Working Title Consulting

We work on difficult things

Practical support from strategy to implementation of high-quality services. Building capability and supporting the people who deliver and lead difficult work and seek the best outcomes they can for the communities they serve.

Working Title Consulting brings senior practice leadership and executive experience across human, community, and legal, services. We help organisations turn policy, reform and good ideas into high quality, trauma-informed services and practice, while supporting the leaders and their people who are delivering on the ground.

STRATEGY, SERVICE DESIGN & IMPLEMENTATION

- Strategic service delivery models that implement new directions or funding
- Service redesign to better respond to changing/unmet need
- Implementation planning & delivery
- Practice frameworks, policy & operational tools
- Governance & executive project support

TRAINING & CAPABILITY DEVELOPMENT

- Trauma-informed practice
- Integrated practice (multidisciplinary work across complex environments)
- Working well with complexity
- Workforce capability – helping to define what your people most need, why and how to get it
- Bespoke training to meet specific organizational needs

LEADERSHIP & STAFF SUPPORTS

- Executive & leadership support (confidential reflective support, debriefing and bigger picture thinking)
- Professional/practice/group supervision
- Support to develop or enhance staff wellbeing frameworks including better responses to psychosocial safety

AREAS OF FOCUS

- Community services • Legal assistance • Disability • Government • Peaks and advocacy groups • Institutional child abuse and redress • Domestic, family and sexual violence • First Nations-led service capability support
- Regional, rural, remote and very remote communities - ***because place changes practice.***
  Between us, we bring intergenerational personal experience of life in regional and remote communities, and 10 years of raising a family and working in the bush together.
  We strongly believe that services designed for metropolitan environments don't automatically translate to regional, rural, remote and very remote communities. WTC works with organisations to design, strengthen and implement services for place — not simply adapt metropolitan models because they already exist. Learn more about our 4 Rs Capability Framework here.

WHO WE ARE

Amanda Whelan

Amanda has almost 30 years' experience across community, legal and human services, including 11 years in executive leadership of a national multidisciplinary legal service. With master's level qualifications in Social Work and Business, her work includes service delivery design and implementation, trauma-informed practice, institutional abuse and redress, staff wellbeing, training and leadership support. Amanda specializes in taking strategic initiatives and turning them into meaningful service delivery models, with practical implantation and integration to ensure they deliver what was promised to the people an organization serves.

Tony Whelan

With a background in psychology and more than 30 years' experience in community services and project management, Tony is known for bringing a thoughtful, practical approach to complex challenges. An experienced CEO, Board Director, and senior leader, he has worked across both public and not-for-profit sectors in areas including disability, youth, justice, housing and homelessness, and refugee settlement.

Tony combines Executive leadership skills and project management experience with practical technical capability,

Experience that translates into practice

STRATEGY, SERVICE DESIGN & IMPLEMENTATION

Strategy, design and implementation of multidisciplinary service delivery models in national legal and human services settings, including translating reform and strategic direction into practical service models for survivors of institutional abuse and Stolen Generations redress applicants.

LEADERSHIP & ORGANISATIONAL SUPPORT

Senior executive and CEO experience across community, legal and disability services, with practical understanding of governance, finance, implementation, workforce pressures and service sustainability.

STAFF WELLBEING

Authorship of a staff wellbeing framework and practical toolkit for the community legal sector, supported by training, masterclasses and leadership development.

PRACTICE & CAPABILITY

Development of practice frameworks, tools and training in trauma-informed practice, integrated and multidisciplinary service delivery, cultural safety and workforce capability.

"Working Title has worked alongside Lotus Place on a critical piece of strategic and service development work. Amanda and Tony understand not only our work, but the history, relationships, and responsibilities that sit behind it. That's rare and really needed in this space."

Bridget Kinch, A/Chief Executive Officer, Micah Projects

WORKING TITLE CONSULTING

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