



Our strategy and policy practice supports strategic and business planning, organisational change and the reform of services, programs and sectors.

**Our services include:**

- » Organisational strategy and change
- » Strategic and business planning
- » Service planning and program review
- » Policy analysis and development
- » Governance support and advice
- » Sector reform

We collaborate with organisations and sectors to understand their business and policy context and distil their challenges and opportunities. We use an evidence and engagement-based approach to shape vision and strategy, implemented through governance and operational decisions which achieve success. Our strong analytical and project management skills deliver solutions that are contemporary, strategic and practical.



## ORGANISATIONAL STRATEGY AND CHANGE

Elton Consulting understands organisations and helps them navigate their complex operating environments to improve and change. Experts in facilitating leadership, management and staff teams to work collaboratively, we build consensus to plan and implement workable strategies.

Our approach recognises the importance of leadership, building on organisational strengths and engaging effectively with key stakeholders who significantly impact how successfully change manifests.

We review organisational structures and work collaboratively with organisations to create business improvement strategies, change management and implementation plans, and the communications and engagement methods to support successful change.



## STRATEGIC AND BUSINESS PLANNING

We work with boards, senior executives, staff and other stakeholders to develop strategic and business plans that drive successful implementation.

Our experience in strategic risk management and corporate governance is integrated into our business planning processes. We help our clients make sense of complex and changing operating environments and set clear priorities, strategic directions and measurable outcomes.



## SERVICE PLANNING AND PROGRAM REVIEW

We review service and program frameworks, including their purpose, funding and resourcing arrangements and delivery models. We help clarify required outcomes, consider benchmarks and identify delivery options. We engage staff and stakeholders, including communities, clients and customers. We develop approaches that embed cultural change in program and service planning.

In the context of changing community expectations, regulatory and accountability requirements, or constrained finances, we review the efficiency and effectiveness of service delivery arrangements to reshape practical program and service frameworks.



“Elton Consulting has partnered with clients for over 25 years to deliver practical benefits to cities and regions, organisations and communities.”



### POLICY ANALYSIS AND DEVELOPMENT

Elton Consulting draws on direct experience in government policy processes and decision making to provide the best advice to our clients. We combine general strategic policy capabilities with specialist expertise in social, affordable and market housing, community services, local government, social sustainability and liveable communities.

We research and analyse policy options and distil complex material into high quality discussion papers and presentations. We undertake literature reviews, case study research and assess qualitative and quantitative data. We have expertise in qualitative engagement, including designing and conducting workshops and focus groups.



### GOVERNANCE SUPPORT AND ADVICE

We have a deep and practical understanding of best practice governance of community housing associations, other not for profit organisations, local councils and state government entities. We help clients review board governance and decision-making to increase organisational success.

With the challenges of change and increased requirements for partnerships and collaboration, we assist clients to pursue business alliances that deliver strategic and operational benefits. We are experienced in facilitating cross sector partnerships and advising on complex public/private funding, governance and accountability requirements.



### SECTOR REFORM

We support sectors that are undergoing change and growth. We analyse the environment, identify needs and gaps and develop future focussed policy and business models. We undertake sector wide strategic planning and review, develop new governance arrangements and prepare policy and action plans. We also develop practice tools that help to strengthen and accelerate performance improvement.

With expertise in engagement and strategic thinking, we bring sectors and organisations together to collaborate effectively, identify and pursue common interests and deliver better outcomes.

## RECENT PROJECTS

We have a deep understanding of our clients' sectors and operating environments. This helps us to achieve practical outcomes in complex situations.

- » Review of Community Consultative Committee Guidelines – NSW Department of Planning and Environment
- » Business improvement and organisational redesign – Camden Council
- » Disability Inclusion Action Planning Guidelines – Local Government NSW
- » Pilot Joint Organisations – NSW Office of Local Government
- » Strategic planning forum – Blacktown City Council
- » Develop build-to-rent prospectus – private sector client
- » Local government reform – NSW Department of Premier and Cabinet
- » Strategic advice to pursue affordable housing business opportunities – Private sector clients
- » Organisation-wide service planning – Tweed Shire Council
- » Review of appeals and complaints framework – Public sector client
- » Crown land community engagement reform – NSW Department of Industry – Lands and Water
- » Strategic Plan and Business Plan – Bridge Housing
- » Aboriginal community housing market analysis – Public sector client
- » Affordable housing industry capacity research – AHURI
- » Review of policy framework – YMCA

Elton Consulting provides trusted advice and practical solutions to all levels of government, the private sector and community organisations.

We work collaboratively with clients in infrastructure, property, transport, community services, housing and other sectors to deliver the best results.

Our team of over 100 staff understand it is important to tailor solutions to client needs.

We collaborate and think strategically to:

- » create great places and facilities for people
- » develop policies and strategies that work
- » communicate and engage meaningfully with clients, communities and stakeholders
- » improve communities, services, systems and organisations
- » design materials that bring projects to life