SEVEN CONSULTING™

Australia's Best Program Delivery Company

Peak Results, Delivered Together

Seven Consulting Change Management

SEVEN CONSULTING™

Seven Consulting proudly supports the world-class Australian women's basketball team, the Seven Consulting Opals, currently ranked No. 2 globally, the FIBA Women's Asia Cup 2025 champions, and medal winners in the FIBA Women's World Cup 2024 and Paris 2024 Olympics. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.

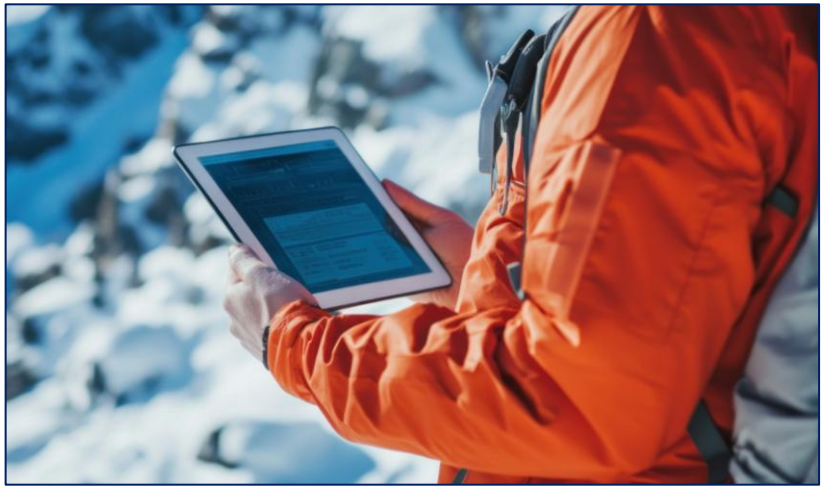
Financy Women's Index

TEAMWORK • TRANSPARENCY • DELIVERY

Seven Consulting - Services

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 a delivery approach to produce the best outcome for our clients. Most 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, 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

Seven Consulting – Products & Services

Change Management Services

We provide program change management, adding value from the inception of an initiative through to benefits realisation. 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, and portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 60 clients.

Delivery Tools

We have leveraged decades of experience to develop world-leading tools which are used to assist our clients in; portfolio optimisation, delivery approach design and weekly insights into their delivery. These tools are used successfully on over $5bn of programs annually.

All of our clients are reference sites

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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.

Woolworths — Client Since 2012	nab — Client Since 2013	Macquarie — Client Since 2014	futurefund — Client Since 2015	agl — Client Since 2017	indue — Client Since 2018	ASX — Client Since 2019	The University of Sydney — Client Since 2019
VAULT — Client Since 2020	Hunter Water — Client Since 2020	Coca-Cola Europacific Partners Australia — Client Since 2021	Court Services Victoria — Client Since 2022	iress — Client Since 2022	dexus — Client Since 2022	Sunnyfield — Client Since 2023	Australia Post — Client Since 2024
nib — Client Since 2024	Australian Government Department of Employment and Workplace Relations — Client Since 2024	pepper money — Client Since 2024	Cuscal — Client Since 2024	Catholic Schools Parramatta Diocese — Client Since 2024	CLP 中電 — Client Since 2024	NSW Trustee & Guardian — Client Since 2025	NSW Government — Client Since 2025
Football Australia — Client Since 2025	RioTinto — Client Since 2025	adairs — Client Since 2025	Teachers Mutual Bank — Client Since 2025	coles — Client Since 2025	the ORCHARD — Client Since 2025		

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Our clients and team are our top priorities

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
2025	**99.25%**	**11,007**
2024	99.45%	11,668
2023	99.50%	11,223
2022	99.20%	13,191
2021	99.15%	15,932
2020	98.87%	14,455
2019	99.08%	14,949

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Oct'25	**96.86%**
Apr'25	98.60%
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%

Commonwealth Bank

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

Woolworths – The fresh food people

"Seven Consulting continues to provide consultants who are of a very high calibre and they remain a strategic partner."

agl

"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."

Coca-Cola Europacific Partners

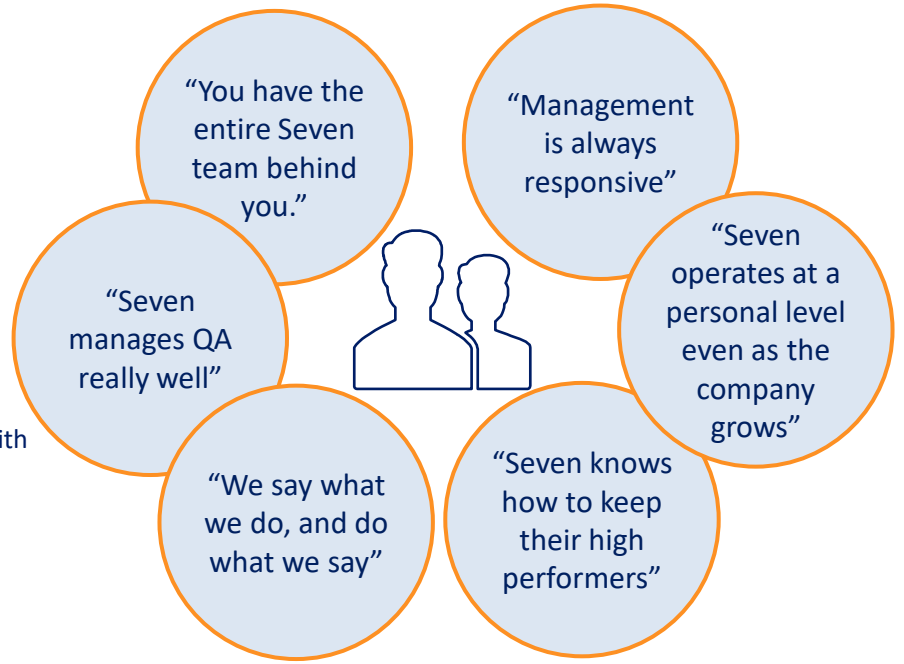
"Good people and a focus on support from the central organisation when required."

alintaenergy

"Very happy with the level of organisation and governance the Seven Project/Program Managers bring to our more complex initiatives."

Equity Trustees

"We have been very impressed with the capability of consultants from Seven Consulting and this has significantly uplifted our project management maturity, discipline, capability and delivery across the organisation."



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How do we get to 98+% customer satisfaction?

People

- Over 90%+ 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, including sessions led by Rob Thomsett—our in-house Thought Leader.
- 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.

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How our values impact our delivery?

Teamwork

Teamwork is at the core of what we do because big projects can't be delivered without great teamwork. We focus on ensuring that the Seven team, the client team and vendors create one team working 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.

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Change Management Services

End-to-End Change Management

Design, plan, deliver and embed changes as a value-adding function of a project.

- ✓ Change Management planning and risk assessment for a business case
- ✓ End-to-end Change Management delivery and Change heatmap
- ✓ Change readiness assessments

Change Management Advisory

Assess change capability, delivery and functionality. Provide recommendations and a roadmap for uplift.

- ✓ Change Management Office build and uplift with maturity assessment
- ✓ Change practitioner capability review, recommendations and uplift
- ✓ Change Management Program Health Check

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The Value of Change Management

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 the connection to and understanding of the changes.
- Measure and track leading indicators to evidence our effectiveness and ensure the program is on track to achieve program benefits.

How We Do It

- Apply 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.

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Case Study for the Value of Change Management

Linking Effective Change Management to Benefits Realisation

Projects deliver change.
Change should deliver business outcomes.

Change Managers strategise to achieve the desired business outcomes from initiation and business case through to go-live and benefits realisation. Effective Change Management is critical to achieve project benefits.

Proficiency, utilisation, adoption and sentiments are four factors that need to be assessed to determine if Change Management was effective and if a project is on track to achieve its benefits.

Benefits have a tangible value that should justify the investment in the project and the organisational change.

Benefits of the project may include improved performance, reduction in costs, increased market share and more.

Digital Transformation | Service Delivery Reform Program

VicRoads was preparing for a $21.5M transformation to their service offering, whereby the organisation was optimising current online transactions and developing new transactions on their website as an improved digital service offering. The goal was to see an increase in customer completion of transactions online with a focus on developing staff to proactively redirect customers to self-serve online.

Our Senior Change Manager undertook a review of the metrics to understand how this change would help VicRoads realise the intended benefits. A Change Impact Assessment was completed to identify the appropriate interventions needed in an Engagement Plan that would uplift staff capability and encourage behaviour change in the Centres. Diverse support materials (e.g. printed cards and QR codes leading to materials in multiple languages) were created and used by Centre staff because standard channels would not work *in the field*. Performance and service measures were put in place to track the effectiveness of the Change Management interventions, which were evidenced by centre concierges re-directing customers to self-serve online, which was captured by the reduced number of tickets per centre. Online transactions continued to trend upward.

VicRoads Operations has taken the Change Management strategies we implemented into BAU processes including the new structures for communicating and engaging staff, new ways of training staff and greater understanding of managing change resistance.

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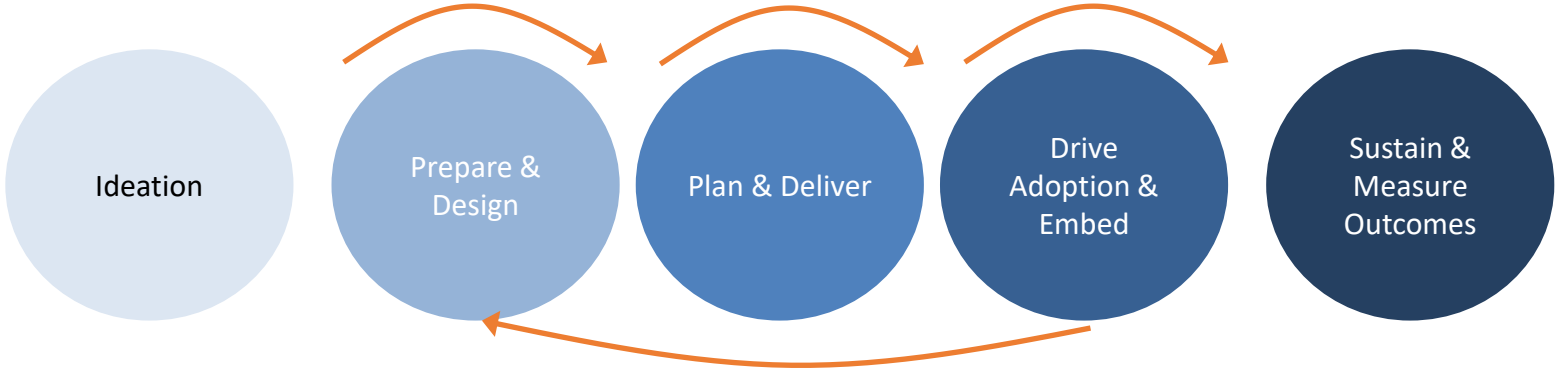
End-to-End Change Management Framework



Identify change drivers	Identify, engage & analyse stakeholders	Facilitate & drive co-design of processes	Engage users in testing & feedback	Rollout hypercare	Undertake handover
Assess capability, risks & maturity	Identify & analyse impacts	Build & deliver communication content & actions	Build & deliver learning materials	Enable knowledge transfer	Measure benefits
Propose resources and investment	Design change approach & plan	Facilitate & drive future operating model plans	Rollout plans & assess readiness	Gather performance metrics	Close the program

- Build relationships; Ongoing communication and engagement
- Focus and plan for the desired outcome – the key benefit(s)
- Contribute to RAID, status reporting and quality assurance
- Management of scope, time, quality and cost/benefits
- Change Management resource management and people leadership

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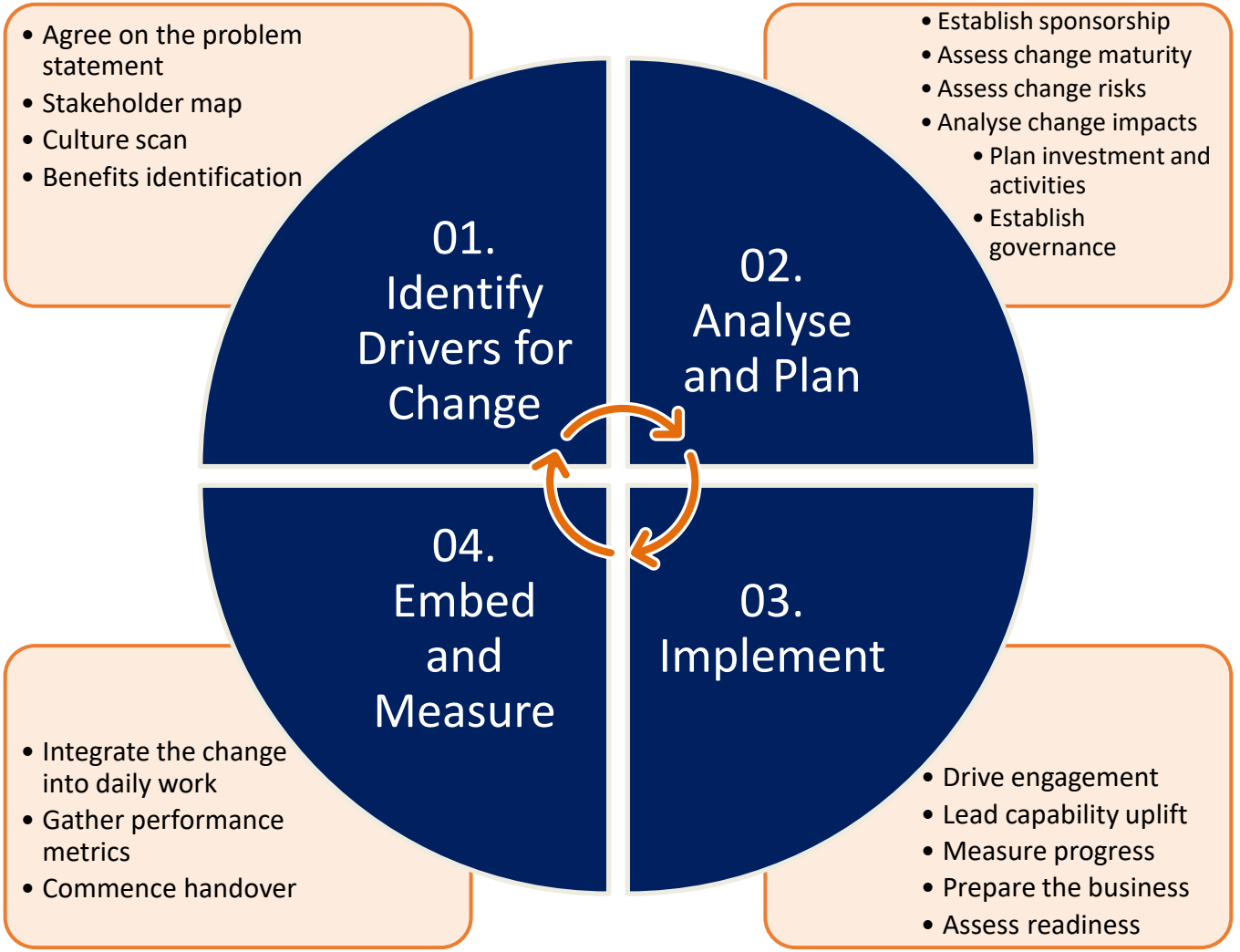
Change Management Approach



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Engage a Change Management Practitioner Early

- Within the context of program delivery, a Change Management practitioner provides value early, typically at the business case (pre-project) phase, which positively shapes the scope, budget and resourcing decisions, the program schedule and overall quality.

- Some of the ways a Change Management practitioner does this:
  - Interview stakeholders to understand what the changes will mean for them and the way they work, as well as to assess the change maturity of the business. Undertake a risk assessment to understand the project's risk profile. This helps to size the effort required to provide accurate resourcing and planning estimates that ensure the project is set up appropriately from the start.
  - Scan for other programs with similar stakeholders and delivery timeframes to propose an approach and schedule that allows the change to be absorbed by the business.
  - Clarify the drivers behind the change and the desired business outcomes so as to identify the metrics or data needed to prove the outcome is achieved. This may need to be built into the solution and be accounted for in budgeting and scheduling.
  - Understand the end users' (or impacted groups') needs from the start to inform the design, testing and launch of the solution so that change is more easily adopted.

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Obstacles and Solutions to Effective Change

Obstacles	Solutions
• Inactive executive sponsorship	• Endorsed sponsor contract and engagement plan
• Lack of clarity of the vision	• Agree on drivers and outcomes
• Toxic culture or politics	• Identify impact and set clear expectations for what's needed
• Limited consultation	• Engage end users in the solution design
• Active and passive resistance	• Build understanding, capability and capacity around change
• Organisation is not change mature	• Introduce and/or uplift change capability
• Little structure or governance applied around the change process	• Apply proven change management methods and practices

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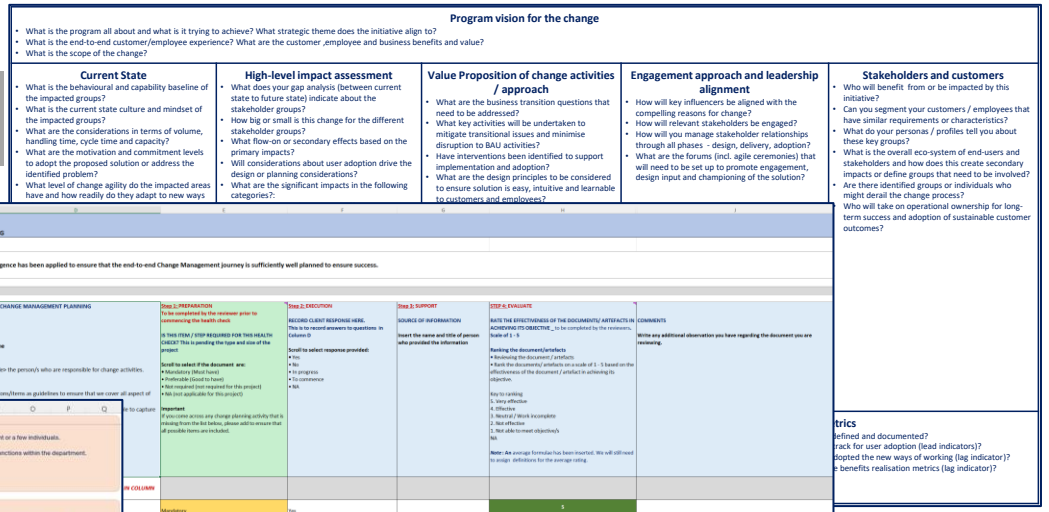
From Our Toolkit…

Change Canvas



Program vision for the change

- What is the program all about and what is it trying to achieve? What strategic theme does the initiative align to?
- What is the end-to-end customer/employee experience? What are the customer ,employee and business benefits and value?
- What is the scope of the change?

Current State

- What is the behavioural and capability baseline of the impacted groups?
- What is the current state culture and mindset of the impacted groups?
- What are the considerations in terms of volume, handling time, cycle time and capacity?
- What are the motivation and commitment levels to adopt the proposed solution or address the identified problem?
- What level of change agility do the impacted areas have and how readily do they adapt to new ways

High-level impact assessment

- What does your gap analysis (between current state to future state) indicate about the stakeholder groups?
- How big or small is this change for the different stakeholder groups?
- What flow-on or secondary effects based on the primary impacts?
- Will considerations about user adoption drive the design or planning considerations?
- What are the significant impacts in the following categories?:

Value Proposition of change activities / approach

- What are the business transition questions that need to be addressed?
- What key activities will be undertaken to mitigate transitional issues and minimise disruption to BAU activities?
- Have interventions been identified to support implementation and adoption?
- What are the design principles to be considered to ensure solution is easy, intuitive and learnable to customers and employees?

Engagement approach and leadership alignment

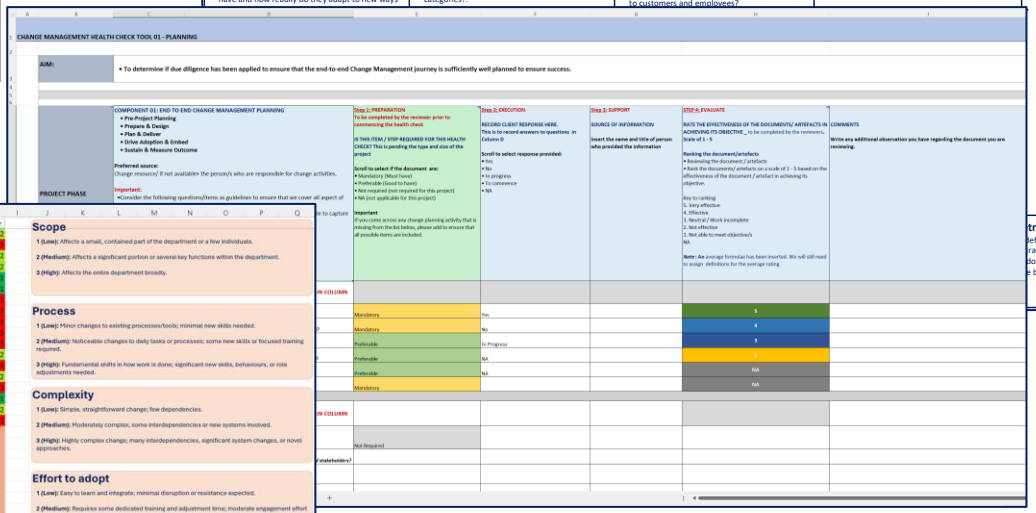
- How will key influencers be aligned with the compelling reasons for change?
- How will relevant stakeholders be engaged?
- How will you manage stakeholder relationships through all phases - design, delivery, adoption?
- What are the forums (incl. agile ceremonies) that will need to be set up to promote engagement, design input and championing of the solution?

Stakeholders and customers

- Who will benefit from or be impacted by this initiative?
- Can you segment your customers / employees that have similar requirements or characteristics?
- What do your personas / profiles tell you about these key groups?
- What is the overall eco-system of end-users and stakeholders and how does this create secondary impacts or define groups that need to be involved?
- Are there identified groups or individuals who might derail the change process?
- Who will take on operational ownership for long-term success and adoption of sustainable customer outcomes?

trics
defined and documented?
rack for user adoption (lead indicators)?
dopted the new ways of working (lag indicator)?
e benefits realisation metrics (lag indicator)?

Change Health Check



CHANGE MANAGEMENT HEALTH CHECK TOOL 01 - PLANNING

AIM: • To determine if due diligence has been applied to ensure that the end-to-end Change Management journey is sufficiently well planned to ensure success.

Change Saturation Heatmap

Initiative Name	Department Affected	Scope (Sc)	Process (Pr)	Complexity (Co)	Effort to Adopt (Ef)	Raw Impact Sum	Final Impact Score
Project A	Data Services	2	3	2	1	8	2
Project B	IT Security, Risk & Compliance	3	3	2	3	11	3
Project C	Financial Crime	2	2	2	3	9	2
Project E	Marketing & Communications	2	2	2	2	8	2
Project F	Client Exposure	3	1	1	1	6	1
Project G	Service Operations	3	1	1	1	6	1
Project H	Internal Audit Oversight and Coordination	3	3	2	3	11	3
Project I	Payments	3	3	2	3	11	3
Project J	Client Partnerships	3	3	2	3	11	3
Project K	Corporate Finance & Treasury	4	2	3	2	11	3
Project L	Taxation	1	2	3	4	10	3
Project AA	Legal	2	1	3	2	8	2
Project BB	Taxation	3	3	3	3	12	3
Project CC	Organisational Development	2	2	2	2	8	2
Project DD	Facilities	2	3	3	3	11	3
Project FF	Payments	1	2	1	2	6	1
Project GG	Payments	2	2	2	2	8	2
Project HH	Client Partnerships	3	2	3	2	10	3

Scope
1 (Low): Affects a small, contained part of the department or a few individuals.
2 (Medium): Affects a significant portion or several key functions within the department.
3 (High): Affects the entire department broadly.

Process
1 (Low): Minor changes to existing processes/tools; minimal new skills needed.
2 (Medium): Noticeable changes to daily tasks or processes; some new skills or focused training required.
3 (High): Fundamental shifts in how work is done; significant new skills, behaviours, or role adjustments needed.

Complexity
1 (Low): Simple, straightforward change; few dependencies.
2 (Medium): Moderately complex; some interdependencies or new systems involved.
3 (High): Highly complex change; many interdependencies, significant system changes, or novel approaches.

Effort to adopt
1 (Low): Easy to learn and integrate; minimal disruption or resistance expected.
2 (Medium): Requires some dedicated training and adjustment time; moderate engagement effort needed.
3 (High): Steep learning curve; significant time and effort for adoption; proactive resistance management required.

Business Unit	Departments	Jun-2025	Jul-2025	Aug-2025	Sep-2025	Oct-2025	Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	Apr-2026	May-2026
Product	Data Services	0	0	3	3	3	0	0	0	0	0	0	0
Technology	IT Security, Risk & Compliance	0	0	3	3	3	0	0	0	0	0	0	0
Product	Financial Crime	2	2	2	2	2	2	0	0	0	0	0	0
Customer Service	Marketing & Communications	0	2	2	2	0	0	0	0	0	0	0	0
Customer Service	Client Exposure	0	0	0	1	1	1	0	0	0	0	0	0
Technology	Service Operations	0	0	0	0	1	1	1	1	0	0	0	0
Risk	Internal Audit Oversight and Coordination	0	0	3	3	3	3	3	0	0	0	0	0
Product	Payments	3	6	6	6	3	0	0	0	0	0	0	0
Customer Service	Client Partnerships	3	3	6	3	3	0	0	0	0	0	0	0
Finance	Corporate Finance & Treasury	0	0	3	3	3	3	3	0	0	0	0	0
Finance	Taxation	0	3	3	3	3	3	3	3	0	0	0	0
Legal & People	Organisational Development	0	0	2	2	2	2	2	0	0	0	0	0
Legal & People	Facilities	3	3	3	3	0	0	0	0	0	0	0	0

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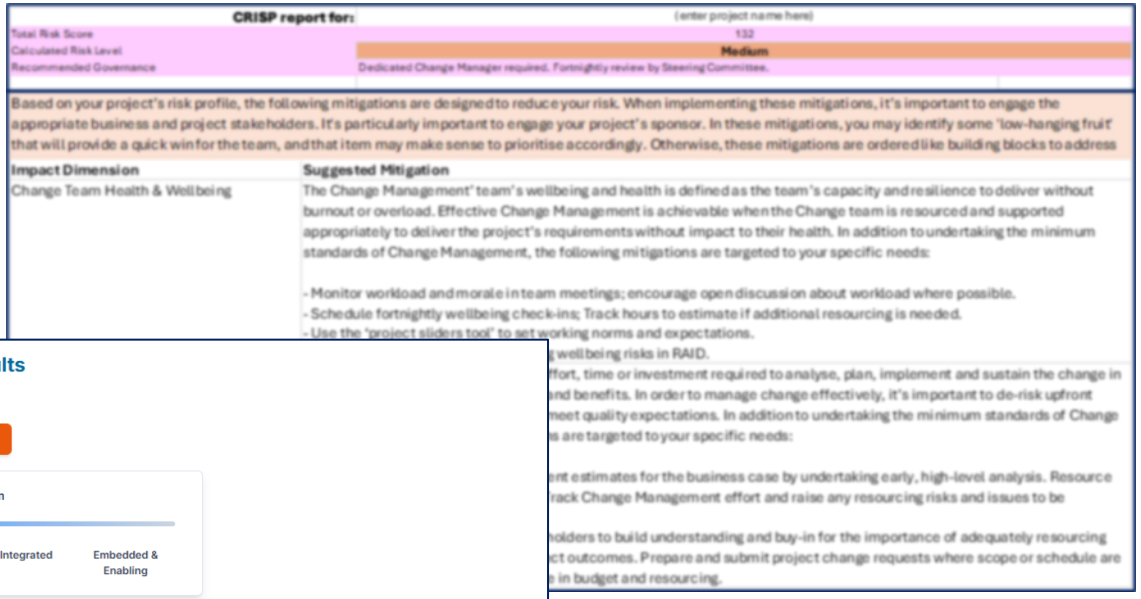
From Our Toolkit…

Change & Risk Impact Scoring Platform (CRISP)



CRISP report for:	(enter project name here)
Total Risk Score	132
Calculated Risk Level	Medium
Recommended Governance	Dedicated Change Manager required. Fortnightly review by Steering Committee.

Based on your project's risk profile, the following mitigations are designed to reduce your risk. When implementing these mitigations, it's important to engage the appropriate business and project stakeholders. It's particularly important to engage your project's sponsor. In these mitigations, you may identify some 'low-hanging fruit' that will provide a quick win for the team, and that item may make sense to prioritise accordingly. Otherwise, these mitigations are ordered like building blocks to address

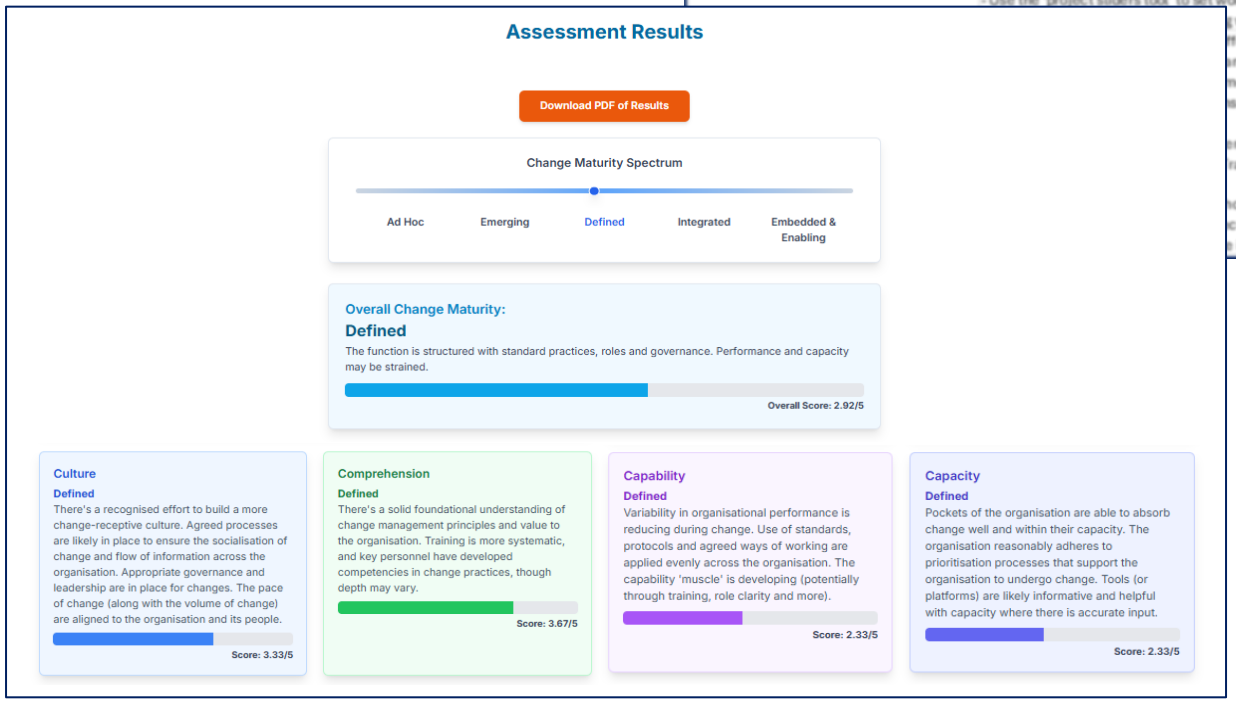
Impact Dimension	Suggested Mitigation
Change Team Health & Wellbeing	The Change Management' team's wellbeing and health is defined as the team's capacity and resilience to deliver without burnout or overload. Effective Change Management is achievable when the Change team is resourced and supported appropriately to deliver the project's requirements without impact to their health. In addition to undertaking the minimum standards of Change Management, the following mitigations are targeted to your specific needs: - Monitor workload and morale in team meetings; encourage open discussion about workload where possible. - Schedule fortnightly wellbeing check-ins; Track hours to estimate if additional resourcing is needed. - Use the 'project sliders tool' to set working norms and expectations. - ...g wellbeing risks in RAID.

...ffort, time or investment required to analyse, plan, implement and sustain the change in ...nd benefits. In order to manage change effectively, it's important to de-risk upfront ...meet quality expectations. In addition to undertaking the minimum standards of Change ...s are targeted to your specific needs:

...nt estimates for the business case by undertaking early, high-level analysis. Resource ...rack Change Management effort and raise any resourcing risks and issues to be

...olders to build understanding and buy-in for the importance of adequately resourcing ...ct outcomes. Prepare and submit project change requests where scope or schedule are ... in budget and resourcing.

Change Maturity



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Sample of Our Experience

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Change Management for Data Migration Program

Driving business and change readiness for CBA's largest data migration, replatforming Omnia to AWS Cloud

Commonwealth Bank of Australia (CBA) initiated the largest data migration in its history — and in the southern hemisphere — moving over 55 petabytes of data and 60,000+ pipelines from on-premise infrastructure to the AWS Cloud. This foundational shift was essential to support the bank's AI strategy and improve the speed and quality of data-driven decision-making. The program had widespread impact across data teams in all business units, including Retail, Business Banking, Risk, and Financial Services. A phased approach, with several smaller early releases, helped establish trust and momentum with stakeholders ahead of the major migration activities.

Seven's Change Manager led the Organisational Change Management (OCM) stream, partnering with CBA's internal change team to ensure business readiness across all impacted business units. The team delivered a comprehensive change strategy including stakeholder analysis, impact assessments, communication and engagement plans, and facilitated business unit-specific readiness sessions, leadership engagement, and tech domain all-hands forums.

The structured change approach helped build trust, align business units, and secure business unit sign-off for the migration. Regular pulse checks showed significant improvement in stakeholder awareness of the program's objectives, impacts, and post-migration support. This foundation contributed to a smooth transition and enabled CBA to accelerate its data and AI strategy.

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Change Management inputs to shape a Business Case

ASX AUSTRALIAN SECURITIES EXCHANGE

Change Management analysis and strategy for a complex business case

Australian Securities Exchange (ASX) undertook a significant business case development process in 2023 for a multi-year, multi-million-dollar platform change with wide-reaching impacts across the market.

Our Change Management (CM) team shaped the early thinking and CM input for the business case with in-depth consultation with over 15 business groups to understand and analyse the planned changes across people, process, technology and customer lenses. This was used to complete a detailed Change Canvas and Impact Analysis for each business group. Those formed the basis for a Change Strategy and Approach with proposed resourcing, associated cost estimates and a 12-month CM activity plan. All deliverables underwent a rigorous assurance process with minimal findings before being included in the business case.

The CM team also facilitated stakeholder engagement and internal communications to secure business case sign-off at the end of 2023. Our Change Manager is now preparing for Release 1 (2026) and Release 2 (2029).

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Change Management planning to support a critical platform rebuild

Department of Climate Change, Energy, the Environment & Water

Change planning and engagement design to build readiness and support adoption of a critical platform rebuild in a major reform program

The Biodiversity Offsets Scheme (BOS) Digital Transformation Program (BOS DTP) is a reform initiative by the Department of Climate Change, Energy, the Environment and Water (DCCEEW) to improve integrity, scalability, and usability of the scheme. Central to this is BOAMS 2.0, a rebuild of the Salesforce-based platform that manages biodiversity stewardship agreements and credit transactions. The new system addresses long-standing pain points, introduces automation, and aims to restore user confidence.

Building on the approved Change Management Strategy for BOS DTP, we delivered a program-level change champion network, a structured communications and engagement plan, and a dedicated SharePoint hub to drive consistent updates across the program. At the BOAMS 2.0 project level, we led the end-to-end Change Management stream for the pilot phase, delivering a detailed stakeholder analysis, change impact assessment, and a comprehensive Change Management plan. Behavioural change elements and the impact of automation were also incorporated, ensuring that both the human and technical aspects of adoption were addressed from the outset.

The BOAMS 2.0 pilot achieved strong engagement with key business users and early signs of improved trust in the platform. Program-level initiatives established a consistent approach to communication and engagement, positioning both the project and program for smoother adoption in future phases.

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Sustainable Change Plan

Business case development and change sustainability planning to expand the pilot of a social impact program nationally

Alinta Energy required a business case for a $6 million investment in their Community Development Initiative. The Energy Saver Program aims to reduce Alinta's hardship customers' energy bills through more efficient appliances. The business case sought approval to expand the appliance offering and operate nationally.

Seven Consulting's team collaborated with stakeholders and facilitated workshops to develop the business case, process documentation and a Change Sustainability Plan. The business case used analytical methods to establish an efficient future-state workflow and provide recommendations for the project's next phase. This included weighted scorecards to select partners for the program and a staggered national rollout to mitigate operational strains. The Change Sustainability Plan focused on embedding long-term changes across Alinta Energy's operations while incorporating stakeholder insights, feedback and human-centred design principles.

Seven's Change Manager successfully presented the business case to the executive leadership team, detailing the recommendations on the target operating model, performance measures for continuous improvement, partnerships, resourcing and embedding customer insights into the program through human-centred design. The business case was endorsed for investment and began in 2024.

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Change Management Health Check for HR Transformation

regis aged care

Independent review and recommendations to strengthen Change Management delivery for Regis' HR Transformation

Regis was delivering a substantial HR platform transformation focused on payroll and rostering to enable greater digitalisation, modernisation and cost optimisation. The program was partway through its delivery when Seven Consulting was engaged to conduct an independent in-flight Health Check and make recommendations to course-correct towards successful delivery of agreed outcomes. The scope of work included a review of the Change Management planning and activities.

Our Senior Change Manager applied our CM Health Check tool to assess and evaluate three aspects of managing change: planning, artefacts and culture. A series of one-on-one interviews were conducted with key stakeholders, sponsors and the existing Change Management team. An extensive review of available artefacts was conducted to determine quality and appropriateness.

A report highlighting strengths and recommendations were presented to the project Steering Committee, sponsors and the Change Management team. Recommendations were included in the wider list of action items prepared by the Seven Project Review team for implementation by Regis' project team.

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SEVEN CONSULTING

Change Management for the IT PMO Uplift, New Ways of Working and the new Agile@Post Framework

Australia Post

Change Management and Implementation Plan to uplift ways of working

Australia Post's Technology Delivery Services business unit was challenged by inconsistent Project Management practices, fragmented reporting, and limited risk visibility, which affected timely decision-making and effective governance. Agile teams also experienced inconsistent practices, governance gaps and varied levels of maturity that reduced predictability, efficiency and collaboration.

Our Senior Change Manager led a comprehensive approach, partnering closely with leadership to embed consistent project controls, raise awareness of the Agile@Post Framework, and make Project Communities of Practice more engaging and self-sustaining. Activities included tailored stakeholder engagement, mobilisation of champions, targeted training sessions, interactive workshops, and the development of user-friendly resources to ensure adoption and continuous improvement.

Along with the Seven team, our Senior Change Manager enabled consistent project delivery and Agile practices, contributed to centralised resources and capability uplift, and improved risk management and governance.

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Supporting Transition to a New Operating Model

Elanor Investors Group

Planning and facilitation to support HR in delivering a new operating model and organisational restructure

Elanor Investors Group was preparing to implement a new operating model and organisational restructure to deliver consistency and efficiency through a shared cross-sector resource pool. The change aimed to align the structure with business growth priorities and foster a high-performing culture.

Our Senior Change Manager partnered with the Head of HR and executive stakeholders to clarify the changes and their drivers. Stakeholder interviews and workshops identified the type and level of impact. This informed the Change Management Plan. Following initial announcements and in preparation for the transition, our Change team facilitated seven workshops on the new operating model, process improvement and team building.

The Change Management Plan was endorsed by Elanor's Executive Management Committee. The facilitated workshops achieved the goal of creating team readiness for the transition with 11 out of 11 critical readiness areas met. Working groups were established to sustain the ongoing internal change efforts needed to realise the benefits of the new operating model and structure.

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Digital Services Division IT PMO Uplift and Change Management

Australian Government
Department of Employment and Workplace Relations

Uplifting the IT PMO and Improving Stakeholder Satisfaction through Effective Change Management

The Digital Solutions Division (DSD) delivers a range of projects and programs that support policy outcomes for the Department of Employment and Workplace Relations (DEWR), the Department of Education and other government agencies. Due to DSD's unprecedented growth at the time, leaders at the DSD identified the need to scale and mature their approach to portfolio and program governance and oversight.

Seven Consulting was engaged to provide portfolio management services and work as part of the DSD IT PMO to uplift the portfolio and program governance processes. Our team implemented eight major changes plus enabling activities to enhance governance, visibility and accountability across the portfolio. As part of this work, our Change Management team (1) designed an engagement approach that focused on co-design and collaboration, (2) developed the DSD IT PMO value proposition for the PMO team to apply with their stakeholders, and (3) rolled out a learning program for the IT PMO and the Delivery teams.

The Change Management team tracked leading indicators to monitor the effectiveness of the engagement, communication and learning activities. Two key outcomes were that the Seven team helped DSD increase stakeholder satisfaction from 65% in August 2024 to 70% in April 2025, and we further increased IT PMO team satisfaction from 75% in October 2024 to 88% in April 2025. These improvements reflected the tangible benefits of a co-designed approach, strong stakeholder engagement and targeted capability uplift.

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Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customising and optimising project delivery based on 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/

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PROJECT 7

Our projects so far:

Seven Consulting has been giving back to the wider community since 2007, by supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

2007
Villawood Detention Centre (Sydney)

2008
South Australian Detention Centre (Sydney)

2011
Cambodian School Build (Sydney)

2012
Barnardos Kingston House (Sydney)

2013
Youth off the Streets (Sydney)

2015
- Jesuit Refugee House – Blaiket (Sydney)
- Hanover Crisis Centre (Melbourne)

2016
Marian Villa (Sydney)

2017
- Launch Housing (Melbourne)
- Cerebral Palsy Foundation (MNL)

2018
- Erin's Place (Sydney)
- Concordia Childrens Services (Manila)
- M.A.D. Woman Foundation (Melbourne)

2019
- Avalon Centre (Melbourne)
- Dignity.org.au (Sydney)
- Bahay San Jose – House with No Steps Foundation (Manila)

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 throughout the year to fulfill our Project 7 commitment.

2022 – Mini Project 7
- M.A.D. Woman (Melbourne)
  The pencil case challenge
- Bahay ni Maria and Tahanan ng Pagmamahal (Manila)

2023 – Mini Project 7

Sydney & Melbourne
- Clean Up Australia
- HeartKids
- M.A.D. Woman

Sydney
- Balmoral Burn
- Monika's Rescue
- Pocket City Farms

Manila
- Solar Hope
- JCI Batangas Caballero

2024

Sydney
- Northern Beaches Women's Shelter

Melbourne
- Community Housing Limited

Manila
- Habitat for Humanity Philippines
- Tanging Yaman Foundation Inc.

2025

Sydney (CatholicCare)
As part of Project 7 2025, our Sydney team partnered with CatholicCare Services to enhance their Disability Services warehouse, improving accessibility and creating a more welcoming space.

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SEVEN CONSULTING DELIVERY SUMMIT

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

Some of the Delivery Summit Speakers include:

John Hunt *- CIO & Managing Director of Group Enablement, Woolworths Group;* ***Jeya Shan*** *- Director Strategic Projects, CLP Power Hong Kong Limited;* ***Mick O'Brien*** *- Managing Director, EQT;* ***Darren Abbruzzese*** *- CIO Business Banking and Group Digital, NAB;* ***Glenn Waterson*** *- GM Retail Transformation, AGL;* ***Victoria Jones*** *- Head of Lending Transformation, ANZ;* ***Jane Harford*** *- Former Director of IT, Melbourne Girls Grammar;* ***Cindy Vandecasteele*** *- Former General Manager Customer Engagement, Alinta Energy;* ***Cameron McLean*** *- Former Chief Technology & Data Officer, GMHBA;* ***Margaret Wilde*** *- Program Director, NAB;* ***Geraldine Chin Moody*** *- Non-Executive Director & Chair Advisory Board, Directors Australia;* ***Alice Kunek –*** *Australian Professional Basketball Player, Seven Consulting Opals;* ***Kristy Wallace –*** *Australian Professional Basketball Player, Seven Consulting Opals*

We have achieved an average NPS of 68 across our 6 Delivery Summits

Our Delivery Summit Supporting Organisations

Visit us for more information: www.sevenconsulting.com/seven-consulting-delivery-summit

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SEVEN CONSULTING OPALS

Following on from being the first dedicated sponsor of the Matildas, we continue to support world-class Australian women's teams with the Seven Consulting Opals, currently ranked No.2 in the world and Olympics world bronze medal winners.

We are extremely proud to be official sponsors of the Australian Women's National Basketball team, the Seven Consulting Opals.

Seven Consulting is a proud naming rights partner of the Australian Women's National Basketball team, the Seven Consulting Opals.

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