

GOVERNANCE • ASSURANCE • OPTIMISATION

Helping businesses establish control, reduce risk and improve performance.

Governance, Assurance & Optimisation specialists for civil construction, utilities, mining, transport and infrastructure organisations. We make sure your systems, people and processes deliver what they were designed to deliver.



Businesses don't buy ISO. They buy confidence.

Hillview Business Services is a Governance, Assurance & Optimisation practice for high-risk, operationally complex industries. We help organisations establish control, reduce risk and gain confidence that their systems, people and processes are delivering the outcomes they were designed to achieve.

Our clients are civil construction, utilities, mining, transport and infrastructure businesses — typically 10 to 250 people, running multiple projects under tender commitments, principal contractor scrutiny and regulatory obligation. They don't need more documents. They need to know their systems actually work.

That's the question every engagement answers.

Governance creates control. Assurance creates the evidence that the control is real. Optimisation — digital systems, automation and practical AI — removes the waste and gives leaders visibility. Together, they make audit-ready a state of operations, not a scramble.

ISO 9001:2015, ISO 14001:2026 and ISO 45001:2018 remain firmly in the toolkit — inside governance frameworks and assurance programs, never as the headline. We build the systems that get you certified and keep you confident between audits.

ESTABLISHED	FOUNDER EXPERIENCE	LEAD AUDITOR	SOFTWARE PARTNER	COVERAGE
2015	15+ years on-site	IMS — ISO 9001 / 14001 / 45001	Prestatr — licensed reseller	Australia & New Zealand

Three pillars. One operating system.

01

Governance

CREATES CONTROL

How your organisation is directed, controlled and monitored — accountability, decision-making, risk ownership and oversight that work in practice, not just on paper. When governance is weak, businesses run on key people and luck.

02

Assurance

CREATES CONFIDENCE

Independent verification that your governance and operational controls actually work. It answers the question every director, principal contractor and regulator asks: *how do we know?* Assurance replaces audit surprises with evidence.

03

Optimisation

CREATES PERFORMANCE

Process improvement, digital systems, workflow automation, dashboards and practical AI that remove waste, simplify systems and give leaders visibility. Measurable and operational — improvements your crews actually use.

SOFTWARE PARTNERSHIP

Hillview is the only licensed Prestatr reseller on the East Coast of Australia.

Prestatr is the construction management platform built for Australian civil and infrastructure contractors — prestarts, dockets, timesheets, plant and field data. We don't just advise on the systems your crews work in. We implement, integrate and govern them, so the data your governance depends on is captured once, in the field, correctly.

What we deliver.

G · 01 Governance consulting

Design of the frameworks that create control — sized for operational businesses, free of bureaucracy.

Governance Health Checks · Governance Reviews · Governance Framework Design · Maturity Assessments · Risk Management Frameworks · Management System Design · Governance Roadmaps · Strategic Planning Support

A · 02 Auditing & assurance

Our core discipline: structured verification that controls work — with findings management that closes the loop.

Internal Assurance Programs · Operational Assurance Reviews · Contractor Assurance · Tender Assurance · Compliance Reviews · System Effectiveness Reviews · Executive Assurance Reporting · Corrective Action & NCR Close-out Programs

O · 03 Optimisation & software enablement

Practical digital uplift that pays for itself — clients have cut manual compliance administration by up to 70%.

Process Improvement · Digital Systems & Workflow Automation · SharePoint, Power Automate & Power BI · Prestartr Implementation & Integration · AI-Assisted Audit & Evidence Tooling · Business System Design · Continuous Improvement

T · 04 Training & capability building

Your people running the system beats any consultant owning it. Change management is built into every engagement.

IMS & Governance Framework Training · Internal Auditor Training · Online & Self-Paced Courses · Change Management & Adoption (Prosci/ADKAR-aligned) · Governance Resource Library — toolkits, templates & registers

From health check to embedded partner.

01

Governance Health Check

FREE · 30 MINUTES

A structured conversation covering governance, assurance, compliance and systems. Plain feedback on where your business stands and what's worth fixing first. No pitch.

02

Reviews & projects

FIXED SCOPE · AGREED IN WRITING

Governance Reviews, Assurance Reviews, Framework Design and Optimisation Projects. Every engagement has a written scope agreed before work begins — what's included, what's not, and how changes are handled.

03

Embedded partners

MONTHLY RETAINER

Governance Partner · Governance & Assurance Partner · Fractional Governance Manager. Your governance function — continuous, accountable and present between audits — without the full-time hire.

Outcome first. Then the mechanism. Then the proof.

Diagnose before we design. Every engagement starts by establishing where governance actually stands — not where the manual says it stands. Health checks and maturity assessments give a scored, prioritised baseline.

Build into the operation, not beside it. Frameworks are wired into the systems your crews already touch — Prestartr in the field, Microsoft 365 in the office — so evidence is a by-product of doing the job.

Verify continuously. Internal assurance runs as a program, not an annual event. Findings are tracked to close-out and reported in plain language, so the external audit confirms what you already know.

Hand over capability. Training and change management are folded into delivery, so the system survives our exit. Success is what keeps running when we're not in the room.

Built for high-risk, operationally complex industries.



Civil construction

Win the tenders, pass the audits, keep the principal confident — with governance that runs between audits, not before them.

FOCUS Tender compliance · principal contractor audits & NCRs · subcontractor management · field data capture



Utilities

Regulated assets, public scrutiny, zero appetite for failure. Assurance that proves your controls work — before the regulator asks.

FOCUS Regulatory compliance reviews · executive assurance reporting · multi-site consistency



Mining contractors

Your client's contractor assurance team decides if you work. We make sure the answer is always yes.

FOCUS Contractor management systems · site access & client audits · competency & fatigue evidence



Transport & logistics

Chain of Responsibility doesn't accept "we have a procedure". We build governance that stands up when it's tested.

FOCUS CoR governance · NHVAS & accreditation maintenance · maintenance & fatigue compliance



Infrastructure

Authority requirements, multiple stakeholders, years of delivery. Governance that scales with the project, not the paperwork.

FOCUS Road / rail / water authority requirements · JV governance · dashboards & long-horizon visibility

What makes us different.

✓ Embedded, not episodic

Most consultants appear before the audit and disappear after it. Our retainer model keeps governance running all year.

✓ From inside the operation

Governance designed by someone who has run site administration, document control and mobilisation on major projects — not just audited them from outside.

✓ Outcomes, not documents

We sell control, confidence and performance. Policies, procedures and registers are supporting assets inside the solution — never the product.

✓ We implement the software too

Three pillars plus digital, automation and AI. As Prestatr's licensed East Coast reseller, we implement and govern the platform — we don't just recommend it.

Jemma Kennedy — Founder

15+ years inside civil construction, mining, infrastructure and logistics operations — from site-based roles with Murphy Pipe and Civil, Thiess and BMA to founding Hillview in 2015.

✓ Integrated Management Systems Lead Auditor (PwC)

✓ IMS design & certification support — ISO 9001, 14001, 45001 & 27001

✓ Certification, surveillance & recertification audit support, including multi-NCR close-out

✓ Automation delivering up to 70% reduction in manual compliance administration

✓ Change management & adoption — Prosci/ADKAR-aligned

✓ Return to Work Coordinator (SIRA NSW) · White Card · MATES in Construction Connector

Start with a free Governance Health Check.

Thirty minutes. Plain feedback on where your governance, assurance and systems stand — and what's worth fixing first. No pitch.

**Book a Governance Health
Check →**

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