

## Services for Local Government

*Local Government provides services to the community which in a major way contribute to our quality of life as residents and citizens.*

The local government sector has undergone substantial change in recent years, particularly in Victoria. Enterprise agreements, Council amalgamations, and the introduction of Best Value legislation, have combined to radically change the face and the structure of local government

We have a strong track record with local government. Many of the services we provide to industry in general (eg. *Audit Skills Training, WHS/OHS, Management*) are equally relevant for the local governments sector. In addition, we have tailored a number of our programs, and developed specific approaches, to assist local authorities to achieve their objectives and meet their obligations.

*P-E Handley-Walker work includes:*

- **Audit Skills Training**
  - P-E Handley-Walker has over several years provided nationally-recognised Audit Skills training.
- **Quality Assurance**
  - we have assisted Business Units as diverse as Waste Management, Parks, Roads & Drains, Fleet Management and Business Management to achieve Certification to the ISO 9000 quality standards, with practical, dependable systems.

P-E Handley-Walker is a quality endorsed company -we “practice what we preach”.



- **Best Value**
  - there is a significant convergence between Best Value legislation and the ISO 9001 Standard for quality management, eg.

**The quality standard (ISO 9001) requires**

- **measurable quality objectives set at relevant functions and levels**

**Best Value requires**

- *all services provided for the community must meet quality and cost standards developed by the Council*

**ISO 9001 requires**

- **demonstrable, measurable continual improvement**

**Best Value requires**

- *continuous improvement in the provision of services for the community*

- our strong quality assurance experience, and our association with an international consultancy which is expert in Best Value equip us to help councils to build on existing strengths rather than re-inventing the wheel for Best Value.