

TEN PROJECTS WE'RE PROUD OF

Our clients work tirelessly behind the scenes to make a positive impact on the lives of everyday Australians. We're proud to work alongside them helping to make a real difference in their communities.



STRATEGIC PLANNING & ORGANISATIONAL CONSULTING

www.quest-consulting.com.au



Making the numbers flow for Murray River Council **Ten-year Financial Plan – Murray River Council**

We wrote the narrative for Murray River Council's 2017-2027 Long Term Financial Plan, making the highly complex financial information accessible to all.



Putting people first in Maribyrnong **Review of Customer Service – Maribyrnong City Council**

We helped Maribyrnong better connect with its citizens, by devising a plan that resulted in a reduction of customer call drop-outs to the best practice level of 5%.



Making sure all voices are heard **Resident Satisfaction Surveys – Housing Choices Australia**

By conducting annual surveys of more than 3000 people across three states, we helped HCA, one of the largest community housing organisations in Australia, to identify ways improve their service and increase resident satisfaction.



Improving public health in rural cities **Review of Environmental Health – Mildura Rural City Council**

Through detailed benchmarking, we identified that Mildura's fees for environmental services were well below the average of other rural cities. Additional revenue will enable them to provide a higher level of service in this critical area of public health.



Coming together for growth **Council Plan – Moonee Valley City Council**

Bringing diverse stakeholders together, we developed the framework and wrote the content for Moonee Valley's 4-year Council Plan, ensuring good governance is at the forefront for this growing and changing community.

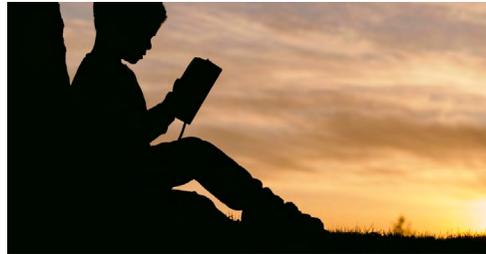
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Healthy people, healthy cities

Review of Immunisation – City of Melbourne

Cities thrive when their people are healthy. By conducting a detailed analysis of Council's data, we identified the key to achieving their target immunisation levels, creating a pathway to a healthier community.



Taking the right to read to Baw Baw

Planning for two new libraries – Baw Baw Shire

Responding to local aspirations for two new, first class libraries, we developed plans for joint venture developments that would see residents have access to great learning and community spaces for years to come.



Prioritising for families and children in Nillumbik

Family & Children's Services – Nillumbik Shire

To ensure high priority services receive the funding they need, we analysed and benchmarked each service provided by Council, helping them to identify potential savings in low priority services for re-allocation to high priority services.



Keeping Moreland's aged services mobile

Financial Forecasting – Moreland City Council

Following detailed analysis of current expenditure on aged services, we prepared 20-year forecasts of likely costs to demonstrate the budgetary impact of continuing to provide this service.



Bullseye: Helping CARE get fundraising back on target

Organisational Review – Marketing Division Care Australia

CARE Australia is part of the CARE worldwide network of non-denominational overseas aid agencies. We reviewed the staffing structure in their marketing division, helping them to get their fundraising back on target.

