Quest Consulting

"The right journey, the right destination"



Providing insightful analysis and tailored solutions for Local Government since 1999

The past 12 months at Quest Consulting have been very busy as we continue to increase the diversity of our projects and clients. Our recent projects have included a wide range of strategic planning exercises, service reviews, satisfaction surveys, policy development and stakeholder engagement projects.

1



City of Melbourne | Possible Futures for Senior Citizens' Centres

Included in City of Melbourne's (CoM) range of services are four senior citizens' centres and a planned activity program to support frail older people. The project involved a review of the operational models across the four senior citizens' centres, development of a transition plan and exploration of the benefits of the City joining the World Health Organisation's international network of Age-Friendly Cities.

2



Housing Choices Australia | Tenant Satisfaction Survey

Housing Choices Australia (HCA), one of the largest housing associations in Australia, provides a variety of housing options for low income and disadvantaged people. We have undertaken a range of projects for HCA since their establishment and recently conducted a satisfaction survey of 1,500 residents. As a consequence of our involvement with HCA, we are highly familiar with social and affordable housing policy issues.

3



Port Phillip City Council | Review of Street & Beach Cleaning

City of Port Phillip obtains street and beach cleaning services through a Joint Venture with the City of Stonnington. Quest Consulting was engaged to undertake a detailed review of the joint venture service agreement, an assessment of community and stakeholder satisfaction with service levels and gap analysis to identify service improvement priorities. The project has resulted in significant revisions to procurement of beach and street cleaning services.

4



Bayside City Council | Event Application Process & Policy

We recently completed a review of event application processes at Bayside. In the project, we consulted a wide variety of stakeholders to ensure all viewpoints were clarified. The project made recommendations about organisational structure, management systems and policy and procedures. The new unified approach proposes a seamless system for event organisers while protecting resident and environmental amenity.

- Strategic Planning Service Reviews Governance Reviews & Training Workshop Facilitation
- Organisational Reviews & Performance Improvement Stakeholder Consultation Forecasting



5



Maribyrnong City Council | Organisational Review - Infrastructure

The City of Maribyrnong engaged Quest Consulting to undertake a review of Council's Infrastructure Planning and Construction department. The review involved review of business plans, performance, structure and position descriptions. The project resulted in both structural and systems changes designed to ensure management responsibilities, processes and resources were appropriate to deliver the City's infrastructure program.

6



Department of Sustainability & Environment | Open Space Policy

DSE wished to facilitate the development of a Metropolitan Open Space Policy and Strategy. Working with Planisphere, a comprehensive analysis of all pertinent issues was documented. The project provided DSE with a framework for the development of a unifying policy for state government departments, statutory authorities and local government that will enable coherent planning and protection of metropolitan open space.

7



Northern Region Councils | Maternal & Child Health Benchmarking

Seven councils in the Northern Region wished to review the cost of their Maternal & Child Health Services and the proportion paid by State Government. The project provided information about the relative efficiency of the services through comparison of unit costs. This facilitated consideration of differences in the cost base of services and the extent to which these are the result of state government formulae and/or local funding decisions.

8



NSW Government 100 Day Action Plan

Department of Premier & Cabinet NSW | Business Planning Support

Following the NSW State Government election, a 100 day Action Plan was released outlining the progression of election commitments. Quest Consulting was engaged to assist DPC to plan delivery of their areas of responsibility, to assist with the framework for 2011-2012 Business Plans and to support the development of appropriate Key Performance Indicators.

About Us

Quest Consulting is a specialist consulting firm that provides insightful analysis and tailored solutions for leading community and public sector organisations. Established in 1999, Quest Consulting has been successful in delivering over 150 projects in Victoria, New South Wales and Tasmania.

We pride ourselves on adding significant conceptual and intellectual value to clients' projects and building relationships that really support clients through to project success. Our consultants have high levels of expertise and the rigorous thinking needed to develop meaningful and practical solutions for our clients.

Vicki Davidson

Vicki has over 25 years business experience in the public sector and consulting services and has a well known reputation for her ability to build consensus amongst a diverse range of stakeholders. She also has a high level of conceptual ability, excellent research skills and a strong focus on client needs.



Joanna Rankine

Joanna has over 20 years business experience in both government and the corporate sector. She has extensive knowledge and experience in the areas of market research, data collection, strategic planning and marketing. Joanna is well regarded for her innovative thinking and strategic concept development.



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