

Capability Statement

March 2011

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**Relevant Knowledge
and Experience**

Overview of our experience

Riley & Riley is a business focused on assisting clients to develop and implement business and performance improvement strategies.

Capital Training is a wholly owned subsidiary focused on the delivery of education and training programs.

We work with our clients focusing our efforts on advising and assisting managers, executives and their management teams in:

- strategic decision making
- business strategy and planning
- financial literacy and business acumen
- strategic financial management, and
- management and financial control.

Our team members have developed and been part of the implementation of agency and whole-of-government frameworks, including the Australian Government Department of Foreign Affairs and Trade *Financial Management Training Needs Analysis*, Tasmanian Department of Health and Human Services *Integrated Finance and Performance Framework*, a Commonwealth of Australia *Resource Management Training Strategy*, a Whole of State *Risk Management Framework*, the Queensland *Adoption Reform Implementation Project* and the Tasmanian State *Financial Management Education and Training Program* on behalf of the Tasmanian Inter-agency Working Group on Education and Training.

**Relevant Knowledge
and Experience**

Overview of our experience (continued)

Riley & Riley and Capital Training also delivers a range of management training programs including post-graduate programs. We have developed and delivered management training, including training in:

- financial management, including budgeting, accounting and reporting and financial management controls
- performance information and developing and monitoring key performance indicators
- project management
- process mapping, analysis and improvement, and
- management and assessment of grants and funding agreements.

Our experience includes experience undertaking assignments for the Australian Government Departments of:

- Agriculture, Fisheries and Forestry
- Education, Employment and Workplace Relations
- Environment and Heritage
- Finance and Deregulation
- Foreign Affairs and Trade
- Health and Ageing, and
- Prime Minister and Cabinet.

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***We have a detailed
understanding of public
sector performance
information and
financial management
frameworks.***

**Relevant Knowledge
and Experience**

Overview of our experience (continued)

Our team members have also assisted Tasmanian and other State Government Departments in consulting, training and facilitation in business strategy and planning, and performance and financial management assignments, including:

- Tasmanian Department of Health and Human Services
 - Integrated Finance and Performance Framework
 - Accrual Accounting Briefings and Training
 - Grant Management Training
- Tasmanian Department of Treasury and Finance
- Tasmanian Department of Education
- Tasmanian Department of Primary Industries, Parks, Water and the Environment
- NSW Department of Ageing, Disability and Home Care
- NSW Housing
- NSW Premier's Department
- NSW RailCorp
- Queensland Department of Communities
- Queensland Treasury
- Victorian Department of Justice
- ACT Chief Minister's Department, and
- ACT Department of Disabilities and Community Services.

The assignments applied our State public sector experience and required us to be able to link consulting to implementation and skills development.

**Relevant Knowledge
and Experience –
Case Study**

**Developing performance Information for the Australian Government Department
of Agriculture, Fisheries and Forestry**

Kevin Riley lead our team in assisting the Department by developing and delivering facilitated training and consultations to develop Program objective statements, Program deliverables and Key Performance Indicators for inclusion in the 2010-2011 and 2011-2012 Portfolio Budget Statements (PB Statements).

➤ The project addressed:

- ✓ the requirements for developing consistent and well structured performance information within the Department of Finance and Deregulation's requirements of PB Statements, and
- ✓ tools and techniques for developing performance information relevant for work unit and team planning and management.

➤ The process of facilitating the development of performance information included:

- ✓ developing training that communicates the Department's requirements in developing performance information for the PB Statements
- ✓ developing tools for specifying program objectives and deliverables and program objectives and deliverables performance information
- ✓ facilitating the development of Divisional and Portfolio Agency performance information, and
- ✓ reviewing the program objectives and deliverables performance information developed by Divisions and Portfolio Agencies.

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**Relevant Knowledge
and Experience –
Case Study**

**Developing financial management training for the Australian Government
Department of Health and Ageing**

Kevin Riley assisted the Department by developing and delivering financial management. The program addresses a range of financial skilling issues for line and operational managers across all the Department's programs. The financial management education training include the following workshops:

- ✓ An Introduction to the Commonwealth Budget
- ✓ Building Your Budget
- ✓ Managing and Monitoring Your Budget
- ✓ Keeping the Books
- ✓ An Introduction to Financial Analysis.

**Developing financial analysis training for the NSW Department of Ageing,
Disability and Home Care**

Our team consulted with and developed a financial analysis training for Program managers within the Department to assist with reading and analysing the audited financial statements of service providers and contracted organisations. The training had the objective of assisting managers to assess the financial viability of service providers, contributing to better long -term outcomes for clients and recipients of service.

**Relevant Knowledge
and Experience –
Case Study**

Developing framework for the Tasmanian Department of Health and Human Services

Our team members prepared the “**Integrated Financial and Performance Framework**” for the Office of the Community Sector of the Tasmanian Department of Health and Human Services. The development of the Framework required State-wide consultations with representatives of Community Sector Organisations (CSOs) as well as Departmental executives and business unit managers. This report is publicly available from www.communityexpress.dhhs.tas.gov.au and was accepted by the Secretary and Departmental Executive and adopted for implementation by the Minister for Health and the Minister for Human Services in February 2009.

Subsequently the Department revised business processes for the planning and managing of grants to:

- ✓ focus performance in terms of client outcomes
- ✓ integrating financial and non-financial performance, including quality and safety indicators
- ✓ reduced the time to approval of funding agreements
- ✓ reduce the administrative burden on CSOs by altering acquittal and reporting requirements, and
- ✓ clarifying and streamlining internal departmental approval processes by altering responsibilities and delegations for entering into funding agreements for grants to CSOs.

**Relevant Knowledge
and Experience**

Our project management experience

Our team members have also assisted Tasmanian and other State Government Departments in the project management of the development of policies or specific deliverables within agencies, including:

- Tasmanian Department of Health and Human Services (DHHS)
 - development of the OCS Integrated Finance and Performance Framework
 - development of template tools and process mapping supporting the implementation of the OCS Integrated Finance and Performance Framework
 - accrual Accounting Briefings and Training supporting financial management process improvements within the DHHS
 - grant Management Training delivery supporting the development and management of Funding Agreements by DHHS
- Tasmanian Department of Treasury and Finance
 - project management of the development of the Whole of State Financial Management Education and Training program on behalf of the inter-Agency Education and Training Working Group

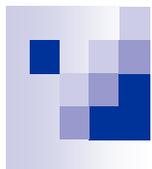
These assignments demonstrate our capacity to work constructively within an organisation, as part of a project team, and contribute to successful project completion.

**Relevant Knowledge
and Experience**

Our project management experience (continued)

- Tasmanian Department of Treasury and Finance
 - project management of the development of the Tasmanian Whole of Government Financial Statements
 - project management of the development of Tasmania's Whole of Government and departmental accrual budgeting framework and advising departments implementation processes
 - managing the development of a Whole of State Risk Management Framework
 - managing the review of the legislative framework governing the role of the Tasmanian Auditor General and advising on the replacement legislation, and
 - managing the development and implementation of new legislative frameworks for the governance and oversight of Tasmania's Government Business Enterprises.
- Queensland Department of Communities
 - overall project responsibility for the delivery of complex adoption legislation, policy, practice and systems to ensure Queensland Government compliance with new statutory obligations under the Adoption Act 2009 (in line with international treaty obligations). The project successfully realised the most significant change in Queensland's adoption laws and practice in 45 years.

The assignments have utilised our detailed understanding of the public sector and successful project management skills, including stakeholder engagement and management within the public sector.



**Relevant Knowledge
and Experience**

Our general project support experience

Our team members have also assisted a range of project managers with specialty skills in:

- ✓ **financial management** including **costing, budgeting and cost benefit analysis**
 - » assisting Agency Advice Units within the Department of Finance and Deregulation in reviewing budget costings prepared by agencies as part of the annual Budget development process
 - » delivery of financial management training on behalf of the Tasmanian Training Consortium, DHHS, Treasury and other Tasmanian agencies

- ✓ **facilitation and training** in support of **process mapping, process analysis, change management and improvement**
 - » delivery of training in process mapping for the Department of Defence
 - » mapping the process for managing grants on behalf of the Office for the community Sector within DHHS

**Relevant Knowledge
and Experience**

Our general project support experience (continued)

- ✓ **facilitation and training in management and business performance improvement** supporting change management initiatives

- ✓ **development and specification of financial and non-financial performance information** in support of projects, initiatives, programs and outcome

- » facilitation the development of key performance indicators for the Department of Agriculture, Fisheries and Forestry
- » developing and delivering the *Understanding Performance Information* workshop for Tasmanian Treasury and Finance and the Tasmanian Training Consortium.

- » facilitation the development of key performance indicators for the Department of Agriculture, Fisheries and Forestry
- » developing the *Understanding Performance Information* workshop for the Tasmanian Department of Treasury and Finance and delivered for the Tasmanian Training Consortium.

**Relevant Knowledge
and Experience**

Our general project support experience (continued)

- ✓ **facilitating stakeholder engagement and consultations** in support of change management and project implementation
 - » facilitating stakeholder engagement throughout the development of the Queensland Adoption Reform Implementation Project during 2009 and early 2010. This included community, special interest and Ministerial engagement.
 - » facilitating stakeholder meetings for all Tasmanian State sector agencies as part of the development of the Financial Management Education and Training Program.
 - » facilitating community sector organisation forums and internal DHHS forums around Tasmania as part of the development and 'road-testing' of the Integrated Finance and Performance Framework for the OCS.

**Methodologies,
tools and
approaches**

**Specific methodologies used in previous assignments – training development
(continued)**

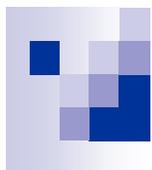
Phase	Tasks	Deliverables
3. Develop training including relevant and specific tools and techniques	<ul style="list-style-type: none">•Develop materials including course notes, reference materials, exercises, case studies, tools, techniques and presentation slides•Develop post-workshops activities to enhance application of performance information	<ul style="list-style-type: none">•Practical and relevant learning materials, exercises, case studies, tools and techniques•Suggested post-workshop application tasks
4. Deliver training and facilitate development of performance information	<ul style="list-style-type: none">•Deliver training•Facilitate development of performance information•Evaluate delivery and facilitation	<ul style="list-style-type: none">•Professionally presented and facilitated workshops

**Methodologies,
tools and
approaches**

Specific methodologies used in previous assignments – training development

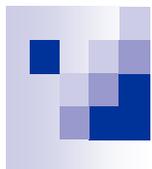
Our approach to training development is based on:

- ✓ a proven training design and development methodology – recognised by our association with the Tasmanian Training Consortium and the College of Public Sector Management, a Registered Training Organisation
- ✓ a demonstrated link between management training and academic accreditation for learning – recognised in part through our alliance with the Southern Cross University and the delivery of the Graduate Certificate in Accounting for the Department of Defence
- ✓ the use of appropriate adult learning principles
 - **Understanding.** Sufficient information should be provided for participants to understand the concepts and principles related to the topic at hand.
 - **Practice.** Participants must have the opportunity to practice effective actions or behaviours and to learn through interactive sessions such as case studies.
 - **Feedback.** Participants must have the opportunity to ask questions and to receive feedback on their actions and behaviours.
 - **Modelling.** Participants must have models on which to pattern their actions and behaviours, as exhortation is insufficient.
 - **Application.** As participants must persist in using new skills and knowledge back on the job, they should leave the course with a practical action plan.
- ✓ practical and relevant training case studies, exercises and simulations focused on applying the skills, tools and behaviours required, and
- ✓ interesting, lively and thought-provoking training delivery.



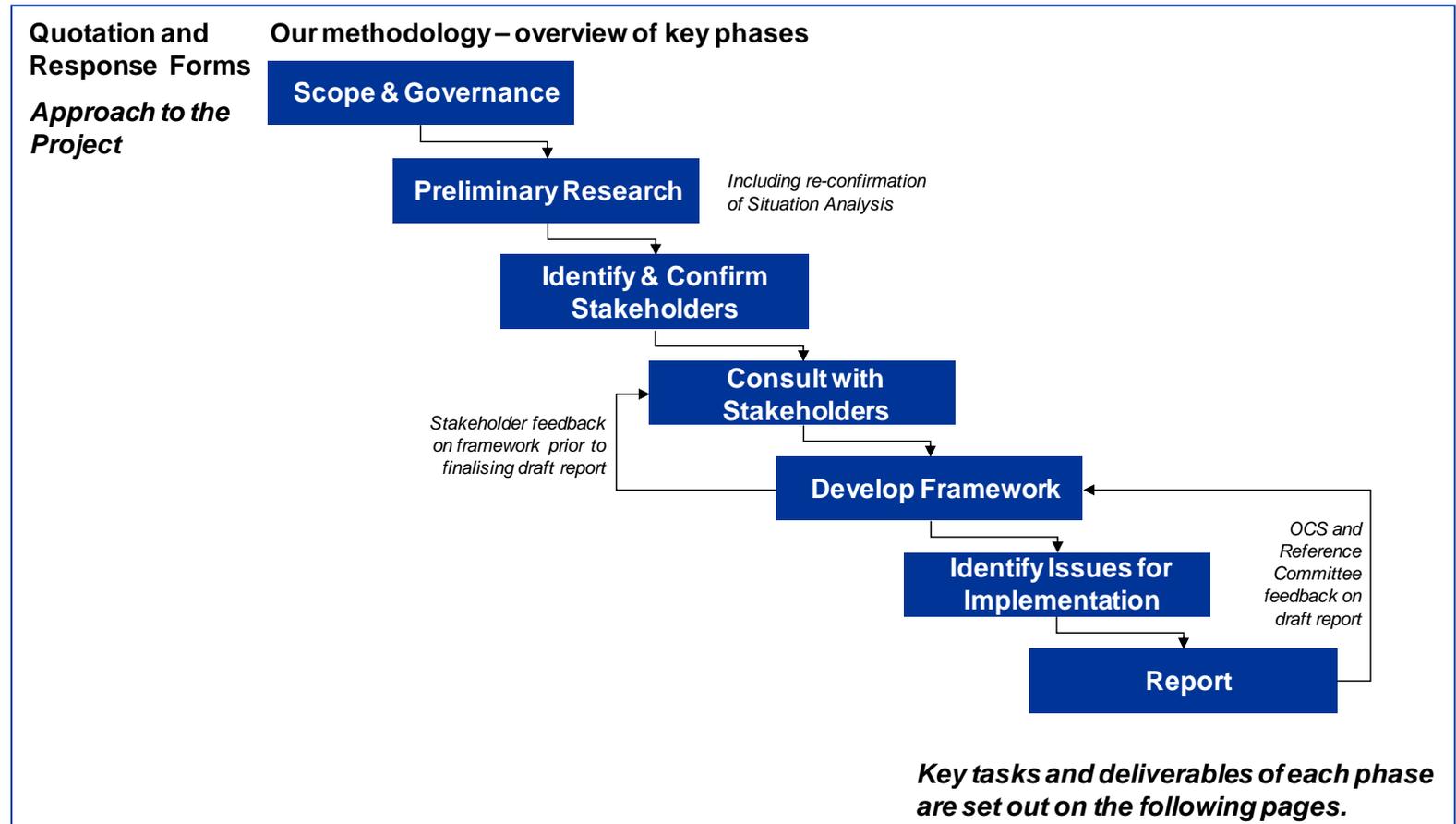
**Methodologies,
tools and
approaches**

Specific methodologies used in previous assignments – facilitation – this example drawn from a project to facilitate the development of performance information for inclusion in Budget Papers



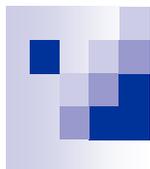
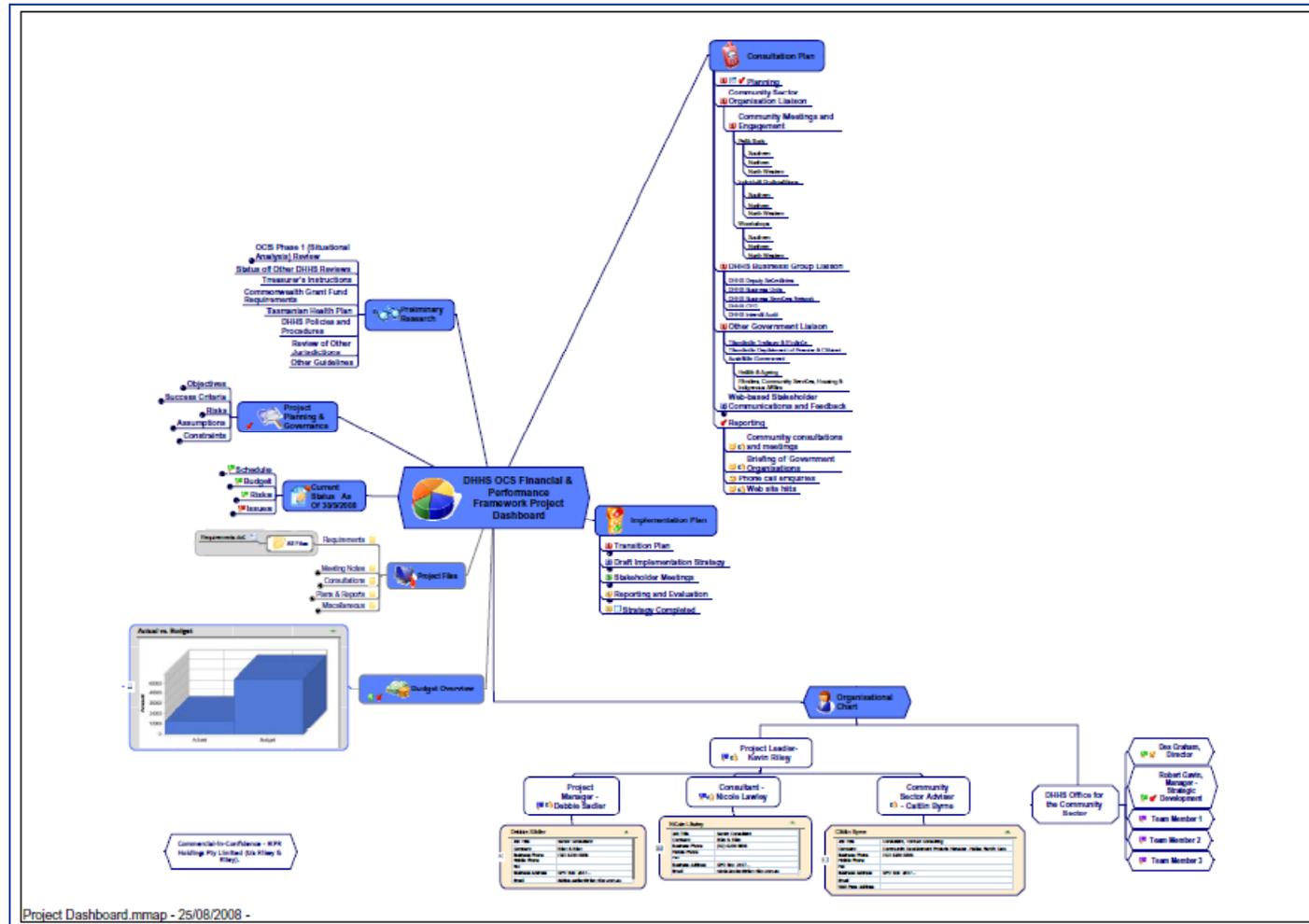
Methodologies,
tools and
approaches

Specific methodologies used in previous assignments – facilitation and community consultation – this example drawn from our successful development of the Integrated Finance and Performance Framework for DHHS



Methodologies,
 tools and
 approaches

Specific methodologies used in previous assignments – project dashboard reporting using Mindjet MindManager software



**Methodologies,
tools and
approaches**

Product partner and reseller arrangements

Riley & Riley is a licensed reseller of Mindjet MindManger software.

MindManger is designed to capture ideas and information, organize and prioritize, and to communicate visually the results of brainstorming and problem solving sessions, create actionable project plans and improve decision-making and productivity.



Riley & Riley is also a Bookkeeping Partner with MYOB.

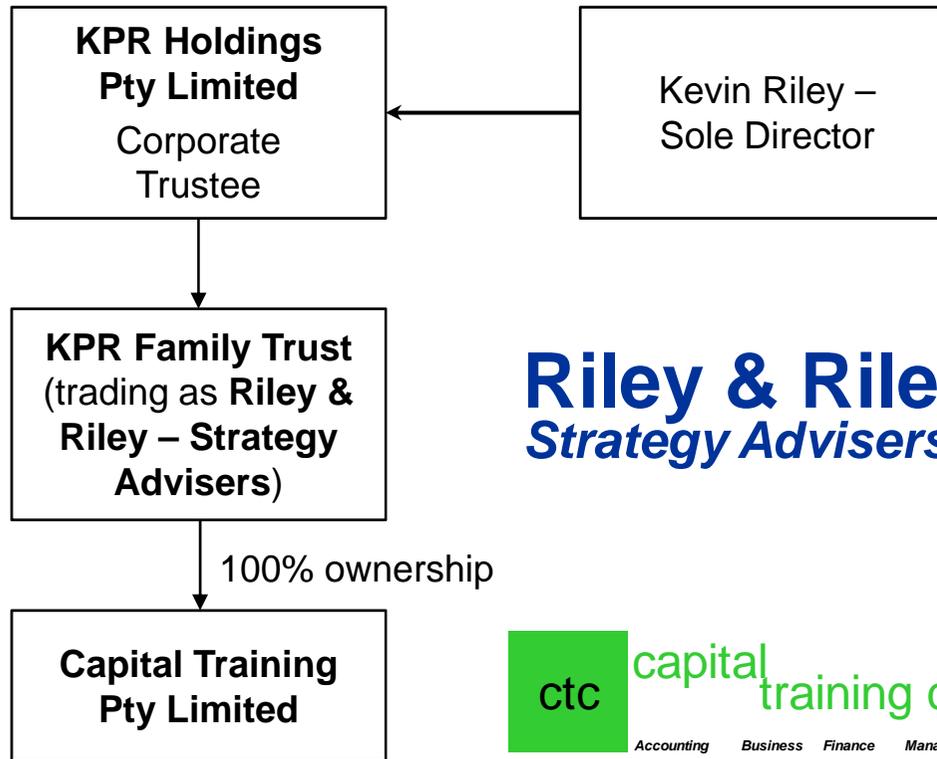
MYOB - Australia's largest and most successful provider of business software, solutions and services for independent business in Australia and NZ. For almost 2 decades MYOB has revolutionised how small businesses and accounting practices are managed. dreams.



Company profile -
structure

Consulting and
Advising

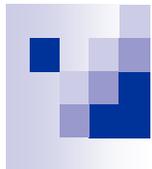
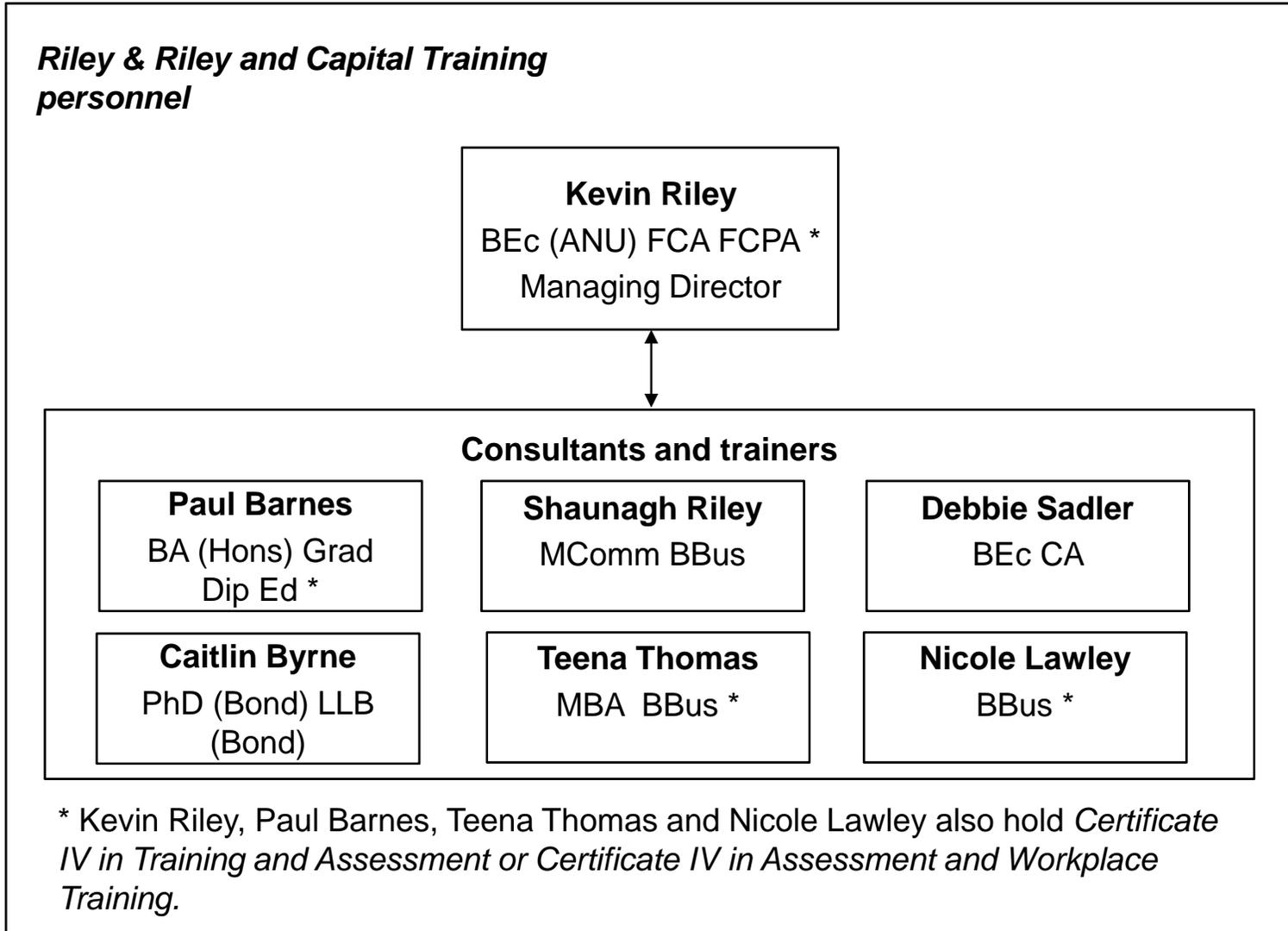
Training



Riley & Riley
Strategy Advisers

ctc capital training college
Accounting Business Finance Management Strategy

Company profile -
personnel



**Company profile -
panel arrangements**

DHHS Accountancy and Audit Consultancy Services Panel

We have been appointed to the ***DHHS Accountancy and Audit Consultancy Services Panel in the area of Risk Management, Governance and General Consultancy*** (RFT Number: DHHS-5284F). Our appointment was confirmed in September 2010.

Master Agreement with The Training Consortium

Capital Training Pty Limited has a Master Agreement with The Training Consortium for the “facilitation of learning and development workshops or as otherwise agreed in writing by the Delegate or the Consultant.”

The Master Agreement commenced on 20 November 2008 for a period of 3 years.

**Company profile –
insurances**

Current insurance policies

We confirm that, as at the date of this statement the following insurance policies are current. Certificates of currency can be provided by our insurance broker upon request.

Office Insurance incorporating General and Product Liability

Period to: 16 October 2011

Cover: General Liability \$20,000,000 and Product Liability \$20,000,000

Professional Indemnity

Period to: 4 November 2011

Cover: \$10,000,000

Workers Compensation

Period to: 23 November 2011

Cover: Legal liability

Corporate Travel

Period to: 29 January 2012

Cover: Personal liability \$5,000,000