

Quality Charter



To assist our customers to achieve desired environmental management objectives, EnviroCom Australia® is committed to:

Customer Relations

- Working in partnership with customers
- Accurately determining service provision requirements
- Clarifying and rectifying problems/issues as soon as they arise
- Consistently evaluating project components to improve efficiencies as required

Experienced and Professional Personnel

- Providing only qualified and experienced personnel
- Continuity of service provision

Needs Analysis

- Undertaking detailed needs analysis prior to project development to ensure project outcomes correlate with customer objectives and desired outcomes

Tailored Projects

- Understanding diversity and relating to all sectors of the community
- Linking projects to Corporate Plans and legislative requirements



- Customer Relations
- Experienced and Professional Personnel
- Needs Analysis
- Tailored Projects
- Flexibility
- Networking and Research
- Independence and Confidentiality



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Flexibility

- Flexibility to meet the needs of customers. EnviroCom can modify projects to ensure the most relevant and cost effective services are provided.

Paula Harrison
General Manager

Glenn Eales
Manager (Queensland Projects)

Stephanie Teston
Senior Consultant (Sydney)

Networking and Research

- EnviroCom management and personnel are involved in a number of environmental, waste management and education associations and networks throughout Australia.

Phil Curran
Senior Consultant (Education and Training)

Jacqui Hiff
Senior Consultant (Marketing and Communications)

Renaë Crosthwaite
Senior Consultant (Education and Training)

Independence and Confidentiality

- EnviroCom guarantees that all information obtained during projects remains the property of the customer. EnviroCom guarantees to conduct business with the highest level of independence and confidentiality.

Sandra Harp
Senior Consultant (Curriculum and Education)

Melanie Carter
Environment Officer (Technical and Communications Service)

Anita Ballaban
Environmental Educator

Libby Sullivan
Environmental Educator

Lucy Lo Surdo
Environmental Educator

Alison Upton
Executive Assistant

Karen Beveridge
Administrations Officer

