

NHFIC Professional Advisory Services (Panel Member) page 1

Applicant's name:	Nous Group
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Business status	<input type="checkbox"/> Individual consultant <input checked="" type="checkbox"/> Consultancy firm <input type="checkbox"/> Association/group of individual consultants

Summary

Nous is the largest Australian-owned management consulting firm across 8 locations in Australia and the UK. We partner with leaders to shape effective government, world-class business and empowered communities.

Nous has an in-depth understanding of the affordable housing sector and extensive experience across the business development cycle. This includes developing a business case for a refuge for vulnerable youth in Melbourne and conducting a feasibility study for a mixed-used property development. Additional examples of our work are presented below.

Nous employs 400 people with diverse backgrounds and experience. In addition to the consultants listed in this application, Nous can draw from this expertise to assist Community Housing Organisations (CHOs) with all aspects of business development.

Sector knowledge

According to AHURI, Australia needs to triple its stock of social housing over the next 20 years. More than two-decades of low investment has resulted in a shortfall of 433,000 dwellings nationally. Approximately 3,000 dwellings are built each year, but this is not keeping pace with rising need, let alone addressing the existing backlog.

Fixing this will require a major program of social housing construction. Not-for-profit CHOs will be essential for addressing this gap. Around 350 CHOs already provide safe and secure social and affordable housing in Australia. In many cases, increasing housing stock will require CHOs to borrow money, however many smaller CHOs lack the internal expertise and capacity to undertake modelling, develop business cases and identify and manage risks. This presents a significant barrier to securing loans and increasing housing stock.

Nous has an in-depth knowledge of CHOs operating environments. We bring extensive experience working with CHOs and other not-for-profit organisations across strategy and business planning, service design and delivery, business case preparation, digital strategy and roadmaps, and capability building.

Skills	Offered?	Demonstrated qualifications, consultancy skills and consulting track record
Finance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> Nous developed and scaled a profit-making social enterprise for a charitable organisation to build a sustainable revenue stream, reducing reliance on government funding and philanthropy. Nous undertook strategic and commercial due diligence for a private equity investor investing in a health business, including full analysis of the environment and target and projection of future revenues, expenses, and capital expenditure. Nous worked with Court Services Victoria to develop the Business Case for investment in a new court precinct in Wyndham. The Business Case included 15-year demand modelling and a comprehensive cost-benefit analysis of the quantitative and qualitative benefits to the courts, police, corrections and society.
Business planning	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> Nous was engaged to develop a business planning process which would generate clear priorities relevant throughout a large complex organisation. Nous changed the process to ensure active agency participation and transformed the Executive's oversight of strategic and business performance. Nous developed a business case for a new refuge for Melbourne's most vulnerable young people. Nous managed the process from initial research through to design and costing (including engaging architects and workforce planning) and securing funding and submission to government. Nous was engaged by a Wentworth community housing to refine performance metrics and improve client focus. Key components were to rationalise and refine the large number of performance metrics and to revise their client services charter to better meet client needs.
Property development	<input checked="" type="checkbox"/> Yes (in the business)	<ul style="list-style-type: none"> Nous conducted a feasibility study for a new type of property development integrating health, wellbeing, business and residential property including social housing. Nous facilitated a 'vision' workshop, undertook desktop research, and

	case phase) <input type="checkbox"/> No	<p>conducted financial models of different site options. The client adopted our report and recommendations and are continuing implementation of the site.</p> <ul style="list-style-type: none"> • South West TAFE engaged Nous to develop a business case for an education and culture precinct at its Warrambol campus. The final precinct design included an interactive digital learning space, library and community markets. 						
Risk management	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> • Nous was engaged by a federal department to develop an enhanced approach to how risks are assessed and managed. The department designs and manages activities that are delivered to clients by external providers. Nous designed an enhanced program risk management framework that was well received by stakeholders as it moved risk management from a compliance activity to a proactive and collaborative process. • Nous facilitators and strategy consultants worked with a rapidly growing global professional services firm to develop a strategic planning process and drive implementation of the plan. The plan incorporated important risk management strategies to enable the business to adapt rapidly to market downturns. 						
Geography	ACT	NSW	NT	Qld.	SA	Tas.	Vic.	WA
Office?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Worked in?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Future work in?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>