

# What is Capacity Building and Business Development?



## Capacity Building and Business Development

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### What is Capacity Building?

Capacity Building is a process that looks across all of the business activities a Provider carries out to find ways to develop skills and processes so that it can meet its goals. For example, the Provider may need to train its Board in financial skills or effective governance; train staff in contract management; or develop better reporting and monitoring systems.

### What is Business Development and how does it work?

Business Development is about making sure a Provider has the right plans and budgeting in place so that it can continue to operate as a strong and stable Provider long into the future. Key aims are to:

- assist Providers to be sustainable and financially viable
- identify opportunities to grow as a Provider; and
- put plans in place to support this.

### Why would a Provider want Capacity Building and Business Development assistance?

Under *Build and Grow* some Providers will be acquiring additional houses or taking on the management of others. These Providers may need to operate differently so that they can succeed as larger Providers. To take up this opportunity, it is important that Providers have the capacity to plan for an expansion to their operations. Other Providers may just want to operate with the same number of houses, but will want to make sure that they can meet any new challenges as they move forward.

### What type of Capacity Building and Business Development assistance will be delivered?

The AHO has contracted a range of Business Consultants to work with Providers to determine the type of assistance needed for each organisation. The needs of each Provider vary, and the Business Consultant will advise about the type of assistance needed specific to each business. This may include advice on assistance needed for the Provider to maintain registration and achieve its future goals.

The AHO also provides web links to resources, government and non-government funding, support to access existing training and offers facilitated workshops on a range of topics relating to improving business performance associated with the operation of a social housing business.



# What is Capacity Building and Business Development?

## Who is eligible for Capacity Building and Business Development assistance?

All PARS, Regulatory Code and SHAPE Approved Providers registered with the AHO are eligible for Capacity Building and Business Development assistance. The Business Consultant service will be offered to Providers once during the life of the Capacity Building and Business Development program. The type of assistance each Provider will be offered will depend on the needs of the Provider, the scope of their operation, their pathway to registration, or other areas identified as a result of self-assessment and the recommendations from the Business Consultant.

## How much will the AHO spend on Capacity Building and Business Development for Providers?

Each Provider will receive assistance that meets the specific needs of their organisation and will be in line with the complexity of their operation. Approved Providers and Business Consultants will work together to determine what assistance is needed. Requests for funding of Capacity Building and/or Business Development support must be approved by the AHO and will take into account the current business needs and future goals of the Provider.

