

Intego Consulting
Quality Assurance Policy

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Policy Owner: Director

1.0. Purpose & Scope

This Policy establishes the quality assurance and continuous enhancement framework for Intego Consulting. It ensures that our work across our three pillars – [Think Tank](#), [Impact Studio](#), and [Learning Lab](#) – is academically rigorous, our place-based strategies are legally and contextually defensible, and our capability-building programs leave a lasting, positive legacy.

This policy applies to all project phases, partners, employees, and sub-contractors representing Intego Consulting across our three core pillars:

- Think Tank: Social and Environmental Research
- Impact Studio: Place-based Policy and Program Design
- Learning Lab: Capability-Building for Regenerative Futures

2.0. Core Quality Principles

We reject "borrowed blueprints" in favour of bespoke, rigorous, and regenerative solutions. Our approach to Quality Assurance (QA) is guided by six distinct principles:

1. **Evidence-led and academically rigorous:** All policy and strategy recommendations must be anchored in defensible, high-quality data and peer-reviewed frameworks. All recommendations must be traceable to their data source.
2. **Place-based and contextual:** Quality is measured by how well our work honours local values, ecosystems, and unique community characters, moving past short-term fixes toward long-term resilience.
3. **Systems integrated:** We see places as living systems. As such, our QA evaluations look across silos to ensure economic, social, and environmental outcomes are interconnected and aligned.
4. **Co-designed and transparent:** We maintain our social license by involving communities and clients directly in the verification and feedback loops of our deliverables.
5. **AI-supported, not AI-generated:** We protect the integrity of our intellectual property and strategic outputs by ensuring artificial intelligence is used strictly as a supportive tool. AI must never replace our core human creativity, critical thinking, imagination, or writing.
6. **In line with The Intego Manifesto: Quality** assurance is not merely technical compliance. We see it as an ethical obligation to show up according to our core values. Every project deliverable must reflect the principles of [The Intego Manifesto](#).

3.0. Quality Management via the RISE Framework

Rather than relying on institutional academic boards, Intego Consulting embeds quality directly into our proprietary RISE delivery process.



3.1. Reveal: Ensure data and insight quality

- **Methodological rigour:** All social and environmental research methodologies must be vetted and peer-reviewed by our PhD-qualified Senior Researcher before completing project deliverables.
- **Deep listening:** Multi-source data triangulation must be used to ensure community voices are captured accurately without bias or unexamined assumptions. We also work to ensure that underrepresented voices are part of the project.

3.2. Integrate: Ensure strategy and policy quality

- **Peer Moderation:** Strategic roadmaps and policy designs undergo internal consensus reviews to check for systemic alignment and risk reduction.
- **Defensibility Checks:** Every strategy must be explicitly mapped against the data that informed it. We must also always consider relevant local government planning schemes, environmental targets, or economic development guidelines specific to each project and client we work with.

3.3. Share: Ensure communication and capability quality

- **Narrative clarity:** Complex analytical data must be translated into clear, accessible, and authentic narratives to secure public trust and community buy-in. If you can't explain it, you don't know it enough.
- **Human-centric Review:** Final documentation must be audited to ensure it reflects distinct human insight and matches the AI-supported restrictions defined in Section 2.0. Without exception, all AI outputs are to be reviewed by a human and amended as needed.
- **Education Standards:** Capability-building and educational programs must include feedback loops to measure internal knowledge transfers.

3.4. Evolve: Ensure impact and performance quality (if applicable)

- **Bespoke Measurement:** If applicable, projects must close with a tailored impact framework containing specific metrics and indicators unique to that location.
- **Continuous improvement loop:** If applicable, project post-mortems are conducted quarterly to evaluate internal performance (what worked? what didn't? what can we do to improve?), client feedback and testimonials, and community response.

4.0. Roles and Responsibilities

ROLE	QUALITY ASSURANCE RESPONSIBILITY
Senior Management	Accountable for the firm's strategic direction, the academic integrity of research models, ultimate sign-off on major policy deliverables, and mitigating systemic risk.
Project Leads and Subcontractors	Responsible for day-to-day implementation of the RISE framework, conducting data validation checks, monitoring human-centric AI usage, and translating community feedback into actionable strategies.
Clients and External Stakeholders	Expected to provide honest, constructive feedback through our bespoke impact frameworks and strategic engagement channels to validate project outcomes.

5.0. Related Standards & Professional Frameworks

Our quality frameworks are informed by and aligned with global and regional best practices, including:

- **The Australian Code for the Responsible Conduct of Research** (for social research benchmarks)
- **International Association for Public Participation (IAP2)** core values for community engagement
- **Regenerative Development and Design principles** (e.g., Regenesys Institute frameworks)
- **Local Government Planning and Environmental Legislation** applicable to project locations