



ANNUAL REPORT 2019





HISTORY AND MISSION

In its sixth year of operation WAUC has continued to contribute to the Western Australian NFP sector whilst facilitating student development

“ To deliver lasting social impact in the WA community by enabling more effective NFPs, actively developing professional skills in our students, and inspiring future leaders ”

Established in 2014, WAUC was founded by four WA students who saw a need for increased accessibility in management consulting services for NFPs. Since then, WA's first student-run management consultancy has delivered 50 projects for a diverse range of clients (including 16 repeat client cases), and expanded to engage over 40 student consultants.

Entirely run by volunteers, WAUC provides pro bono management consulting services to charitable organisations which address the complex and unique issues that exist within the NFP sector. We service some of the largest charities within WA, in-line with our core objective to drive social impact in our community.



MESSAGE FROM THE BOARD

2019 saw extensive collaboration between The Board and Executive team to implement WAUC's strategic plan

2019 was a year of continued improvement, success and achievement for WAUC.

We successfully delivered 12 cases for our clients across a number of charities and not-for-profit organisations that support various sectors of the Western Australian community. We are extremely proud of our teams and volunteers that work tirelessly to create meaningful impact for these organisations throughout the year. As a charity, WAUC is dependent on the generosity of our volunteers and this year, we had over 60 students donate their time to support our clients. We also helped our volunteers develop tangible skills through numerous internal & external training sessions, networking opportunities and case team experiences.

This year saw the formal introduction of a new operating model where selected case teams were mentored by a dedicated professional adviser. This was well received and complemented the support that our volunteers received from our industry partners. We also increased our training offering by providing volunteers with optional practical skills sessions on topics such as data analysis and visualisation. The Board and Executive team started the implementation of our 2018 strategy to improve our client and volunteer outcomes and facilitate future growth by standardising our internal processes and service delivery.

2019 also saw changes to the Board and in particular, we want to acknowledge the efforts and contributions of Patrick Davis and Luke

Frewer. As co-founder and Director, Patrick played an instrumental role in WAUC's success and provided guidance and mentorship to generations of case teams, executive members and his Board colleagues. As CEO in 2016 and then as Director, Luke led WAUC to new heights, cemented our industry partner relationships and developed an integrated training program to upskill our volunteers. Patrick and Luke have both made an outstanding contribution to WAUC and we wish them the very best for the future.

In 2020, we hope to see significant progress on our strategy implementation that will provide the platform to enhance our offering to our clients, volunteers and by extension, the broader Western Australian community. We are confident that WAUC, led by Julian Sanders and the executive team, has the right vision and capabilities to continue creating meaningful impact and grow the organisation in 2020.

Thank you for your continued support of WAUC.

Hayley Baker, Daniel Firth, Darren Gan, William MacLeod & Darren Wee
Board of Directors

OUR PARTNERS

It is through WAUC's partnerships that we are able to effectively deliver value for our clients and drive social impact within the community

Principal Partner



WAUC is proud to be a registered charity with the Australian Charities and Not-for-profits Commission



Industry Partners



Residential Partner



ST GEORGE'S COLLEGE



2019 HIGHLIGHTS

Throughout the year WAUC continued to build upon its core operations, whilst implementing new initiatives to improve our organisation



IMPROVED TRAINING

- Introduced a standardised semester schedule
- Implemented technical skills training workshops, complemented by a buddy system to support incoming consultants



FLEXIBLE DELIVERABLES

- Expanded our capacity to provide tailored solutions for clients
- WAUC delivered implementation workshops for clients, and undertook a focussed technical case involving process automation



VOLUNTEER HOURS

- Implemented systems for recording consultant volunteer hours
- Hours are reflected on academic transcripts, providing documentary evidence of consultants' valued voluntary contributions



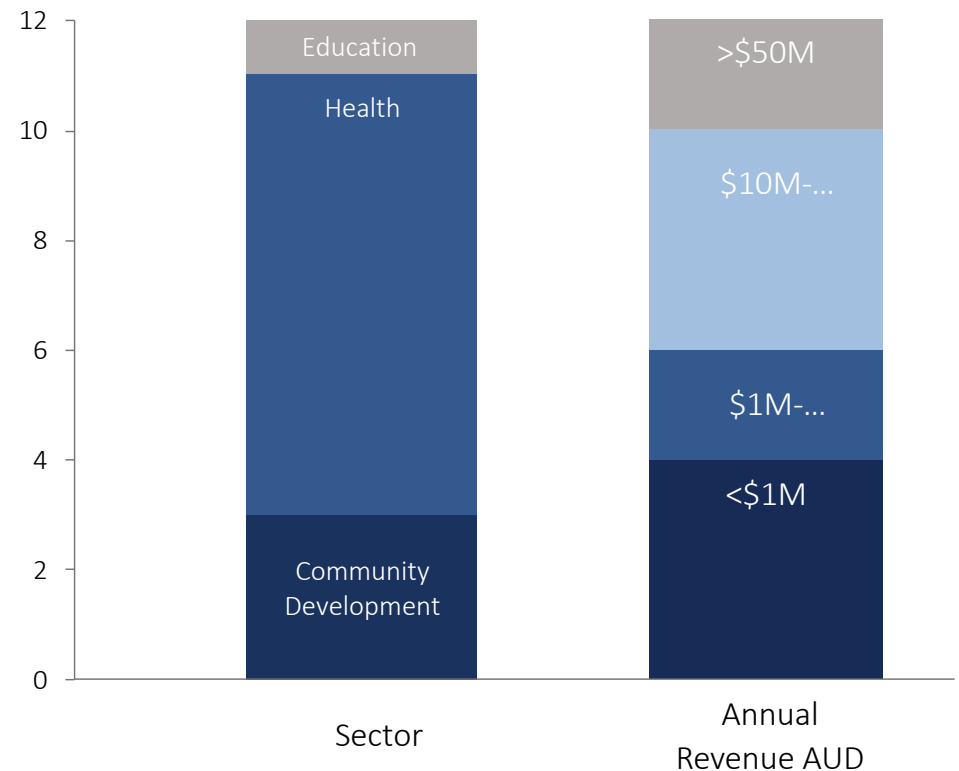
YEAR IN REVIEW

WAUC continued to deliver quality work for its clients, completing 12 projects over the course the year

Clients engaged in 2019



Size and Sector of Engagements



CASE STUDY - CLIENT WORKSHOP

For the first time, WAUC ran internal workshops with clients to maximise impact and facilitate an iterative process

Our client had recently experienced major organisational growth, and sought WAUC's advice on how to optimise its expanded business model whilst remaining true to the organisation's core values.

The client was experiencing a number of specific operational issues which WAUC first sought to identify the causes of. It was found that the issues in question stemmed primarily from the client's organisational structure, decision making, and employee training.

Proposed solutions in these three areas were presented in a workshop to the client's entire staff. Through the facilitation of five group activities, WAUC was able to work collaboratively with the client's employees to generate solutions that all levels within the company were satisfied with.

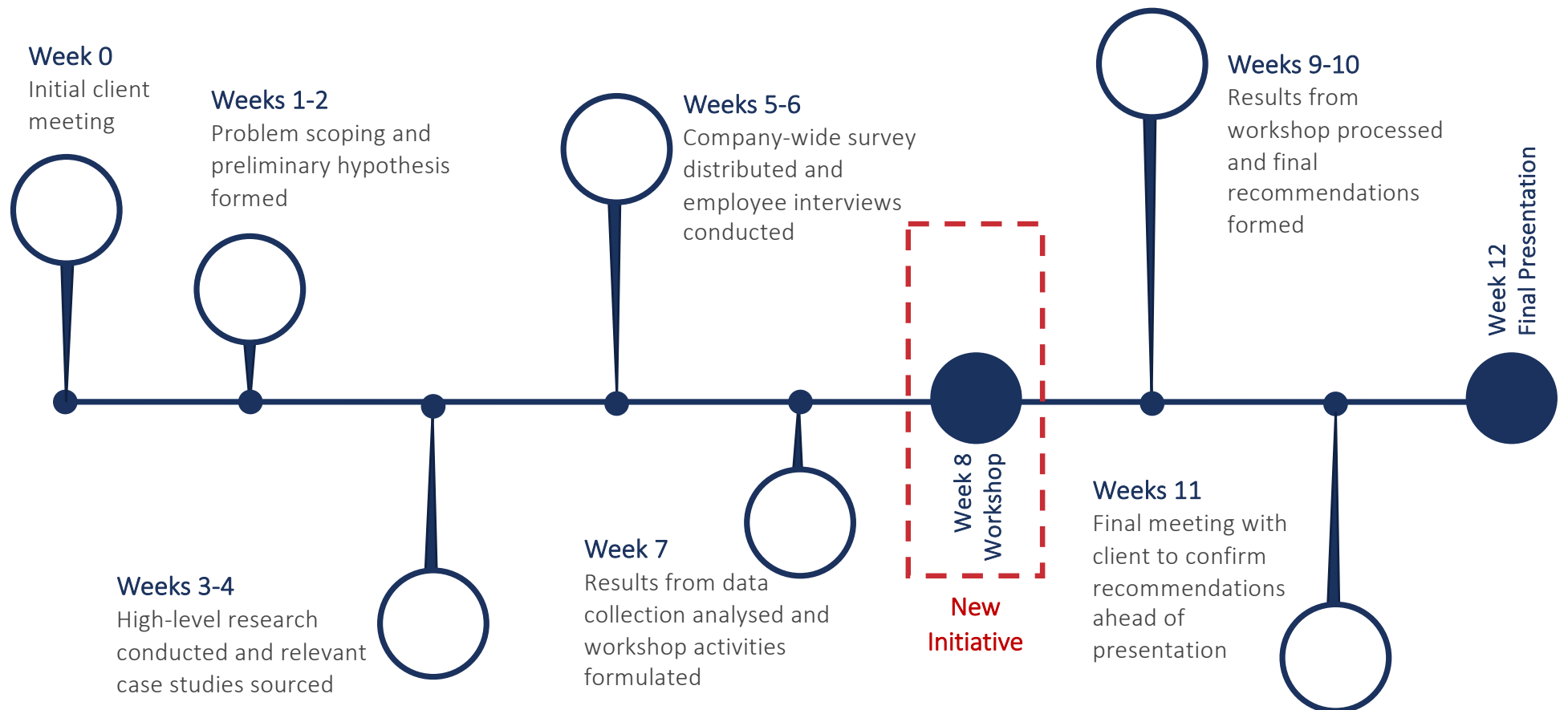
This workshop was a major success, facilitating client-generated solutions that directly addressed all issues identified whilst remaining true to the organisation's identity.



CASE STUDY - CLIENT WORKSHOP

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Example Case Timeline



CLIENT IMPACT

WAUC continued to deliver value to clients in 2019, with feedback highlighting the strength of recommendations and professionalism of our team

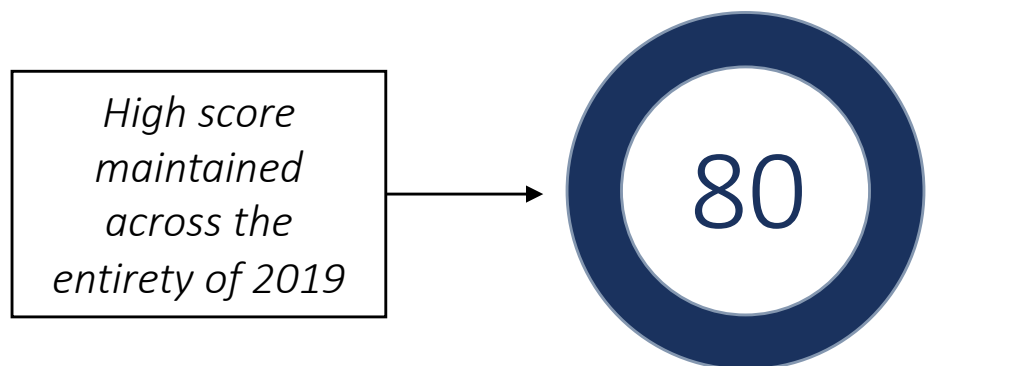
“ The results exceeded our expectation and were of such a high standard that they could have been produced by industry experts with years and years of experience . The work both validated the strategic direction we are taking JDRF and also challenged some of our beliefs which will ensure a higher standard of work in the future. ”

- JDRF

“ Engaging WAUC has helped us to see opportunities we may not or never have considered. The WAUC Team were exceptionally client focused, ensuring there was little burden on existing objectives, and only acting to add value. ”

- Wungening Aboriginal Corporation

Net Promotor Score





OUR STUDENT BODY

WAUC takes great pride in the diversity of its student body, and the unique ideas that our consultants are able to form as a result

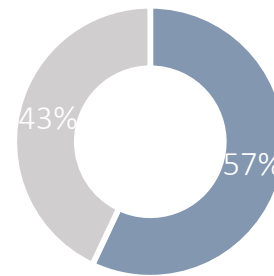
At WAUC we value the unique insights that diversity brings both to the student experience, and the impact we drive for our clients.

For our students, fostering a diverse cohort of consultants allows individuals to draw from a wide range of experiences, and foster networks

from a talented and passionate pool of individuals.

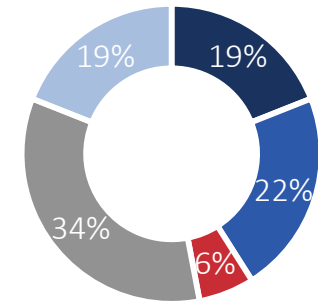
For our clients, diversity means that the approaches we take to solving problems incorporate a number of varying perspectives, and are constantly iterated to maximise client impact.

Gender Split



■ Male ■ Female

Consultant Background



■ B.Com ■ B.Sci ■ B.Arts



EVENT: INTERN SPEAKER PANEL

This year WAUC collaborated with fellow student organisations to host the 2019 Intern Speaker Panel and Sundowner

The 2019 Intern Speaker Panel saw the culmination of five panellists from a diverse range of backgrounds share their experiences from various professional internships. Through the event, we aimed to provide students with an opportunity to develop their understanding of careers in a diverse range of fields, including management consulting, finance, law, and engineering.

The collaboration saw over 100 students attend this open panel event, where the audience was able to gain first-hand insight into what it is like to work in industry. The panel answered questions posed by the audience, giving numerous tips and advice directly relevant to the student audience. Afterwards, WAUC and it's partner clubs hosted a networking sundowner, giving students the opportunity to interact directly with panellists.

142
ATTENDEES



IMPACT

EMPLOYABILITY and SKILL BUILDING: Insight into best-practice for internship and graduate applications

BUILDING STUDENT NETWORKS: The Panel and Sundowner created a platform to bring together students from a diverse range of degrees and backgrounds

Partner Clubs



TRAINING

In 2019, WAUC focussed on increasing the variety of trainings on offer to new consultants

CONNECTING DATA TO STORYLINE

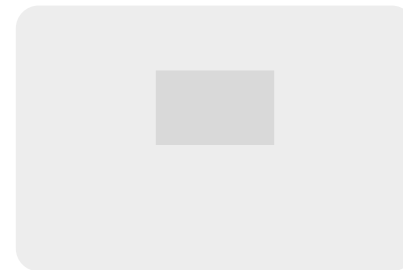
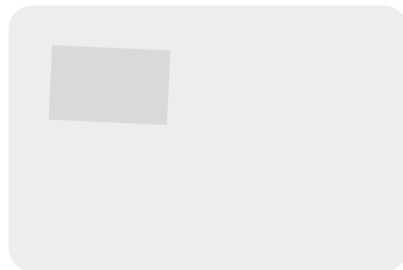
POWERPOINT AND PRESENTATION SKILLS

STORYBOARDING WORKSHOP

New in 2019

NEW CONSULTANT TRAINING

TECHNICAL SKILLS TRAINING



TRAINING - NEW CONSULTANT TRAINING

New Consultant Training was implemented to introduce concepts integral to consulting in an interactive manner

6:00-6:20 INTRODUCTION TO WAUC
AND ROLE OF A CONSULTANT

6:20-6:40 OUTLINE OF TYPICAL CASE
OBJECTIVES, EXPECTATIONS AND
DELIVERABLES

6:40-7:00 OUTLINE OF CASE
ROADMAP TIMELINE & WAUC
SUPPORT SYSTEMS

7:00-8:00 CASE SCOPING
WORKSHOP EXERCISE



“The initial WAUC training was extremely beneficial. It gave us clear insight into the role of a consultant, the resources available to us and the timeline for the semester”

- Consultant, B.Com

TRAINING - TECHNICAL SKILLS

In 2019, we partnered with Visagio to run several technical training sessions with consultants



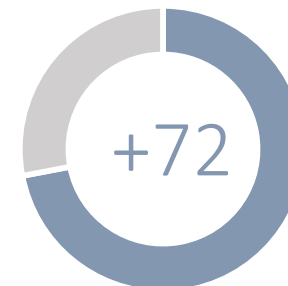
Throughout 2019 WAUC ran four *Technical Skills Trainings* in partnership with Visagio. Each session was targeted to a specific platform, with two focussing on Microsoft Excel, another on VBA, and the final training exploring Tableau.

The goal of these sessions was to expose consultants to new technologies they had not yet encountered in their studies. Furthermore, our partnership with Visagio ensured the skills developed were industry-relevant and applicable to the case work conducted by WAUC consultants.

I really enjoyed how the workshops were tailored to the specific feedback received from consultants and catered towards different levels of proficiency at Excel

- Consultant, B.Sci

Net Promotor Score



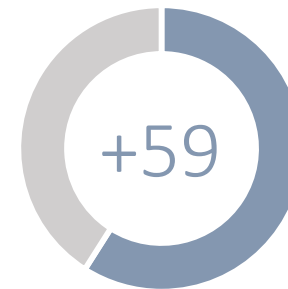
STUDENT DEVELOPMENT

WAUC places a strong emphasis on developing the skills of our consultants, with many gaining employment at top-tier firms upon graduation

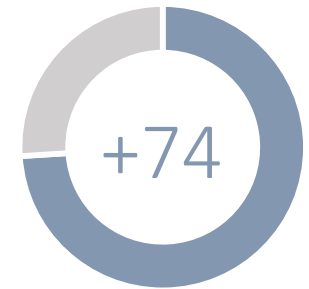
Alumni firms



Net Promotor Score



Mentoring Sessions



WAUC

Student Testimonial – Our Key Strengths

“Creativity and a strong back catalogue of resources and successful alumni, which provides great advice and experience for new consultants”



1. NPS (Net Promoter Score)
Source: WAUC Client survey S1 2019 - All responses (n=5)

...professional,
extremely easy to work with, insightful,
committed, clever and resourceful. The
engagement had a really positive impact
on our organisational development."
- Nick Maisey, CEO of Befriend

"The WAUC team seamlessly worked
with our organisation to deliver an
outcome that was immediately
translatable to the work we are currently
conducting. WAUC consultants may be
students, but their work is of a high
standard."
- Dr. Jon Pfaff, Senior Policy Advisor of
WAPHA

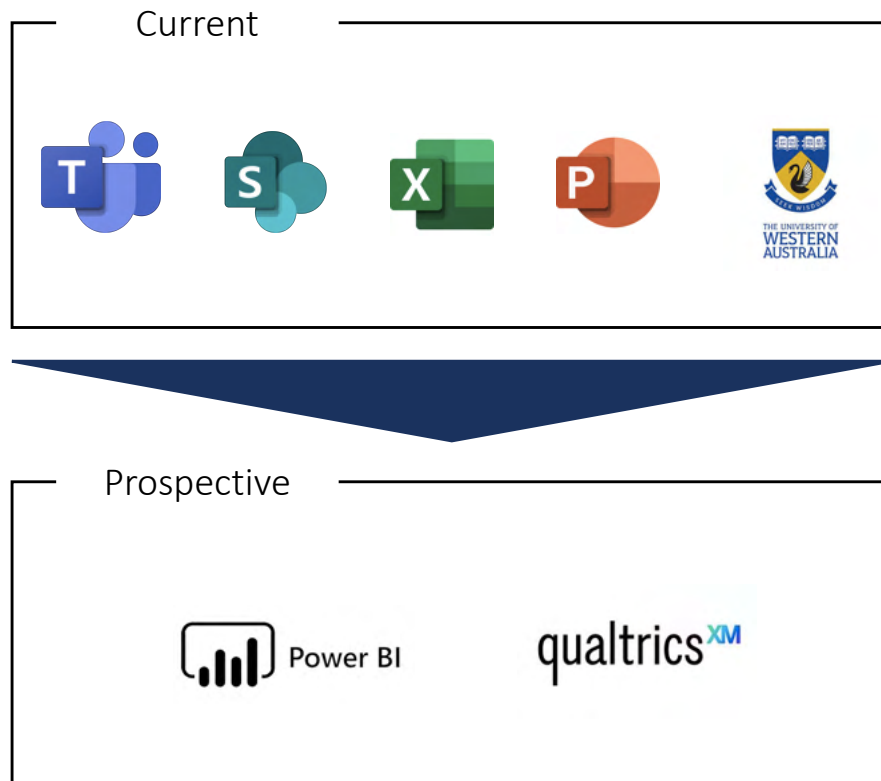
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OBJECTIVES

CASE WORK

The ability of WAUC to add value to our clients will be improved by building upon our current resource base and improving consultant training

RESOURCES



TRAININGS

A major goal for 2020 is to increase cross-team collaboration during the semester, as consultant surveys have revealed this to be a key weakness of WAUC's current operating model.

To address this issue, we plan to introduce dedicated organisation-wide work sessions where all teams meet to discuss case progress and collaborate on roadblocks faced. This will facilitate increased cross-team transfer of consultant expertise and ideas, thereby improving the quality of all case deliverables.

ALUMNI ENGAGEMENT

Reconnecting with alumni to build an active professional community, facilitate experience sharing and contribute to WAUC's ongoing social impact

We recognise that many WAUC consultants have moved onto diverse and outstanding career pathways. Thus, we have identified significant value in establishing a strong alumni community to allow past consultants to reconnect and reengage with WAUC's mission and activities. This will be achieved via:



ESTABLISHING AN ONLINE PRESENCE

Through LinkedIn and regular Alumni email updates



EXCLUSIVE ALUMNI EVENTS

To foster quality networking opportunities and allow alumni to reconnect with professional colleagues



MENTORSHIP INITIATIVES

To provide our consultants with quality career and case guidance and facilitate experience sharing



EMPLOYMENT SUPPORT

To be established as a support structure for WAUC consultants applying for employment in professional consulting firms

These new initiatives will seek to target the **application and interview stages** of top-tier consultancy recruitment rounds, and **adopt direct strategies** to improve consultants' performance.

Potential Strategies



- Increasing interactions between consultants and WAUC alumni will be a major focus going into 2020
- A mentoring program will help build the professional skillsets of WAUC consultants whilst promoting networking opportunities for all involved
- Additional benefits including a strengthened WAUC identity and improved comradery

CAMPUS PRESENCE

Fostering WAUC's campus profile through on-campus events will enhance recruitment outcomes

Following the success of the Internship Discussion Panel, WAUC will continue to expand its current events on offer going into 2020. As a result of these events, the organisation stands to benefit immensely through exposure to a greater pool of talented students. These will improve recruitment opportunities and drive future growth.

Potential events include a new discussion panel run entirely by WAUC. This would focus on work in the NFP sector, with the opportunity for clients, alumni, and other members of the public to attend. Further collaborations with other university organisations also present an attractive opportunity to increase campus presence.

