



ARC

Playbook 2026



ABOUT ARC



ARC (Agile Resource Consultancy) was established to bridge the gap between complex corporate needs and lean operational realities.

Founded by Suze Forster, the organisation provides executive-level corporate identity and brand management, scalable growth strategies, and Tier-1 critical foundational documentation suites through a unique "expertise-on-demand" model.

By leveraging over 20 years of high-level leadership, ARC allows businesses to access senior-tier capability and bridge internal skills gaps instantly—without the traditional overhead of permanent headcount, office space, or software subscriptions.



VALUES

At ARC, values are defined by behavior as much as words:

Precision: Delivering high-precision strategy, communications and documentation that meets rigorous corporate standards.

Efficiency: Providing a "low-friction" experience that streamlines and refines operations while removing burdens from the client.

Integrity: Honouring the consultant/client relationship with integrity and airtight confidentiality.

Agility: Aligning perfectly with workload fluctuations through a "plug-and-play" scalability model to support corporate governance and resilient operations.



MISSION

The overarching goal of the ARC Framework (Agile, Resilient, Compliant) is to empower medium-to-large organisations to scale their capabilities and protect their reputations through strategic oversight and executive-grade documentation and operational processes.

Zero friction. No overheads. Expertise-on-demand.





CULTURE

Our culture is built on the following mindsets:

Diagnostic-Minded: Approaching every project with a "strategic architect" lens to solve root challenges.

Executive Ownership: Bringing the rigor of a corporate director to project-based needs.

Remote-Ready Excellence: Utilising enterprise-grade tools and high-spec hardware to deliver rapid, remote results.

ACCOUNTABILITY

We maintain a framework for "doing what's right" by:

Audit-Ready Standards: Developing Standard Operating Procedures (SOPs) and Quality Assurance (QA) frameworks that are always ready for scrutiny.

Compliance Matrixing: Mapping all organisational activity against State and Federal regulations to ensure total alignment.

Transparent Tracking: Using platforms like Asana or Monday.com for clear project and milestone delivery.





THE 4 ARC PILLARS

Strategic Identity

Ensuring brand authority and consistency across every touchpoint.

Executive Communications

Precision delivery of high-stakes stakeholder reporting and internal strategies.

Governance & Risk

Authoring foundational resilience documents like BCPs and Risk Registers.

Operational Support

Providing flexible, on-demand leadership to navigate seasonal spikes.



SECTOR KNOWLEDGE

Real Estate & Property Development: Regulatory alignment, stakeholder negotiation, keynote speaker and trust account framework management.

Education & Ministry: Strategic planning, values-based leadership, and airtight governance.

Health & Aged Care: C-suite multi-department administration, change management implementation, high-level compliance and crisis response management.

Corporate Governance: Board membership, Committee advisory, transformational leadership and high-risk case assessment.

Tier-1 Construction: Project management, representative interface and ministerial reporting.

Law Enforcement: Conflict de-escalation, integrity and ethics training, investigative process and best practice.





THE “ARC”-ITECTS



SUZE FORSTER
Founder / Principal

Two decades of Executive-grade expertise driving strategic growth, navigating transformational change, and de-risking operations within highly regulated industries. Strategic C-suite advisor aligning corporate compliance with lean operational realities to fuel scalable growth.



SYMON PUNTER
Judicial Advisor

Retired Queensland Police Sergeant - 35 years in criminal investigations, patrol operations, critical field operations, report writing, evidence handling (incl. Court representation), interviewing techniques, use-of-force considerations, procedural justice, and ethical decision-making.



MAREE EDDINGS
Change Architect

Over 30 years experience coordinating high-functioning teams, driving departmental improvement, supporting Executives through transformational change processes, and engineering robust strategic solutions for organisations transitioning into accelerated growth chapters.



ARC BEST PRACTICE PRINCIPLES

Content

Ownership: All final deliverables and intellectual property (Copyright) belong to the Client upon full payment.

Portfolio Use: ARC may, with Client consent, use non-printable, non-downloadable examples of work undertaken for the Client for new business generation purposes (NDA-protected in-person/screen share viewing only).

Confidentiality

Commercial-in-Confidence: All Client data, strategic and operational activities, and internal communications are treated with the highest level of executive discretion.

Privacy Act 1988: Personal information pertaining to employees, roles or activities within each organisation are protected under the Privacy Act 1988.

Documentation

Version Control: We maintain strict document control to ensure the client always has the "source of truth."

Handover: Upon project completion, all documents are securely transferred via SharePoint, Dropbox, or Google Workspace.

Compliance

Best Practice: All work is mapped against relevant State and Federal regulations to ensure "airtight" governance.

Quality Assurance: All work is aligned to Client internal systems and mechanisms designed to maintain standards and support improvement.





THE ARC VALUE PROPOSITION

ARC delivers a premium service uniquely tailored for your business:

Executive-Grade Expertise on Demand: Leverage over 20 years of high-level corporate management and brand strategy to bridge in-house skills gaps instantly—without the overhead of training or permanent headcount.


Agile, Pay-Per-Project Scalability: Gain the flexibility to navigate seasonal spikes and complex projects with a "plug-and-play" model that aligns perfectly with your workload fluctuations and budget.

Zero-Overhead Efficiency: Eliminate costs related to office space, hardware, and software subscriptions while benefiting from rapid, remote delivery that meets your most demanding stakeholder deadlines.





TECHNOLOGY AND INNOVATION




Partnering with ARC is more than just a creative upgrade—it's a strategic move to reclaim your overheads and your assets. By centralising your creative workflow with us, your organisation can eliminate the mounting burden of individual software subscriptions for graphic design, AI generation, and digital creation platforms.

We absorb the licensing complexities and costs, providing you with a high-end, full-stack creative suite experience without the recurring "subscription tax" that drains departmental budgets.

Beyond the immediate cost efficiencies, we prioritise your long-term autonomy through a transparent hand-over process. Unlike agencies that gatekeep source files to ensure "vendor lock-in," ARC operates on a philosophy of total client ownership.

Upon completion, every report, presentation, brand kit, and digital asset is delivered to you in both native and fully editable formats. Most importantly, the sole copyright of all materials remains with your organisation, ensuring you have the legal and practical freedom to adapt, scale, and utilize your intellectual property whenever and however you see fit.





CORPORATE ENVIRONMENTAL AND SOCIAL RESPONSIBILITY (CESR)

ARC's "Remote-First" model is designed to decouple high-level corporate consultancy from the heavy environmental and social costs typically associated with traditional professional services.

By prioritising remote delivery, the model drastically reduces the carbon emissions associated with daily commuting and frequent interstate travel, while simultaneously eliminating the demand for resource-intensive, large-scale office footprints. Any required travel is engineered to offset carbon emissions and maximise Client engagement.

Socially, this approach fosters a more equitable work-life balance for both ARC and our Clients as we can be highly flexible with hours and availability, and allows for the engagement of talent regardless of geographical location, thereby supporting regional economies and reducing the social strain (and economic weight for Clients) of "fly-in-fly-out" consultancy cultures.

Ultimately, ARC leverages digital infrastructure to buttress your pursuit of excellence in organisational growth, change, governance and risk management.



THE PROCESS

Strategy Meeting: A "Quick Sync" (15-minute discovery) or a "Deep Dive" session is held understand your organisational goals and/or find gaps in your current framework and define project requirements.

Proposal: ARC issues a formal proposal or "Project Brief" outlining the specific needs, custom quotes, and primary deliverables.

Engagement Agreement: A formal agreement is signed before work commences. This includes terms for subcontracting should the project require additional SME input.

Fees / Billing: Our fee schedule can be located [HERE](#). Exclusions: All rates exclude GST.



Communication: We utilise an "expert-level" remote ecosystem, including Microsoft Teams, Doodle, Google Meet, FaceTime and Zoom, for friction-free updates.

Onsite vs. Remote: Remote-First: Most work is delivered via a high-spec remote setup, incurring \$0 in travel or IT costs for the client. Onsite: If presence is required (e.g., Sydney CBD or Canberra), travel and per diems are billed at cost.

Provision of Services: Services are delivered on a flexible, pay-per-project or retainer basis, ensuring you receive "Executive-Grade Expertise on Demand".





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