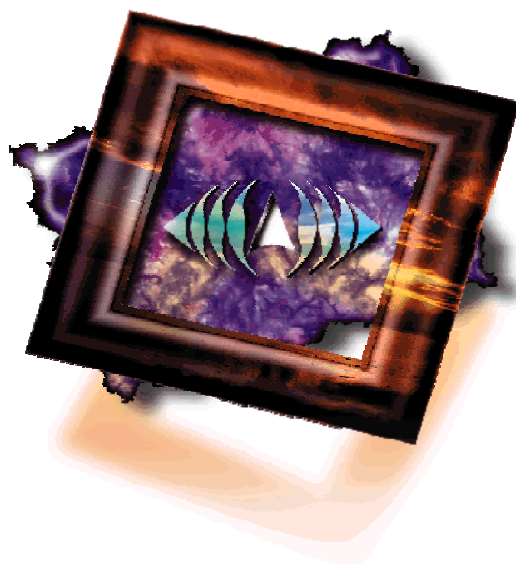


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ABOUT KEY INSIGHTS:

Clients and Expertise:

Key Insights conducts social and applied research, facilitates strategic planning and conducts organisational reviews. Most of the company's work has a policy development outcome. Social Impact Research supports sound development by analysing impacts on people and developing strategies that enhance the positive impacts and mitigate the negative impacts. Key Insights is a recognised leader in the Hunter in social and applied research and has implemented projects at local, state and national levels. Some of our more relevant projects and clients are listed here:

CLIENT AND PROJECT LIST

Government Clients:	
Client	Type of Project
Landcom	→ Social Sustainability and Due Diligence research for residential sub-division development at Morisset. (Lake Macquarie LGA)
RailCorp	→ Community Consultation Research, Communications Strategy formulation and Community Reference Group Facilitation
NSW Department of Ageing Disability and Home Care	<ul style="list-style-type: none"> → Primary cross-cultural research - transient indigenous people with disabilities - and service delivery and funding model development for implementation across NSW. → Culturally and Linguistically Diverse Services: capacity review → Volunteering: review the impact of recruiting, collective training and management initiatives to reverse the decline in volunteering.
Indigenous Business Australia; Commonwealth Government	→ Business Support services to Indigenous businesses; particularly during start-up.
Northern Territory Health	→ Evaluation of Commonwealth funding for aged persons and service restructuring in remote Indigenous communities.
The Department of Community Services	<ul style="list-style-type: none"> → Social and Applied Research → Project and organisational evaluations → Departmental reviews → Organisational Rescue for community organisations
The Department of Urban Affairs and Planning / DIPNR	<ul style="list-style-type: none"> → Community and stakeholder consultations → Building Better Cities - Regional Development Consultations → Strategic Planning and research (several projects in a variety of regions)
NSW Department of Health	<ul style="list-style-type: none"> → Needle and Syringe Exchange Reviews → Health Needs Analysis → Review of the Youth Alcohol Strategy (NSW) → Social impact research and needs assessments.
NSW Bureau of Crime and Statistics	→ Primary Field Research; Cannabis and Driving Project
Newcastle City Council	<ul style="list-style-type: none"> → City Plan workshop facilitation → Social and applied research

Government Clients:	
Client	Type of Project
	<ul style="list-style-type: none"> → Land and Environment Court Expert Witness and SIA Review → Impacts of State and Federal Government funding on local government → Crime Prevention Consultancy → Research into Homelessness and community mediation around homelessness → Infrastructure Research → Urban Forest Project - strategic planning facilitation
Lake Macquarie City Council	<ul style="list-style-type: none"> → Telephone survey and community meeting facilitation: Rate Variation Proposal → Lifestyle 2020 Community Consultations → Chairing Public Hearings for Land Rezoning → Research - particularly Social Impact research
Maitland City Council	<ul style="list-style-type: none"> → Research → Strategic Planning (Youth Services)
Cessnock City Council	<ul style="list-style-type: none"> → Community Consultation → SIA research
Liverpool City Council (Sydney)	<ul style="list-style-type: none"> → Creating Our Futures Together - community visioning workshops for Liverpool City Multi-Agency Strategic Plan. Workshops included some facilitated with translators for Culturally and Linguistically Diverse Communities.
Port Stephens City Council	<ul style="list-style-type: none"> → Community Survey → Organisational reviews → Appearance in Land and Environment Court as expert Social Research witness

Corporate Clients:	
Client	Type of Project
County Property	→ Economic analysis, community infrastructure & market research. Large residential development in Thornton North (Maitland LGA)
Johnson Property Group	→ Social sustainability/Community infrastructure research, residential rezoning in Cooranbong. (Lake Macquarie LGA) → Social and Economic research, proposed Trinity Point Marina. (Lake Macquarie LGA)
Rosecorp	→ Social Sustainability Research, Catherine Hill Bay, Gwandalan (Lake Macquarie and Wyong LGAs)
Malbec Properties	→ Social Sustainability Research. Residential rezoning and cumulative development analysis in Manyana (Shoalhaven LGA- South Coast NSW).
Kyoto Energy Park	→ Social and Economic Impact Assessment for green-energy park near Scone, Upper Hunter LGA
HBO+EMBT Architects	→ Economic Assessment of options for development in Toronto, Lake Macquarie LGA.
APP	→ Social Impact Assessment for major retail development in Lake Macquarie LGA
Wise Property Group	→ Social Impact Assessment (Opportunities and Constraints) for residential rezonings in Smiths Lake and Seven Mile Beach. (Great Lakes LGA)
Hardie Holdings	→ Social and economic impact assessments for developments in the Hunter Valley and Great Lakes areas
Mirvac	→ Social and economic impact assessments
Buildev	→ Social and economic impact assessments for a number of developments in the Hunter and Great Lakes areas
Bovis Lend Lease	→ Social and economic impact assessments for a variety of clients developing projects in the Hunter
Stronachs	→ Social Impact Assessment for shopping centre development
EJE Architecture	→ Social and economic impact assessments for local and international clients

Corporate Clients:

Client	Type of Project
	→ Community Consultations for Masterplans (Wyong City Council)
Harper Somers O'Sullivan	→ Social and economic impact assessments for a variety of clients developing projects in the Hunter
Asquith and de Witt	→ Social and economic impact assessments
OneSteel	→ Formulation and facilitation of community consultation program
BHP Billiton; Mt Arthur Coal, Hunter Valley	→ Research and Facilitate the development of the Mt Arthur Coal Community Plan → Develop the Policy and Procedures Manual for Community Plan implementation and measurement.
Xstrata; United Collieries, Hunter Valley	→ Qualitative and quantitative research, risk assessment and strategic advice on the relocation of a significant heritage facility. → Baseline social and economic impact analysis
Narrabri Coal; Namoi Valley NSW	→ Baseline social and economic research including qualitative research as part of the Social Impact Assessment for the EIS (project current)
Whitehaven Coal and Indemitsu Joint Venture; Namoi Valley NSW	→ Socio-Economic Impact Assessment (research - qualitative, social and economic) as a component of an EIS. Project complete - new mine now approved.
Somersby Fields Joint Venture; Somersby Sand Mine	→ Social Impact Assessment for new sand mine.
Newcastle Airport	→ Market Research, telephone surveys
Stockland	→ Market research, customer surveys
Industry Development Centre	→ Project Management - Industry Clusters
BHP IT	→ Strategic Planning → Systems Architects Team Programs
COAL Australia	→ Community Research
Peach Advertising; Bluetongue	→ Market Research & brand analysis (Bluetongue Beer)
<ul style="list-style-type: none"> ▪ Bollings Supermarket Stockton (Newcastle) ▪ Morpeth Cellars (Maitland) ▪ Greta Bottle Shop (Cessnock) ▪ Ritchies IGA - Rutherford, Erina 	→ SIA Cat B; NSW Department of Gaming and Racing.

Corporate Clients:

Client	Type of Project
and Griffith ▪ Tottenham Supermarket (Lachlan Shire) ▪ Tim Owens, Lambton (Newcastle) ▪ Cellarbrations Muswellbrook ▪ Cellarbrations Carlingford ▪ Woolgoolga Beach Hotel ▪ Gartelmann Hunter Estate, Lovedale	
Ritchies Liquor, Ballina	→ SIA Category A, NSW Department of Gaming and Racing
McCloys Pty Ltd	→ SIA Class 2 for the Jewellstown Tavern

Community Organisation Clients:	
Client	Type of Project
United Nations; Office of the Prosecutor (OTP) Tanzania (International Criminal Tribunal for Rwanda - ICTR)	→ Streamlining the flow of information across all investigation and trial teams, documenting policies and procedures.
University of Newcastle	<ul style="list-style-type: none"> → Research for product development and course planning → Faculty business planning → Social and applied research → Faculty Review Committees → Co-research on grants programs within the School of Social Science
Australian National University, National Centre for Indigenous Studies.	→ Report: Indigenous Community Capacity to Implement Crime Prevention Strategies. A working document for the Attorney General's Department, with the aim to facilitate, educate, empower and ultimately build the capacity of Indigenous communities to reduce and prevent crime.
TAFE Hunter Institute	→ Commercial market research
Hunter Business Centre	→ Executive management
University of New England	→ Facilitate planning and development for network groups
Catholic Diocese of Newcastle-Maitland	<ul style="list-style-type: none"> → Inner city strategic planning → Strategic Review: Young adults ministry
Uniting Church of Australia	→ Strategic planning for the Hunter Presbytery
Special Olympics NSW	→ Strategic Planning
Legal Aid NSW	→ Strategic Planning
Yamuloong Inc; Indigenous RTO and Enterprise Development Organisation.	→ Organisational review, Business Development and Mentoring
Mission Australia	<ul style="list-style-type: none"> → Business planning → Management retreats
Newcastle Family Support Services	→ Project to build family friendly communities - BUDS
The Hunter Taskforce	→ Audit on the impacts of a downturn in manufacturing in the Hunter
Life Without Barriers; (National Disabilities organisation)	→ Corporate Governance Review

Community Organisation Clients:	
Client	Type of Project
Hunter, Central Coast and Mid North Coast Area Consultative Committees	→ Strategic planning
The Law Society of NSW	→ Major state-wide research projects → Business planning → Project development
The NSW Board of Adult and Community Education	→ Regional ACE Cluster Strategic Planning throughout NSW (8 regions) → Board Strategic Planning/ Research
Foster Care NSW	→ Executive & Project Management
Lifestyle Solutions; (not-for-profit national organisation caring for people with intellectual disabilities).	→ Strategic Planning → Organisational Reviews → Submission writing and representations to Government agencies
Clubs NSW (Not-for-profit Peak Body)	→ Social Research; documenting economic and social contributions of Clubs to the Hunter region
Newcastle Youth Service	→ Management Consultancy