



citadel group

PROVEN. PREFERRED.

Our Contact Details:

If you would like to learn more about how we can assist you or discuss any issues facing your organisation please email jobs@frontierjobs.com.au

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 182–200 City Walk
 Canberra ACT 2600
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 F +61 2 6230 0377

frontierjobs.com.au

Frontier Recruitment specialises in professional, permanent, non-ongoing and contract recruitment, career transition support and recruitment consulting services for the public and private sectors.

Our experienced team has an impressive history of delivering high quality services to our customers (job seekers) and clients (organisations). The Frontier Recruitment team work closely with our customers and clients to ensure the best fit for each vacancy. We have built an excellent reputation for providing a high level of service across a range of industries.

AREAS OF EXPERTISE

<p>Finance</p> <ul style="list-style-type: none"> Commonwealth Panel Agreements Frontier Schedule of Services 	<p>Acquisitions & Sustainment</p> <ul style="list-style-type: none"> Internet Advertising Print Advertising Referrals and Networking Scribe and Reporting Services Online Job Seeker, Recruitment Solutions and Services
<p>Risk Management</p> <ul style="list-style-type: none"> Referee Checks Services Assessment Centre Services Pre-selection Police checks 	<p>Systems</p> <ul style="list-style-type: none"> Database Search and Candidate Matching Tools Hot Candidates Hot Jobs www.frontierjobs.com.au interactive Internet support for customers and clients
<p>Governance</p> <ul style="list-style-type: none"> Preferred supplier agreement Defence Recognised Supplier status 	<p>Business Strategy</p> <ul style="list-style-type: none"> Transparent, Industry Code of Better Practice and Supporting Procedures Redeployment Strategy Development and Delivery Workforce Sourcing Strategy Psychometric Testing
<p>People</p> <ul style="list-style-type: none"> Career Coaching and Transition Planning Candidate Effectiveness Support Application Preparation Personal Effectiveness Short Courses Business Skills Short Courses 	<p>Leadership & Management</p> <ul style="list-style-type: none"> Fully Managed Recruitment Services Outplacement Counselling Facilitation Services Bulk Recruitment Managed Services

BENEFITS TO OUR VALUED CLIENTS

Frontier Recruitment helps by:

- Offering end-to-end, or individual components, of the entire HR value chain;
- Taking the time to best match the skills, knowledge, experience and qualifications of job seekers with the unique requirements of each organisation;
- Providing access to jobs that are not advertised;
- Providing employer and employee flexibility through the offering of temporary, permanent or contractor placements;
- Promoting equity and better recruitment practices through strong and transparent processes; and,
- Reducing the administrative burden of recruitment and delivering cost-effective results.

Specialising in professional, permanent, non-ongoing and contract recruitment, career transition support and recruitment consulting services for the public and private sectors.

SERVICES	PRODUCTS
<p>Job Seeker Services</p> <ul style="list-style-type: none"> Placement Services Job Application Support Interview Preparation & Coaching Contractor Support Services 	<p>Job Seeker</p> <ul style="list-style-type: none"> Hot Jobs Alerts and Newsletters www.frontierjobs.com.au interactive Internet support for Job Seekers
<p>Recruitment Services</p> <ul style="list-style-type: none"> Recruitment & Scribing Services Executive Search Pre-selection Services Contractor Managed Services 	<p>Recruitment</p> <ul style="list-style-type: none"> Hot Candidates Assessment Centre Psychometric Testing Alerts and Newsletters Industry Recruitment <ul style="list-style-type: none"> Accounting Administration Engineering Information Technology www.frontierjobs.com.au interactive Internet support for Clients
<p>Career Transition Services</p> <ul style="list-style-type: none"> Tailored Career Transition Services Defence Military to Civilian Workforce Transition 	
<p>Managed Services</p> <ul style="list-style-type: none"> Fully or Partially Outsourced Recruitment and HR Services Human Capital Consultancy Services Bulk or Surge Recruitment Interim Management Services 	

Frontier’s capabilities are complemented by the services and products of other companies within The Citadel Group Limited:

- **The Australian Business Academy** provides nationally accredited and professional training programs across all of the Frontier capability areas, thereby allowing us to up-skill your people, assist with knowledge transfer, and support your organisation’s wider learning and development strategies.
- **ServicePoint** complements our systems capabilities to support organisational communication efforts. ServicePoint is particularly valuable for organisations spread across Australia and the local region that are in need of audio-visual and video conferencing solutions.
- **Jakeman Business Solutions** provides specialist business management, strategy, security and risk management contracting and consulting services supported by best-of-breed methodologies and products.
- **Gibsons** extends the capability model with highly qualified and specialist support services in the areas of Business Strategy, Leadership and Management, Acquisitions and Sustainment.



ServicePoint

Our Contact Details:

If you would like to learn more about how we can assist you or discuss any issues facing your organisation please email support@servicepoint.com.au

11 Whyalla Street
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Freecall 1800 667 888

servicepoint.com.au

ServicePoint is a specialist provider of secure videoconferencing, video messaging and multimedia communications solutions to corporate and Government organisations. We develop and tailor these communication solutions to the meet specific, specialised and complex needs of our clients.

AREAS OF EXPERTISE	
<p>Finance</p> <ul style="list-style-type: none"> Budget Preparation, Estimate Review and Equipment Costs Financial Management Return on Investment Lost productivity Travel expenses Decision Making Collaboration Business Case Development 	<p>Systems</p> <ul style="list-style-type: none"> Enterprise Conferencing Conferencing Roll-out Planning Outsourced services Bureau Services Public rooms Multipoint conference VIP conferences Event management Help desk services Maintenance services
<p>Risk Management</p> <ul style="list-style-type: none"> Project Management Business Continuity & Disaster Recover VidconSecure – Secure voice conferencing and video conferencing Site accreditation Risk Management – SRMBOK application Pilot Studies 	<p>Acquisitions & Sustainment</p> <ul style="list-style-type: none"> Through-life Contract Support Procurement Support Facilities Management
<p>Governance</p> <ul style="list-style-type: none"> Security and Video-communications Regulatory Frameworks Visual Communications Audit and Evaluation Asset Management Network Management 	<p>Business Strategy</p> <ul style="list-style-type: none"> Customer Needs Analysis Strategy and Solution Design Implementation Planning Product and Service Sourcing Meeting Room Design Installation and Commissioning
<p>People</p> <ul style="list-style-type: none"> Staff Training eLearning Virtual Classroom Web Seminars Webcasts 	<p>Leadership & Management</p> <ul style="list-style-type: none"> Collaboration and Web Conferencing Web Meetings and Seminars Voice Conferencing Webcasts Record and Reuse Enterprise Conferencing

BENEFITS TO OUR VALUED CLIENTS

Our clients value and appreciate our ability to get the job done and deliver solutions that save money, and contribute to the reduction of greenhouse emissions. Our solutions promote benefits in:

- Productivity** – cutting travel expenses and regaining the valuable, lost productivity associated with travel.
- Security** – minimising risks associated with security matters through building the right security model as part of a fully integrated video conferencing solution.
- Communication** – supporting people separated by distance to communicate effectively, to work together and collaborate to deliver Better Decisions FASTER.



ServicePoint

Developing and tailoring communication solutions to the meet specific, specialised and complex needs of our clients.

SERVICES	PRODUCTS
Fully Managed Services (Onsite or Outsourced)	Premium Services and Support <ul style="list-style-type: none">▪ Centralised Booking▪ Web-based Conference Scheduling▪ Conference Concierge Services▪ MCU Bridge Hosting▪ Asset Management▪ Management reports▪ Internal Marketing▪ Tailored Training Programs▪ Service Desk Support
Strategic Consulting Services <ul style="list-style-type: none">▪ Solution analysis▪ Solution design▪ Solution business cases development	
Implementation Consulting Services <ul style="list-style-type: none">▪ Project Management▪ Roll-out Planning▪ Post Implementation Review	Video-as-a-Service (VaaSEnterprise) <ul style="list-style-type: none">▪ Network communications backbone▪ Visual Communications Network Infrastructure▪ Vision Communications Endpoint Infrastructure
Help Desk and after sales support services	
Facilities Management Services <ul style="list-style-type: none">▪ Videoconferencing & video messaging▪ Multimedia communications▪ Webcast, Video-mail, Video on demand	

ServicePoint's capabilities are complemented by the services and products from within The Citadel Group Limited:

- **The Australian Business Academy** provides nationally accredited and professional training programs across all of the ServicePoint capability areas, thereby allowing us to up-skill your people, assist with knowledge transfer, and support your organisation's wider learning and development strategies.
- **Frontier Recruitment** provides a wide range of recruitment, career management, and workforce transition support services.
- **Jakeman Business Solutions** provides specialist business management, strategy, security and risk management contracting and consulting services supported by best-of-breed methodologies and products.
- **Gibsons** extends the capability model with highly qualified and specialist support services in the areas of Business Strategy, Leadership and Management, Acquisitions and Sustainment.





Our Contact Details:

If you would like to learn more about how we can assist you or discuss any issues facing your organisation please email jbsinfo@jakeman.com.au

1/10 Kennedy Street
Kingston ACT 2604
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F +61 2 6162 1153

jakeman.com.au

Jakeman Business Solutions (JBS) specialises in business strategy and management consulting services to meet the specific needs of our clients. We work as your trusted adviser.

We have an impressive history of delivering high quality solutions to both private and public sector clients. Our highly experienced team work closely with you to define the problem, provide suitable and timely solutions, and then assist with implementation.

AREAS OF EXPERTISE

Finance

- Budget Estimate Review
- Financial Management
- Budget Preparation
- Financial Audit
- Due Diligence
- Accounting

Acquisitions & Sustainment

- Tender Preparation
- Marketing
- Assessment Support
- Contract Development
- Negotiation Support
- Through-life Contract Support

Risk Management

- Business Continuity
- Disaster Recover
- Enterprise
- Financial
- Security
- OH&S

Systems

- Enterprise Architecture
- Enterprise Content Management
- Systems Implementation and Integration
- Risk Action
- Clearing House
- Application Roll-out Planning

Governance

- Regulatory Frameworks
- Audits and Evaluations
- Independent Advice
- Portfolio Management

Business Strategy

- Process Design
- Strategic Planning
- Commercialisation
- Policy Formulation
- Policy Measurement
- Customer Satisfaction Surveys

People

- HR Consulting
- Communications
- Change Management
- Transition Management
- Performance Management

Leadership & Management

- Executive Coaching
- Program Management
- Project Management
- Organisational Design

BENEFITS TO OUR VALUED CLIENTS

Our clients state that the benefits we provide them include:

- Delivering results not just reports, tailored to their unique business environment;
- Providing exceptional staff who assist with making decisive improvements in direction, company culture and performance;
- Providing value-for-money rather than traditional exorbitant consulting fees; and,
- Standards of service that are impeccable.



Specialising in business strategy and management consulting services to meet the specific needs of our clients.

SERVICES	PRODUCTS
<p>Supplementation and Management Support</p> <p>JBS supplements the client workforce with highly qualified, experienced and skilled contractors on short or longer-term engagements. JBS also provides interim executives or program managers who will take responsibility and deliver on client requirements.</p>	<p>Structured Work Area Training (SWAT)</p> <p>SWAT provides organisations with a mechanism to deliver awareness messages through the company Intranet. This system allows content to be updated and distributed across a wide area negating the need to bring staff in to a central location for training.</p>
<p>Managed Services</p> <p>JBS provides specialist advice, guidance and assistance across a wide range of enterprise content and information management functions:</p> <ul style="list-style-type: none"> ▪ Policy Development ▪ Enterprise Architecture ▪ Analysis, Design and Documentation of Business Rules ▪ Data Migrations ▪ Training Needs Analysis, Manual Production, and Onsite Support Delivery ▪ Provision of Customer, Application, and Infrastructure Support and Administration 	<p>Security and Risk Management Products</p> <p>The Security and Risk Management Body of Knowledge (SRMBOK) integrates knowledge, competencies, methodologies, and applications. SRMBOK demonstrates how to document and incorporate best-practice concepts from a range of disciplines into a unified enterprise approach.</p>
<p>Professional Advisory</p> <p>JBS provides highly qualified and experienced consultants to support the development of business strategies that are fit-for-purpose, workable and address the specific needs of our clients.</p>	<p>RiskAction</p> <p>RiskAction is an easy to learn business risk management software tool. It provides an easy to use tool for performing business risk management processes with modern technology and the latest thinking and knowledge on risk management world-wide. It is aligned with globally recognised standards, such as AS/NZS 4360:2004 and ISO 31000.</p>

JBS' capabilities are also complemented by the services and product offerings of other companies within The Citadel Group Limited:

- **The Australian Business Academy** provides nationally accredited and professional training programs across all of the JBS capability areas, thereby allowing us to up-skill your people, assist with knowledge transfer, and support your learning and development strategies.
- **Frontier Recruitment** provides a wide range of recruitment, career management, and workforce transition support services.
- **ServicePoint** complements our systems capabilities to support organisational communication efforts. ServicePoint is particularly valuable for organisations spread across Australia and the local region that are in need of audio-visual and video conferencing solutions.
- **Gibsons** extends the capability model with highly qualified and specialist support services in the areas of Business Strategy, Leadership and Management, Acquisitions and Sustainment.



Our Contact Details:

If you would like to learn more about how we can assist you or discuss any issues facing your organisation please email receptcan@aba.edu.au

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aba.edu.au

The **Australian Business Academy (ABA)** is a premier learning organisation, delivering excellence in nationally accredited and recognised courses. ABA, a Registered Training Organisation (RTO), enables customers and clients to tap into short training programs that target specific professional development needs, and accredited courses that enhance an individual's qualifications or their ability to enter University.

AREAS OF EXPERTISE

<p>Finance</p> <ul style="list-style-type: none"> Advanced Diploma of Accounting Certificate III Tourism Finance Skills Short Courses 	<p>Creative</p> <ul style="list-style-type: none"> Diploma of Arts (Graphic Arts) Diploma of Arts (Graphic Design) Advanced Diploma of Business (Marketing) Advanced Diploma Tourism
<p>Risk Management</p> <ul style="list-style-type: none"> Diploma Security Risk Management Advanced Diploma Security Risk Management Specialist Skills Short Courses 	<p>Systems</p> <ul style="list-style-type: none"> Certificate III IT (Multi-media) Diploma of IT (Business Analysis) Technical Skills Short Courses
<p>Governance</p> <ul style="list-style-type: none"> Diploma of Business (Management) 	<p>Business Strategy</p> <ul style="list-style-type: none"> Diploma Tourism Diploma of Business (Administration) Advanced Diploma of Sport & Recreation Business Skills Short Courses
<p>People</p> <ul style="list-style-type: none"> HR Management Career Planning University Options & Graduate Pathways Employment and Tertiary Pathways Certificate IV Training & Assessment Personal Effectiveness Short Courses Business Skills Short Courses 	<p>Leadership & Management</p> <ul style="list-style-type: none"> Diploma of Business (Management) Diploma of Project Management Advanced Diploma Tourism Advanced Diploma of Sport & Recreation Advanced Diploma Project Management Leadership & Management Short Courses

BENEFITS TO OUR VALUED CLIENTS

- **Accelerated Career Pathways** help you get you into a better paid, more enjoyable job faster. Over 97% of graduates from ABA are employed within 12 weeks of graduating.
- **VET FEE-HELP and Flexible Payment Options** allow you to 'study now and pay later'.
- **Unique Academy 'Experience' and Award-Winning Reputation.** ABA is highly regarded by industry so you can be confident of getting the best value and experience for your time and money.
- **Programs Tailored to meet Industry Requirements** will ensure that your skills will be highly sought-after by future employers.
- **Nationally-Accredited and Recognised Courses** that ensure employers and universities will instantly recognise the value of your qualification.
- **Individual One-on-One Support** and small class sizes to ensure your success.
- **No UAI Required:** so no matter what results you got in school, we will help you get a better job or into university.



A premier learning organisation, delivering excellence in nationally accredited and recognised courses.

SERVICES & PRODUCTS

Since establishment in 1996, ABA has delivered education and training to over 2,500 students. We were awarded ACT Small RTO of the Year in 2008 for the third time and have been selected as a finalist on five other occasions. Today, ABA offers 27 courses across three campuses in Canberra, North Sydney and Parramatta.

Nationally Recognised Qualifications

- Accounting
- Graphic Design
- Travel & Tourism
- Sports Management
- Project Management
- Information Technology
- Marketing & Management
- Business Administration
- Human Resource Management
- Security and Risk Management

Student Services

- Merit-based Applications (No UAI Required)
- Accelerated Career Pathways and University Articulation
- VET FEE-HELP loans and flexible repayment options
- International Student enrolments
- Scholarships, Carmen Simpson Spirit of Achievement Award and Leadership Award

Industry Services

- Tailored programs to meet Industry Professional Development needs
- Change Management and Skill Enhancement target programs

Professional Programs

- Leadership and Management
- Personal Effectiveness
- Workforce Entry skills
- Business Skills
- Technical Skills
- Specialist Skills

ABA's capabilities are complemented by the services and products of other companies within The Citadel Group Limited:

- **Frontier Recruitment** provides a wide range of recruitment, career management, and workforce transition support services.
- **ServicePoint** complements our systems capabilities to support organisational communication efforts. ServicePoint is particularly valuable for organisations spread across Australia and the local region that are in need of audio-visual and video conferencing solutions.
- **Jakeman Business Solutions** provides specialist business management, strategy, security and risk management contracting and consulting services supported by best-of-breed methodologies and products.
- **Gibsons** extends the capability model with highly qualified and specialist support services in the areas of Business Strategy, Leadership and Management, Acquisitions and Sustainment.



Our Contact Details:

If you would like to learn more about how we can assist you or discuss any issues facing your organisation please email genenq@gibsons.com.au

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gibsons.com.au

Gibsons is one of Queensland's largest independent management consulting companies and specialises in the areas of commerce, government and technology. Operating since 1974, Gibsons has earned its reputation as the Trusted Adviser.

Gibsons supports local Government, small to medium enterprises and the aerospace community. We help our clients realise results through our professional insight and practical solutions.

SERVICES & PRODUCTS

Strategic and Business Planning	Strategy and planning are core business. Regardless of your company's size, we can assist your management team in addressing strategic issues, then develop and implement appropriate business plans.
Feasibility / Economic Studies	We assist with pre-feasibility and full feasibility studies encompassing market research and analysis, financial projections, investment analysis and assistance with fund sourcing for projects.
Project Management	We assist with the planning, scheduling and management control of projects and programs, from very small projects up to large organisational change programs. The tools we can tailor for you are based on best practices, such as PMBOK, Prince2 and PMI/PMM.
Product / Process Analysis & Improvement	Using Lean, Six Sigma, organisational redesign and other specialist tools, we provide an Accelerated Product Development methodology and foster associated innovative cultural change in organisations.
Business Diagnostics	We act as an independent observer and analyst of operations, helping to identify business needs, and proposing and prioritising a viable response.
Business Process Re-engineering	We assist with improving customer responsiveness through business process re-engineering, which can achieve considerable cost savings and productivity gains.
Engineering and Maintenance Management	Our services assist in maximising production efficiency. We share our direct experience in the set-up and management of manufacturing facilities that are efficient and competitive.

BENEFITS TO OUR VALUED CLIENTS

Our clients say they benefit from:

- Our trusted and considered advice;
- The expertise brought by our team (we do not use consultants fresh out of university learning on your time); and,
- The value creation and competitive advantage we bring.





One of Queensland's largest independent management consulting companies, specialising in the areas of commerce, government and technology.

OUR CLIENTS

At Gibsons we pride ourselves on delivering successful, measurable outcomes to our many clients including:

- Australian Trade Commission
- Beaudesert City Council
- Boeing Australia Limited
- Brisbane City Council
- Cody Opal Collection
- Department of Defence
- Department of Transport and Regional Services
- Gascoyne Development Commission
- G&S Engineering Mackay
- Gold Coast City Council
- Hamilton Island Resort
- Federal Attorney-General's Department
- Gascoyne Development Commission
- G&S Engineering
- Mackay Gold Coast City Council
- Master Builders Association of Queensland
- Qantas
- Queensland Department of Main Roads
- Queensland Department of State Development, Trade and Innovation
- Queensland Master Builders Association

Gibsons is also complemented by the services and product offerings of other companies within The Citadel Group Limited:

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- **Jakeman Business Solutions** provides specialist business management, strategy, security and risk management contracting and consulting services supported by best-of-breed methodologies and products.