

GUEST SPEAKERS, PERTH 19 JULY 2023

An opportunity to question our Guest Speakers
about the wide range of issues which impact your business

'Opening Address and Welcome, and 'HBA 2022 Update'

Jane MacDonald, CEO, Hearing Business Alliance

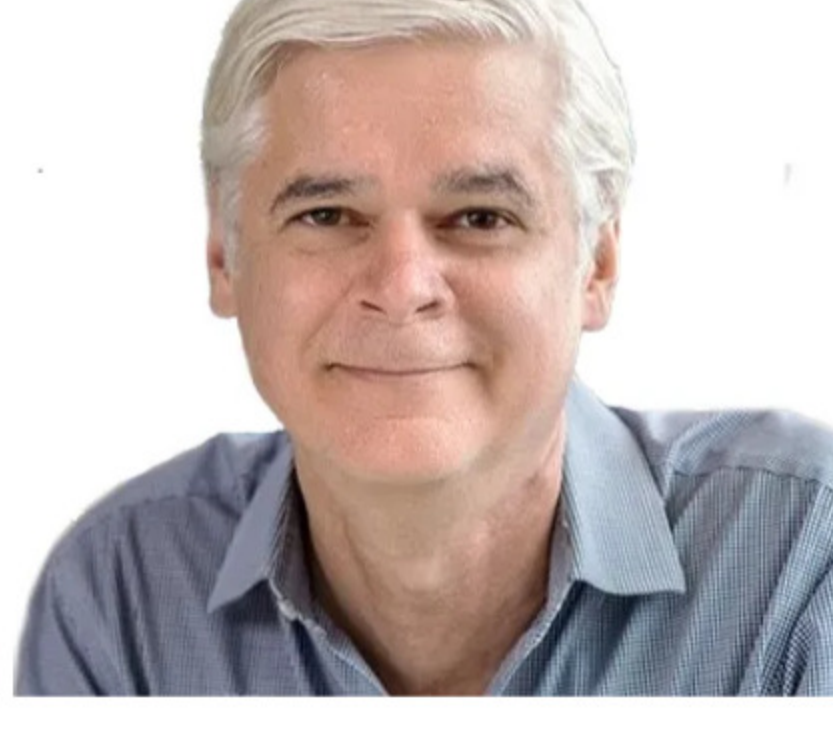


Jane is an Audiologist and independent hearing care business co-owner, employing a team of Audiologists and Audiometrists across five practices in rural Victoria and NSW. She has over 37 years' experience in the hearing health sector. Jane is Chief Executive Officer of the Hearing Business Alliance, working with HBA since September 2018. She is a passionate advocate in pursuit of ethics in the hearing care industry, for equitable opportunity for small business providers, and for the support of small businesses, in addition to understanding the challenges of clinical service delivery in rural settings.

Jane has worked in diagnostic audiology in public hospitals in Australia and the United Kingdom, and in neonatal diagnostic audiology and adult rehabilitation in rural Australia, as well as mentoring many graduate intern Audiologists and supporting Audiology students through student clinical placements. She is a full member of both Audiology Australia and the Australian College of Audiology.

'Future Trends in Hearing Healthcare'

Dr Brent Edwards, Ph.D., Director, National Acoustic Laboratories



Dr Brent Edwards Ph.D. is the Director of the National Acoustic Laboratories where he leads research and innovation initiatives that focus on transforming hearing healthcare. For over 20 years he headed research at major hearing aid companies (GN ReSound, Starkey) and at Silicon Valley startups that have developed innovative technologies and clinical tools used worldwide.

Dr. Edwards is a Fellow of the Acoustical Society of America, a Fellow and current President of the International Collegium of Rehabilitative Audiology (ICRA) and an Adjunct Professor at Macquarie University.

'An Update from the Hearing Services Program'

Chris Carille, Assistant Secretary, Hearing Services & Chronic Conditions Branch, Department of Health



Since joining the Dept. of Health in 2012, Chris has led several portfolio responsibilities including Primary Healthcare Policy, Medicare Benefits and Portfolio Strategy. He is currently responsible for the Hearing Services Program and managing funded measures under the Roadmap for Hearing Health.

Chris previously served as a Senior Advisor in the Dept. of the Prime Minister and Cabinet, and also led several programs of work in what is now the Dept. of Social Services. Before joining the public service, he was Director of a torture and trauma rehabilitation service for humanitarian entrants. His long-term interest in overseas aid and development saw him working in the Philippines and Bougainville for four years. His voluntary work includes over ten years' service on the National Council for Caritas Australia and then on the National Advisory Council for Australian Catholic Earthcare. He is currently a voluntary National Director for ANCOP Australia, a small non-profit overseas aid and development organisation working in the Philippines and Oceania.

Formal studies include Bachelor of Theology, Graduate Diploma in Psychology, Master of Science in Guidance and Counselling, Master of Arts in Human Service Management and a Master of Arts in Social Policy and Social Planning.

'DVA Client Services and your Business'

Dr Jason Ridgway, Senior Allied Health Adviser, Health Branch, Chief Health Officer Division, Department of Veterans' Affairs



Dr Jason Ridgway is Senior Allied Health Adviser with the Department of Veterans' Affairs. He works closely with the DVA senior health adviser team and provides specialist advice for complex, escalated or sensitive allied health issues. He leads, trains, and supports a multidisciplinary team of allied health advisers.

Jason has an extensive background in rehabilitative audiology and the government sector, having worked as a clinical adviser, Assistant Director, and Acting Director in the Department of Health's Hearing Services Program prior to working with Department of Veterans' Affairs.

Jason is a former Chair of Audiology Australia and completed his PhD in 2017. He is based in Melbourne.

'Digital Consent and Cybersecurity for Small Business'

Scott Jefferis, CEO, RevolveIT



Scott has over 18 years' experience servicing a vast array of varying industries and clients of different sizes.

Scott specialises in delivering fixed-fee Managed IT Support, Cyber Security, Voice and Communication services to the Allied Health, Professional Services, Not for Profit, Manufacturing and Accounting industries.

'Understanding your Legal Responsibilities'

Corrina Dowling, Principal Lawyer, Barry Nilsson Lawyers



Corrina has in-house and private practice experience as an employment law and workplace relations lawyer. She has assisted her clients on a wide range of employment issues, including:

Unfair dismissals - Restraints of trade - Bullying - Unlawful discrimination - Employment agreements - Transfers of business and redundancy - Adverse action (general protections applications) - Award and agreement interpretation.

Corrina's clients have included small family owned businesses, multinational corporations and not-for-profits, across multiple industries including retail, aged care, education, and government.

"There is a human interest element to this area of the law – it's all about people. It's also a dynamic and evolving area of law, which makes it both challenging and stimulating."

Corrina has appeared in the Federal Court, Fair Work Commission, the Industrial Relations Court (SA), Australian Human Rights Commission, as well as other Tribunals. She holds a Bachelor of Laws, Bachelor of Business, Graduate Certificate of Law and a Graduate Diploma in Legal Practice.

'Understanding your Legal Responsibilities'

Tinashé Makamure, Senior Associate, Barry Nilsson Lawyers



Tinashé is a Senior Associate on Barry Nilsson Lawyers' Insurance & Health team and is based in Melbourne. He has broad experience in employment and workplace relations law, having acted and advised both applicants and respondents across multiple jurisdictions on a wide range of issues. He has appeared in the Federal Court, the Federal Circuit Court, the Fair Work Commission, the Australian Human Rights Commission, the Victorian Civil and Administrative Tribunal, the Queensland Industrial Relations Commission and the Queensland Human Rights Commission.

His clients have included the Queensland Government, Legal Aid Commissions and individuals. He has a particular interest in resolving complex disputes efficiently and taking steps to minimise risk of future litigation for his clients.

Tinashé holds a Bachelor of Laws and a Graduate Diploma in Legal Practice and is a member of the Australian Labour Law Association.

'The Changing Landscape of Insurance in the Hearing Industry'

Kevin Brown, CEO, HearSure Pty. Ltd.



Kevin has had a broad career spanning the advertising, marketing, medical and health industries.

Kevin has founded or co-founded several businesses, the biggest of which is now one of Tasmania's largest hearing clinic chains, Maria Brown Hearing Clinic. Kevin studied audiology at OTEN in Sydney and marketing at RMIT in Melbourne. He is the current Tasmanian committee chair for The Pinnacle Foundation.

He brings nearly 18 years of experience in the hearing industry and as a working professional and entrepreneur to HearSure in his co-CEO and director positions.

'The Independent Sector & HBA's Strategic Direction'

Stephen Logan, Business Manager, Hearing Business Alliance



Stephen is an experienced sales and business management professional, with experience in both Australia and UK markets. He has a diverse academic background in both business and nursing and has had successful sales and management careers in various hearing / medical / surgical and healthcare sales positions.

Stephen holds a Certificate in General Nursing, a Bachelor of Commerce (B.Com.) Accounting and Business/Management from the University of Queensland and a Master of Business Administration (MBA) MBA Executive Distinction from RMIT.

Following 12 years as the Sales and Business Unit Manager for Sivantos within the Australian independent hearing market, Stephen established S.J.L Hearing Industry to offer specialised business consultancy services to the hearing industry, and works as Business Manager for the Hearing Business Alliance.

'Business Continuity Planning'

Katie Bryan, Founder & CEO, Propeller Advisory



Katie is the multi award-winning CEO of Propeller Advisory, one of the fastest growing advisory, accounting, and CFO firms in Australia.

She was recently named as one of the Institute of Chartered Accountants' top 20 Future Leaders of the Industry while Propeller Advisory was named Best Accounting Firm in Victoria and Australia in the NAB Professional Services Awards in 2018. Propeller Advisory and Katie Bryan have also gained recognition with various nominations in the Young Leaders in Finance Awards, Women in Finance Awards and Australian Accounting Awards.

Katie was also among the Top 50 Women in Accounting for 2017 and 2018. Her innovative approach in providing solutions for clients has helped create seamless processes and ultimately "propel" the firm to being an industry leader in Australia's financial and accounting sectors.

'Hearing Business Alliance Closing Address'

Gayle Dicerí, CEO, Hearing Business Alliance



'Hearing Business Alliance Closing Address'

Gayle is a founding member of HBA, who returned to the Board in 2020 and was appointed Chair in March 2021. She is a director of her family-owned audiology practice in South East Queensland, which has been in operation since 1992.

She has been actively involved in the profession since the 1970s, and started her career in Victoria before moving to Queensland in 1988.

As well as holding key positions in other peak professional bodies since moving to Queensland, Gayle was the first of audiology students to attain a Bachelor of Audiology from the University of New England.



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