



Corporate & Business Support

Our business is supporting your business
Our strength is supporting your strengths



Alternative Dispute Resolution
Management Consulting & Contracting
Training Solutions

Sterkte



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Steensma Pty Ltd is a specialty firm, located in Perth, Western Australia, whose primary focus is corporate and business support, which includes;

- alternative dispute resolution
- management consulting & contracting
- training solutions

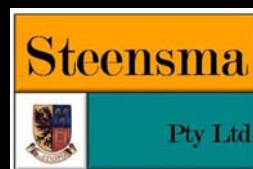
At Steensma Pty Ltd, all work provided, whether its dispute resolution/negotiations or management consulting or contracting remains strictly confidential. This is our promise and guarantee.

At Steensma Pty Ltd we are passionately involved in looking towards a better future and take a more active role in protecting the environment to make it a safer and more livable place for our children's tomorrow.

As a result of our **green policy**, we do not send out paper brochures to interested parties. All our brochures can be found in PDF format on our website or can be electronically sent to you, upon your request.

Steensma Pty Ltd personnel are highly qualified and experienced and can be contracted out as management consultants or for short or long term contract work and are prepared to Fly In/Fly Out anywhere throughout the globe to help you to achieve your corporate or business support needs and requirements.

Steensma Pty Ltd is an equal opportunity employer. Our personnel are required to meet our stringent compliance criteria to ensure they conform to government regulations and guidelines. We remain constantly committed to ensuring that not only do we provide a safe and healthy working environment for all our personnel, but also gives our clients a security of knowing that contract personnel have a very sound understanding of current OH&S legislation, regulations.





At Steensma Pty Ltd, we can provide you with experienced and certified negotiators, mediators, expert determination facilitators or adjudicators to help manage your disputes before they end up in the courts and costing you time and money.



Mediation. Mediation is the first option that should be available after the failure of negotiation. It is likely to be quicker and is far cheaper than the more formal processes of arbitration or litigation. It is particularly appropriate where a dispute involves complex issues and/or multiple parties. Mediation is voluntary and is also party controlled; therefore the parties make the decisions. Mediation allows the parties to find out “what they have”. Mediation enables parties to preserve these rights without public disclosure. Mediation will often lead to more satisfactory outcomes for both parties.

Auke (JJ) Steensma is a certified and a graded mediator and member of the Institute of Arbitrators and Mediators of Australia (IAMA). All mediations follow the IAMA Principles of Conduct for Mediators and utilise the IAMA - 10 Step mediation process.

Rates for Mediation are \$250 per hour (GST Exclusive).



Adjudication. The Construction Contracts Act 2004 (WA) came into operation on 1 January

2005. The Act supports good payment practices in the building and construction industry by prohibiting payment provisions in contracts that slow or stop the movement of funds through the contracting chain; implying fair and reasonable payment terms into contracts that are not in writing; clarifying the right to deal in unfixed materials when a party to the contract becomes insolvent; and providing an effective rapid adjudication process for payment disputes.

The new rapid adjudication system helps individual parties and the industry with cash flow issues. Above all, the Act gives claimants a quicker and cheaper means of being paid. The Act covers contracts for:

- Building work on a site in Western Australia,
- Supply of goods to the site, and fabrication off-site that includes delivery to site, and
- Professional work related to construction

Auke (JJ) Steensma is a Registered Adjudicator (WA) under the Construction Contracts Act 2004 with the Department of Housing and Works and is certified and a graded adjudicator and member of the Institute of Arbitrators and Mediators of Australia (IAMA).

Rates for Adjudication are \$250 per hour (GST Exclusive).

All adjudications must be booked through IAMA



Expert Determination. Auke (JJ) Steensma is a certified and a graded expert determination practitioner and member of the Institute of Arbitrators and Mediators of Australia (IAMA).

His specialisations include:

- Contract Management Issues
- Building and construction law issues
- Project Management Issues
- Supply Chain Management Issues

Rates for Expert Determination are \$250 per hour (GST Exclusive).



Negotiation. Auke (JJ) Steensma is a trained negotiator that can help you to develop plans and strategies to conduct better negotiations, to help you gain a “liveable situation” that all parties can contractually abide by. We can help you develop negotiation processes, strategies and tactics that are comprehensive, manageable and appropriate to the entire environment that you may find yourselves in.

We can prepare you to go through all the phases of negotiating.

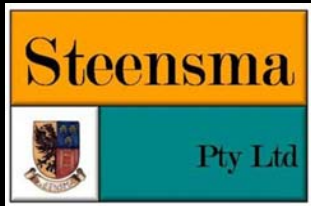
Rates for Negotiation are \$250 per hour (GST Exclusive).

All disputes and negotiations between all parties remain strictly confidential and commercially-in-confidence.



1. The Institute of Arbitrators & Mediators Australia (IAMA) is the nation’s largest, independent and most experienced alternative dispute resolution (ADR) organisation.





Management Consulting & Contracting - General Management

At Steensma Pty Ltd, we provide you with expertise and advice in all aspects of Business Leadership, General Management & Company Directorship.

Our long term experience in business has given us well established and credentialed strategic planning experience. We are able to help your organisation with:

- Corporate Governance & Compliance Review
- Design and drafting of Policy and Procedures
- Contract Management
- Business administration & HR Management
- Company Directorship
- Training Development



At Steensma Pty Ltd can provide you expert advice through our qualified consultants or supply you with contract labour to assist you with the growing rates of effort that we all face.

At Steensma Pty Ltd we are also passionately involved in examining how we can help you to **“Green the Supply Chain”** and **“the workplace”**. We see the need for all involved in the management of logistics, procurement & supply chain to take a more active role in protecting the environment and to make it safe and liveable place for our children's tomorrow.

Our rates vary with the experience and qualifications of our personnel. Rates vary from \$60 - \$150 per hour. (GST Exclusive)

We can provide:



Management Consulting & Contracting - Logistics, Procurement & Supply Chain Management

Consider Steensma Pty Ltd for all your logistics, procurement & supply chain management solutions. We are able to help your company with:

- Logistics, procurement & supply chain management. This Includes:
 - EPCM projects
 - major capital acquisition projects
 - warehousing, inventory management & control
 - distribution management
 - Integrated Logistics Management (Integrated Life cycle Support)
 - consulting
 - **greening the supply chain**





In July 2009, Steensma Pty Ltd partnered with JP Fisher Consultants Pty Ltd to provide a greater expertise and a more comprehensive approach to Project Management. We can provide you with:

- Project Study Coordination
- Project Feasibility and Master planning
- Management Design and Construction Teams
- Quality Management and Implementation
- Project Systems / Procedures Development
- Project Engineering and Design Coordination
- Environmental Management
- Community Consultation / Authority Liaison
- Risk Management
- Value Management
- Construction Management and Co-ordination
- Whole of Life Cycle costing analysis
- Integrated Logistics Management (Integrated Life cycle Support) planning

We can provide project management for:

- Building & Construction projects
- EPCM
- Environmental projects
- Warehousing/Logistics projects
- Office relocation projects
- IT projects

Our project management team has long term experience and very sound theoretical knowledge of all facets of Project Management, including PRINCE 2 & PMBOK methodologies.

If you would like to know more, please contact us.



In Jan 2004, Speech♦Easy partnered with Steensma Pty Ltd to co develop the “Self Confidence through Effective....” modules. Speech♦Easy is a training company that offers training programs that are aimed at improving communication both at an individual and organisational level. The list now keeps getting bigger.

The cost of courses will vary.



Business Communications Skills Courses

Effective Public Speaking - Speech♦Easy:

- A one day course that looks at; the use and benefits of effective speaking, nerves and how to control them, the main aspects of speaking, introducing visitors, introducing guest speakers, reading aloud, practical public speaking and attitude

Effective Meeting Management - Speech♦Easy:

- A one day course that looks at; The types of meetings, the fundamentals of better meeting management, roles and responsibilities, meeting administration and dealing with issues, templates and documentation and meeting room layout

Effective Writing & Business Communications skills:

- A one day course that looks at; The basics of written communications & grammar, drafting; memorandums, minutes, written information briefs, administrative documentation and instructions, agendas and letter writing

Effective Alternative Dispute Resolution & Negotiation Skills:

- A one day course that looks at; Basic negotiation skills, understanding of dispute resolution, about arbitration,

conciliation/mediation, expert determination, adjudication and using ADR in the workplace



Business Management Courses

Logistics, Procurement & Supply Chain Management training courses;

- Basic inventory management
- Basic procurement, logistics, warehousing and supply chain Management
- Understanding Contract law

Corporate Health & Physical Awareness Training:

- Corporate health awareness, testing for; blood pressure levels, cholesterol levels, blood sugar levels (diabetes), body mass index. managing cardiovascular disease and diabetes, dealing with stress, basic exercises, relaxation and well being.

Business Leadership & Management Courses:

- mentoring in the workplace, equity and diversity, ethics & fraud awareness, security in the workplace, OHS induction and trade practices & contract law training

Our people



Auke (JJ) Steensma

BBus (Log Mgt), MPM, MMR, Reg Adj (WA)
MIAMA, MAICD
Managing Director Steensma Pty Ltd

Auke (JJ) Steensma is a highly sought after and practised business leader and senior manager with considerable commercial experience within the private, corporate and government sectors. His specialisations include; alternative dispute resolution, management consulting & contracting and training solutions.

Qualifications:

- Master of Management Research, UWA Business School
- Master of Project Management, RMIT
- Bachelor of Business in Transport and Logistics Management, RMIT

Accredited - Member – Institute of Arbitrators and Mediators - Australian (MIAMA)

- Practitioner's Certificate in Mediation (IAMA)
- Certificate in Adjudication (IAMA)/Registered Adjudicator (WA)
Expert Determination Course (IAMA)
- Negotiation Course – (AIM)

Member – Australian Institute of Company Directors (MAICD)

- Completed - the Company Directors Course - Certificate of Completion – AICD

Senior Management Courses:

- Completed - the Advanced Management Program (AMP) - UWA/AIM
- Completed - the Executive Development Course (EDCO), AIM

Professional Expertise:

- Business Leadership, General Management and Corporate Governance/Company Directorship;
- Professional/Technical: Project management, Procurement, Logistics, & Supply Chain and Contract Management,
- Business Communications: Alternative Dispute Resolution/Negotiation, Communication skills & Training and Training Development



Stephanie Steensma

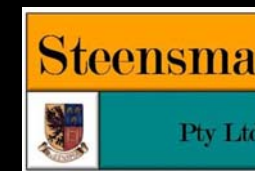
Director/Business Manager
Steensma Pty Ltd

Stephanie Steensma has been a Director and the Business Manager for Steensma Pty Ltd since its inception. Stephanie was a practised, qualified and experienced Registered Nurse, Critical Care & Clinical Nurse and a former Associate Unit Nurse Manager with considerable experience within the private and public health sectors.

She has undertaken successful leadership of multi-discipline teams in highly demanding health service delivery environments with full responsibility for budget preparation & financial analysis. She regularly coaches people with cardiovascular diseases and diabetes in the management of their illnesses.

Stephanie brings with her considerable experience in recruitment, selection and induction skills and practical application of contemporary human resource practices in large and diverse organisations, such as: equity and diversity and Occupational Health and Safety.

Stephanie also undertakes a major role in the Corporate Health & Physical Awareness Training course.





At Steensma Pty Ltd, we have partnered with the following organisations to provide you a greater capability:



Ruurd Speelman

Managing Director - Speech♦Easy
Speech Consultant & MC

Ruurd Speelman has 36 years experience with Rostrum – a public speaking organisation – including the last 22 years as an Accredited Critic.

He is a Freeman of Rostrum; the highest title in the organisation, given in recognition of exceptional services to both Rostrum and the community, for the past 10 years. He is also a member of the Training Council Executive and is the Director of Training and a tutor/mentor.

In Feb 2000, Ruurd, whilst not a Rotary member, was awarded the Paul Harris Fellowship for services to Rotary Youth Programs through the development of public speaking and debating skills.

His public speaking responsibilities have included:

- Adjudication at Rostrum Speaker of the Year
- Adjudication at Rotary Youth Speaking Competitions
- Debating as an instructor, speaker and adjudicator for Rostrum, schools and Rotary
- Private tutoring for personal wedding speeches
- Experienced Master of Ceremonies at official functions



John Fisher

BSc (CEng)
MICE, FAPM, MCIARB, MAIMA, MAIPM
Managing Director – JP Fisher Consulting Pty Ltd
Project Management and Dispute Resolution in Construction

John has a civil engineering background with an emphasis on major buildings and infrastructure and has hands-on experience as a client, consultant, contractor and subcontractor. Over many years in project management consultancy he has managed a wide variety of commercial, retail, health, education, airport and rail projects. He has had an international career spanning many countries and developed profitable consultancy businesses in the UK, UAE, South East Asia and Australia. John has a background in universities, directing major capital works including extensive involvement in the development of new hospital facilities and has managed the master planning for urban redevelopment for multiple Regional Development Authorities. John has strong commercial and contractual skills with significant niche experience in project recovery. He has a specialist interest in Alternative Dispute Resolution. He is a qualified mediator and is registered as an adjudicator in WA and NT and trains adjudicators on behalf of both the WA and NT Governments.

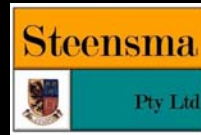
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Qualifications:

- BSc Civil Engineering

Affiliations:

- Member Institution of Civil Engineers/ Chartered Engineer
- Fellow of the Association of Project Managers (Certificated Project Manager)
- Member of the Chartered Institute of Arbitrators
- WA Chapter Chairman & Accredited - Member – Institute of Arbitrators and Mediators - Australian (MIAMA)
 - Qualified mediator
 - Certificate in Adjudication (IAMA)
 - Expert Determination Course (IAMA)
 - Registered Adjudicator (WA) (BMW)
- Member Australian Institute of Project Management



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Website: www.steensma.com.au

Managing Director/Principal

Auke (JJ) Steensma

auke@steensma.com.au



Director/Business Manager

Stephanie Steensma

stephanie@steensma.com.au

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