



Capability Statement

Our Expertise and Experience

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MGN Company Details

Company name	MGN Consultancy Pty Ltd
ABN	15 104 434 142
Place of Registration	Melbourne, Victoria
Company Registration	15 April 2003

Insurances

Public Liability Insurance	Insurer: CGU Insurance Limited Sum Insured: \$10,000,000
Professional indemnity	Insurer: CGU Insurance Limited Sum Insured: \$10,000,000
WorkCover	Insurer: QBE Mercantile Mutual

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About MGN

MGN Consultancy is a consultancy business operating since 2003. Our expertise relates to five areas:

- Social research and program evaluation, including complex independent evaluations
- Strategic Human Resources
- Organisation Development and Review
- Strengthening not for profit and community organisations
- Community Safety and Crime Prevention Through Environmental Design (CPTED)

MGN Consultancy is experienced at undertaking complex and sensitive projects where impact has a direct bearing on strategic directions, service delivery and government reform agendas.

We are a highly regarded and experienced team of people and program consultants with a strong reputation for delivering practical and relevant outputs. MGN has a high degree of long term relationships with clients, many having used our services for multiple projects. Most of our work is derived from selective tenders or direct engagement given the breadth of our client base.

Our Capacity

MGN is supported by networking arrangements with other consultancy companies which provides a rich environment for accessing Consultants to support business capability and your project needs. This enables a high degree of operational flexibility and ensures that the teams assembled are specifically structured to provide the mix of skills and experience required. Consultants and collaborating companies and universities are selected on the basis of reputation, experiential alignment with the project at hand and the highest levels of qualifications, skills and integrity.

Our areas of practice

Our portfolio of services is broad and provides clients with advisors with strong understanding of current government reforms and the interrelationship between portfolios.

MGN has been privileged to have significantly contributed to three specific areas of social policy practice:

- Community Safety and Crime Prevention Through Environmental Design (CPTED)
- Responsible Gambling Strategy and Programs
- Emergency Management Strategy

Our projects in these areas have made a considerable contribution to policy reform and strategic outcomes across these portfolios.

Our Values:

- Transparency
- Evidence based decision-making
- Performance orientated outcomes
- Effective and ethical approaches

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Our People

Jan McGannon Director

Jan founded the company in 2003 and has established a broad clientele across the government and private sectors. As Director of MGN Consultancy, Jan has focused on complex, sensitive and multi stakeholder program development, implementation and evaluation with a range of clients and environments. Her academic qualifications, and interests, are in sociology and social research. Her industrial relations, and organisational development experience is a particular strength, as often projects require assessment of the efficiency and effectiveness of a programs progress.

Jan has held a number of senior public service positions and as a Senior Industrial Relations Advocate for the Chief Commissioner for Police, has participated in and overseen complex negotiations, policy development, as well as organisational and structural reviews. Her roles have been characterised by participation in significant organisational reform functions in a number of areas including organisational design and development, workforce planning and equal employment opportunity and diversity management. She also has significant experience as an advocate and negotiator in complex and sensitive matters, and also in presenting at the Australian Industrial Relations Commission.

She has a Bachelor of Arts, Dip. Ed. and has been a Board member of the Australian Safe Communities Foundation and an accredited international reviewer for communities seeking recognition as a Safe Community under the World Health Organisation framework.

Katie Wright Consultant

Katie joined MGN Consultancy in 2014 with an impressive background in policy development and program evaluation. She has held positions with HLB Mann Judd, Crime Prevention Victoria and the Department of Premier and Cabinet. Katie has extensive experience, and commitment to working in family violence programs, and has held the position of Program Manager, Family Violence Initiatives for the Department of Justice.

Katie has an Honours degree in Criminology from the University of Melbourne.

Bill McGannon Director

Bill McGannon has in excess of twenty-five years experience as a senior manager in human resource and social research environments in the Commonwealth and Victorian State Governments at both the departmental and central agency levels. Bill's human resource management experience is extensive and includes specific expertise in workplace reform, remuneration, recruitment, selection and retention, diversity management, workforce planning, human resource information systems, corporate governance and organisation sustainability.

He has directed the people management function and contributed at an executive level in a variety of environments including Health, Community Services, Social Security and Police. As Group Manager, Research and Analysis in Premier and Cabinet's Office of Public Employment, the central agency focused on people management in the Victorian public sector.

Bill joined MGN in 2004, and has led many Human Resource Management and Organisation Development focused projects. In this role he has supported state and local government agencies and private sector clients in strengthening people management, community development, governance and research capabilities. He is highly regarded as an advisor and a program manager.

Bill has a Graduate Certificate of Business, is a member of the Australian Safe Communities Foundation and has been an accredited international reviewer for communities seeking recognition as a Safe Community under the World Health Organisation framework.

Laura Carthew Research Assistant

Laura joined MGN Consultancy at the beginning of 2015. She has a keen interest in Social Research and developing not-for-profit organisation's sustainability. Laura has degrees in Visual Arts and Fine Arts (Honours) and has strong administrative and project management experience.

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Social Research and Program Evaluation

MGN has significant experience in provision of independent evaluations. These evaluations are usually characterised by major reform agendas, new partnerships, state wide breadth of service delivery and political sensitivities. Pilot programs add another level of complexity to outline an evidence based rationale for program effectiveness across cohort and communities.

We are trusted to undertake rigorous evaluations because of our attention to a client's needs, the policy agenda in which the program has emerged, the complexities and nuances of program delivery and articulating realistic and achievable models for rollout or other action. These formative evaluations operate for the period of the program, often between 12 – 24 months. Our team understands how to manage complexity over long periods of time and how to communicate regularly and effectively with clients regarding progress toward milestones.

Independent evaluation projects

- Skills.net [free internet training for Victorians] (*MultiMedia Victoria*)
- Youth Referral Independent Persons Pilot (*Youth Affairs Council of Victoria*)
- Self Exclusion Gambling Program (*Office of Gaming and Racing*)
- Reassurance Policing Pilot (*Crime Prevention Victoria*)
- Donation Management System Program (*Victorian Bushfire Recovery and Reconstruction Authority*)
- Venue Support Program (*Victorian Responsible Gambling Foundation*)
- Incident Management Training for Emergency Management Agencies Pilot (*Country Fire Authority*)

Other Evaluations

- Public space CCTV (local government): Ballarat, Boroondara, Fairfield (NSW), Latrobe, Melbourne, Stonnington, Knox
- Regional Connectivity Pilot Program (*MultiMedia Victoria*)
- My Connected Community (*MultiMedia Victoria*)
- Central Goldfields Transport Connections
- Central Goldfields Best Start Partnership
- Healthy Communities Initiative Evaluations (Mount Alexander, Macedon Ranges, Bass Coast and Central Goldfields)
- Bushfire Program state wide evaluation of volunteer member and brigade issues (*Country Fire Authority*)

Resource Development

- Country Fire Authority Evaluation Guide 2015

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Organisation Development and Planning

MGN has significant experience working with organisations to identify models and options for improving organisational performance through managing change, reviewing organisational strategy, effectiveness of decision making and promoting a respect based workplace culture in a continuous improvement paradigm.

Our approach is to be great listeners first, and to ensure that the client's story is heard and understood. Understanding the rationale for acting on an issue, and the desired organisational outcome improvement is the next step: is the organisation focusing on cost reduction, product and service quality, individual job satisfaction, team effectiveness or multiple outcomes?

MGN reviews evidence and presents a methodology to achieve the client's needs through effective stakeholder engagement, evidence collection, data synthesis and reporting. We are also experienced at workshoping findings and options with work-teams to increase individual understanding and team ownership.

Service Reviews

- Research Grants Systems (*Office of Gaming and Racing*)
- Partnership between Office of Gaming and Racing and Consumer Affairs Victoria for delivery of school materials on responsible gambling (*Office of Gaming and Racing*)
- Glen Park Community House, Bayswater
- Victorian Flexible Learning Networks Initiative (*Office of Training and Tertiary Education*)
- Volunteer Support Program - VSP (*Country Fire Authority*)
- Review of Country Fire Authority 1 year progress on Jones Report Recommendations (*Country Fire Authority*)
- Review of the submissions based Grants for Gambling Research Grants System (*Department of Justice*)

Strategic Planning

- Hand Brake Turn
- Management Diversity Strategy (*Adult Community and Further Education Northern Region*)
- Department of Justice Courts and Tribunals Division
- Community Safety Program (*City of Moonee Valley*)
- Community Safety Plan (*City of Monash*)
- Workplace Health and Safety Strategy (*City of Frankston*)

Quality Assurance

- Development and implementation for Aged Care Services (*City of Frankston*)

Building Training Delivery Capability

- Project leaders, development of Bail Justice Training Program (*Department of Justice*)
- Incident Management Training pilot for Emergency Management Agencies (*Country Fire Authority*)

Workplace Culture

- Inverloch Supermarket Staff Satisfaction Survey
- Pinewood Bendigo Community Bank Staff Satisfaction Survey
- Maroondah Community Enterprises Limited Staff Satisfaction Survey

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Strategic Human Resource Management

Strategic Human Resource Management is dedicated to proactive management of employees and their contribution to an organisation. It is designed to maximise benefits of employment for both the employee and the employer and focus on long term people management issues including retention, culture, values and commitment.

MGN has extensive experience in Strategic HR, and has delivered a wide range of projects focused on supporting organisations as 'employers of choice'.

Workforce Planning

- Victorian Police Workforce Planning Capability Review (*Steering Committee member – Auditor General's Office*)
- Departmental Workforce Plan (*Department of Sustainability and Environment*) [now DELWP]
- Workforce Plan review and development (*City of Kingston*)
- Research into TAFE workforce planning issues (*State Services Authority*)
- Development of Capability Model (*City of Kingston*)

Policy Review

- Review of funding model (*Adult Community and Further Education Northern Region*)
- Darebin Community Health Service
- State Service Authority Human Resources policies

Grievance Management Investigations

- City of Port Philip
- Hanover Welfare Services
- ANNECTO Disability Services
- City of Kingston
- Bass Coast Health

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Strengthening Community Organisations

MGN has always been committed to strengthening community organisations. Jan McGannon commenced working directly with small and medium size community groups in the early 2000s while consulting with the Northern Regional Adult Community and Further Education Board (ACFE) (2000-2003). Her work included service reviews, facilitation for Committee of Management discussions, staff training and funding application preparation. Five years as consultant to RMIT's Flexible Learning Network (FLN) (2002-2006) also led to significant engagement with and direct service to region wide community groups preparing to open the door to online learning in community settings.

Jan McGannon joined a steering committee in 2004 to support her local community to open a Community Bendigo Bank at Ringwood East, Victoria. She's been there ever since! – as a Director and HR committee member and Chairperson. She was approached several years ago by Bendigo Bank® Regional Managers to provide strategic planning and advisory services to other Community Banks.

MGN realised that there was a gap in the market - one which focused on qualified and experienced practitioners who have extensive experience with community and with government: practitioners with exemplary referees and testimonials who are experienced at tailoring information to not for profit organisations needs.



In 2015, MGN formalised its long tradition of working in this sector by launching Community Directors Kiosk (CDK) cdkiosk.com.au.

CDKiosk has three discrete areas:

1. Bendigo Community Banks
2. Committees of Managements
3. Not for Profit Boards

We provide services across five domains:

1. Partnerships
2. People
3. Planning
4. Proactive Committees and Boards
5. Programs

Each area has relevant information and products: we know that being a 'volunteer' is not the same across all not for profit organisations, and we are focused on tailoring all of our products and services to specific needs, while keeping the core key messages and values.

MGN personnel as volunteers

Bill McGannon also has been a long term volunteer, including:

- Knaith Road Community Child Care: Quality Control Accreditation Project Leader
- Tinternvale Primary School: School Council
- Knox Boat Fishing Club: Vic President
- Tutor to Karen Burmese children – guitar (through Foundation House)

Jan McGannon has always been involved in volunteer work, including:

- Knaith Road Child Community Care Centre (as Committee member and three years as Chairperson)
- Tinternvale Primary School: Project leader for setting up Before and After School Care
- Maroondah (Ringwood East and Heathmont branches) Bendigo Community Banks: Director for 10 years and Chairperson of HR Committee

Laura Carthew has been involved in a range of volunteer work including:

- Sisterworks (Creative Development Coordinator)
- Black Saturday Fire Recovery (Second-hand goods distribution community member)
- Melbourne Galleries and Art Festivals (Public program co-ordination, administration and installation)

Safe People and Safe Places: Community Safety and CPTED

Community Safety incorporates many aspects of a community's life including road safety, urban space safety, law enforcement and drugs and alcohol. Effective community safety and crime prevention strategies are those that adopt a broad range of measures, both of an environmental/situational crime prevention and social nature. MGN continues to be a major provider of Community Safety services to local and state government since 2005 when we commenced undertaking a number of innovative program evaluations for Crime Prevention Victoria (2004-2007), including:

- Our extensive experience in working with local government to manage and measure community response to installation of Closed Circuit Television (CCTV)
- Our broader experience in Community Safety and Crime Prevention: development of the Bail Justice training program, evaluations of major crime prevention/intervention programs including the Youth Referral and Independent Person Program and the Maribyrnong Reassurance Policing Pilot program
- Jan McGannon as an Executive member of the Australian Safer Communities Foundation (2010,2011) and as an international peer reviewer of Community application for accreditation as a WHO Safer Community city
- Advisors for Crime Prevention Through Environmental Design (CPTED) strategies connected with other Community Safety approaches. We also provide CPTED assessments for projects and have provided CPTED training for statutory planners, urban space designers and community safety personnel at Local government level

Client	Project	Completion
Australian Safer Communities Foundation	Executive Member of Board	2010 and 2011
Moonee Valley	Facilitation & development of first Community Safety Strategy, including whole of organisation consultation of community safety issues and approaches	2011
Monash	Facilitation and development of first Community Safety Framework, with major focus on bringing multidisciplinary approach to community safety as whole of organisation responsibility	2014
Crime Prevention Victoria	Range of evaluations and development programs over five years: <ul style="list-style-type: none"> • Youth Referral Independent Persons Program evaluation (YRIPP) • Hand Brake turn: Strategic Planning • Advanced Drink Driver Education Program evaluation 	

CPTED

Client	Project	Completion
As component of CCTV projects	(see more detail next page) <ul style="list-style-type: none"> • Stonnington • Latrobe • Ballarat • Monash 	2010 and 2011
Manningham Council	Formal CPTED assessment of \$17M Highball Stadium in preparation for VCAT	2015
Hume City Council	CPTED workshops for Council officers including: <ul style="list-style-type: none"> • Introduction to CPTED • Hands-on CPTED assessments • Specialist facilitation of CPTED issues for upcoming major community infrastructure and lighting projects in 3 suburbs 	2015

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Evaluations of CCTV Systems

Client	Project	Completion
Melbourne	First independent evaluation of the CitySafe Camera System – included both assessment of technology, audit and compliance, as well as community and policing impacts, including: <ul style="list-style-type: none"> • Analysis of crime data and Police image usage • Community Audit member, Councillor, trader and police interviews • Strong emphasis of integration with other community safety actions 	2003
Fairfield (NSW)	Independent evaluation of Cabramatta Activity Centre – major crime and violence precinct, including: <ul style="list-style-type: none"> • Analysis of crime data and Police image usage • Community Audit member, Councillor, trader and police interviews • Strong emphasis of integration with other community safety actions 	2004
Latrobe	Wrote final report of CCTV system project to Commonwealth Government	2010
Ballarat	Wrote final report of CCTV system project to Commonwealth Government	2010
Knox City Council	Evaluation of Boronia Activity Centre Precinct CCTV system, including: <ul style="list-style-type: none"> • Community and stakeholder consultation with integrated use of data from Crime Statistics Agency • Identification of CPTED improvement options • Synthesis of previous community consultation data 	2015
Boroondara	Evaluation of Glenferrie Road Entertainment Precinct camera system, including: <ul style="list-style-type: none"> • Pre and post community and stakeholder consultation • Identification of CPTED improvement options • Use of five year data from new Crime Statistics Agency 	2015

Feasibility Studies/Project Development

Client	Project	Completion
Stonnington	Members of executive team to assess and support introduction of wi-fi system in Chapel St Prahan following murders at a night club – major CPTED issues for increasing safety and implementing wi-fi system given congested street, footpath and signs throughout Chapel Street	2005
Ballarat	Planning and development project to provide advice on management/ accountability and community /policing options, including: CPTED elements in heritage area and around university transit points	2006
Latrobe	Developed feasibility report for installation of cameras in Traralgon entertainment precinct, including identification of main CPTED considerations to be undertaken prior to, or in conjunction with CCTV installation	2008
Western Australia	Invited to Perth to discuss community safety and CCTV with local councils and the Injury Control Council of Western Australia (ICCA)	2010

Policy Review and/or Discussion Papers

Client	Project	Completion
Monash	Monash has no CCTV street cameras. Discussion paper for Council consideration on whether to seek Commonwealth funding	2013
Boroondara	Discussion paper for Council consideration on whether to seek further Commonwealth funding for second camera system precinct	2014

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MGN Areas of Practise

Responsible Gambling Strategy and programs

Responsible gambling strategy has been a major reform agenda for the Victorian government and program evaluation plays a vital role in driving enquiry, building evidence and providing independent findings and recommendations. MGN has conducted three major formative independent evaluations on pilot and innovative programs for supporting problem gamblers and also reviewed the effectiveness of and processes used for allocating research funds.

Client	Project	Completion
Office of Gaming and Racing, Department of Justice	Evaluation of Pathways to Recovery Self-Exclusion Partnership Pilot Program (18 month evaluation)	2007
	Partnership with Consumer Affairs Victoria for delivery of school materials on responsible gambling	2010
	Review of the Submission Based Grants for Gambling Research Grants System (12 month evaluation)	2011
Victorian Responsible Gambling Foundation	Evaluation of Gambler's Help Venue Support Program (20 month evaluation)	2014

Emergency Management Strategy

The Victorian Bushfire Royal Commission recommendations from the 2009 fires has been one of the most significant programs of change in Victoria's history. Allocation of \$247million to the Country Fire Authority over a five year period to deliver organisational, sectoral, stakeholder, infrastructure, training and volunteer changes required ongoing evaluation and review.

MGN has contributed to this major work since September 2013. Our role has been to undertake a range of major project reviews and evaluation.

Our work for the Country Fire Authority is now finalised with the recently completed Evaluation Guidelines 2015 with Jan McGannon as the evaluation specialist advisor.

Client	Project	Completion
Country Fire Authority (CFA)	Review of Year 1 progress on Jones Volunteer Review recommendations	2013
	Volunteer Support Review – assessment of risk	2013
	State wide District and volunteer Engagement – Voices from the Field	2014
	Incident Management Training for emergency management agency Pilot	2015
	Evaluation Guide	2015

Want to know more about us and our work?

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