

SPEAKER BIOGRAPHIES, AND THE CHALLENGES THEY WILL DISCUSS



Jane MacDonald
CEO, HBA



Dr James Fielding
Managing Director and CEO
Audeara Ltd.



Chris Carlile
Assistant Secretary
Hearing Services Branch



Rob Aked
Director, Hearing
Voucher Operations



Michael Crowther
Director, Hearing Policy
and Compliance



Stephen Logan
SJL Consulting Pty. Ltd.



Hunter Leonard
Silver & Wise Pty. Ltd.



Scott Jefferis
Director, Revolve IT



Natasha Hawker
Managing Director
Employee Matters Pty. Ltd.



Gayle Dicipri
Chair, HBA

Jane MacDonald, [CEO, Hearing Business Alliance](#)

**"Hearing Business Alliance 2021 Review of Activity and Outcomes" and
"The HSP Review 2021 - The Proposed HSP Changes and Possible Implications for Small Business"**

Dr James Fielding, CEO and Managing Director, [Audeara Ltd.](#)

"Business Unusual - Using Uncertainty to Adapt in Business"

Dr Fielding completed dual bachelor's degrees in business management and Biomedical Science at University of Queensland. After working in finance and public relations in New York City, Dr Fielding gained graduate entrance into a Bachelor of Medicine/Bachelor Surgery, earning a scholarship for the University of Queensland's Medical Leadership Program, being an adapted MBA program for medical school students, conferring a Graduate Certificate of Executive Leadership.

Dr Fielding was based at the Royal Brisbane and Women's Hospital before leaving full time clinical medicine to focus on developing Audeara's business as its Managing Director and Chief Executive Officer. He was appointed to the Board 23 February 2015.

Chris Carlile, Assistant Secretary, Hearing Services Branch, Department of Health

"HSP and Your Business", followed by Q&A on the HSP Program, with Rob Aked and Michael Crowther
Since joining the Commonwealth Department 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 Department of the Prime Minister and Cabinet, and also led several programs of work in what is now the Department of Social Services.

Before joining the public service, Chris was Director of a torture and trauma rehabilitation service for refugees. His long-term interest in overseas aid and development saw him working in Philippines and Bougainville for four years. His voluntary work includes several years' service on the National Council for Caritas Australia and the National Advisory Council for Australian Catholic Earthcare. He is currently National Director for ANCOP Australia, a small overseas aid and development organisation.

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.

Rob Aked, Director, Hearing Voucher Operations, Hearing Services Branch

"HSP and Your Business"

Rob joined the Commonwealth Department of Health in 2010, and has led work on issues ranging from how the Australian Public Service uses data to respond to a crisis, developing a strategic policy environment for the Department of Health, and centralising and consolidating key data and reporting activities across all agencies involved in the initial response to Covid-19. He is currently responsible for the management of the Hearing Services Voucher Operations Program and developing a new IT Portal to support the Program.

Rob has been a public servant since 1989. Prior to joining Health, Rob's service was predominantly as an aviation policy advisor focussing on aviation safety, aircraft noise and airport operations. He led key elements of the policy and legislative response to the Lockhart River disaster and led the research, development and implementation of the national aviation alcohol and other drugs policy following the 2002 Hamilton Island crash. Rob also contributed to a paper exploring new ways to describe and assess aircraft noise in 2000 as part of a broader response to understanding and addressing aircraft noise issues around major airports.

Rob holds a Bachelor of Science degree from ANU.

Michael Crowther, Director, Hearing Policy and Compliance, Hearing Services Branch

"HSP and Your Business"

Joining the Commonwealth Department of Health in 2021, Michael is responsible for hearing health policy, including responses to the *Roadmap for Hearing Health* and the Hearing Services Program (HSP) Review. Michael also oversees activities under the HSP compliance and monitoring framework, as well as HSP data analysis.

Previously, Michael worked for 14 years in the Commonwealth Department of Education, Skills and Employment in a range of policy, program and compliance roles across school education and vocational education and training (VET), including development of the *My School* website, needs-based school funding and policy reforms and the government response to the Expert Review of Australia's VET System. Prior to this, Michael worked in the ACT Government on economic and industry policy.

[Stephen Logan](#), SJL Consulting

"The 2022 Business Opportunity for HBA and Members"

Hunter Leonard, the Founder of [Silver & Wise Pty. Ltd.](#)

"Business Strategies and Tools for Small Business to Adapt and Manage Change" - two-hour Workshop
Hunter is an accomplished and in-demand Speaker on a number of important business topics such as strategic marketing, and social issues including ageism and the waste of experience.

In a fast-changing world, as business owners, you need to keep a weather eye on the markets in which you operate and develop smart strategic plans to get to your goals. Hunter loves to help business owners and growth-oriented organisations and has been doing this for nearly three decades. He is passionate about human rights and creativity.

Silver & Wise has helped over 500 clients to more than \$2 billion in revenue growth over the past two decades.

Hunter is the author of seven [books on business, marketing and communication](#) and has delivered over 650 workshops to more than 20,000 business owners.

Scott Jefferis, Director, [Revolve IT](#)

"Cybercrime - What are the Risks for your Hearing Business?"

Scott is the Director of Revolve IT, which specializes in providing small business with simple, secure, cloud first IT solutions. The company understands the needs of small business and aims to keep their clients' IT services running successfully and securely. As Cyber security is essential in today's environment of automated cyber-attacks, including ransomware, Notifiable Data Breach, and compliance obligations, Revolve IT has a high focus on protecting clients from IT Security breaches. This is increasingly important with the increase in delivery of clinical services via telehealth and teleaudiology and the requirements to protect clients' privacy and data.

Natasha Hawker, Founder and Managing Director, Employee Matters Pty. Ltd.

"The new COVID World of HR for Small Business - Practical Solutions for Managing Work Life Balance/Your Mental Health, and the Changing Employee Environment"

Natasha is the Founder and Managing Director of Employee Matters Pty. Ltd., which was established in December 2011.

Experience:

General Manager HR & Recruitment, Communico, Sep 2009 - Sep 2011: 2 years 1 month
HR Manager, Accenture, Dec 2004 - Aug 2009: 4 years 9 months
HR Consultant, Strategic Alliance, Feb 2004 - Dec 2008: 4 years 11 months
HR Consultant, IC Consulting, Feb 2006 - 2007: 1 year.

Education:

Australian Company Director's Course, Business Administration and Management, General 2020 - 2021
Grade: Order of Merit

Activities and societies: Member of the Australian Institute of Company Directors
Graduate of the Australian Company Director's Course.

Key Person of Influence Program - 2014. The Key Person of Influence 'Accelerator Program' is an incubator for service-based entrepreneurs who want to build their brand, raise their profile and become a 'Key Person' in their industry.

Post Graduate Diploma in Employment Relations, Human Resources, University of Technology Sydney.

Gayle Dicipri, [Chair, Hearing Business Alliance](#)

2022 Business Seminar "Closing Address"



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