

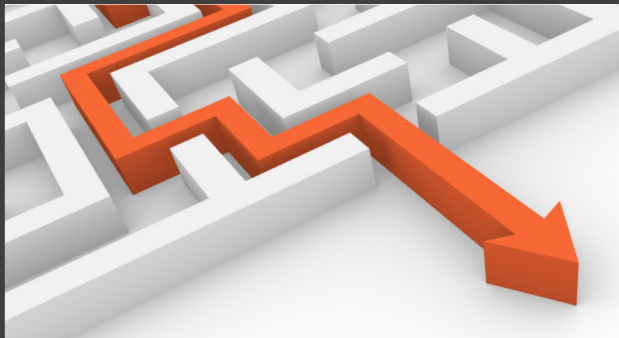


ABOUT US

Based in Brisbane, TouchPoint One was established by Managing Director, Craig Meinicke. Craig has over 20 years of experience in the water, energy, transport and recreation sectors.

TouchPoint One draws on the knowledge and experience of senior industry professionals to deliver practical business solutions for our clients. We leverage off this experience to develop and implement solutions that assist clients to meet their strategic goals.

TouchPoint One only delivers solutions that are practical and operationally sustainable.



WHY CHOOSE US

TouchPoint One have a proven track record of assisting clients meet their strategic goals through the development and implementation of practical business solutions.

Whatever goals you have for your organisation and whatever challenges your organisation is facing, TouchPoint One has the experience and capabilities to provide objective advice and solutions to move your organisation forward.

TouchPoint One offers unparalleled flexibility in the way we are engaged by clients and in the way we work with clients. We provide resources to supplement client capacity and use flexible and progressive contractual models that deliver value for money services.

Clients are able to focus their in-house staff expertise on their core business, whilst TouchPoint One facilitates fresh ideas and innovation.

We have strategic relationships with specialist consultants and contractors that enables us to expand the services we offer, to meet specific client requirements.

We deliver solutions not just advice.

OUR EXPERIENCE

Our consultants have experience in providing management, coordination and facilitation services to a range of clients including:



“Over the last 4 years, Craig has provided me with specialist support and advice on a number of high profile projects in the water industry. He brings a calm professionalism and high levels of integrity when delivering across a number of challenging work streams. I warmly endorse Craig and his services.”

- **Chris Evans**, Manager Service Delivery, Seqwater

CORE CAPABILITIES

TouchPoint One provides a range of professional services based on our expertise and experience. We tailor solutions to each individual client or project requirements.

Our core capabilities lie in the following areas:

Business process development & implementation

- Identifying inputs, outputs, touch points and all relevant policy
- Performing gap analysis and benchmarking
- Identifying and addressing constraints and capability gaps
- Performing change impact assessment
- Identifying technology solutions to enhance outcomes
- Implementation and change management

Preparation of technical documentation

- Writing operational policies, procedures and manuals
- Writing technical standards and specifications
- Managing stakeholder review processes
- Managing the operational implementation of new procedures

Recreation infrastructure services

- Performing condition assessments of recreation infrastructure, areas and trails
- Performing risk assessments (WHS, public safety and environment)
- Independent cost estimates for capital works, maintenance and repairs
- Development of funding submissions

Project management services

- Developing and documenting project scope and project structures
- Performing project planning, scheduling and cost estimates
- Developing, implementing and managing project controls and reporting processes
- Managing project planning and establishment
- Facilitating project reviews

Approvals and compliance management

- Identifying regulatory requirements
- Developing approvals frameworks and processes
- Collaborating with regulatory bodies
- Writing and submitting approval documentation
- Implementing approval conditions
- Performing approvals reporting

