

2026

Capability Statement

Credibility. Clarity. Convergence.



Introducing

Aha!
CONSULTING

Aha! Consulting specialises in transforming possibility into action. For more than two decades, we've brought people together to unlock opportunity, shape shared futures, & create alignment around what matters most to them. Whether you're setting a unifying vision, navigating complexity, or building consensus on challenging issues - we create the conditions for breakthrough conversations & decisions people can stand behind.

TRUSTED

With a track record as a safe pair of hands for important relationships & conversations, organisations trust us to design & lead best practice in facilitation, engagement & training.

EXCELLENCE

Led by Western Australia's first IAP2 (Engagement Institute) trainer, we've set the standard for engagement excellence, delivering processes that build trust & result in defensible, stakeholder-backed decisions.

Quality decisions start with quality conversations

Proudly Western Australian, yet active nationally and across the Asia-Pacific. From local neighbourhood consultations to country level engagement for the UN, we bring global best practice to every project.

We create spaces that deepen understanding & lead to robust insight and practical outcomes.



Aha! Consulting goes beyond knowing what engagement method to use.

WE : **UNLOCK POSSIBILITY**
Elevate conversations beyond constraints to what could be

DEEPEN UNDERSTANDING
Create spaces for genuine learning & two way exchange.

NAVIGATE COMPLEXITY
Make information accessible without losing nuance.

UNLOCK THINKING
Move beyond existing paradigms to discover new possibilities

BUILD BRIDGES
Find common ground across diverse perspectives

ENABLE CONFIDENT DECISIONS
Equip leaders with robust insights and supported directions.



Core Services

*From complexity to clarity.
From conversation to consensus.*



STAKEHOLDER
& COMMUNITY ENGAGEMENT



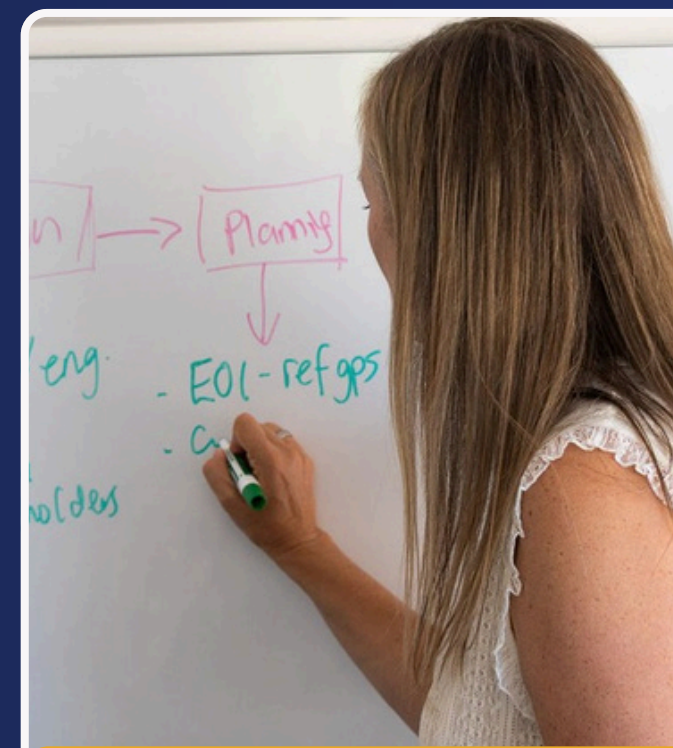
STRATEGY & CHANGE



FACILITATION



RESEARCH & DATA ANALYTICS



STRATEGIC COMMUNICATIONS



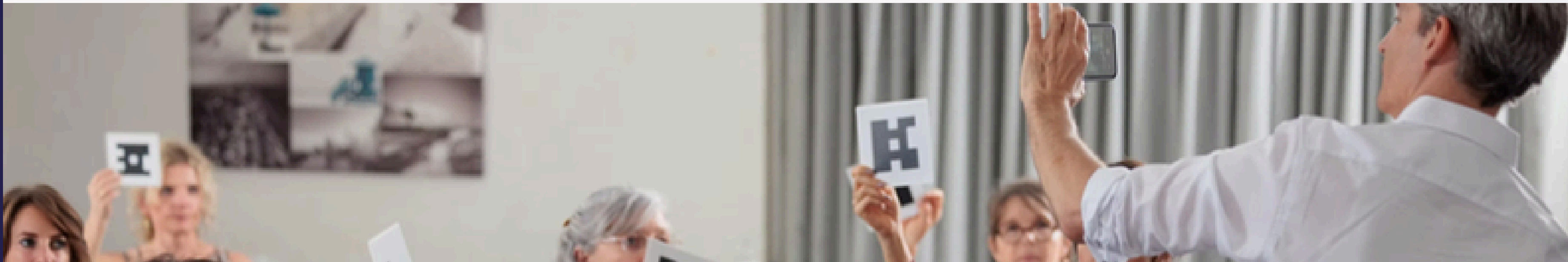
TRAINING

Stakeholder & Community Engagement

Building social licence and empowerment through meaningful engagement

When decisions impact people and communities, poor engagement creates risk. We design & deliver engagement that creates genuine understanding, navigates complexity, delivers actionable insights, builds relationship, & supports project progression.

- Multi-method Engagement Design & Delivery
- Award-winning Deliberative Processes
- Culturally Responsive & Inclusive Engagement
- Engagement Policy & Framework Development
- Digital & Online Engagement
- Evaluation



Strategy & Change

Guiding organisations through transformation
& strategic renewal

Change happens through people. We work with leadership, teams & stakeholders to explore possible strategic directions, build the commitment to change, & develop the capabilities needed to make transformation real.



- Strategic Planning & Visioning
- Change Management & Implementation
- Organisational Culture & Design
- Leadership Alignment & Capability Building
- Stakeholder Engagement for Strategic Initiatives



Facilitation

Expert facilitation for your most important conversations

Whether you're setting an inspiring vision, building alignment, or working through difficult conversations - world-class facilitation unlocks the collective intelligence in the room.

We bring deep expertise across all settings & scales-from boards, advisory committees, leadership teams to large-scale forums of 400 people, we work in-person, online or through hybrid methodologies.

As your neutral facilitator, we create the conditions for genuine dialogue, shared understanding, & decisions people can stand behind.



- Strategic Planning & Visioning Sessions
- Multi-Stakeholder Forums & Consensus-Building
- Deliberative Processes & Citizens' Juries
- Team Development & Alignment
- In-Room, Hybrid, Online & Large-Scale Event Facilitation





Training

Leading the way in engagement training

Our training courses are built on over 20 years of professional experience working with communities, organisations and governments.

Two training pathways offer comprehensive skills & certifications in engagement, facilitation and change management.

- IAP2 Certified Training
- Stakeholder Engagement
- Handling Conflict & Outrage
- Facilitation Training
- Change Management



Strategic Communications

Authentic, meaningful, strategic

Great communications cut through the noise & speak to what matters. Whether you're sharing a bold vision, engaging communities, or navigating complexity - we design strategies that connect with your audiences & build confidence in your process.

- Engagement Communications Planning
- Messaging & Narrative Development
- Campaign Development & Project Branding
- Visual Storytelling & Information Design
- Communications Strategy & Risk Management





Research & Data Analytics

Turning stakeholder voices into strategic intelligence

Engagement generates data. Great engagement generates insight. We transform community feedback, survey responses, & stakeholder input into clear, defensible evidence that directly informs decision-making & demonstrates genuine impact.

- Community & Stakeholder Engagement
- Qualitative & Quantitative Data Analysis
- Evidence-based Reporting
- Insights generation & Visualisation
- Independent Analysis of Engagement Data



Why Choose

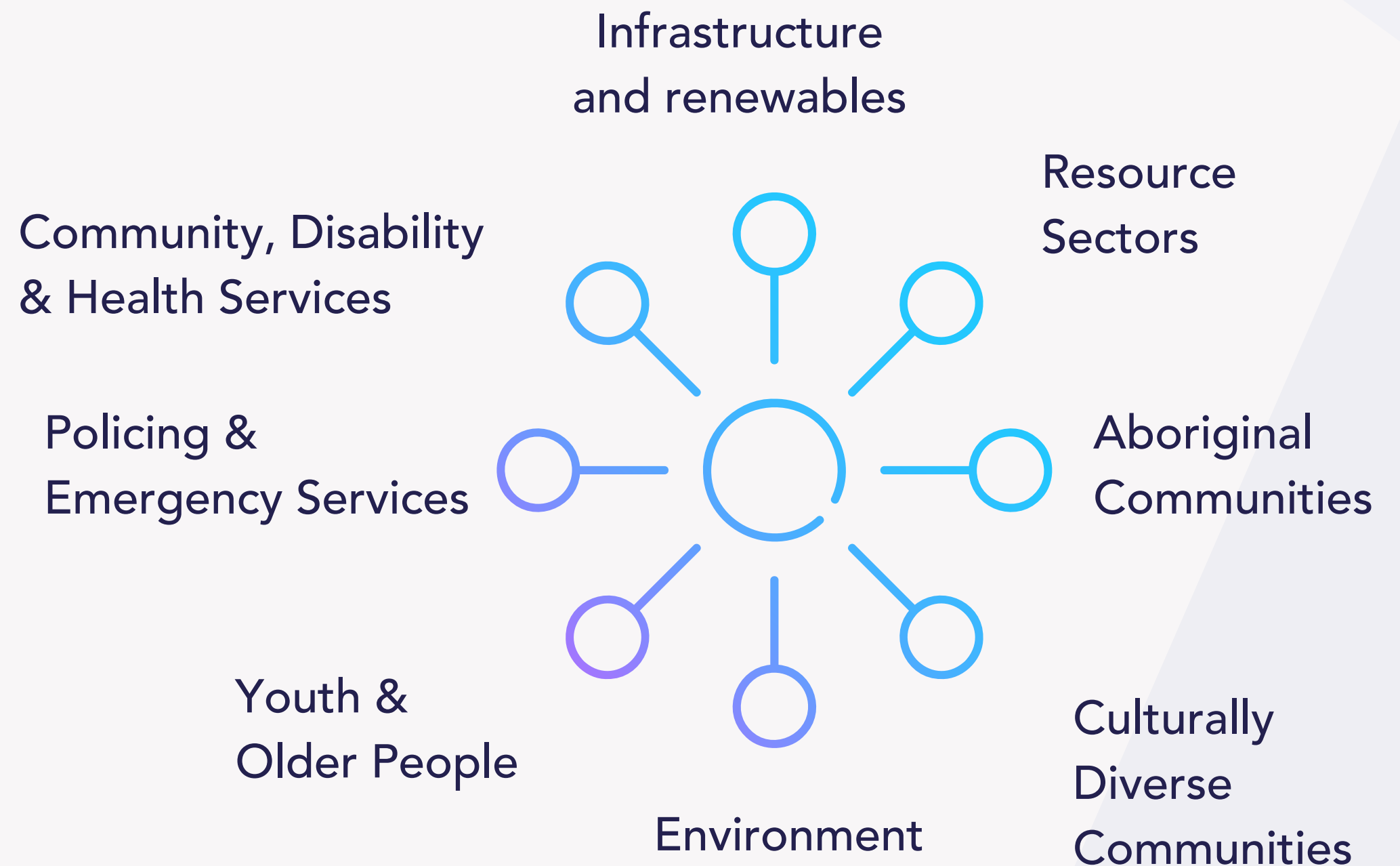


TRUSTED EXPERTISE FOR CONVERSATIONS THAT MATTER

Sectoral Breadth

As process specialists we work across all sectors to guide & lead their engagement. You bring the content & context; & we'll bring the right process to match.

Working across Private Sectors, Not for Profit, Local, State, Federal government



Complexity Specialists

Your most difficult conversations are our expertise

In environments where people, culture, diversity, & competing expectations diverge, engagement cannot be a tick box activity.

We most people run away from divergent opinions, our methodologies lean in to the conversations that need to be had by simplifying complexity, exploring alignment and building consensus.





Values-Led Practice

Respect, transparency, genuine dialogue

We believe it the environment and context that either block or harnesses people's intelligence.

Our approach acknowledges different forms of expertise & lived experience to creates spaces where authentic conversation flourish. Our approach is grounded in transparency, integrity and a commitment to having the 'real' conversation in a safe and respectful way.



Data-Driven Insights

From evidence to strategic direction

Our data analytics capabilities transform engagement feedback into strategic insights that directly inform decision-making, ensuring community voices meaningfully shape outcomes.



Diverse Methodologies

Flexible, Fit-for-Purpose, Evidence-Based

People and organisations come in all shapes and sizes. Engagement need to do the same.

Every project is custom-designed to match your context, timeline, stakeholders & goals. From pop-ups or surveys to test ideas or facilitating reference groups or deliberative process - we bring rigour, creativity & responsiveness.



IN-PERSON ENGAGEMENT

- Facilitated workshops & forums
- Pop-up engagement & community drop ins
- Deliberative processes & citizens' juries
- Community reference groups & advisory panels

DIGITAL & HYBRID

- Online facilitation & webinars
- Digital consultation platforms
- Interactive surveys & polling
- Virtual collaboration tools

RESEARCH & INSIGHTS

- Surveys (online, phone, intercept)
- Focus groups & interviews
- Stakeholder mapping & analysis
- Data analytics & visualisation
- Literature & policy reviews



Team Biographies



Joel Levin

Managing Director

Joel brings 30 years of expertise in facilitation, stakeholder engagement and strategic planning across business, not for profit and all tiers of government. With a background in leadership and management in government and the NFP sector, Joel's approach centres on bringing diverse groups together to build awareness, shared understanding and sustainable outcomes.

Joel led the establishment of IAP2 in Western Australia and as a licensed trainer, he has contributed to setting best practice standards across Australia and internationally. He has delivering award-winning deliberative processes and built engagement process that navigated complex and at times competing interest to a shared outcome.



Janelle Easthope

Engagement Lead

Janelle brings more than 20 years of Western Australian experience, with specialised expertise in community engagement, place management and community development. Her leadership roles in local government have seen her design and deliver engagement strategies for strategic land use and recreation facility planning, infrastructure development and place activation, participatory budgeting and community strategy development, and internal engagement practice and organisational change.

Janelle centres community voice in strategic decision-making, drawing on extensive local



Hannah Ogen

Senior Consultant - Communications

Hannah is a communications professional with experience across government, aviation, finance and wealth management.

She has delivered change communications, crisis communications, and specialises in communication planning and strategy. Hannah was the communications lead for the Queensland Government's Battery Booster Program in 2024, and was awarded with an Excellence Award by the Director-General at the Department of Regional Development, Manufacturing and Water in 2023 for her communications work during Queensland Manufacturing Month. Hannah's qualifications included a Bachelor of Arts (Professional and Creative Writing), a Master of Writing, Editing and Publishing, and she presents as a guest lecturer at The University of Queensland on Communication Management and Leadership.



Wilmari Nel

Senior Consultant - Engagement/Communications

Wilmari is an experienced community engagement, community development, grant making and communications specialist with over 20 years of expertise across diverse sectors including energy, infrastructure, health, non-profit and government. Passionate about driving positive community change, Wilmari has a deep understanding of local government, non-profit, and private organisations, their governance processes, funding and reporting landscapes.

Wilmari has also managed the community engagement and communications for a large multi-year, roads infrastructure project in Queensland as part of the 2022 Flood Recovery Program which was awarded the 2024 Ian Harrington Collaboration Award by the Queensland Major Contractors Association. She holds a Master of Business Administration, a Bachelor in Business Management with a double major in Public Relations and Human Resource Management and an IAP2 Certificate of Community Engagement.



Jemma Moon

Senior Consultant - Engagement

Jemma brings extensive community development and engagement expertise to strategic planning and organisational leadership. Her experience includes developing and implementing comprehensive community development strategies that translate community needs into actionable frameworks across local government, health services and community organisations.



Dr Hector Palada

Data Analyst

Hector brings specialised expertise in research methodology, data analysis and visualisation to support evidence-based decision-making. With a background in psychology and cognitive science, including a PhD from the University of Queensland on mathematical models in decision-making, he has worked across defence, aviation, healthcare and government sectors.



Charlotte Grey

Project Support

While completing her university studies in Psychology, Charlotte has been working with Aha! Consulting! assisting with pop up engagement, report writing and data analysis.



Nicole Sjardin

Business Manager

Nicole is the operational backbone of Aha! Consulting, ensuring seamless project delivery and client satisfaction. With a background in sales, account management and customer services, she maintains the systems and processes that support complex engagement projects and community interactions.



When will you have your next Aha! Moment?

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