

SVA Consulting

professional guidance for non-profit organisations and funders





SVA CONSULTING was established by Social Ventures Australia (SVA) to ensure that Australian non-profit organisations and funders have the resources and support they need to deliver real benefits to the community.

'By the time the five year strategy was delivered I was confident that all avenues of potential income had been explored and that no stone had been left unturned. I was particularly impressed with how thorough SVA Consulting's research was when exploring some of the more innovative income streams.'

KATY BARFIELD, EXECUTIVE DIRECTOR, SECONDBITE

THE NON-PROFIT sector is continually challenged to deliver real benefits to society whilst improving efficiency and effectiveness. Demonstrable social outcomes are progressively becoming more important to engage stakeholders and attract support for a sustainable future.

SVA Consulting draws on professional skills, expertise and knowledge to work with non-profit organisations to deliver their mission and grow their impact.

Customised and results driven solutions are built from an understanding of the market and a methodical approach to developing organisational strategy, enhancing operational delivery and providing the evidence required to demonstrate success.

Utilising our skills in analysis, diagnostics, research and facilitated group work, we provide fact based guidance to support critical decisions. Our aim is to build the strengths of our clients' people and organisational culture through the transfer of knowledge, skills and practical tools.

SecondBite is committed to making a positive difference to people by identifying sources of nutritious surplus fresh food and produce that might otherwise go to waste, and facilitating its safe and timely distribution to agencies and people in need. Right, the Governor of Victoria, Professor David de Kretser A.C. (facing camera) helps unload another SecondBite delivery; Sue Pearce from Maya Living Free Healing Centre accepts a weekly delivery of fresh produce from SecondBite.





STRATEGY DEVELOPMENT

OPERATIONAL ENHANCEMENT

DEMONSTRATING IMPACT

Creating strategic direction and an operational framework to deliver the organisation's purpose and goals.

Reviewing and enhancing current operations and programs to improve performance.

Identifying and reporting on the social value created by the organisation.

Developing clear purpose and goals:

- **Strategic planning** to identify goals at organisational and program level including the creation of program logic, implementation tools and plans.
- **Market intelligence** to gain insights into the market and to create a deeper understanding of opportunities, competition, threats etc.

Building skills, expertise and support structures:

- **Program review** to assess operational processes, systems and internal capacity to address challenges and provide a map for growth.
- **Skills development and mentoring** to enhance management capabilities and fulfil leadership potential among senior staff.
- **Board support**, in partnership with Cameron Ralph and Zentricity, to provide benchmarking, evaluation and guidance to enhance performance.

Building appropriate measurement frameworks:

- **Monitor** and **evaluate** program and organisational outcomes to review organisations against their strategic goals.
- **Use Social Return on Investment (SROI)**, an internationally recognised tool, to provide an estimate of the total financial value, including social impact, created by a non-profit organisation and compare it to the investment required to generate these benefits.

'The case study has been invaluable across a whole range of areas for us. It explains exactly what we do and why we are enjoying success in an area that is lacking in success stories across Australia.'

JEAN ILLINGWORTH,
PRINCIPAL, DJARRAGUN COLLEGE

'The SVA Consulting team brought expertise and time. They asked hard questions, built up a real picture of what was going on, and formed trusting relationships. From the initial injection of capacity and tools, cultural change, thinking and conversations, we are finding that the templates and processes are now cascading through the organisation.'

DAVID CARTER, BUSINESS MANAGER, WAYSIDE CHAPEL



The Wayside Chapel offers assistance to the lonely, homeless, abused and dispossessed of Sydney's Kings Cross. SVA Consulting recently worked with Wayside to review its programs and reinvigorate its missions. 'Elmo', a 21 year old Wayside client, has been living on the streets for five years. Thanks to the work of Wayside, he now wants to get his life back on track and enter a detox and methadone program.

SERVICES FOR FUNDERS



SOCIAL INVESTMENT STRATEGY

PRIVATE PHILANTHROPISTS, corporate foundations, trusts and governments are increasingly committed to ensuring their social investments have a measurable impact. Prudent funding decisions are imperative to ensure positive social returns are achieved.

SVA Consulting utilises its extensive experience, networks and strategic planning skills to support funders in making informed decisions on their social investments.

We work in partnership with our clients so that they and their families or staff remain intimately involved in the planning and decision making.

Developing a framework for social investors to ensure goals are met and the impact of the funding is measured.

Taking a strategic and informed approach to social investment:

- **Structure social investment strategy** to establish clear and observable goals.
- Establish a **viable funding process** to best support the goals of both the funder and their non-profit recipient.
- Assist the funder to **evaluate the performance** of the non-profit organisation against their stated goals.
- **Demonstrate the social impact** of a funder's social investment.

FUNDING RECIPIENT DEVELOPMENT

Isolating areas where additional investment could accelerate the achievement of growth targets.

Strategically applying funding:

- Work with funders and their chosen beneficiary to **pinpoint** where **resources can best be focused** to build the capabilities and capacity of the funded organisation.

'SVA Consulting not only helped us to define the direction and strategy for our foundation, but also recognise that philanthropic decision making needs to be based on more than just emotion. The ability to look at social investment decisions in a strategic manner is equally important and SVA Consulting facilitated this process.'

PAUL SALTERI, DIRECTOR, CAGES FOUNDATION

'The work of SVA Consulting has been invaluable in supporting staff in the Higher Expectations Program (HEP). After conducting a thorough review of the program and making recommendations to assist staff in their administration and reporting mechanisms, SVA Consulting have maintained an ongoing watching brief with HEP. Their professionalism, support and interest in the program has been a real asset as HEP continues its vital work with young Indigenous students.'

JULIE WHITE, HEAD OF MACQUARIE GROUP FOUNDATION, MACQUARIE



Higher Expectations Program (HEP) is a scholarship program based in Cairns at the Cape York Institute (CYI) that recruits academically talented students from remote communities in Cape York. The program sponsors the students to attend boarding schools in Queensland for Years 8-12, with the objective of continuing on to tertiary education. As a key funder of the program, Macquarie Group Foundation engaged SVA Consulting to look at ways in which the program could potentially be strengthened. Here, members of the CYI team are with SVA Consulting's Lisa George (at right).

ABOUT SVA CONSULTING

'SVA Consulting allowed us to bring to life our dreams and ambitions for the next five years. We always knew we had a compelling story to tell, SVA helped us put that story to paper and make it live so we had a clear, concise direction to make a significant impact for Indigenous students across the nation. SVA's commitment to accountability is paramount in the non-profit sector and it means we can now show our kids, parents, participants and partners that we are making change.'

JACK MANNING BANCROFT, CHIEF EXECUTIVE, AUSTRALIAN INDIGENOUS MENTORING EXPERIENCE (AIME)

SVA Consulting works with a range of non-profit organisations on customised, results-driven solutions which improve organisational performance and social impact. The consulting team also supports funders, including foundations, philanthropists and governments, to make informed decisions about their social investments.

Our professional staff have a depth and breadth of both corporate and non-profit experience, gleaned from organisations like Bain, McKinsey and BCG, positioning us well to work alongside our clients to meet their challenges. We operate throughout Australia from our offices in Sydney and Melbourne. Additionally, we partner with major strategic consulting organisations on a project basis as required.

SVA Consulting charge on a cost recovery basis – so our fees are low to keep our services accessible. We are able to offer our services at these rates thanks to the support of our major corporate sponsor Macquarie Group Foundation and philanthropist Robin Crawford. We are grateful to them for their support and their vision.

Our Advisory Group

The Executive Director of SVA Consulting has access to a diverse range of business, entrepreneurial and philanthropic skills and experience through an Advisory Group consisting of:

Laurie Cox
Robin Crawford
Toby Hall
Greg Hutchinson
Rob McLean
Jan Owen AM
Michael Traill
Julie White

'The work by SVA Consulting will be of great help to us. It means we can make a strong case to investors, and have a sound planning and evaluation tool going forward. I think it will be really important for us to follow this up again in a couple of years. It is one of our core tools for measuring and sustaining success.'

ALEX SHEAD, CHIEF EXECUTIVE, FAIR BUSINESS

'We approached SVA Consulting because they seemed to have a blend of business and non-profit skills and intelligence. What we experienced was excellent input which has led to strategic goals for GPT that are logical, tangible and applicable to our organisation.'

DR CAROLINE NOLLER,
HEAD OF CORPORATE RESPONSIBILITY, GPT



Macquarie Group
Foundation



OUR CLIENTS

Some of the organisations we have worked with include:

AMP Foundation
Arts NT
Australian Indigenous Mentoring Experience (AIME)
Beacon Foundation
Bonsai – The Imagination Tree
Cages Foundation
Centacare Wilcannia-Forbes
Centre for Eye Research Australia (CERA)
Charles Darwin University Council on the Ageing
Djarragun College

Fair Business
Ganbina
Great Lakes Community Resource
Hands On Learning
Higher Expectations Program (HEP)
Homeshare NSW
Inspire Foundation
Jewish Care
Kairos
Kildonan UnitingCare
Macquarie Group Foundation
Mission Australia
Pathways
Private Philanthropists & PPFs
Shalom College

SecondBite
SVA Venture Partner Portfolio
Sydney Children's Hospital Foundation
Telstra Foundation
The Benevolent Society
The GPT Group
The Thomas Foundation
Wayside Chapel
Yarnteen
Youngcare



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