



Company Profile



Capability Information

ER & Associates Pty limited delivers quality consulting solutions to both the public and private sector. We partner with our customers to improve business performance by providing solutions in Business Management, Systems Development and Environmental Water Management. Our aim is to assist clients in solving organisational problems and improving performance by providing advice, services and people to meet our customer's needs.

Our key capability areas include:

Business Strategy & Planning

- Business Planning
- Strategy Development
- Strategic Reviews
- Implementation Plans
- Tactical Assessment
- Market Reviews
- Change Management

Systems Development

- Project Management
- Functional Specifications
- Planning & Implementation
- Audit & Review
- Business Process Engineering

Environmental Water Management

- Water Planning & Management
- Water Administration
- Program Evaluation & Audit
- Water Trading
- Governance Systems
- Monitoring Design

Quality Management

- System Development
- Documentation

ER & Associates also has a specialist recruitment division, ERA Personnel, providing quality permanent, contract and temporary recruitment solutions to a range of clients in both the public and private sector. Offering employment services across Scientific/Environmental, Engineering, Information Technology and Administration, our team of highly experienced resourcing consultants with backgrounds in the industry sectors on offer, helps us to better understand the market and our client's needs and therefore source the right candidates. ERA Personnel is an approved supplier to the NSW State Government under the C0007 Contingent Workforce Prequalification Scheme.

Track Record

At ER & Associates we strive to deliver the outcomes our clients need by providing services that offer value for money. We strongly believe that our success is directly related to the ongoing success of our clients. We view our clients as partners in business and aim to develop long-term associations which go well beyond consulting and opportunities.

The broad skills base of our highly professional staff is complemented by strategic alliances that have been developed with leading service providers to offer our customers a **'total solution'** to their management, people and information needs. We approach each assignment with integrity and a commitment to provide the outcomes that our clients need. By listening to our customers carefully, we tailor our solutions to the unique circumstances and challenges that exist in each situation.

Consulting projects are undertaken using a proven project management methodology. This approach focuses on ensuring that our client's needs are well understood and fully addressed in the development of any proposal to undertake work. Utilising a cooperative and communicative approach to executing and reviewing project deliverables, we ensure that our clients partner in our service delivery outcomes, rather than just receiving the final product.

ER & Associates Pty Ltd

1 / 24 Ross Street
(PO Box 2253)
North Parramatta NSW 2151

Phone: 02 9890 8144

Fax: 02 9890 8244

Email: contactus@erandassociates.com.au

Website: www.erandassociates.com.au

ABN: 91 096 578 111 | Established 2001

Principal Consultants:

James Ribarovski – Managing Director | Peter Fagan – Director



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Completed Projects Include:

- Environmental Water Web Portal Upgrade: Discussion paper and functional requirements - **NSW Office of Water**
- Organisation Design for Macquarie University IT - **Macquarie University**
- Project Management services for NSW on the commonwealth National Water Market System Project requirements - **NSW Office of Water**
- Extraction Site ID Process Review and Data Audit – **State Water & NSW Office of Water**
- Pipechecks functional system design, analysis and business due diligence assessment - **Pipechecks**
- e-Readiness Scoping Report - **NSW Department of Commerce**
- Preparation of QA Framework and Data Management Options for Moreton bay Monitoring Program - **Ecowise Environmental**
- Local Government E-Procurement Blueprints Project - **NSW Department of Commerce**
- Wyong Council Business Plan for Tourist Parks and Childcare Centres - **Wyong Council/Jaksan Consulting**
- Salary Benchmarking: Key IT positions - **Salmat Pty Limited**
- Development business requirements and functional specifications for the NSW Environmental Registers - **NSW Office of Water in conjunction with the National Water Commission**
- Development business requirements and functional specifications for the NSW Environmental Registers – Stage 2 - **NSW Office of Water in conjunction with the National Water Commission**
- Business Process Redesign and Systems Development for the implementation of the Water Management Act 2000 - **NSW Office of Water**
- Project Guam – Business Acquisition Due Diligence - **MWH Global**
- NSW Licence and Trade Data Adult - **NSW Office of Water and Bureau of Meteorology**
- Development of Licence Data Standard - **NSW Office of Water and Bureau of Meteorology**
- Water Licensing System integration into WLS: System design and functional specifications - **Kaltek Systems**
- GLAD System Review: Processes for the approval and management of spatial layer and assessment rules information - **NSW Office of Water**
- Management Information System Reporting: Review, Design and Specification - **NSW Office of Water**
- Salary Benchmarking: Engineering positions - **Wartsilla Pty Limited**

Customer Service

ER & Associates are committed to assessing and improving customer service at every opportunity. Project delivery is a critical component of our certified management system and each project undertaken undergoes a comprehensive review at completion to not only find out what was done well, but to identify what could be done better to improve all aspects of our service. To support our project review process, ER & Associates conduct annual customer and staff surveys. This provides our customers with the opportunity to evaluate our service delivery and compare our performance with our competitors.

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Management Systems

ER & Associates have established and maintain an effective ISO 9001 Quality Management System certified by BSi Certification Services for over 10 years. The certification covers both our consulting activities and the recruitment services provided by ERA Personnel.

ERA Personnel staff also operate to the Professional Code of Conduct operated by the RCSA and have been a corporate member of the RCSA for over a decade.

ER & Associates maintain all statutory insurances (workers compensation) required by law in addition to the following:

Public & Product Liability (\$10,000,000)

Professional Indemnity (\$10,000,000)

Management Liability (\$1,000,000)



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Key People

James Ribarovski - Managing Director (Principal Consultant)

James is an experienced business analysts, management consultant and project manager with hands-on expertise in the areas of Quality, OHS&R & Environmental Systems Management & Development, Strategic & Operational Business Planning, Customer Relationship Management, Organisational Design, Business Process Reengineering and Systems Development.

James has held numerous Senior Consulting and Management positions with over 25 years experience in both NSW Government and private sector organisations. Some roles include an executive of a large consulting organisation in the role of Business Systems Manager where he had responsibility for Quality Systems, Laboratory Accreditation, OHS&R, Information Management, Computing Systems, Graphic Design and Strategic and Operational Planning and a senior IT executive for an organisation with an annual turnover exceeding \$250 million per annum.

Since founding ER & Associates in 2001, James has delivered numerous consulting projects to state and federal government departments in Australia and private sector clients including being engaged as a contractor on over 20 in-house projects with various NSW government departments including State Water, Department of Land and Water Conservation, Department of Water and Energy and NSW Office of Water.

Peter Fagan – Director (Principal Consultant)

Peter has extensive management and consulting experience. He has operated at a senior level within the NSW public sector as well as managing a large commercial professional and technical services business. He has a well established reputation in the Utilities and Environmental market sectors. He also held the position of President of the NSW Professional Officers Association for 8 years.

Peter has specific competencies in the areas of Business Management, Organisational Change Management, Strategic Planning, Community Interaction, Project Management, Management and Commercialization of R & D, Water Quality, Analytical Services, Human Resource Management, Industrial Relations and IT Strategy Development. He has published in some of these areas and has presented at both local and international conferences in his areas of competence.

During his senior experience Peter has been responsible for company acquisitions and integrations, the implementation of large organisational change programs and the development of business strategies for marketing and business information systems. Peter has held a number of senior positions in both the public and private sector. Of particular note is that he was General Manager Sustainability and Environment, Asia Pacific for MWH for 5 years and General Manager, Environment Science and Technology for Australian Water Technologies for 7 years.

Peter was awarded the NSW and National Water Industry Professional of the Year (2015) by the Australian Water and Wastewater association.

Industry Associations and Affiliates



Kaltek Systems



**Professional
Water
Services**

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