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23 November 1999

To Whom It May Concern

VOX BANDICOOT

In September of 1999, Goulburn-Murray Water decided to use communication designers, Vox Bandicoot, to plan, design and deliver the roll out of its Environmental Management System.

This was a difficult and demanding task, which required the near unattainable combination of technical understanding, presentation flair, professionalism, specialist environmental knowledge and sheer hard work. Vox Bandicoot came through with flying colours. They were able to listen to and understand our needs and translate this into a brilliant training program for every employee, and then adapted this for a presentation to our Board.

We have had rave reviews from many of those who attended. What's more, the training outcomes have actually been achieved! Frank Ryan, Michael Allen and their associates were a delight to work with, striking the right balance between responding to our needs and (tactfully) explaining what would and wouldn't work.

Some measure of the success of the program can be gauged from the reaction of one of our Board members. This gentleman, who is also the Chairman of a large diary company and the Goulburn Broken Catchment Management Authority, immediately after the presentation concluded engaged Vox Bandicoot for a similar project with the Catchment Management Authority.

I have no hesitation in recommending Vox Bandicoot for similar programs involving, education, training, presentation or environmental interpretation.

Yours sincerely

Environmental Management Officer

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