfolio optimisation tool.

All our clients are reference sites.

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

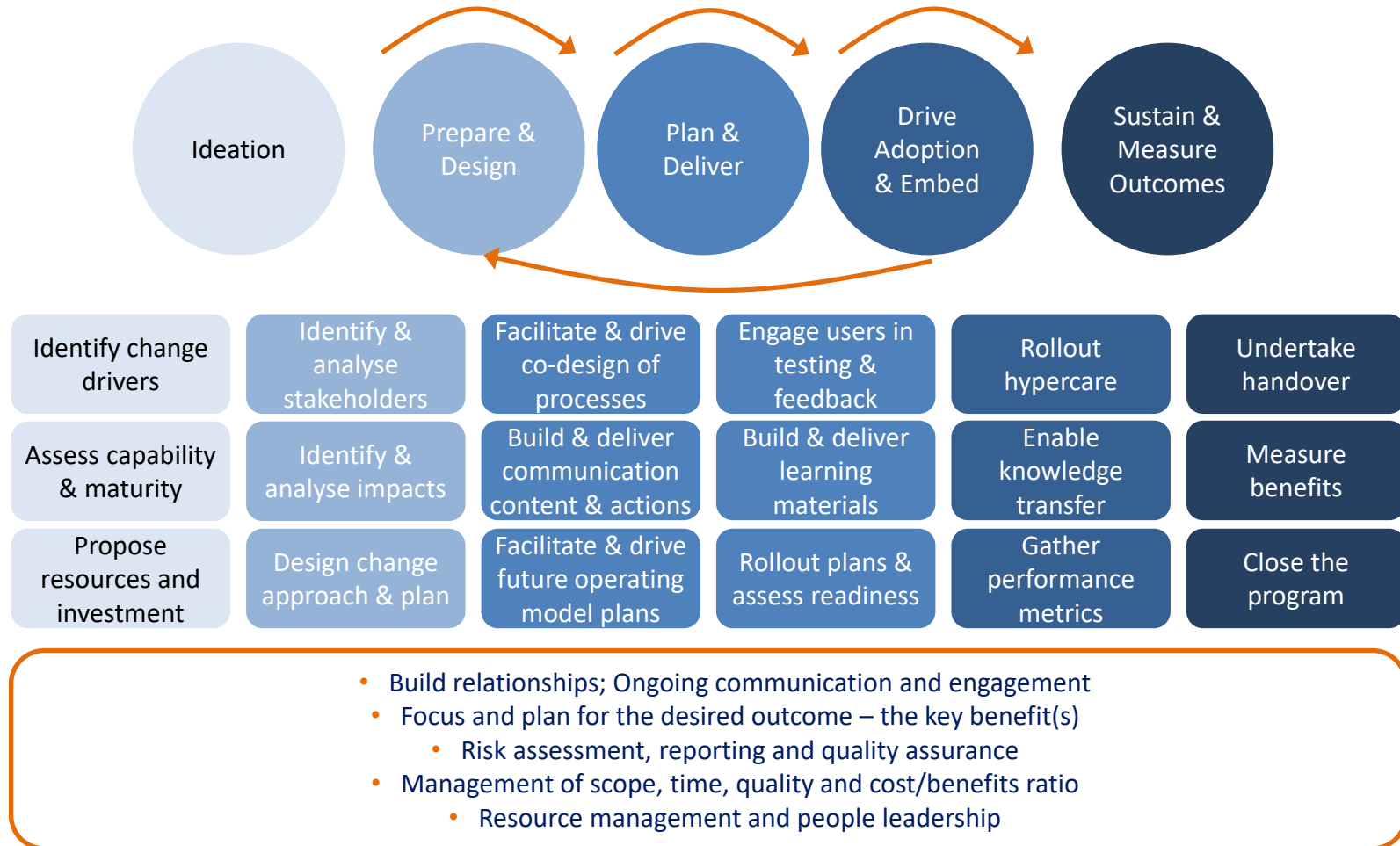
- Reduce risk and remove obstacles for achieving business outcomes.
- Enhance connection to, understanding of, and desire to change.
- Track sentiments, proficiency, utilisation and adoption to enable benefits and return on investment.

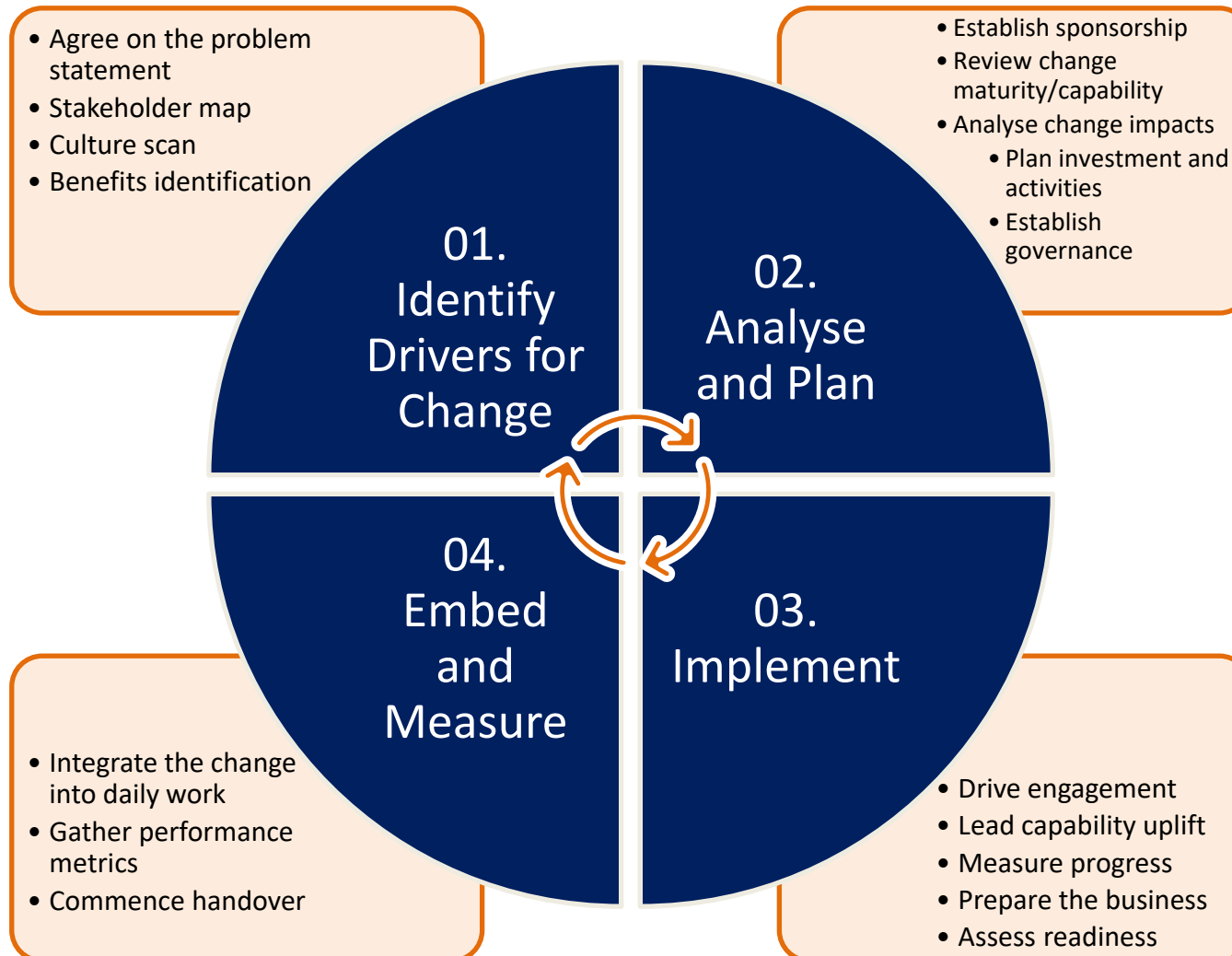
How We Do It

- 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

Our Change Management Team



Temre Green

General Manager, Change Management

20+ years in OCM across government, healthcare, financial services & technology industries.



Lauren Grouse

Senior Change Associate

2+ years in OCM across financial services and FMCG industries.



Melody Framp

Senior Change Manager

8+ years in OCM across education, transport, government & community services industries.



Eliza Johnson

Senior Change Associate

2+ years in OCM and PM across not-for-profit sector.



Som Singh

Senior Change Manager

8+ years in OCM across financial services & insurance industries.



Bhavna Gupta

Senior Change Associate

2+ years in OCM across strategic human resources.



Our Experience

In Q2 2023, we launched our Change Management Practice.



End-to-End Change Programs

Embed change management as a value-adding function from the start of a project.



Change Management in ePMO

Integrate change management into the portfolio prioritisation, methodology and tools.



Change Management Review

Review, assess and report on Change Management, as well as provide recommendations to enhance Change Management across the EPMO



City of Melbourne's Technology, Innovation and Data division delivers 40 projects with an annual spend of \$20M. The maturity of the EPMO was low, and the Change Management function was spread thin with limited consistency and impact on benefits realisation.



Seven Consulting reviewed artefacts, interviewed key members of the division, reviewed active change projects, and identified opportunities to uplift the Change Management capability.



The recommendation was to integrate the Change Management function across seven themes of the EPMO. The primary areas of uplift pertained to establishing a community of practice, creating a Change Director role to lead the function, managing frontline capacity in portfolio planning, measurement throughout projects, updated frameworks for traditional and Agile methods, and alignment to new ways of working.

*This work was undertaken as part of a broader EPMO review.

Service Delivery Reform (Pilot Case Study)



End-to-end Change Management starting with the digital uplift pilot for online transactions



VicRoads is preparing for a \$21.5M transformation to their service offering, whereby the organisation is optimising current online transactions and developing new transactions on their website as an improved digital service offering. The pilot focused on *change of address* and *registration renewal* transactions. The goal was to see an increase in customer completion of transactions, as well as an increase in staff redirection to self-serve online.



Our Senior Change Manager developed the baseline metrics to track the significance of our Change Management support on the pilot. We engaged Area and Centre Managers and created the change champions network to build awareness and enable them to transition. We supported the development of new codes for tracking redirections, developed leadership training guides and captured feedback from the customer service staff.



The work we did on the pilot has set up structures and ways of engaging that will continue through the entire Program going forward. We are working closely with the Program Sponsor on the role of leading and communicating the change. Change Management planning is underway for ongoing product releases for FY23-24.

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 DELIVERY SUMMIT



The purpose of the Seven Consulting annual Delivery Summit is to share our clients' best practice in program and project delivery. It also serves as a celebration of success and a thank you, training and networking opportunity for our clients and their selected delivery leads.

Some of the Delivery Summit Speakers include:

Richard Heeley, CIO – Head of Technology, Macquarie BFS; **Jacqui Visch**, Chief Technology and Data Officer, AMP; **Tanya Graham** Alinta Energy – Chief Transformation Officer; **Bob Hennessy** Lendlease Group CIO; **Malcolm Pascoe** Former SAI Global, Sydney Trains – CIO; **Owen Eaton**, Business Transformation & Strategy Executive, NAB; **Bob McKinnon**, Co-Founder & Director, Mirin Digital; **Mel Parks**, Chief Transformation Officer, QBE; **Clive Dickens**, VP Product Development, TV and Content, OPTUS; **Dr. Catriona Wallace**, CEO, Ethical AI Advisory; **Mirella Robinson**, CITO – Chief Information; Technology Officer, CBUS; **Nicole Pelchen**, Chief Technology Officer, Link Group; **Seth Holmes**, Chief Transformation, Government Relations & Corporate Services, VicRoads; **Sarah Rees-Williams**, Executive Director, Macquarie Bank; **Nikki Watts**, Division Director, Macquarie Group; **Abdullah Khan**, Former Director, Group Technology, AMP

The 2023 Seven Consulting Delivery Summit received an **NPS of 73**.

Some of our Delivery Summit Supporting Organisations



Visit us for more information:

www.sevenconsulting.com/seven-consulting-delivery-summit

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**





Australia's Best Program Delivery Company

Partnering to deliver the change needed for a better future

Award Winning Company

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



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www.sevenconsulting.com