

Small Business Assistance & Advisory Service



About Our Company

At SBAAS, we are passionate about helping small businesses thrive in the competitive Australian market. Our team of experienced management consultants is dedicated to empowering your business with innovative solutions, strategic planning, and operational excellence.

SBAAS stands with you to overcome hardships and guide you to optimum performance in every business area. We provide established advisory services and affordable access to the skills and knowledge required to succeed in any industry.

Vision

To be a leading source of knowledge and support for all enterprise, from start-up through to Australia's largest organisations, through the provision of expert advice, mentoring and coaching, and through comprehensive, relevant, and most importantly, affordable training.

We will give big business best practice guidance, scaled to suit the size of each micro to large enterprise, for them to achieve their strategic goals.

Mission

Our mission is to help enterprises from start-ups to Australia's largest organisations achieve their professional goals by providing affordable support through expert advice, best practice guidance, industry knowledge, mentoring, and coaching.



Pre-Qualified Supplier

LB309 - Business Management & Consulting Services

LB327 - Training Services

LB328 - People & Wellbeing Services (Human Resources)

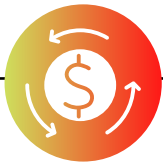


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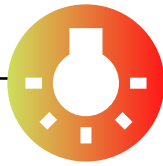
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Our Services



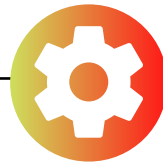
Financial

Optimise finances with precision. Expert management accounting for informed decisions. Drive profitability to ensure sustainability.



Strategy

Expert insights, innovative solutions, transformative results. Elevate your business vision with our strategic development service



Operations

Operational excellence, automations, process design, procedure (technical) writing, coaching and mentoring



Governance

Expert guidance for robust oversight and resilient operations. Navigate uncertainty confidently with our governance and risk service.



Growth

Merger & acquisition, tender writing, websites, social media management, lead generation, and much more!



HR/IR

Empower teams, nurture talent. Expert HR solutions for a thriving workforce. Boost productivity, retain top talent. Your HR success, our mission.



L&D

Elevate your team's potential with our innovative, tailored learning solutions. Aussie expertise meets global insights, driving tomorrow's leaders today.



Training

Dive into our suite of over 150 tailored courses. Harnessing global insights, we empower teams with standout training. Where expertise meets innovation.

Our Clients



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Case Studies



Provided extensive bookkeeping and payroll services, creating processes to ensure payments were received under the Qld construction payments protections. Created new terms of trade to further protect the client against financial risk.

Financial



Our client provides health services across the country on behalf of the government. We managed the integration of a new payroll and people management system and manage bookkeeping processes and assist with the financial reporting within the contract management requirements of the government.



We assisted in the continued growth of NB Lawyers into the Local Government space by improving their tendering process and the quality of their tenders. Our efforts resulted in them becoming pre-approved Local Government suppliers in numerous categories. Furthermore, our tenders won them ongoing contracts in several Local Governments.



Growth



Led the Human Resources, Industrial Relations and Training and development requirements for a tender to manage a new prison in Queensland. Managed the writing for Workforce planning, Team development and training, Remunerations and benefits, Prisoner training programs, and Indigenous programs.



As a certified Service M8 partner, ensuring operational excellence through automations, form building and scheduling. Offering training and ongoing support. Integration with Xero creating efficiencies in bookkeeping practices. Linked SM8 with website to enable clients to book jobs at times that suit them cutting down time on phone, and enabling payment prior to attending the job - improving cashflow.



Operations



We have proudly been assisting the Balonne Shire Council in their business mentor program for three rounds of the program. Our Mentors assist these businesses in various ways, from improving their financial literacy to helping them with pivoting ideas or business growth, marketing, employee relations and a range of other mentoring areas. As with our regular clients, it is down to the individual business's needs, and we guide them to where they need to be.



Case Studies



Provided extensive analysis and advice regarding product lifecycle development, the process and policies required to ensure compliance within their ISO qualifications, and to remain compliant under appropriate legislative and regulatory compliance structures. We reviewed and proposed operational automation opportunities.



Our client provides education services across the country through face to face and online training. We assisted them with their regulatory cyber-security compliance application to become certified with their data usage.



These clients provide community services and rely heavily on government contracts and grants. We provided bespoke policies and procedures that reflect the vision and mission of each organisation and accurately portray how they do business. One of clients commented that it had taken months previously to get through audit, however after we updated their policies and procedures the process was completed in less than three days!



Assisted client with contract management for a subcontracting supply agreement for a large State Government Building Tender. Building company was leveraging clients lack of experience on projects of this size. We assisted the client in assessing the requirements of the contract, and provided training and assistance to their staff to enable them to better manage their client and the contract itself.



Awards Interpretation: Demystified complexities, ensuring full compliance and clarity, making workplace rules intuitive and actionable.

Employment Contracts: Crafted meticulous contracts, striking a balance between safeguarding employee rights and company interests.

Workplace Investigations: Led comprehensive inquiries into sensitive HR challenges, emphasising trust, transparency, and resolution.

Training & Development: Curated specialised modules tailored to close skill gaps, elevating teams to industry-leading performance.



Partnerships and Memberships



Think Tank Member Sponsor



Professional Member



Member



Member



Governance



HR/IR

Meet the Founders



Eric
Allgood
Managing Director

Eric, the Managing Director at SBAAS, brings a wealth of experience from over two decades of guiding large corporations through complex business landscapes. His expertise in crisis management, governance, and strategic planning has been pivotal in transforming challenges into opportunities. In 2019, Eric channelled his knowledge and passion for fostering growth into founding the Small Business Assistance and Advisory Service (SBAAS), aiming to bring the remarkable results he achieved with large corporates to small businesses. Little did he know, his initiative would become a crucial support for numerous small enterprises less than a year later.

With a deep understanding of human resources and industrial relations, Eric has crafted strategies that cultivate positive work environments and drive growth. His commitment extends to creating impactful learning experiences, leveraging his skills in e-Learning development and instructional design to empower organisations with knowledge. Eric's pragmatic approach to business strategy and management accounting, underpinned by resilience and adaptability, has guided businesses through crises, unlocking growth opportunities.

Eric's leadership is marked by an unwavering commitment to ethical practices and a culture of inclusivity and well-being. His journey with SBAAS is not just about achieving success but doing so with integrity and shared values, ensuring that small businesses are equipped to navigate their paths to growth sustainably and inclusively.



Trudi
Allgood
Chief Commercial Officer

Meet Trudi, our Chief Commercial Officer at SBAAS, where her wealth of experience and dedication to excellence is propelling us towards new heights. With a career spanning over two decades in management roles, Trudi has mastered the art of leading teams through significant transformations, skillfully navigating the complexities of finance, human resources, and payroll. Her strategic thinking and natural flair for negotiation have been instrumental in driving positive changes, guiding successful acquisitions, and fostering an environment where team members can thrive and exceed their own expectations.

Trudi's passion for small business is at the core of her professional ethos, believing firmly that these enterprises are the heartbeat of Australia's economy. Her approach is hands-on, focused on maximising team potential and fostering a culture of critical thinking and continuous improvement. Through her leadership, she has developed and led teams that not only meet but surpass their goals, demonstrating a remarkable ability to inspire commitment and drive results.

Her extensive skills in financial management, project management, and stakeholder engagement, complemented by superior communication abilities, enable Trudi to deliver exceptional customer service and manage organisational performance effectively. Trudi is not just our CCO; she is a visionary leader who embodies the spirit of collaboration and innovation, dedicated to supporting the growth and success of small businesses across Australia.

Qualifications

- Master of Business Law
- MBA
- GC Training & Development
- Mental Health First Aid
- Workplace Laws for Business Advisors
- Workplace Investigations

Memberships

- CAHRI
- MAICD
- ICDA
- SBAA Think Tank

Qualifications

- Diploma of Bookkeeping
- Cert IV in Accounting and Bookkeeping

Meet the Team



Qualifications

- Bachelor of Laws
- Bachelor of Commerce

Publications

- Human Rights and Role of Artificial Intelligence
- Freedom of Speech and Expression: An Overview
- Visibly Invisible: The Plight of Trans Community amidst Covid-19
- To See or Foresee: Environment Regulation or Economic Interest

Qualifications

- Bachelor of Education

Memberships

- Licenced Teacher
- Licenced ESL Teacher
- Licenced IELTS Teacher

Qualifications

- Cert IV in Real Estate Practice

Qualifications

- BSc (Ecology and Zoology) (current)
- First Aid
- PADI Certified

Environmental Projects

- Research project: Predation survey of gastropods in the Red Sea
- Securing the Endangered Northern Bettong, Mt Carbine Tablelands



Hashneet Kaur
Consultant

Hashneet shines as a Governance and Risk Consultant at SBAAS, where she adeptly uses her Law and Commerce degrees to forge positive, real-world results. Her guidance is crucial in aiding small businesses and not-for-profits with governance, risk, and ensuring commercial sustainability.

Her precision in problem-solving and attention to detail are particularly effective in fast-paced settings, aligning perfectly with our aim to offer superior business solutions. Hashneet is deeply passionate about international law, which is instrumental in her success in preparing businesses for international expansion. Her ability to navigate the complexities of taking businesses overseas showcases her deep understanding of global markets and cross-cultural intricacies.



Jollene Garcia
Consultant

Jollene is a qualified teacher, specialising in technology and livelihood education. She has developed a unique English language testing process that offers results comparable to the IELTS, independently. Her skill in crafting online learning shines through SBAAS's extensive library of over 150 training programmes.

Her innovative approach to education has led to the creation of effective ESL curricula, enhancing students' conversational skills.

Her broad experience also covers customer support in the health insurance sector and strategic positions in supply chain management, helping international firms to diversify and fortify their supplier networks.



Amy Allgood
Help Hero

Amy bridges a decade in property management and real estate with a passion for understanding business needs across varied industries. As the first touchpoint for our clients, Amy excels in pinpointing their distinct challenges and aspirations, ensuring they're seamlessly paired with the exact expertise they seek.

Her extensive background, encompassing everything from trust accounting to project management, amplifies her ability to anticipate and address the multifaceted demands of our diverse clientele.

Amy's commitment to fostering robust relationships and an unwavering thirst for knowledge ensures that every interaction is tailored, transformative, and truly memorable.



Zoe Allgood
Manager Ethics & World Saving

On a mission to sculpt a brighter, more sustainable world, meet Zoe — our environmental and sustainability project maestro.

Currently diving deep into a Bachelor of Science, majoring in Ecology and Zoology, Zoe's initial foray into International Relations illuminates her global and holistic perspective.

With a fervent drive and insatiable curiosity, she embodies both leadership and a ceaseless desire for knowledge. Her potent blend of impeccable organisation and relational skills ensures our clients are primed for the future with sustainability in mind. Entrust Zoe to usher your business into an era where growth and green go hand in hand.

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Our Technology



SBAAS uses the Microsoft suite of products to provide the highest level of data safety and greatest ease of use.

Teams

All our clients are added to a unique Teams group, meaning all our meetings, documents, notes, and so forth are kept in the one easy to access place. Regardless of whether we are your outsourced HR team, designing your training, or conducting Coaching or Mentoring, your data is safe.

You will always have access to the most up to date progress of any project through our task management system, which tracks the things everyone needs to do to ensure success.

General Security

- *3x Conditional Access Security Policies according to O3 standards
 - Enforcement of Multi-factor authentication for all authorised users
 - Blocking legacy authentication methods for security
 - Blocking of international access for security
- Self-Service Password Reset services enabled (enabling authorised users to reset their own passwords, securely)
- Microsoft Defender Safe Links & Safe Attachments 'Standard' configuration applied (anti-phishing protections)

Storage

- Microsoft Default configuration inclusive of;
 - 4 week 'Point in Time' restoration of document libraries
 - 93 day recycle bin 'single item recovery'

Please also see below some summary links for the aforementioned services:

<https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security>

<https://docs.microsoft.com/en-us/azure/active-directory/conditional-access/overview>

<https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/mdo-for-spo-odb-and-teams>

Contact Us



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Advocare
Empowering older people in WA



wheatbelt
natural resource management



AVIS Budget



Balonne Steel & Rural Supplies



YOUTH ADVOCACY CENTRE INC

iplex
We Know Water



FRONTLINE
DEMOLITION



LB309 - Business Management & Consulting Services
LB327 - Training Services
LB328 - People & Wellbeing Services (Human Resources)

