QUEST CONSULTING
SERVICE REVIEWS

Capability Statement

In a constantly changing world, services must be capable of reinvention to align with new policy, enhanced service standards and rising user expectations. Keeping abreast of current trends and understanding relevant service benchmarks are essential components of planning quality service delivery.

Quest Consulting provides independent evaluation and reviews of service delivery strategies, business processes and work practices to help organisations achieve high levels of performance. We work with clients in both government and not-for-profit services and support them in achieving best practice across a wide range of service types.

Our work includes:

- Program and project evaluations
- Service planning
- Service and financial forecasting
- Development of KPIs
- Documenting service standards

Quest Consulting is a specialist consulting firm that provides insightful analysis and tailored solutions for leading community and public sector organisations. We pride ourselves on adding significant conceptual and intellectual value to clients projects' and building relationships that really support clients through to project success.

A full list of our projects and clients is available and we are happy to provide contact details for referees should you wish to speak to them.

Recent Service Review Projects

Client	Project
Australian Red Cross Blood Service	Blood Collection Review
Baulkham Hills Shire Council	Review of Community Governance
Centennial Parklands	Review of Events Management
City of Manningham	Assisted Transport Review
City of Melbourne	Best Value Review of Local Laws
City of Melbourne	Review of Neighbourhood House
City of Port Phillip	Best Value Review of Children's Services
Department of Human Services	Evaluation of Mirabel Foundation
Forests NSW	Development of Service Level Agreements
Royal Children's Hospital	Review of Food Services

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