

About *Enhancing Community Business*

Enhancing Community Business is all about what the name suggests.....we exist to enhance your business. We specialise in providing Management Support Services for the Human Service and Community Sector.

ECB was created by Andrew Williams who has spent over 22 years within the Human Services sector. He has worked at all 3 levels of government as well as holding executive and general management roles in a large National Not-for-profit agency.

Enhancing Community Business



CONSULTING MANAGEMENT
SERVICES FOR THE HUMAN
SERVICE SECTOR

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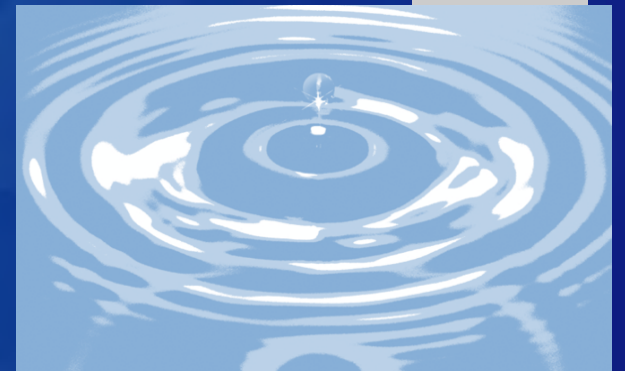
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ECB provides a suite of consulting management support services, specifically designed for Senior Managers, CEO's, and Boards who operate within the complex environment of Human Services. The services offered by ECB are designed to assist organisations in fulfilling their vision and mission. They can be custom designed to meet the specific needs of any Human Service Agency.

The support and services offered by ECB have been designed by Principal Consultant Andrew Williams, who has a successful track record and a wealth of experience at a senior level in the human service sector, both Government and Non-Government.

ECB Can Help You With.....

STRATEGIC DEVELOPMENT. ECB can assist organisations with all facets of strategic development including

- Strategic Planning,
- Operational Effectiveness (systems reviews and development—HR, Quality Management, Staff Surveys, Communication),
- Business Development (expansion of services, infrastructure development, service and support modelling.
- Risk Management, and
- Corporate Governance.

MANAGEMENT SUPPORT. ECB can provide expert support with

- Manager Mentoring and Coaching,
- Management Skills Audits,
- Management Practice Forums, and
- Staff Performance Management Systems.
- **Executive Recruitment**

AGENCY RESOURCING. ECB can assist agencies with

- Full Service or Business Unit Reviews,
- Unit Costing and Benchmarking
- Agency Costs (internally and externally), and
- Analysing Administration Costs.

PROJECT SUPPORT. ECB can deliver expert advice with

- Project Management Activities (including the development of new services or the restructure or devolution of existing services), and
- Support in Accessing Funding (**tender writing** or advice and agency to agency negotiations).

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