

Capability Statement

Management Consultancy



Our point of difference

Sick of paying top dollar to big consulting companies, only to be underwhelmed with the quality and experience of their consultants?

Transformation Success is a boutique Brisbane based management consulting company established in 2011. We are experts in transformation, strategy, change and portfolio, program and project management.

**WHY
US?**



Agility

We are straight talking, work at pace and utilise agile ways of work. We utilise human centered-design and get the job done right, the first time.



Transformation Experts

It's not a job for us, transformation is our passion. We have dedicated our entire careers to transformation. Our resilience is second to none.



Value & Experience

Our consultants have a minimum of 15+ years experience, work hard to exceed client expectations and always deliver.

Our Services

We live in a dynamic business environment where change is inevitable. While change presents many opportunities, it comes with its share of challenges. Transformation Success has an impressive track record in leading transformational programs and projects across multiple industries.

Our team of experts take a structured yet agile approach, based on better practice and latest trends. When people, processes and systems are aligned with an organisation's strategic direction, successful transformation is possible.



Strategy

You have a vision.
We can refine it and get
your there faster!



Change & Benefits

Sustainable change is a process,
not an event. We take a
structured yet agile approach.



Portfolios, Programs & Projects (3PM)

From definition to delivery, we
support with all aspects of 3PM.

Strategy

Successful transformation, starts with the right strategy.

We assist with:

- Corporate strategy
- Business strategy
- Digital or technology strategy
- People strategy
- Program/project strategy (blueprints)

Our success - where have we done this before?

CleanCo

Played a lead role in establishing a new government corporation in renewal energy. This included the development of many strategies - corporate, operating model, people, technology etc.

West Moreton Hospital and Health - Service Blueprint

Led the development of a new service blueprint (strategy), to help meet the needs of its community's current and future health care needs. Over 150 potential projects were considered, with 30 prioritised into the blueprint.

Virgin Australia

Worked with Virgin Australia to refine and implement a new group wide people strategy and operating model.

Great Southern Bank (formerly CUA)

Worked with the Strategy and Communications team to design, launch and embed the banks new corporate strategy.

Community Services Industry Technology Blueprint

Lead the community consultation and development of a blueprint to support the industry to use technology to better advance service delivery and business operations.

The Nurtured Village

In conjunction with the board, developed a new three-year corporate strategy for the charity.



Change & Benefits

It's much more than training and comms.

We assist with:

- Change management maturity assessments
- Change Management Office (CMO) establishment
- Change management framework implementation
- Change management delivery for large transformations
- Human-centred design
- Benefits definition, baseline and measures

Our success – where have we done this before?

Great Southern Bank (formerly CUA)

Lifted the bank's enterprise change maturity ranking from 2.3 to 4.4 out of 5, based on Prosci's maturity model.

Department of Transport and Main Roads

Led the successful implementation of the Microsoft Upgrade Project impacting 8500 staff across 190 sites state-wide. End to end change management were provided, including leading the change team.

Suncorp

Following the merger of Suncorp and Vero, the organisation transitioned to centralised model of two states. This involved the redundancy of three state-based offices and implementation of 15 projects to streamline systems and business processes. End-to-end organisational change management services were provided.

Department of Child Safety, Youth and Women

Led the implementation of the Child Safety Data Governance Framework across the state, including end-to-end change management activities.

Ergon Energy

Provided end to end change management activities for the Enterprise Transformation Program. This involved three state-wide projects focused on executive performance, information management and asset management.

Virgin Australia

Undertook a group wide assessment of their change management maturity and developed a roadmap to build future capability.



Portfolios, Programs & Projects



We assist with:

- Portfolio prioritisation
- Portfolio & program management framework implementations
- Program initiation
- Program management end to end delivery
- Program Management Office (PMO) establishment
- Gateway reviews/assurance
- Project management (for business/change projects, not IT focused)

Our success - where have we done this before?

Queensland Treasury

To try a different approach to tackling challenging social issues, Government piloted three Social Benefit Bonds (a complex form of social impact investment). We mobilised the program, established and ran the PMO.

CleanCo

Provided end-to-end program management services to establish the new Government owned clean energy generation company.

NSW Department of Finance

Reviewed, re-developed and implemented a new investment and validation review process for tier 1 and 2 NSW Government programs/projects.

Cardno

Helped develop and implement a suite of tools to support their merger and acquisition activities. This included working with Australian and New Zealand leadership team on post-merger integration activities.

Great Southern Bank

We designed a new purpose-built hybrid working head office. As part of the program, we implemented new ways of working focused on improved collaboration, paper-lite, clearer decision rights and agile ways of working.

Department of Communities, Child Safety and Disability Services

In response to the Queensland Child Protection Commission of Inquiry Report, we provided specialist portfolio advisory services to prioritise over 40 investment decisions. We then assisted to set up the delivery program.

Various clients - conducted a range of assurance reviews (ICT and transformation focused).

Transformations

- Mergers and acquisitions
- Target operating models
- Organisation design and restructures
- Digital transformation
- Relocations
- Enterprise agility & new ways of working
- Cultural change
- Regulatory and compliance
- New company establishment / start ups
- Whole of Government reform
- Outsourcing and offshoring
- Other technology & information management

Industries

- Banking, Finance and Insurance
- Engineering
- Government Owned Corporations
- Local and State Government
- Health and Allied Health
- Manufacturing
- Not-for-profit
- Professional services
- Social / community services
- Transport
- Travel
- Utilities

Karla Micallef Director



20 years
experience

Senior
Consultant

Karla is a transformation consultant, specialising in strategy, change and portfolio, program and project management.

With 20 years' experience, Karla has a proven track record in setting the strategy and leading large transformations across multiple industries to deliver real results.

Karla's tertiary qualifications include a Master of Business Administration (MBA), Bachelor of Business and Graduate Certificates in Project and Change Management. Karla also holds several other qualifications and accreditations.

Approx 10 to 20% of Karla's time is spent doing not-for-profit pro-bono work to give back, primarily via board roles.

Karla is an Australian Institute of Company Directors (AICD) graduate and member.

For more information

- www.karlamicalef.com
- [Click here for Karla's full consultant profile](#)
- [0418 459 290](tel:0418459290)

Our style

To help you decide if our style fits with your organisation!



What's
key to
our
success

We believe:

- Agility is key - iterate and don't gold plate.
- Prioritise outcomes over process. Push back on useless processes.
- Projects are all about people and relationships, even the techy ones.
- Being transparent and straight talking is critical.
- It's important to face into challenging conversations early.
- When it comes to documentation, less is generally more.
- Plans on a page are priceless. A picture tells a thousand words.
- Only implement changes that will stick. Shut down those that won't.
- Change is a marathon, not a sprint. Deliver value as you go.
- Empower the team early. Coach rather than manage the team.
- Always put yourself in the impacted people's shoes.
- Strong leader support will make or break the change.
- If I don't have the required sponsorship, I ask for it and earn it.

CONTACT US

0418 459 290

karla@transformationsuccess.com.au

www.transformationsuccess.com.au

Transformation Success specialises in:

- Strategic Consulting
- Portfolio, Program & Project Management
- Business Transformation & Change