



CAPABILITY STATEMENT

Analysis. Solutions. Results

i-exchange Australia are experts in the design, delivery and prudent financial management of outcome-based contracts.

We are specialists in the employment, disability, justice and community sectors.

Our team of subject matter experts have a wide range of experience in Government, for-profit and not-for-profit organisations in Australia, Europe and the Middle East. We have proven results from concept design to delivery and evaluation working in partnership with government, communities and delivery providers.

Our sector knowledge, insights into government policy directions, and experience preparing winning bids will position your organisation to capitalise on strategic procurement opportunities.



What We Offer

i-exchange offers expert independent advice, capability and bespoke resources to strategically position your organisation for tenders, market-led proposals and social impact investment opportunities.

i-exchange can provide end to end tender and bid management, or discrete components based on your needs.

Dynamic financial modelling

Allows you to scenario test multiple variables, such as, market shares, client volumes and types, service options, and performance ranges.

We build sophisticated financial models to stress test critical assumptions, and help you understand the interdependencies, risks and swing factors that can impact on financial performance.

Tender training for your team

Our team has years of experience developing tenders and we know what's needed to make your bid stand out.

We offer training packages, customised to your specific needs, to share our proven approach to tenders with your team.

Modules include tender training for non-tender writers to help your frontline staff contribute their knowledge effectively.

Service model design, development and evaluation

i-exchange will work with you to develop innovative approaches and identify win themes which deliver on the funder's requirements and strategic goals.

We can also design program logics mapped to critical requirements of the tender to support evaluation.

Criteria analysis

We undertake a thorough analysis of each tender criteria to understand what the funder is really looking for. This work supports planning and helps to prepare a credible and high-quality response.

Partnership and network development

Help with building and expanding strategic local networks to enhance your service offering

Evidence gathering and data analysis

Develop a strong evidence base for your submission by combining detailed insights from your performance data and the local - often hidden - knowledge of frontline staff

Tender writing and review

Experienced tender writers prepare high quality written responses to each criteria, highlighting your strengths and experience.

Our Experience

i-exchange Australia provides niche expertise and support with bid development to a growing range of clients.

We are trusted by large not-for-profits, non-government enterprises, and national and internationally listed companies to help prepare winning tenders for grant funding, outcomes-based contracts, market led proposals and Public Private Partnerships.

Our recent clients have been successful in highly competitive procurement rounds for Federal, State and Local Government including:

- ✓ **jobactive**
- ✓ **Disability Employment Services**
- ✓ **ParentsNext**
- ✓ **Career Transition Assistance**
- ✓ **SA Department for Correctional Services - Mount Gambier Prison KPI 6**
- ✓ **NDIS Transition - Information, Linkages and Capacity Building**
- ✓ **National Psychosocial Support Program**
- ✓ **Early Childhood Education and Care**
- ✓ **Public Private Partnership - New Grafton Correctional Facility**

i-exchange in Action

Community Solutions - a competitive edge for ParentsNext

ParentsNext is a pre-employment program for parents and carers of young children to help build confidence, develop skills and access local services to plan for the future and gain employment.

With extensive experience in the employment sector, and demonstrated tender expertise, i-exchange assisted our client to access competitive funding for the ParentsNext Program.

Our Contribution

- Our understanding of the funding environment and insight into the employment and community services sector provided Community Solutions with a competitive edge.
- We conducted interviews with Subject Matter Experts and frontline service delivery staff to understand the nuances of their experience, and integrated this knowledge into an effective, evidence-based service delivery model.
- i-exchange reviewed the tender guidelines and guided Community Solutions using financial modelling to develop a unique value proposition that met funding objectives.
- Our experienced team of tender writing experts developed quality responses to each criteria, including win themes and detailed local content.
- i-exchange assisted Community Solutions to effectively implement the program once funding was secured.

Our Impact

Community Solutions was awarded the highly competitive ParentsNext contracts in multiple regions.

i-exchange continues to advise Community Solutions on opportunities for funding and has since prepared other successful tenders on behalf of the organisation.

Our Approach & Benefits

Workshops and Training for your team

i-exchange will meet face to face with your team to plan the approach for each bid and develop relationships with your key personnel. These relationships are critical for working effectively on critical projects in time-sensitive situations.

We can also deliver a customised training package to help prepare your team for the tender process, including skills to help frontline staff contribute their local knowledge effectively.

Benchmark your current and past performance

i-exchange will assess your track record and current performance in the context of the funder's requirements, highlighting your strengths and identifying any potential gaps.

Define objectives and isolate key win themes

We will work with senior members of your team to clarify what a successful outcome looks like for your organisation and identify key win themes.

Commercial and Risk Analysis

i-exchange can help you to identify your most profitable areas of operation, explore new business rules and strategies to manage acceptable risk, and advise on likely capital requirements.

We will create a dynamic financial model which allows you to stress test your assumptions, explore different scenarios and add commercial rigor to your planning.

Data analysis and evidence for interventions

Our team will review your data and evidence base to identify what works well with your current service models and approaches, and how these learnings can be applied to meet the procurement priorities.

Stakeholders and Partnerships

i-exchange will review your existing stakeholder relationships and map local services to identify potential new partners.

We bring an extensive network of partners and connections and can facilitate introductions to add value to your business. i-exchange can support your team with brokering partnerships, developing MoUs and negotiating joint ventures and other risk sharing business models.

We can also offer analysis of local demographic data and community needs.

Local Success

i-exchange will interview front line staff to uncover and document local success stories which add nuance and credibility to your tender.

Tender Writing

Our experienced team will prepare high-quality responses to each criteria, freeing up your staff to get on with business as usual. As responses come together, we will ensure that your subject matter experts have regular opportunities for review and input.

Just getting things done quickly

Sometimes what you really need is someone to step in and get things done quickly and professionally. To make some calls. To run some meetings. To write some reports for the Board. We have the experience, skills and capability to join your team and help you deliver results.

Our Networks

i-exchange has a dedicated team with extensive networks across Australia. We have supported large employment service providers and listed companies to build supply chains of specialist and cohort specific providers to enhance their service delivery and add value to their bids.

When you engage i-exchange, our networks become yours.

Our Team

Our Directors and Principal Consultants combine their knowledge, experience and leadership to deliver results for our clients, with the support of a highly skilled, international network of specialist Associates.

PRINCIPAL CONSULTANT

Dafydd Roberts

An expert in the employment, education, training and not-for-profit sectors, Dafydd provides in-depth and highly nuanced advice to enhance organisational success.

His expertise in new market development, supply-chain management, social procurement, public private partnerships, joint ventures and outcome-based contracting enables him to develop innovative solutions for clients in both the public and private sector.

Drawing on global experience in the infrastructure assets industry in the United Kingdom, Middle East and Australia, Dafydd provides critical expertise in the areas of strategy, collaboration and business operations.

He has successfully advised on the design, commissioning and management of innovative education, employment and training ventures in Australia, the United Kingdom and Europe, securing multimillion-dollar contracts and demonstrating impact to win scale funding from both government and private investment.

Dafydd is adept at engaging diverse stakeholders and developing collaborative approaches to complex problems. He stewards an extensive network of industry relationships across a range of sectors that enables i-exchange to deliver accelerated results and facilitate long-term strategic partnerships for our clients.

PRINCIPAL CONSULTANT

Chris Mowday

Chris drives i-exchange systems change projects with expertise in strategic planning, service design, outcomes management and financial transformation. He is inspired by creating value and success for clients through collaborative leadership and high performing teams.

With a career spanning the financial, education, employment services, NDIS, private equity and non-profit sectors, Chris draws on his global experience working in the United Kingdom, Australia and the Asia Pacific. He helps clients drive growth through acquisitions, new partnerships, market and product development, and private equity.

A Chartered Accountant and commercially astute Executive with an MBA, Chris understands the need to consult with key stakeholders, and delivers results based on strategy, finance, product and operational delivery transformations. This enables him to achieve significant financial results for i-exchange clients, facilitating operational transformations, financial turnarounds, market entry, NDIS transitions, acquisitions, mergers and strategic direction for tenders.

His ability to provide leadership in the face of trading headwinds and significant market changes has helped organisations adapt their operational models to remain competitive.

i-exchange assists our clients perform at optimum levels. Chris can evaluate the strength and viability of current business models, design profitable new models to capitalise on new opportunities, and collaborate with industry stakeholders to optimise services for profitable delivery.

PRINCIPAL CONSULTANT

Michelle Thomas-Kerr

Michelle is accomplished at developing tailored solutions for social purpose and non-profit organisations. She is skilled at making complex problems easy to understand. As a specialist in developing dynamic financial models and data driven performance management tools, Michelle supports clients to understand commercial drivers and optimise operations.

Michelle has expertise in the social services, early childhood education, disability, mental health and employment sectors. In these areas, she has worked with both NSW Government and leading social services providers including Campbell Page, YMCA NSW, the Benevolent Society and Big Fat Smile.

This industry experience allows Michelle to navigate the balance between social purpose and commercial considerations. Her in-depth understanding of the social sector, and ability to translate policy intentions into operational practice has seen her design innovative and cost-effective social impact models.

Michelle is skilled in engaging with stakeholders and tackling complex-multi disciplinary, cross sector challenges. Her ability to conduct in depth research and analysis, evaluate qualitative and quantitative data and research best practice, enables her to identify risk and recommend solutions to shape strategic direction and operational delivery.

An experienced tender and technical writer, Michelle leads i-exchange tender writing projects.

PRINCIPAL CONSULTANT

David Furniss

David is a dynamic leader with an impressive record developing strategic campaigns which enhance business outcomes whilst responding to key social issues.

His business acumen has seen him lead change and organisation renewal in complex service environments across the training, education, employment, disability, justice, health, mental health and aged care sectors.

He has secured and managed strategic funding relationships, solicited and cultivated major donors, grants from trusts, foundations and corporates. He has led business improvement and tender development teams to achieve growth and diversify revenue through service contracts and fee for service programs.

With an extensive track record of resource mobilisation, business development and brokering successful partnerships across sectors, David has been a key player in the employment services and training sector. Managing large-scale projects both in Australia and the United Kingdom, he understands the complex nature of the education, training and employment arenas including regulatory framework and compliance factors.

He has held management positions with Dementia Australia, The Cystic Fibrosis Trust and SYC - a leading provider of human services. He has established a successful campaign management consultancy firm to specialise in capital development projects supporting not-for-profit and charitable organisations

David provides i-exchange with industry leading expertise in operational management, revenue resourcing, stakeholder relations and the development of partnerships framed by shared value.

SENIOR ASSOCIATES

Bridie Haniffee

Justice and Infrastructure Sector Specialist and Senior Tender Writer

Amy Tyrell

Health Care, Disability and Training Sector Specialist and Senior Data Analyst

Dr Guy Turnbull

Disability Sector Specialist

Mik Becker

Marketing and Communications Specialist

i-exchange in Action

KPI6 - Reducing Recidivism through Innovative Service Delivery & Collaboration

G4S is an integral part of the Australian justice system, providing state of the art security and safety solutions through custodial services.

Under their new contract to manage and operate the Mount Gambier Prison, G4S has committed to an innovative approach to reducing recidivism through the KPI 6 program. This unique program aims to achieve a 15% reduction in the rate of inmates returning to Mount Gambier Prison within two years.

i-exchange used our extensive network in the justice, community services, education, employment and allied health sectors to facilitate partnerships and broker contracts which supported G4S to successfully meet KPI 6 objectives.

Our Contribution

i-exchange has extensive experience in the justice sector, and a unique understanding of the barriers offenders face when released from prison. This enabled G4S to develop an innovative program that met the needs of offenders and service providers to effectively reduce recidivism.

We drew on our existing relationships with employment, education and community service providers, to facilitate contract negotiations between SYC (Job Prospects) and G4S within a tight timeframe.

Our Impact

i-exchange identified and negotiated a successful contract between G4S and SYC to provide ex-offenders with case management, education, training and employment to deliver a successful transition to the community and help reduce recidivism for the target cohort.

We were instrumental in enabling SYC to emerge as a key player in the Justice sector, securing a commercial arrangement with G4S that allowed them to expand and grow.



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Pricing Options

i-exchange offers a range of pricing options based on the size and scope of your project.

Talk to us today to arrange a free initial consultation.