

# TESTIMONIALS

**This client feedback is testament to the quality of our services**

## **Kirsty McAuley**

Department of Families Fairness and Housing

*"I had the pleasure of working with Pauline and Liz throughout an extremely complicated tender process last year. Their responsiveness, calm demeanour, and approach to the many, many questions we asked was always well received.*

*Due to the complexity of our tender, we relied heavily on their advice and guidance, and they were always so willing to support us and so efficiently. Having the external probity support was also beneficial for the senior executives in the department, it gave them and us great comfort to have the sound advice from probity experts to fall back on.*

*I feel incredibly lucky to have had Pauline and Liz on our extended team for this tender. Sincerely, thank you!"*

## **James Stewart**

Department of Government Services

*"Thank you, Pauline, to you and the team for all your support throughout this very rapid procurement process. You've all been really exceptional and your advice and responsiveness has been critical to the success of this procurement. We very much look forward to working with CourtHeath on future procurement processes."*

## **Gambling Licensing Program Team**

Department of Justice and Community Safety

*"Julia has provided fantastic probity leadership in supporting the Department's highly complex and sensitive gambling licensing projects. Julia has an in-depth understanding of the sector, including historical and environmental factors. This means that Julia is easily able to proactively identify areas of potential probity risk and develop strategies, plans or protocols to effectively manage them.*

*We are very fortunate to have a senior probity adviser like Julia working with us, and we would highly recommend her for any complex or strategic projects and programs."*

**Beth Scott**

Business Improvement and Capability Coach

*"I had the opportunity to work with Pauline during a Tender process last year, her knowledge and approach to probity advice was extremely professional. All participants learnt a great deal from her involvement and highly respected her approach given the varied levels of experience of the group, the tight timelines and the importance of the task at hand. If you are looking for a probity advisor who is professional, highly responsive and patient with those who are less familiar with the process of tendering and the probity issues associated I would highly recommend Pauline."*

**Liam Henderson**

Renewable Energy Lead, Power Melbourne Project, City of Melbourne

*"CourtHeath provided sage, professional advice, calm demeanours, and good humour throughout this lengthy and complicated procurement process. They were an enormous support to us in the project team, helping enable a rigorous and credible process, which has been acknowledged by our executives and has definitely helped give comfort them to endorse the outcome."*

**Andrew Williamson**

Public Sector Executive

*"The integrity of our process had to be flawless, within extremely tight timelines. We contracted CourtHeath to ensure the process was thorough and the probity assured. Andrew and Pauline were terrific, guiding us through the government policies and processes in a manner that impressed even our internal experts. CourtHeath has the ability to manage the client in a way that generates confidence in the integrity of each and every step.*

*I would certainly recommend CourtHeath to the public sector for probity and procurement services."*

**J'aime Meddings**

Manager Commercial Strategy and Procurement, Asset Management Division, Victorian School Building Authority, Department of Education

*"I have engaged Pauline and CourtHeath to support a variety of high value and complex procurement and probity projects over the last several years.*

*The members of the CourtHeath team are always professional, responsive and committed to high quality outcomes and exceeding expectations, and they have substantially contributed to the successful outcomes achieved in all of the projects for which they have been engaged.*

*Pauline possesses deep knowledge of our organisation's operating environment, enabling an approach that considers linkages and intersections projects may have with other parts of the business to ensure fit for purpose and value for money outcomes.*



*Pauline's knowledge, experience and expertise are unparalleled and the quality of her resource base and project deliverables are always of an extremely high standard. Stakeholder engagement and management are critical elements of government procurement process and Pauline excels in this area also with strong oral and written communication skills, a genuine ability to communicate at all levels and a talent for producing documents appropriate to their audience and purpose. Pauline is very adept at unwrapping and communicating complex issues, strategy development and managing risk.*

*CourtHeath is a trusted advisor and I have no hesitation in confidently recommending it's services."*

**Lee-Anne Fisher**

Director Training Market Information & Analysis, Higher Education and Skills Group  
Department of Education and Training

*"I would like to personally thank Pauline and Andrew for providing such responsive and professional services to establish a quality process that met tight timeframes."*

**Giovanna Tivisini**

Public Sector Executive

*"Pauline is incredible to work with, her procurement and probity skills are top quality and her approach, manner and style is professional and courteous.*

*Pauline really knows her work and how to manage difficult situations.*

*I have felt secure working with Pauline on public sector procurement, knowing that with her deep public sector governance experience, she is always working in the best interests of the client."*

**Christine Newington**

Program Manager – Permanent Modular School Buildings Program – Reform Branch,  
Victorian School Building Authority, Department of Education and Training

*"I've had the pleasure of working with Pauline and her team of expert professionals over four years in a series of high value, high complexity procurement matters.*

*My experience with CourtHeath has been consistently positive and the team is highly organised, methodical and thorough. Pauline and her team are approachable, knowledgeable, flexible and fast.*

*Their advice and guidance has been invaluable and resulted in well-documented, defensible procurement outcomes, savvy contract models, and value-for-money commercial outcomes which have laid the foundation for success in large-scale capital programs.*

*I would not hesitate to recommend Pauline and CourtHeath and I look forward to the opportunity to work with CourtHeath again in the future."*



**Amitava Das**

Category Manager (Procurement), Department of Education and Training

*"I worked with Pauline for around three years on a number of procurement projects. Her advice and support have been invaluable throughout. Pauline is extraordinarily knowledgeable of all aspects of procurement and probity, and has a unique understanding of the requirements of procurement sourcing projects in a government setting. Despite the complexities of working in a government procurement environment, Pauline has always provided practical advice. Pauline's participation in many of my projects has been a significant contributing factor in their success. I have recommended Pauline many times in the past, and would not hesitate to recommend her again in future."*

> Court Heath provided our team with quality probity advice and guidance throughout a complex procurement process.

Not only did they provide us with clear and thorough advice- but Pauline and Liz were both incredibly responsive and accommodating in meeting times, turning around reviews and advice. They went above and beyond for us. We are incredibly grateful for Pauline and Liz's support through the process- it was an absolute privilege having support and guidance from you both!

> We would like to thank you for the time and effort in working through the issues and to Pauline and Liz for the report, the options provided, and scripting were incredibly helpful in ensuring that we could go into the meeting informed and well prepared. This was a terrific outcome.

> Just wanted to say a massive thank you to Pauline, Andrew and Liz for your wonderful advice and support during this process. We have really appreciated your thoughtful, practical advice and incredible responsiveness.

> Thanks CourtHeath for all your assistance during this activity, the professional guidance from Pauline and Liz has been fantastic, especially for me leading a procurement for the first time.

> It has been invaluable to be able to rely on CourtHeath's advice about complex probity situations. As we were facing challenging timelines, it was essential to have probity advice immediately initially in discussions, followed up with written advice. Compared to others, CourtHeath's stand-out qualities include responsiveness, flexibility to address last-minute requirements, and a willingness to respectfully test assumptions, instead of defaulting to previous approaches.

When engaging with potential suppliers, such as during a debriefing meeting or industry briefing session, CourtHeath provide a probity angle that provides reassurance to suppliers. We like that our tenderers know that we seek

independent process advice including probity expertise. The communication style contributes to a collaborative relationship rather than being adversarial.

Thank you Phillip for all your work on this market engagement. It's been invaluable having your guidance and advice throughout this process. You have definitely made my job a lot easier and given me the comfort that our process has been fair and equitable. Look forward to working with you on the next one.

> CourtHeath's professional advice and responsiveness has been truly amazing.

We have been fortunate to work with Pauline over a number of complex and long-term procurement projects. More recently, we have also had the pleasure of working with Julia.

Their responsiveness has allowed us to meet tight timeframes. Their attention to detail has meant that we have achieved the right outcome at each stage of the procurement process, and the quality of their advice has provided ongoing learnings and improvements for future procurements.

We have had to deal with a lot of recent change, so it has been a pleasure to work with a probity team that has provided consistently good guidance in exemplary procurement outcomes.

> It's been a wonderful experience working with Pauline and Liz. They were both very knowledgeable in their areas of expertise as well as in government processes which made the probity process smooth and simple.

The CourtHeath team has provided excellent probity advice to our project. Working with Pauline and her team has assured me that we are following best practice probity principles which ensures our work has integrity. The team provide responsive and timely advice, sometimes recognising our need before we do. They have been excellent to work with.

We want to thank you and the whole CourtHeath family for the extensive expert advice you have provided over the last 3 years to support the delivery of our project. We have truly appreciated the practical nature of your probity advice within the Government context and the often quick turnaround times that you and your team have worked within.

> Working with Pauline is always a delight. She is accurate, very timely, able to work within tight timelines, and always maintains a friendly, but professional persona.

> Excellent to work with and provided timely, professional advice. Pauline also supported relevant parties through the various processes involved in procurement. Pauline's availability and assistance in ensuring documents were completed within challenging deadlines was exemplary.

We would like to express that we've been thrilled with the response times and assistance you have provided to date and are looking forward to continuing working with you.

You showed a strong commitment to meeting project deliverables on time, with a clear procurement strategy and a focus on transparency and fairness. Your expertise in stakeholder management is evident, drawing on past experiences and ensuring efficiency and trust.

Your work displayed outstanding procurement knowledge, aligning well with our needs. Your proactive planning and dedicated team reflect impressive work ethic and integrity. The demonstrated experience and systematic project management approach emphasise transparency, continuous improvement, and best practices.

The commercial evaluation found that your pricing was deemed competitive and the value for money index reflects the high-quality proposal you submitted.

The service was of very high quality and well received. Pauline and Helen assisted the Department with its objectives. Their conduct

was very professional, timely and considered, particularly noted were the positive and helpful interactions with myself and other Departmental stakeholders. The standard of documents and outputs were also of a professional quality.

> Both Pauline Bernard and Helen Stewart provided valuable assistance in conducting the Probity Audit for this project. Their recommendations on the procurement process for future procurements were particularly useful and will be implemented as required.

> Assistance to the tender was excellent and very highly regarded by all.

> Added great value to this project.

> I would like to take a moment to express my sincere appreciation for the invaluable advice and guidance you provided throughout this process. Your expertise in probity and responsiveness have been truly exceptional, and it has greatly contributed to our ability to conduct procurement effectively, ultimately enabling us to select the best supplier for our important work.

> As a first time contract manager I very much appreciated Pauline's expertise, understanding of the complexities applying to this Expression of Interest and her impeccable advice about process.

> Thank you all again for all your work, support and advice that you have provided throughout the procurement process. Your positive, professional and quality advice has contributed to the success of this project, particularly when the timeframes were so tight.

> The team at CourtHeath are professional and courteous, with the capability to provide a seamless service to support each other and step in when required.

> Thank you and your team for your excellent advice and support throughout the first stage of this procurement. I am sure your future advice will also be invaluable and ensure

*strong adherence to probity requirements for this complex project.*

*Professionally, I also thank Pauline for her willingness to share her knowledge and expertise to enable me to expand my abilities and confidence in this space.*

*> A first class service provided by probity staff, the evaluation team all commented on the easy to understand and follow advice, which enabled us to function effectively.*

*> An all-round probity service was provided and Pauline and Helen were exceptionally helpful and assisted us with delivery.*

*> I've worked with Pauline on many procurements over the years, ranging from simple probity advice and oversight to complex multifaceted projects. Pauline's knowledge of procurement and probity principles is outstanding, supported by advice that is always well considered and practical. I have found Pauline to be very reliable and always responsive, even when the pressure is on.*

*> This was a difficult project. Pauline was able to assist the Department in addressing all issues in a logical and practical manner.*

*> Pauline builds up a great rapport with the project team and assisted greatly to mitigate potential claims from one of the respondents. Thanks for a great job again. Much appreciated.*

*> We found Pauline to be very accommodating and professional to work with. Her advice was sound and tailored to the complex and fast-evolving requirements of our project. She approached problems practically and mindful of the authorising environment. A pleasure to work with. The probity service provided by both resources was succinct and appropriate. The project team found them to be knowledgeable and helpful.*

*> Extremely happy with the level of service provided. Probity practitioner was very helpful throughout the entire procurement process and clearly explained all requirements and*

*associated matters. Practitioner was often required to perform an educational role to relatively inexperienced (in probity matters) team members over and above the normal guidance.*

*> Extremely professional, helpful and prompt. Made my life easier and increased my confidence.*

*> Level of professionalism was of the highest order for this assignment. The consultancy delivered significant value add to what transpired to be a complex evaluation and selection process. I would have no hesitation in engaging Pauline for similar work.*

*> Services provided by the nominated Probity Practitioner were to a very high standard and met all Departmental requirements. The Practitioner was highly responsive and demonstrated a comprehensive understanding of the issues relating to the engagement, I would have no hesitation in using the Practitioner for future engagements and/or recommending her services to other colleagues within the Department.*