

The *BRW* Client Choice Awards are the most prestigious awards for professional service firms in Australia. This is because they are determined by the views of people who matter most: clients.

IN 2011 Beaton Consulting received over 26,000 individual responses to this survey which makes it the largest study of clients of professional services in the world. The selection of finalists is based solely on performance of each firm and in comparison to other firms in the same category. This year Alluvium was shortlisted and won the 'Best Consulting Engineering Firm (revenue less than \$50 Million)'.

We were honoured to receive this award and we would like to thank you all personally for any contribution you provided as part of the process. These awards are a great motivator for us to continue to build upon our client relations to provide the best possible advice and service that we can.

BRW.

CLIENT
CHOICE
AWARDS
2011

australia's best professional service firms

THE WINNERS

OVERALL AWARDS

Best professional service firm (revenue under \$50 million)	Lawler Chartered Accountants
Best professional service firm (revenue between \$50 to \$200 million)	PPB
Best professional service firm (revenue over \$200 million)	Sinclair Knight Merz

THE PROFESSION AWARDS

Best accountancy firm (revenue under \$50 million)	Lawler Chartered Accountants
Best accountancy firm (revenue over \$500 million)	Deloitte
Best accountancy firm (revenue between \$50 to \$500 million)	PPB
Best consulting engineering firm (revenue less than \$50 million)	Alluvium Consulting
Best consulting engineering firm (revenue over \$200 million)	Sinclair Knight Merz
Best consulting engineering firm (revenue between \$50 million and \$200 million)	Golder Associates
Best law firm (revenue less than \$50 million)	Swaab Attorneys
Best law firm (revenue over \$200 million)	Blake Dawson
Best law firm (revenue between \$50 million and \$200 million)	Herbert Geer

ATTRIBUTE AWARDS

Best value	Energetics
Exceptional service	Wood & Grieve Engineers
Market leader	PwC
Most innovative	Arup
Outstanding client care	Wood & Grieve Engineers

ASX RATED, C-SUITE AND BEST TAX AWARDS

Best provider rated by ASX top 100 companies	Gadens Lawyers
Best provider rated by the c-suite	Mallesons Stephen Jaques
Best tax provider	Freehills

SECTOR AWARDS

Best provider rated by the professional services sector	PPB
Best provider rated by the building and construction industry	Ernst & Young
Best provider rated by the finance and insurance industry	Gilbert + Tobin
Best provider rated by the government and community sector	Golder Associates
Best provider rated by the manufacturing, wholesaling and retail sector	Freehills
Best provider rated by the mining industry	Golder Associates
Best provider rated by the primary industry, infrastructure and utilities sector	Mallesons Stephen Jaques
Best provider rated by the property and construction sector	Golder Associates

STATE AWARDS

Best ACT firm	Clayton Utz
Best NSW firm	Lawler Partners
Best Queensland firm	DLA Phillips Fox
Best South Australian firm	Sinclair Knight Merz
Best Victorian Firm	URS
Best Western Australian firm	Wood & Grieve Engineers

The research method

The client choice awards showcase the top-performing professional service firms and have once again set the bar for excellence.

With the awards placing the judging hat on the clients of professional services firms and not on a formal panel of judges, the independence of the research is unparalleled and true performance levels can be measured.

Determination of finalists and winners of the 2011 BRW/Beaton Client Choice Awards is based on the 2011 Annual Business and Professions Study (ABPS), which gives buyers of Australian professional services the opportunity to assess the firms they use in an online survey.

Beaton Research & Consulting independently conducted the 2011 ABPS, using the most rigorous analytics available, in November of 2010. The largest study of clients of professional services in the world, it collected more than 26,000 individual responses.

The selection of finalists is based solely on the performance of each firm in absolute terms and in comparison to other eligible firms in the same category. Respondents are asked to rate the performance of one or more professional service firms they have worked with in the past 12 months on a broad range of attributes and the top-performing firms emerge as finalists and winners.

The award categories

Overall awards: Firms in any profession are eligible for a best professional service firm award. These

are awarded to firms based on their performance ratings and how they compared with other firms. Categories based on turnover are governed by the number of firms eligible.

Profession awards:

These categories are based on profession and turnover. Winners and finalists are those firms operating in each profession that clients rate highest on overall performance.

Attribute awards: All firms, regardless of profession, are eligible for the attribute awards. They are based on the firms that are rated highest by clients on specific performance attributes of innovation, client care, exceptional service and market leader.

State awards: The Northern Territory and Tasmania are excluded from these awards, which are based on the ratings of clients in the remaining states and territory on the measure of overall performance.

Sector awards: All firms are eligible for the sector awards. Finalists and winners represent the professional service firms that clients in specific industry sectors rate highest on the overall performance measure.

Other awards: A new award category recognises the best providers as rated on the overall performance measure by clients that work in the ASX top 100 companies, or as rated by respondents who are in c-suite roles. The best tax provider award is open to accounting and law firms that have tax practices and identifies the highest-performing firms this specific service area.