

Mind The Gap Consulting

Value Proposition
2024

**MIND
THE
GAP**
CONSULTING

About Us

Mind The Gap Consulting exists to solve critical capability challenges impacting their People, Teams and Organisations to enable growth opportunities and become an employer of choice.

We provide a broad range of Learning and Organisational Development consulting services to help workplaces and individuals facilitate change, achieve their vision and optimise performance.

We are committed to pushing boundaries, challenging assumptions, and exploring new ways of connecting by partnering with organisations, leaders and teams to design and deliver effective workplace interventions and programs to future proof workforces for a better working world.

Head Office: Floor 3, Customs House, 13 Alfred Street, Circular Quay, Sydney, NSW, 2000.

Established: 2018

Employees and Associates: 12



**MIND
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CONSULTING



Vision

We enable workforces to activate our full potential and create a better life for a better working world.



Purpose

We partner with organisations, leaders and teams to elevate customer, business and people outcomes and transform the employee experience.



Values

Connection
Curiosity
Integrity
Authenticity
Excellence
Growth



Accomplishments

We were recently successful in winning six Diamond Awards at the international 2023 LearnX Awards. The LearnX awards acknowledge industry-leading learning, talent and skills development across various industries.



Best Induction /
Onboarding



Best Learning &
Development



Best eLearning
Project



Best Technical
Skills Training



Best Custom /
Bespoke Learning



Best Content
Curation

Our Services

Learning Design and Development



CUSTOMISED
CAPABILITY,
LEARNING AND
DEVELOPMENT
SOLUTIONS



INSTRUCTIONAL
DESIGN AND
DELIVERY /
FACILITATION



BLENDED
LEARNING
INTERVENTIONS



ONBOARDING
/ INDUCTION
PROGRAMS



CAREER AND
LEARNING
PATHWAYS



KNOWLEDGE
TRANSFER
FROM
TRANSITION TO
BAU

Our Methodology



Case Study Review

Client: WaterNSW

Date: February - November 2022

Learning Solution: Rapid Onboarding Program



Rapid Onboarding Program



Business Problem

System Operations is a critical technical function within WaterNSW to manage the supply and demand of water across NSW with a significant number of team members transitioning to retirement over a 12month period. Many of the core operating processes, procedures and critical technical expertise are implicit knowledge areas, presenting a significant risk to business continuity and the overall customer and employee experience. Speed to competency for a new starter to reach peak performance takes 4 years which is unsustainable for existing and new starters, impacting attrition, retention and attraction of technical talent in a labour short market.



Solution

A strategic, sustainable, structured and formalised approach to learning and development mitigated a number of operational and psychosocial risks to ensure *Water is Delivered, When and Where it Matters*. The **Rapid Onboarding Program** comprises of 20+ videos, 6 eLearning courses, 18 Quick Reference Guides and 30, 60 and 90 day plans to reduce the speed to competency and retain critical business knowledge and talent for business continuity. Collaboration across WaterNSW helped to educate other parts of the business about Systems Operations and the program is available to all WaterNSW current and future employees to become an employer of choice.

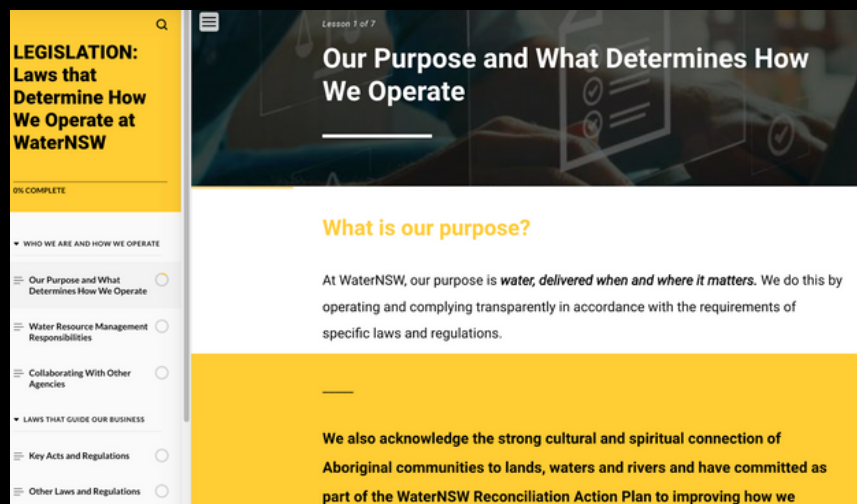


Benefits

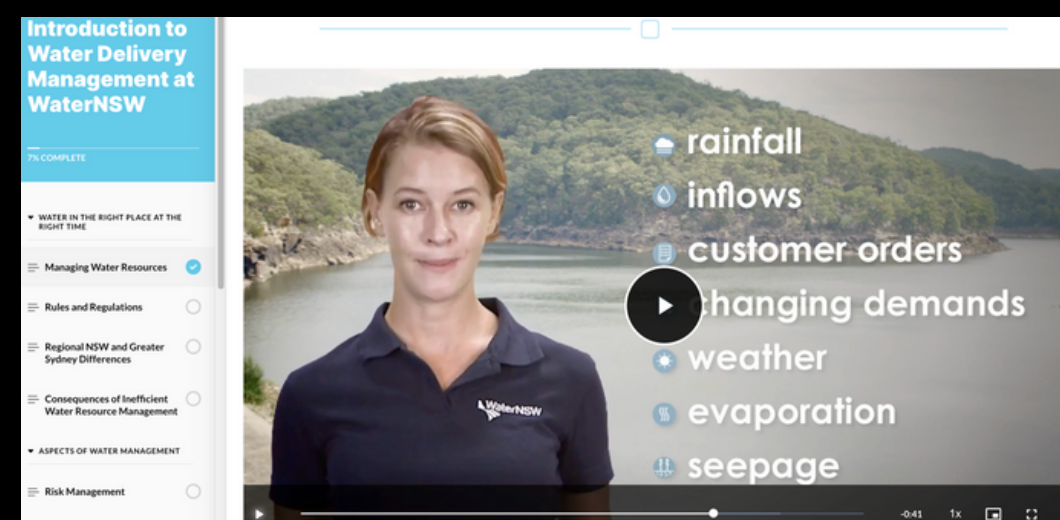
- Business continuity of core operations across NSW
- Knowledge transition and retention of critical technical expertise and talent
- Sustainable, structured and formalised onboarding experience for current and existing employees
- Speed to competency reduced from 4 years to 6 months
- Flexible anywhere and anytime learning experience for a remote and dispersed workforce (blended learning model)
- Best practice onboarding solution to become an employer of choice

Learning Solution

Laws that Guide our Business at WaterNSW



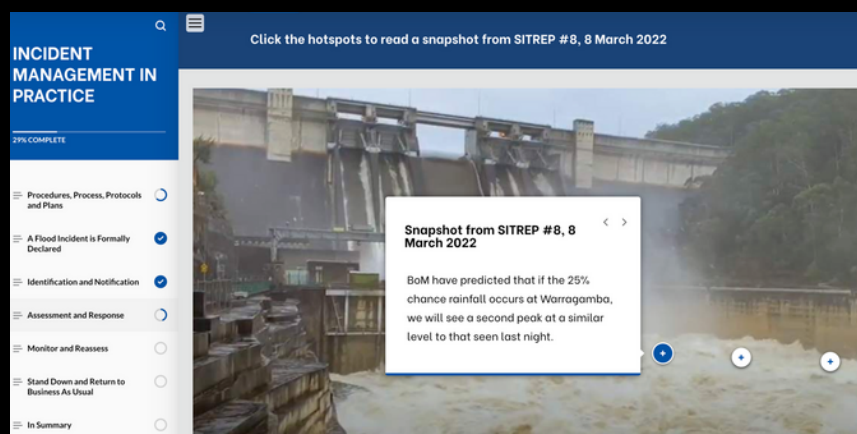
Introduction to Water Delivery Management at WaterNSW



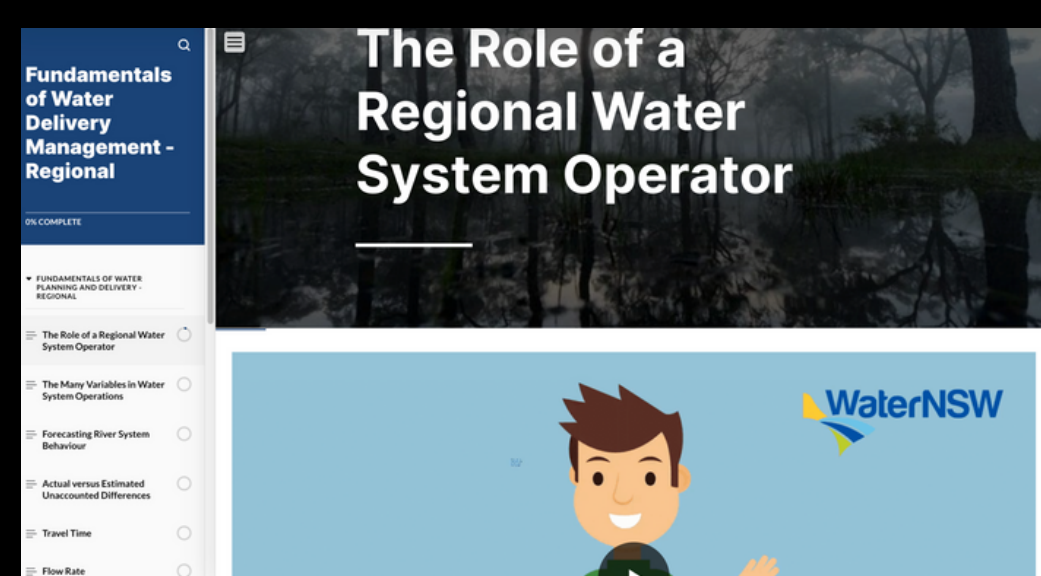
Fundamentals of Water Delivery Management – Greater Sydney



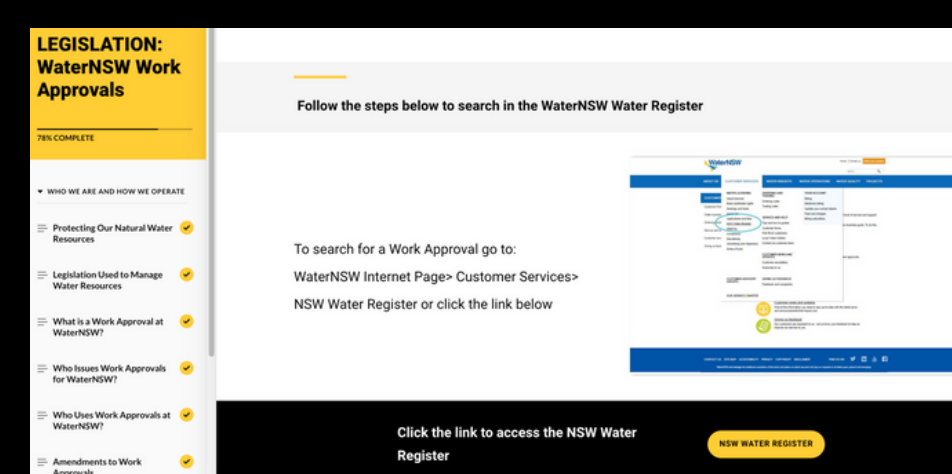
Incident Management in Practice



Fundamentals of Water Delivery Management - Regional

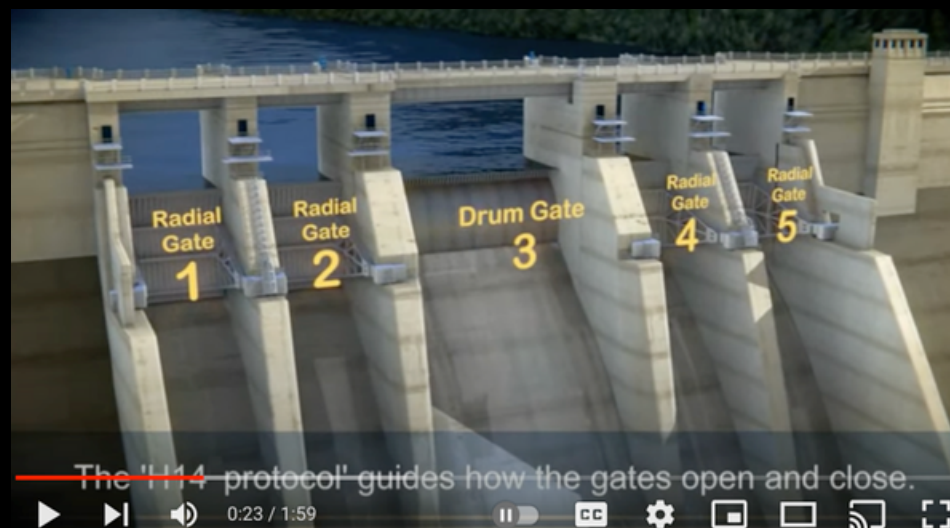


WaterNSW Work Approvals



Leaning Solution

WaterNSW Videos



Quick Reference Guides

INCIDENT MANAGEMENT IN PRACTICE - FLOODS

Quick Reference Guide

What is a Flood Incident?
A flood incident is a fast-moving event, has extreme risks and can have devastating consequences impacting property, water quality, communities, and human life.

What can cause a Flood Incident?
There are many factors that influence a potential flood incident being declared. Factors can include current catchment conditions, weather conditions, when the event may happen, the location and the duration of the event.

How is an Incident identified?
Daily monitoring activities by system operators help to identify potential risks and events that may occur.

What happens when there is a potential Flood?
Risks are identified and pre-flood contingencies and consequences are considered by system operators and subject matter experts for possible outcomes and flooding impacts.

MANAGEMENT AT WATERSNSW

Quick Reference Guide

The focus of Water Delivery Management at WaterNSW is to deliver water to our customers across the state in the most efficient way, and in line with legislation requirements.

Our purpose is water, delivered when and where it matters.

We do this by:

- Capturing, storing and releasing water in an efficient, effective, safe, and financially responsible manner
- Supplying water in compliance with appropriate standards of quality

The process of capturing, storing, and releasing water is not a straightforward process but is essential for the sustainability and protection of all river systems, the environment and ecosystems, water quality and accessibility to those who need it today and in the future.

Water System Operators

Water System Operators play a key role in achieving operational efficiencies in water delivery management and achieving our purpose.

Water System Operators have specialist knowledge in:

- river systems and their behaviour
- infrastructure (dams, weirs, pipelines, canals)
- water quality monitoring assets
- laws and regulations that apply to water management
- customers
- water demands
- water modelling and decision-making systems

FUNDAMENTALS OF WATER DELIVERY MANAGEMENT: REGIONAL ROLE OF A WATER SYSTEMS OPERATOR

Quick Reference Guide #1

From valley to valley, from season to season, and from day-to-day, water delivery happens across different NSW regions by Water System Operators by releasing water from a dam, and by adjusting infrastructure to ensure there is enough water downstream at the time it is required by customers and the environment.

The Role of a Regional Water System Operator

The role of a Regional Water System Operator is to capture, store and release water in the most efficient way, in line with regulatory requirements.

The Daily Focus of Regional Water System Operators

The daily focus of water system operators is to be aware of many variables including what is happening in a river system/section, monitor for any changes or differences, forecast the outcomes for water in-trout, and forecast the amount of water to release.

Variables in Regional Water System Operations

- Weather patterns, seasonal changes
- Rainfall, inflows, gains and losses
- Travel time from head water storage to delivery destination
- Environmental conditions, breeding patterns and cycles of animals
- Seasonal crop cycles
- Operational surplus
- Constraints (physical, infrastructure, regulatory)
- Customer orders
- Incident conditions, flood, droughts, water quality

The fluctuation, dependency, comparability and uncertainty in variables influences decisions made by Water System Operators and how much water is released daily.

DELIVERY MANAGEMENT: GREATER SYDNEY ROLE OF A WATER SYSTEMS OPERATOR

Quick Reference Guide #1

The role of Greater Sydney Water System Operators is to source raw water and configure the Greater Sydney water supply system to ensure customers are provided with a continuous supply of the highest quality water.

Variables in water system operations, along with specialist knowledge in the Greater Sydney water supply system forms part of the fundamentals of Water Delivery Management, Water System Operations, and is required to complete activities.

Customer Priorities

Customers value security of supply and the consistent supply of high-quality water.

Supply Security - ensuring storages are balanced to maintain equal supply to all supply points and in the event of severe drought, supply would run out at approximately the same time.

Water Quality - The impact of minor changes in water quality can increase costs due to changes in chemical dosing requirements and can impact hydraulic capacity at water filtration plants which can lead to system failure. High quality raw water is cheaper and easier to treat.

Consistency - Step changes to water quality, even within Water Filtration Plant operational capability, can result in major disruption to chemical dosing processes and can result in failure of processes if unprepared.

Variables in Water System Operations

- Weather patterns and climate conditions (La Nina or El Nino)
- Rainfall, inflows, travel time from water source to destination
- Constraints (physical, infrastructure, regulatory)
- Legislation, Raw Water Supply Agreements, Customers
- Water Quality and Water Quantity
- Age, capacity and design function of dams, weirs, canals, pumping stations, pipelines and water filtration plants
- Events and incidents, droughts and floods

Learning Solution

Learning and Capability Development Landing Page

30-, 60- and 90-Day Plans

Learning and Capability Development

Sam DeGuara
Project 30 Consultant

Welcome to the home of learning and capability development for Water Planning and Delivery.

Here you'll find a range of learning and development resources to allow you to hit the ground running and continue to grow and develop to ensure water is delivered, when and where it matters.

New Starters: 30, 60 and 90 day On-boarding Plans

People Leaders
Access Here

Team Members
Access Here

Video Library

- About WaterNSW
- The Value of Water to our Aboriginal Communities - NRAA
- Protecting the Heart of the Catchment
- How WaterNSW Manages Algal Blooms
- WaterNSW Operations - Updated Oct 2022
- How we use Technology to Monitor Compliance at NRAA
- Windemere Dam
- What does a Water System Operator do?
- Merindab Lakes Flow Event - April 2021
- What are Algae?
- Cataract Dam
- How Drought Impacts Water Storages in Greater Sydney
- What does a Water System Planner do?
- Condam Dam spilling - March 2021
- Avon Dam Spilling - March 2021
- How Floods Impact our Storages in Greater Sydney
- The Value of Water to our Farmers - NRAA
- Fire, Floods and the Colour of our Storages
- Warragamba Dam - How the Gates Work
- Sydney Water Filtration Animation
- Natural Resources Access Regulator: Know the Rules ...
- How WaterNSW supplies water to Greater Sydney
- Warragamba Dam spill - March 2022

eLearning Courses

- Foundations of Water Delivery Management at WaterNSW - Greater...
- Foundations of Water Delivery Management at WaterNSW - Regional
- Introduction to Water Delivery Management at WaterNSW
- Incident Management in Practice at WaterNSW

Quick Reference Guides (QRG's)

- Legislation: WaterNSW Work Approvals #2
- Legislation: WaterNSW Work Approvals #1
- Legislation: Laws that Determine How we Operate at WaterNSW
- Incident Management in Practice at WaterNSW - Floods
- Water Delivery Management at WaterNSW
- Actual vs Unaccounted Differences at WaterNSW
- Examples Daily Talk Questions for a Water Systems Operator at...
- Water Systems Operations at WaterNSW
- Role of a Water Systems Operator at WaterNSW

RAPID ONBOARDING GUIDE People Leader

Use this checklist to keep track of tasks and questions to discuss with your new starter during review meetings in their first 30, 60 and 90 days at WaterNSW.

First 30 Days

WEEK 1: DAY 1 - 3 Complete the following tasks

- ARRANGE HIS/HER/IT BUILDING INDUCTION (INCL. GENERAL SAFETY BRIEFING)
- MAKE INTRODUCTION TO WORKPLACE BUDDY
- WATERNSW VALUES AND STRATEGY
- DESCRIBE ROLE / RESPONSIBILITIES, ONBOARDING MEETINGS AND DRESS CODE
- ORGANISE 'TEAM MORNING TEA' / LUNCH
- HR BUSINESS PARTNER INTRODUCTION
- CONFIRM THE TEAM WORK SCHEDULE, LUNCH AND RTO MANAGER ASSISTANCE PROGRAM (EAP)
- ORDER LINE ITEM / PPE EQUIPMENT (IF REQUIRED)
- CREATE EMAIL SIGNATURE
- DISCUSS ANY QUESTIONS FROM THE NEW EMPLOYEE GUIDE
- UPDATE DETAILS ON DELVE
- REMOVE WORKING CHECKLIST
- CHECK SYSTEM ACCESS (STANDARD AND ADDITIONAL I.E. WARE, INDUSTRYVIEW, PAYWAT)

WEEK 1: DAYS 4-5 Complete the following tasks

- INTERNET AND INTRANET POLICY AND PROCEDURES
- HR AND SECURITY APPROVALS (PATROLS & TIDERS) AND CONSOLE (TRAVEL & EXPENSES) OVERVIEW
- WATER PLANNING & DELIVERY SHAREPOINT
- INFORMATION SECURITY POLICY
- INJURY MANAGEMENT
- OVERVIEW OF MITLEARNING
- WATERNSW ORGANISATIONAL CHART
- BEING A PEOPLE LEADER @ WATERNSW REFERENCE GUIDE

WHAT DO YOU KNOW? QUESTIONS / EMPLOYEE FEEDBACK

List specific goal(s) for your new team member to hit the ground running?

What observations have you made since commencement?

E-LEARNING Check completion of the following courses

- INTRODUCTION TO MITLEARNING
- GENERAL INDUCTION MODULE 1 - SAFETY ESSENTIALS
- GENERAL INDUCTION MODULE 2 - WHS & WELLBEING
- ROAD AND CONSTRUCTION PREVENTION AWARENESS
- CODE OF CONDUCT
- GENERAL INDUCTION MODULE 3 - PPE, NOISE & INFECTIOUS DISEASES
- GENERAL INDUCTION MODULE 4 - SAFETY COMMITMENTS
- ONLINE ERGONOMICS TRAINING
- RISK MANAGEMENT
- ICT CYBER SECURITY AWARENESS
- BUSINESS CONTINUITY MANAGEMENT
- HERITAGE MANAGEMENT
- ASBESTOS AND HAZARDOUS MATERIALS MANAGEMENT
- ENVIRONMENTAL ESSENTIALS
- ENVIRONMENTAL MANAGEMENT
- ONLINE DRIVER TRAINING (FIELD BASED) (EMPLOYEES)
- DIVERSITY & EQUALITY (DISCRIMINATION AND SEXUAL HARASSMENT)
- INTRODUCTION TO RISK, ASSURANCE & COMPLIANCE SYSTEM (RACS)
- SAFE ACCESS RULES
- RAC PEOPLE MANAGERS ACTIONING INCIDENT

WEEKS 2 - 4 Complete the following tasks and courses

- DIVERSITY & EQUALITY (WORKPLACE BULLYING)
- CODES FOR TIMEKEEPING AND ACCOUNTS
- ABL TRAINING
- STRATEGIC ACTION PLAN
- APPROVAL TO SPEND TRAINING
- ORDER BUSINESS CARDS (IF REQUIRED)
- FINANCIAL DELEGATIONS
- MOTOR VEHICLE INFORMATION
- UNKIND PEOPLE
- BEING A LEADER @ WATERNSW (MANAGER INDUCTION)

PREPARE FOR THE FIRST PROBATION REVIEW MEETING

What has been any key achievements in their first month? PROBATION TEMPLATE - FIRST REVIEW

What are some of your key observations and feedback?

What are some of the opportunities and challenges you have identified?


Any concerns or issues you'd like to raise?

Anything else you'd like to discuss?

30

60

90



WaterNSW

RAPID ONBOARDING GUIDE Team Member

Use this checklist to keep track of tasks, learning and questions to discuss during your review meetings in your first 30, 60 and 90 days at WaterNSW.

First 30 Days

WEEK 1: DAY 1 - 3

- WHS SITE / BUILDING INDUCTION (INCL. GENERAL SAFETY BRIEFING)
- WATERNSW ORIENTATION VIDEO
- MEET WITH WORKPLACE BUDDY
- WATERNSW VALUES AND STRATEGY
- PHOTO FOR SECURITY ID TAG
- MEET THE TEAM MORNING TEA / LUNCH
- WATERNSW WELCOME BOOKLET
- CONFIRM THE TEAM WORK SCHEDULE, LUNCH AND RTO EMPLOYEE ASSISTANCE PROGRAM (EAP)
- ORDER LINE ITEM / PPE EQUIPMENT (IF REQUIRED)
- CREATE EMAIL SIGNATURE
- DISCUSS ANY QUESTIONS FROM THE NEW EMPLOYEE GUIDE
- UPDATE DETAILS ON DELVE
- REMOVE WORKING CHECKLIST
- CHECK SYSTEM ACCESS (STANDARD AND ADDITIONAL I.E. WARE, INDUSTRYVIEW, PAYWAT)

WEEK 1: DAYS 4-5

- INTERNET AND INTRANET POLICY AND PROCEDURES
- HR AND SECURITY APPROVALS (PATROLS & TIDERS) AND CONSOLE (TRAVEL & EXPENSES) OVERVIEW
- WATER PLANNING & DELIVERY TRAINING AND CAPABILITY FOREAL
- INFORMATION SECURITY POLICY
- INJURY MANAGEMENT
- OVERVIEW OF MITLEARNING
- WATERNSW ORGANISATIONAL CHART
- KEY CONTACTS LIST / IMMEDIATE NETWORK

WHAT DO YOU KNOW? QUESTIONS / MANAGER FEEDBACK

What are your goal(s) to help you hit the ground running?

What did you discover this week?

E-LEARNING

- INTRODUCTION TO MITLEARNING
- GENERAL INDUCTION MODULE 1 - SAFETY ESSENTIALS
- GENERAL INDUCTION MODULE 2 - WHS & WELLBEING
- ROAD AND CONSTRUCTION PREVENTION AWARENESS
- CODE OF CONDUCT
- GENERAL INDUCTION MODULE 3 - PPE, NOISE & INFECTIOUS DISEASES
- GENERAL INDUCTION MODULE 4 - SAFETY COMMITMENTS
- ONLINE ERGONOMICS TRAINING
- RISK MANAGEMENT
- ICT CYBER SECURITY AWARENESS
- BUSINESS CONTINUITY MANAGEMENT
- HERITAGE MANAGEMENT
- ASBESTOS AND HAZARDOUS MATERIALS MANAGEMENT
- ENVIRONMENTAL ESSENTIALS
- ENVIRONMENTAL MANAGEMENT
- ONLINE DRIVER TRAINING (FIELD BASED) (EMPLOYEES)
- DIVERSITY & EQUALITY (DISCRIMINATION AND SEXUAL HARASSMENT)
- INTRODUCTION TO RISK, ASSURANCE & COMPLIANCE SYSTEM (RACS)
- SAFE ACCESS RULES

WEEKS 2 - 4

- DIVERSITY & EQUALITY (WORKPLACE BULLYING)
- CODES FOR TIMEKEEPING AND ACCOUNTS
- ABL TRAINING
- STRATEGIC ACTION PLAN
- ORDER BUSINESS CARDS (IF REQUIRED)
- FINANCIAL DELEGATIONS
- MOTOR VEHICLE INFORMATION
- UNKIND PEOPLE

PREPARE FOR YOUR FIRST PROBATION REVIEW MEETING

What has been your key achievements in your first month? PROBATION TEMPLATE - FIRST REVIEW

What are some of your key learnings?

What are some of the opportunities and challenges you have identified?

Any concerns or issues you'd like to raise?

Anything else you'd like to discuss?

30

60

90



WaterNSW

Business Results and Impact

ENGAGEMENT RESULTS 2022



+14.4%

INCREASE IN EMPOWERMENT
/ AUTONOMY TO 82%
OVERALL SCORE
(ANZ TOP QUARTILE)

+11.6%

INCREASE IN
COLLABORATION TO 91%
OVERALL SCORE
(ANZ TOP QUARTILE)

+10.3%

INCREASE IN MANAGEABLE
WORK RELATED STRESS TO
61% OVERALL SCORE

+7.3%

INCREASE IN WELLBEING
TO 71% OVERALL SCORE
(TOP ANZ QUARTILE)

+6.5%

INCREASE IN SAFETY TO
96% OVERALL SCORE
(TOP ANZ QUARTILE)

+6.3%

INCREASE IN WORK
TASKS OR 82% OVERALL
SCORE (TOP ANZ
QUARTILE)

+4.3%

INCREASE IN LEARNING &
DEVELOPMENT TO 71%
OVERALL SCORE
(TOP ANZ QUARTILE)

BUSINESS RESULTS AND IMPACT



100%

OF THE WORKFORCE
COMPLETED THE
ONBOARDING PROGRAM
WITHIN THE FIRST 6 MONTHS

135%

REDUCTION IN TIME FOR
JOB MASTERY FROM 36
MONTHS DOWN TO 6
MONTHS

+24.2%

INCREASE IN ENGAGEMENT
SCORE (2022 RESULTS)

+22.5%

DECREASE IN ATTRITION
RATE (2022 RESULTS)

\$544,500

SAVED IN COST PER HIRE DUE
TO DECREASED ATTRITION RATE

\$843,750

SAVED FROM REDUNDANT TRAINING
CONVERSATIONS

BUSINESS RESULTS AND IMPACT

100%

RATING FOR THE OVERALL
LEVEL OF SATISFACTION
WITH US AS 'VERY HIGH'

277%

Return on Investment

+83%

OF STAKEHOLDERS ARE
HAPPY TO RECOMMEND
US TO A COLLEAGUE OR
FRIEND

8

INDUSTRY AND
WATERSW
AWARDS ISSUED
FOR EXCELLENCE
AND LEADERSHIP



"Well done - the deliverables are very good, I am comfortable with the content as it has a good level of depth that won't be too overwhelming for new starters, and yet still covers pretty much all the standard deviations that exist in water delivery. It's of a very high standard. Great job."



"Great work team, I appreciate the clear and concise resources you have created. You have done a really effective job of navigating lots of information."



"Its a very good introduction to our part of the business and will prove to be a great learning resource. Great work, thank you. I'm really happy to see it looking so good."



"Its a good broad coverage of what we do - its a rabbit warren when you start to pick apart all the pieces and can be overwhelming so keeping this somewhat short makes sense to me - its too much to try and cover every aspect in detail."



"It's a great resource and does a great job of simplifying a really complex space and ensuring new starters (and existing people) at WaterNSW can more clearly understand and engage with a critical part of our regulated environment. Your team has done a great job. Well done!"



"Thanks again for the awesome job and your perseverance with this project. New starters now have the fundamental learning and capability development material to support their initial journey as employees. The Mind the Gap team were a pleasure to work with and have helped the team beyond my expectations."



"The Rapid Onboarding program is very good and so useful for all staff. You and your team have done a fantastic job so on behalf of WaterNSW, thank you!"



"Impressive work to turnaround the deliverables in the relatively short timeframe we had. so a big thank you for making a difference to our people and our customers."

Recent Client Engagements



Contact Us

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