



2007

Local Government HIA review

For the UNSW Centre of Health Evaluation, Training Research & Equity (CHETRE), we reviewed 5 pilot projects using Health Impact Assessments, HIA.

Leichhardt Employment Study

We analysed transport and Census data for Leichhardt Council.

2006

UDIA Water Study

We developed demographic methods for calculating water supply charges, as part of a NSW UDIA taskforce.

Ku-ring-gai S.94 Review

We reviewed the demographic methods in the Ku-ring-gai S.94 Plan for Meriton Apartments.

Marrickville Crime Profile

We analysed NSW Bureau of Crime Statistics and research data to prepare a local crime profile.

2004

Strathfield Social Plan

We prepared the Council's Social Plan using our Community Planning Tools and Council reports.

2003

Community Planning Tools

We focused on developing and marketing tools for Census analysis

2002

Macquarie Park Social Impact Assessment

We undertook an assessment of the North Ryde industrial park for the Council and PlanningNSW.

Out of Home Care reports

For the Department of Community Services, we prepared reports from their data.

Woollahra Social Plan

Consulted on then wrote the Woollahra Social Plan with seven population-group strategies and eight sectoral strategies.

Older Person's Services Profile

Collated data from interviews with service providers and statistical sources to develop better understanding of older persons in Woollahra.

2001

Sydney Harbour Federation Trust

The Trust engaged Colin Menzies from 2000 to 2002 to develop and manage the consultation processes for its planning of former Defence sites in Sydney Harbour. The work involves integrating the planning process with consultative activities to achieve a common feasible vision for these magnificent sites.

Vote 1 for Children

Using consultation and policy documents from a range of organisations, we collated the Vote 1 for Children kit for the Children's Coalition.

Woollahra Volunteers

Colin Menzies planned, facilitated and reported on a celebratory volunteers day and follow-up workshop.

Strathfield B&B social impacts

We consulted with neighbours to assess social impacts of a proposed 12-room B&B.

2000

Rhodes Traffic brochure

A traffic study for Rhodes Peninsula was re-written as a four-page brochure for the local community.

Hornsby Social Profile

Council needed a social profile quickly, and we could deliver using our SnapShot Social profile package.

ASSAF Secretariat

We are providing secretariat services for the national family support association, ASSAF, involving producing a quarterly newsletter and servicing meetings.

Section 94 advice

Planning consultants engaged us to help calculate community services contributions required under Section 94 of the planning act.

Tamworth HACC restructuring

New England HACC Development Inc engaged us on behalf of four Tamworth HACC services to investigate restructuring.

1999

National Values Program

The Human Rights Council of Australia engaged us to design a community-based national values program.

Sutherland Shire Community Care Network

We assisted this aged and disability network organisation develops policies and procedures.

iSport site development

For this Internet sporting site, we analysed content and assisted with refinement.

Facilitation of Sutherland HACC Forum

We facilitated a review day for the HACC Forum, assisting participants to clarify purposes and procedures of the Forum.

Needs of Older Greek speaking People

For St Basil's Homes, we updated our detailed assessment of the needs of older Greek speakers using, inter alia, special 1996 Census cross-tabulations and data from Aged Care Assessment Teams.

Submissions for The LEAD Group

We assisted The LEAD Group, a community organisation running a telephone information and referral service about lead hazards, develop strategies and submissions for funding.

Evaluation of Corrective Services Grants Program

For the NSW Department of Corrective Services, we evaluated their Community Grants Program, which funded non-government agencies to provide support for prisoners, ex-prisoners and their families.

Specifications for gambling help-line service

The NSW Casino Community Benefit Fund commissioned us to prepare specifications for a tender for a gambling help line.

NSW HACC Workers Forum

We facilitated their planning day to clarify purposes and plans.

1998

Renegotiation of G-line contract

On behalf of the NSW Casino Community Benefit Fund, we negotiated possible revisions to the contract for G-line, a 24-hour telephone gambling counselling service.

Hospital Organisational Health Study

We analysed data, drafted an evaluation framework and edited the final report on



the Organisational Health Strategy for hospital workers, undertaken by VicHealth.

Liverpool Youth Needs Study

For Liverpool Council, an overall statistical analysis of youth needs was collated from the 1996 Census, and intensive work carried out in the Wattle Grove community to investigate needs and report on a controversial youth facility planned there.

Child Protection Health Strategy

We reviewed, collated and edited the final report on the Organisational Health Strategy for child protection workers, undertaken by VicHealth.

Evaluation of G-line gambling counselling service

For the NSW Department of Gaming and Racing we evaluated the initial operations of a 24-hour telephone counselling service known as G-line, investigating its performance and making recommendations for improvements. The study involved consultation and surveys of some 200 agencies in NSW.

Inner West Carer Respite Centre Brokerage Model

The Centre engaged us to develop a brokerage model for the provision of respite services to carers of frail aged people and younger people with disabilities. The study involved examination of other models, consultation with service provision agencies, and design of operational procedures.

Strategic Plan for Lead Advisory Service

The LEAD Group engaged us to review their progress in implementing the program arising out of our previous year's evaluation of their service, and to develop a strategic plan for lead awareness and education over the next 18 months.

The Rocks Traffic Plan

For the Sydney Cove Authority, we integrated a set of traffic studies into an overall traffic management plan for consultation.

1997

SnapShot Social Profiles

We developed a Census analysis program called SnapShot Social Profiles as an aid to those needing comparative demographic analysis.

Business Plan for Kegworth Out of School Hours Care

We reviewed the financial position of this service, developed a forecasting model for the next year's operations, and

prepared a budget based on a review of key parameters.

Evaluation of the Community Lead Advisory Service

We reviewed the first year's operations of this community-based information and referral service including analysis of their databases and information products.

Operational Plan for the NSW Lead Reference Centre

We restructured and edited the strategic plan for this agency, which is within the NSW Environment Protection Authority; so allow easier planning and monitoring of activities.

City South Human Service Study

This study designed new ways to improve collaboration in human services planning and provision using the City South sub-region as a focus. The □Population Place Planning□ framework was designed to incorporate several elements of government policy and best practice examples of human services integration.

Needs of Older Greek speaking People

For St Basil's Homes, we prepared a detailed assessment of the needs of older Greek speakers using, inter alia, special 1991 Census cross-tabulations and data from Aged Care Assessment Teams.

Department of Community Services Research Policy

This project involved consultation and research to develop a research policy for the Department to guide selection and management of research initiatives.

1996

Community Service Centres Evaluation Manual

We edited, researched and re-wrote this manual for the local offices (Community Service Centres) of the Department of Community Services. The manual aimed to allow local staff to evaluate their work in a multi-dimensional framework.

The Rocks Traffic Study

We supported traffic planners in preparing an integrated traffic and transport plan for The Rocks by arranging consultative newsletters and forums for local residents and businesses.

Culburra Expansion Commission of Inquiry

We prepared submissions on social impacts to the Commission of Inquiry into the proposed expansion of the southern NSW coastal township of Culburra

Strategic Plan for CRC Justice Support

We assisted this community-based group for ex-prisoners and their families with reviewing their operations and developing a strategic plan. The Plan was launched and praised by the Minister for Corrective Services, and forms the basis of CRC operations.

Securing the Truth

The NSW Department of Community Services engaged the firm to edit and redraft the whole-of-government submission to this Human Rights and Equal Opportunity Inquiry. We prepared a 60,000-word submission in three weeks.

Canterbury City Community Care

We facilitated a review day for this neighbourhood centre, and advised on the development of a work program.

Inner West Area HACC Plan

The Inner Sydney Regional Council for Social Development, with funding from DoCS, engaged us to collect and analyse data on HACC services across 8 Councils, consult with agencies and consumers, and prepare a strategic plan.

1995

NSW Combined Pensioners Association

This statewide consumer group with 14 staff asked us to review the operations of the office and recommend improvements.

Logan Community Facilities Strategy

Logan City Council commissioned us to prepare a strategy for Council's provision of community facilities in this rapidly growing urban area on the southern edge of Brisbane.

Social Planning Guidelines

For the Local Government Association of Queensland, we drafted and tested social planning guidelines with a particular focus on inter-governmental cooperative planning.

Tamworth Community Plan

We facilitated the development of a community plan for Tamworth City Council, covering fifteen sectors from housing and community development to economic development. The process was a cooperative one involving local, state and federal agencies.

Noise Effects of Speed Devices*

We undertook surveys of community responses to the noise of speed devices as part of a Roads and Traffic Authority study of traffic devices. This involved surveying some 600 households near 30 speed devices.

Blacktown Employment and Enterprise

The Blacktown Regional Enterprise and Employment Development Task Force commissioned us to develop innovative



approaches to enterprise development for disadvantaged people.

1994

Model Health Policy for childcare

We edited, redrafted and desktop published this handbook for childcare centres, designed to make it easy for a centre to adopt a policy and modify their practices.

Strategic Plan for Austcare

We consulted the Austcare staff then facilitated a planning day to develop a strategic plan, which we then helped draft.

Review of FRANS

The Department of Community Services commissioned us to review the Family Resource and Support Network, a disability respite service, in order to provide advice to its management committee on overcoming financial and derivative problems.

Rockdale Town Centre Plan

We edited, arranged, and published 400 copies of a book on the new Town Planning Scheme, complete with full-colour foldout plans, for the Rockdale Town Centre.

Ryde Community Facilities Study

This study for the Council was designed to prepare a plan for the optimal use of current facilities and investment in new facilities, including use of S.94 funds.

Consultation on Health Goals & Targets

For the C'w Department of Human Services and Health, we arranged consultative meetings in each capital city and then a national workshop, so that health consumer groups could discuss the Department's draft health goals and targets. The final output was a published detailed consumer response.

Guidelines for Child Care Approvals

For the NSW Local Government and Shires Associations we prepared detailed guidelines for local Councils suggesting conditions they might require for the approval of new child care centres, with emphasis on safety.

Ultimo-Pyrmont Traffic Study *

We managed a process to select and bring together delegates from local community and business groups to advise on the traffic study, holding two successful workshops.

Review of Refugee Council of Australia

We reviewed of the structure and operations of this national organisation, and facilitated discussions at the Executive Committee leading to significant changes being adopted.

1993

Mackay South Sea Islanders group

The Mackay South Sea Islanders engaged us to assist them develop a new organisation to represent their interests.

Rockdale Town Centre

Two major reports on improving the Rockdale town centre and its traffic were translated into a full-colour brochure for distribution to every household, with 3500 copies containing a reply-paid survey that we analysed.

Shared Equity Housing for people with disabilities

For the Department of Community Services and with the advice of solicitors Allen Allen & Hemsley, we designed an innovative approach to shared home ownership for people reliant on the Disability Support Pension.

Local Government Social Planning Handbook

This handbook, **Ground Rules**, was written for the NSW Local Government Association in order to advise Councils on how to undertake a range of social and community planning tasks.

Southern Arterial Social Impact Study

For the Roads and Traffic Authority, working through a working party of residents, the Council, and the RTA, we prepared a social impact study using research, community meetings, and a citizens' impact planner. The Office of Social Policy cites this as an example of Best Practice in community participation.

NSW TAFE Business Services Planning

This study for the Business Services Industry Training Division investigated the demand for more than 100 courses offered by TAFE NSW, and provided advice on planning approaches.

Domestic Violence - Preventative Program for Children Witnesses

The Lower North Shore Domestic Violence Committee commissioned us to develop a preventative program for children witnessing domestic violence, in order to prevent their carrying forward violent behaviour.

1992

Culburra Community Facilities

A report on the community and recreation facilities needed as a result of the anticipated doubling of the population of the South Coast retirement and holiday town of Culburra.

North Sydney Traffic Study*

Working with a consortium of three traffic-planning firms, we arranged the community participation processes. We designed, distributed and analysed the returns from 28,000 *Traffic Planning Kits*, and supported 25 Precinct committees in examining the survey results.

South Sea Islanders

We were commissioned by the Human Rights Commission to examine and recommend on the situation of the South Sea Islanders descendants of the original "kanakas" of the late nineteenth century. The study involved organising a full census of all South Sea Islanders in Australia.

Chamber of Manufactures of NSW

We assisted the Chamber organise five regional meetings of manufacturers to discuss manufacturing strategies.

Creativity Centre Review

This disability services organisation engaged us to review its operations and to provide an interim Manager until this new position could be filled.

Fairfield Community Plan

We prepared an integrated Community Plan for Fairfield City Council, covering diverse community services and developing a strategy for Council to meet the expectations of its large and culturally diverse community. The process involves extensive consultations.

1991

Evaluation of St Vinnies for Youth

We monitored this refuge for 20 young inner Sydney "street kids" over a period of ten months, advising on the management of records, establishing a database to allow analysis of visits and reporting on performance and performance indicators.

Blacktown Neighbourhood Centres Handbook

We developed a set of three handbooks so Council could provide its community-based committees with guidance on the operation of neighbourhood centres, and to train Council staff in working with these groups.

Locator

We have been developing a menu-driven computer program that manages information on user-defined entities, such as persons, groups, or projects.

Centacare Girls' Home Development

We assisted Centacare in the initiation of a supported accommodation service for



homeless girls needing special assistance.

Addison Road Community Centre

This study aimed at clarifying management problems in this multicultural community centre, and facilitating the process of reform. A comprehensive procedures handbook was prepared, along with many recommendations.

Bondi Cottage Management Review

This family support service was assisted in clarifying its financial position, and making plans for the extension of its family support, domestic violence and occasional child care services. While a new Coordinator was being sought, we provided a locum manager.

Fairfield Council - Centres Handbook

We compiled a set of three comprehensive handbooks for the Management Committees of Fairfield Council's Community Centres, covering organisational, financial, and premises management.

1990

Bonnyrigg Heights Community Profile

This study for Fairfield City Council examined the needs of a new suburb where a community centre was being planned. There was no census data for the area, so a consultation process with three community newsletters, two meetings, and a survey of households were used.

Liverpool TAFE Educational Resources

This project involved developing a database for a directory of community and educational resources for the TAFE Outreach Office at Liverpool TAFE.

Roadside Revegetation Revisited *

Colin Menzies supervised and edited this consultancy review of the Road and Traffic Authority's revegetation policies, with Greening Australia NSW.

Aboriginal Community Information *

This project aimed to develop an information system to assist remote Aboriginal communities in tracking information on their residents. It was undertaken with the Aboriginal Training and Cultural Institute for the Department of Social Security.

Greening Australia (NSW)

Under Public Practice management, the group grew from one of 20 members with a budget of \$50,000 pa and two staff, to one with hundreds of members, eleven staff, and a budget of \$1,000,000 pa. Trisha Menzies acted as Executive

Director of the group and Colin Menzies as the strategic planner. Activities included developing management systems, hiring and training of staff, corporate fundraising, drafting policy statements, participation in the NSW Tree Forum, production of newsletters and liaison with groups.

GreenPlan

GreenPlan is a special database for managing revegetation projects and contacts of Greening Australia (NSW). It involved a dozen databases operated through a menu system, allowing not only the recording of people, groups, sites and projects, but also the recording of memos, assessments, budgets, and requests for assistance.

1989

Blacktown Community Services Network

We helped plan then facilitated this group's review, which succeeded in identifying ways in which the Network could operate more effectively.

TAFE Library Commercial Services

This project investigated how TAFE Library Services could provide commercially viable services to the hospitality and plastics industries. It involved investigation of the information services and needs for these industries, analysis of TAFE library capacities, and the development of operational models for commercial services.

Youth Programs Mapping Study

This study over six states for the Youth Bureau of the Commonwealth Department of Education, Employment and Training aimed to identify areas of commonality amongst Commonwealth and State youth programs. It required the establishment of a database, and the recording of some 120 programs by their services, target group, coverage and participation level.

Alice's Cottage - Performance Indicators

This study involved working with staff at this women's accommodation service to develop performance indicators for their self-monitoring and evaluation.

Springwood Neighbourhood Centre Review

The firm conducted a management audit of this community centre, which operated several major programs and has a budget of about \$500,000. The audit identified a series of improvements that were generally adopted by the Board during an intensive five-hour meeting we facilitated.

Local Government Grants Guide

We prepared a guide to all State Government programs providing grants for Local Government in NSW, covering 109 programs, and recommended on update and publication matters.

1988

TAFE Students' Usage of Public Libraries

We undertook a major study of TAFE students' use of libraries, for the NSW Department of TAFE Library Services, and the Library Council of NSW. The study combined a survey of 500 students at three TAFE Colleges, structured interviews, and literature reviews. Because of several significant findings and recommendations, it was published as *Good Books and a Place To Study* by the NSW Department of TAFE.

North St Mary's Social Plan

This plan, prepared for Penrith City Council for an isolated residential area, has been widely acknowledged as an example of constructive social planning. Residents were involved in all stages of the plan preparation through different consultative techniques - leader interviews, a random door-to-door survey, public meetings, and local newsletters. The final sixty or so recommendations were endorsed at two residents' meetings, and the report published by Penrith City Council, and submitted for a Local Government Innovation Award.

Local Government Grants Study

This study examined the receipts of grants by all 175 Local Government Councils in NSW from 1982 to 1986, using previously uninvestigated data provided in the Councils' annual Statements of Account. A report with over 100 graphs provided details at various levels of aggregation, showing distributional patterns and trends by type of Council and functional area. The NSW Department of Local Government was publishing it.

Western Sydney Community Forum Review

The firm undertook an organisational review or audit of this group at its request, and put forward a series of recommendations for improvements in its management and functioning. These were adopted with some minor modifications. With these changes made, the Forum passed a subsequent audit by its funding body without difficulties.

**1987*****Western Sydney Women's Enterprises ****

This study investigated the desire and support services for the development of a women's enterprise program for the NSW Department of Industrial Development. It involved organising three public meetings attended by some 500 women, surveying those present, analysing the surveys and literature on women's self employment, and the design of a program to support new enterprise development.

Youth Participation in Decision-Making *

This study for the National Affairs Research scheme examined a number of innovative youth participation projects, analysed their characteristics, and developed a model for youth (and adult) participation to aid the designers of participatory processes. The Commonwealth Office of Youth Affairs published the report.

Hatching New Businesses video *

As Executive Producer, Colin Menzies initiated, organised and advised on the production of this educational video on small business incubators.

Youth Worker Training Needs *

This examination of youth worker training needs for the Commonwealth Office of Youth Affairs involved structured interviews and surveys of youth workers across Australia, and analysis of their training needs.

Work-based Child Care *

This study for the Blacktown City Council investigated local government's role in work-based childcare provision. It involved development of a variety of models under which work-based childcare could be fostered, examination of the feasibility of these being taken up by business, and design of a process to develop these options.

Nursing Aides for HACC *

The Public Practice redrafted this study of the feasibility of creating a new role of nursing aides for domiciliary services provided by the NSW Health Department for the Home and Community Care Program.

1986***New Enterprise Development Training ****

This project for the Department of Employment and Industrial Relations involved examination of the training requirements for those facilitating new enterprise development, and the concurrent analysis of the enterprise development process.

Bushfire Awareness Strategy *

The Local Government Development Program funded this bushfire preparedness strategy for the Blue Mountains City Council. It combined community education analysis with specialist advice on bushfires, to develop an integrated promotion and training approach to increasing residents' preparedness for bushfires. Published by the AGPS.

Newcastle Housing Study *

This study analysed housing issues and developed a housing strategy for the Newcastle City Council, involving examination of market factors and special need groups.

Incubator Feasibility Study *

We examined the role of small business "incubators" in enterprise development for the NSW Department of Industrial Relations and Employment. The study involved literature reviews and the development of a general finance model for incubators.

ACT Review of SAAP *

This evaluation of the implementation of the Supported Accommodation Assistance Program (SAAP) in the ACT examined emergency and longer-term accommodation, and developing a model for design of these services.

Welfare Air Concessions

This study for the Forum of Non-government Welfare Coordinating Bodies investigated how to negotiate airfare concessions for their staff.

*(Studies marked * were sub consultancies)*