

# Testimonials

This client feedback is testament to the quality of our probity and procurement services

## PROBITY AND PROCUREMENT

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. They 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.

*- Andrew Williamson, Executive Director, Victorian TAFE Association (2016)*

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.

*- Lee-Anne Fisher, Director Training Market Information & Analysis, Higher Education and Skills Group Department of Education and Training (2015)*

When I work with Pauline I can rest assured that everything is in hand. Her knowledge, clear thinking and turnaround are some of the best in the business.

Pauline has the ability to not just deal with the issue at hand, but flag the issues to come and how we might deal with them.

A project with Pauline's oversight is one that works beautifully.

*- Rachael Guthridge, General Manager, Marketing, Care Connect Group*



## PROBITY AND PROCUREMENT

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 by Landell and Pauline and Helen were exceptionally helpful and assisted us with delivery.

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.

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.

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.

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.

I found Pauline in particular to be extremely professional, helpful and prompt and made my life easier and increased my confidence.

Pauline has added great value to this project.

Pauline has been excellent to work with and has 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.

Pauline provided a valuable service throughout this Project lifecycle. Her knowledge and experience greatly assisted the Project in delivering key outcomes.

Pauline's assistance to the tender was excellent and very highly regarded by all.



Pauline's level of professionalism was of the highest order for this assignment. Her 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.

Pauline's participation was immensely helpful and significantly assisted in achieving an outcome with the very constrained timeframe available for completion of the submission process.

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.

The probity service provided by both Landell resources was succinct and appropriate. The project team found them to be knowledgeable and helpful.

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 quality of documents and outputs were also of a professional quality.

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

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.

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.

I have 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.

*- Amitava Das, Category Manager (Procurement), Department of Education and Training  
(2015)*

## PROBITY

The Most Universally Admired by Clients Award

Pauline is so well known, so extensively across the Victorian Government. She has made the Landell brand synonymous with probity and with professionalism. I can't remember the number of times I have been introduced to somebody for them to reply, "Landell, yes I know Landell, Pauline has done probity work for us. She's really amazing, isn't she?"

Invariably I have heard this from clients in such a spontaneous, totally unsolicited and enthusiastic way. People who complete client satisfaction surveys under the probity panel arrangements very often "go the extra mile" and take the time to insert a testimonial to how great Pauline is and what an excellent service she provides.

Over the years, Pauline has taken probity at Landell to new levels of completeness and professionalism.

*- Lexton Gebert, Landell Managing Director (2014)*

I have known Pauline for over 20 years, having initially practiced together as part of a Department Legal Unit responsible for relevant issues arising in the Planning and the Construction of many of Victoria's major infrastructure projects.

I have briefed Pauline as a Probity Advisor throughout those years and on many occasions, both in Government roles and now as a Nationally Accredited Mediator also with Probity Services qualifications in a Specialist Practice, I have observed at



first hand her outstanding skills, planning and understanding of projects and process issues whenever engaged in providing Probity Services. Pauline is without doubt one of the most committed and skilled professionals I have ever worked with. Whilst exhibiting an extremely broad base of knowledge and experience as to public and private procurement and processes, most importantly Pauline is an exceptionally good communicator.

As a consequence, she brings clarity and structured assistance as well as regular dialogue to provide targeted advice. Further, without fail, she successfully builds and strengthens an understanding on the part of individuals and their teams of the procurement and processes that are being undertaken.

- *Bernard Crosbie, Lawyer and Mediator*

## PROCUREMENT

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- *Andrew Williamson, Executive Director, Victorian TAFE Association (2016)*

I worked closely with Pauline for three years in government construction as a procurement lawyer in the early 2000's.

What I most liked was her flair for consistently finding fair and practical solutions. Her sheer grasp of detail, her command of complex Government policy and procurement processes, and law, and the speed and clarity she applied to a whole raft of complex situations to achieve her Department's goals: that really was impressive.

I think I learned from working with Pauline more in those three years than I had in the previous 10.



*- Brecon Darbyshire, Senior Claims Manager, JGC (Ichthys Project, Darwin)*

## PAULINE BERNARD, DIRECTOR

From 1998 Pauline and I worked together at the Department of Infrastructure in Victoria to create a centre of expertise and implement a governance regime in the challenging devolved regime initiated by the Kennett government.

The Department had a large and complex procurement portfolio including public transport services, high value public construction, whole of government ICT procurement and the delivery of major projects.

Pauline was a major contributor to achievements at DOI including:

- Building the department's electronic guidance system which won an IPAA Public Sector Achievement and Innovation Award in 1999;
- Developing new systems, processes and business rules to support good commercial outcomes, probity and regulatory compliance;
- Familiarising DOI staff with procurement concepts and processes;
- Guiding and supporting personnel involved in procurement projects and contracts administration;
- Providing expert legal advice and sourcing specialised legal services from external lawyers where necessary;
- Raising awareness across the VPS of new ways of doing business, including, for example project alliancing and new technologies for managing project documentation.

Pauline was and remains a trusted advisor for a wide range of discerning clients. She is also a very congenial and collaborative colleague.

*- Tony Butler, FCIPS (2014)*

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.

*- Giovanna Tivisini, Principal, Hive Legal (2015)*

I have worked with Pauline on a number of projects, including ones involving difficult probity situations, and she is an excellent Probity Advisor. She understands major infrastructure contracting and provides excellent advice to her clients.

*- Carol Dale, Procurement and Contracting Advisor, Landell (2015)*

I have known Pauline for about 15 years. We first met when she interviewed me to replace her as a senior solicitor at the Victorian Department of Infrastructure while she was on maternity leave. We later worked together in that department and have worked on numerous procurement projects together since then. I am very acquainted with her work and her personality. Pauline is very intelligent and knowledgeable. She is without doubt one of the best in the fields of probity, procurement and legal advice. She is a true triple threat in her fields. Not only is she intellectually gifted, but she is also very practical and is a really nice person. It is always a learning experience and a pleasure to work with Pauline.

*- Phillip Weiss, Lawyer and Procurement Consultant, Department of Infrastructure  
(2015)*

I had the opportunity to work with Pauline during a Tender process last year, her knowledge and approach to probity advise 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.

- Beth Scott, *Business Improvement and Capability Coach* (2015)