

CAPABILITY STATEMENT

Yolla Consulting is a specialist business development and governance firm based in South East Queensland. Yolla creates and implements small business and governance training, advisory and support programs.

Yolla works with small businesses through the start-up and growth phases— assessing their current position and developing their skills, capacity and strategies to generate sustainability. We also work with Boards and larger organisations to put in place the business strategies, systems, processes and documentation required to help the organisation or business grow and flourish.

Yolla works closely with government and corporates to deliver programs to specific groups to build the skills and capabilities of businesses within that specific cohort e.g. Council procurement readiness programs for local businesses. Yolla is passionate about helping people and aims to bring innovative and culturally appropriate solutions to our clients – working through issues with our clients to develop solutions that meet their needs and drive success.

CAPABILITIES:

We specialise in:

- Business Development Services:
 - Design, develop and implement small business development programs;
 - Non-accredited workshops on business strategy & planning, legal issues, contracts, finances, governance and management & leadership;
 - One-on-one business coaching, advice, training, support and mentoring;
 - Design and development of business diagnostics tools & health checks;
 - Assessments of businesses and development & growth strategies;
 - Audits of business documentation and reviews of business systems & processes; and
 - Business documentation including Capability statements, WHS systems, Case studies etc.
- Governance and Management Services:
 - Governance workshops & training sessions;
 - Design, undertake and review outcomes of governance diagnostics tools & health checks for corporations & organisations;
 - Board policies, procedures and committee charters (e.g. Directors Code of Conduct);
 - Facilitate the development of strategic plans and annual operational plans;
 - Compliance and risk management frameworks; and
 - Internal procedures manuals and program guidelines in accordance with key legal and policy documents.

Contact Details:

EXPERIENCE:

Recent Projects:

- QLD Indigenous Small Business Program (Creating Tracks) building the capabilities of hospitality, tourism and arts businesses through:
 - Developing and delivering a workshop program covering key small business areas (planning, finances, marketing, social media, customer relations, legal issues, management and leadership) and practical marketing sessions giving hands-on digital training to businesses in key areas;
 - Developing diagnostic tool, assessing businesses against current industry best practice and implementing individualised training plans; and
 - Providing significant hours of one-to-one coaching and mentoring with a range of business area specialists;
- Small Business Program building the capabilities of 15 construction businesses through:
 - Developing and delivering a nine-week workshop program covering key small business areas (planning, finances, marketing, social media, customer relations, legal issues, management and leadership);
 - Developing diagnostic tool, assessing businesses and implementing individualised training plans;
 - Undertaking strategic business planning exercises, resulting in a forward strategy for each business for the next 12 months to 3 years;
 - Increasing their knowledge of current business practices, including developing short Capability Statements and individualised plans for future procurement opportunities and preparing for those opportunities; and
 - Providing significant hours of one-to-one coaching, advice and mentoring;
- Designed and delivered a “Procurement Ready” Program for a large Council to build the procurement capabilities of local small businesses to increase their skills to address advertised procurements opportunities;
- Provided small business advisory services on the full range of small business issues and delivered business planning, management, legal and financial workshops for WA Government Small Business service provider;
- Trained the Certificate IV in Small Business Management for NEIS and A to B clients;
- Providing Director and Board training for Indigenous and non-Indigenous community boards & businesses; and
- Facilitated strategic planning and risk management sessions for businesses and organisations.

Clients include:

- TAFE Queensland (Gold Coast);
- Office of the Commonwealth Games;
- Business Station (WA);
- Town of Bassendean;
- Gumala Investments; and
- City of the Gold Coast Council.

ABOUT YOLLA CONSULTING:

Our core values of genuine engagement, cultural respect and empowerment underpin every aspect of our work. Yolla Consulting is 100 per cent Aboriginal owned, is registered on Supply Nation’s Indigenous Business Directory, the Black Business Finder Qld and is a member of the South-East Qld Indigenous Chamber of Commerce.

Principal Consultant – Emma Kerslake:



<https://au.linkedin.com/in/emma-kerslake-6570a745>

Emma is an energetic, articulate and confident professional with significant management experience within public service and not-for-profit environments. Emma is an Aboriginal woman of Palawa heritage and holds a Bachelor of Laws and a Bachelor of Arts degrees from the University of Queensland and extensive VET qualifications.

Contact Details:

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