

Seminar 2020 Guest Speakers' Biographies

Ms Kate Carnell, AO - Australian Small Business and Family Enterprise Ombudsman

Kate Carnell is the inaugural Australian Small Business and Family Enterprise Ombudsman (ASBFEO), commencing in March 2016. Kate brings extensive experience and knowledge to the role of Ombudsman, having run her own small business for 15 years before becoming ACT Chief Minister in 1995 for a five-year period.

Prior to her appointment as the inaugural ASBFEO, Kate held the position of CEO of the Australian Chamber of Commerce and Industry, which represents more than 300,000 businesses across Australia. She has also served two years as CEO of beyondblue, four years as CEO of the Australian Food and Grocery Council, four years as CEO of the Australian General Practice Network (AGPN) and three years as CEO of the National Association of Forest Industries (NAFI).

A Pharmacist by profession, Kate was the inaugural chair of the ACT Branch of the Pharmacy Guild of Australia. She was appointed an Officer of the Order of Australia in 2006 for her services to the community through contributions to economic development and support for the business sector, knowledge industries, the medical sector and medical technology advances.

Kathy McEwan - Branch Manager, Communities of Practice National Disability Insurance Agency

Kathy is the Branch Manager of Communities of Practice within NDIA. which is accountable to research, develop and provide subject matter expertise and support for participants in identified cohorts. The COP Branch works closely with Service Delivery and Performance and Pathway Branches that require the implementation of specific services, considerations or pathways. These cohorts include Hearing, Autism, Mental Health, ABI, Muscular / Neuro Degeneration, Inclusion Strategies (Aboriginal Torres Strait Islander, CALD, LGBTQIA+), Mental Health and Communities of Practice. The COP Branch is facilitator for leading problem resolutions and empowering stakeholder groups to tackle independently. The team influences prioritising NDIA strategy and policy by providing insight of defined participant cohorts, leading to shared outcomes and overall workload efficiencies.

Kathy has a background in Nursing and for the past 25 years has held senior leadership positions in the Not for Profit and government sectors. As a result of this Kathy has a breadth of knowledge of a range of community, disability, youth and family, out of home care and primary care service sectors and their systems. Kathy describes herself as a change manager, always with an eye on quality and continuous improvement with the customer / client / participant / person at the centre of all she does. Since joining NDIA Kathy has held positions as Service Delivery Director - Victoria, Regional Manager - ACT, and Branch Manager Communities of Practice - National Role.

Melissa Clements - Deputy Registrar, NDIS Quality and Safeguards Commission

Melissa has held a wide range of policy and service provision roles in the disability area. This includes work supporting people with disability and their families, oversight roles with the NSW Ombudsman, and policy and program responsibility in NSW public education for students with disability. In her current role, she assists the Registrar in determining quality and safety of disability services and supports, through the registration and regulation of providers in the expanding NDIS market

Sarah Hawke - Branch Manager, Participant Outcomes, Department of Social Services

Sarah is the Branch Manager of the Participant Outcomes Branch in the Department of Social Services, which works closely with non-government and government stakeholders to understand and improve the experience and outcomes of people receiving government funded disability services, with a particular focus on hearing, autism, mental health and early childhood intervention.

She has worked in community disability support and brings a deep understanding of the NDIS. Sarah has a background in law and for the past 10 years has held senior leadership positions in government.

Matthew Cartledge - Director, Program Management Section, Hearing Services Program

Matthew Cartledge is the Director of the Program Management Section of the Hearing Services Program. He commenced his public service career working at The Canberra Hospital. Following several years as the hospital Customer Relations Officer, he was promoted to EL1 Investigator for the Community and Health Services Complaints

Commissioner. In April 2000, Matthew transferred to the Department of Family and Community Services to facilitate organisational development following Machinery of Government changes. In 2003, Matthew was promoted to an EL2 position in the Department of Health and Aged Care to manage the Aged Care Approvals Round - a complex annual tender like process. In 2005, Matthew transferred to the Department of Veterans' Affairs (DVA). Roles in DVA included Senior Director of the Contracts Advisory Unit, Director of Gallipoli Projects, Executive Officer to the Secretary, and over 12 months Acting Assistant Secretary for Anzac Centenary and Planning. In 2016, Matthew transferred to the Ministerial and Parliamentary Branch of the Department of Defence. His broad experience is an example of the diversity of opportunity available in the course of an Australian Public Service career.

Andrew Nelson, Blue Ocean Strategy Australia

Andrew has extensive experience across many industries and throughout Asia-Pacific, North America and EMEA countries on the design and implementation of portfolio initiatives that drive and deliver business strategy. He works to help businesses achieve commercial success through the integration and combined application of strategy with culture and innovation.

Andrew has qualifications in a Bachelor of Business, Economics and a Diploma in Music Composition. He has extensive experience in business, including as CEO of Rivalry Productions for almost 10 years, Director of Raiseups Australia Pty Ltd for seven years, Advisory Board Member of Smile.com for three years, Director of National Strategic Accounts at Deloitte Australia for four years, Marketing Director of BDO Australia Ltd, Director of Client Service Mellon Australia Pty Ltd and Consultant with Mercer & Predecessor Companies for thirteen years. His portfolio has included some iconic brand businesses such as AAMI and Toyota and included overseeing the insurance, investment, accounting, administration, compliance and communication operations of many.

Stephen Logan, SJL Business Consulting Pty. Ltd., is a founding member of HBA and worked as Company Secretary and Board Director prior to his appointment as Business Support Manager in June 2020. His more than 20 years' experience in Australian and UK health care includes 12 years as a Sivantos Business Unit Manager working primarily with the independent hearing care sector. His broad academic qualifications include nursing, an RMIT University, Master of Business Administration (MBA) Distinction, University of Queensland Bachelor of Commerce (B.Com), Accounting and Business/Management. He is a business consultant whose focus is supporting small-to-medium hearing care businesses.

Daniel Wright - FlowGetic Executive and Business Coaching, is known for his ability to listen, connect, and provoke and expand perspectives on self, others and the world around to create and support effective personal change. He is a key contributor and leader for the coaching industry in Australasia, being a Founding Executive Council leader of the European Mentoring and Coaching Council (EMCC) in the Asia Pacific. Dan has experience working with a diverse range of clients including local and state government, corporate, small to medium sized businesses and not-for-profits. Highlights include:

Executive Coaching assignments up to senior staff with corporate and state and local government (Queensland Government Chief Information Office, Queensland Health, Department of Natural Resources and Mines), Uniting Church, Queensland Synod, TAFE Gold Coast, JE Tipper, GCI Group, Inertia Engineering, New Touch Industries, and Horizon Housing --- Design and facilitation of strategy workshops including senior leadership alignment, purpose discovery, organisational vision creation, and planning for engagement and action with Gold Coast Secondary Principals' Alliance, Queensland Airports, TAFE Gold Coast, Queensland Academies Health Science, Outfit, and JE Tipper (from 2015) --- Business mentoring and leadership coaching with Gold Coast small business owners, Queensland (from 2015) --- Provider to the City of Gold Coast Lead for Growth business workshops (2016-2018). Mentor and accredited Chair Queensland Government Mentoring for Growth program (from 2015), Mentor, Griffith University Sisters in Business project (from 2019) --- Consulting services including governance, succession, strategy and innovation for family businesses --- Co-Convenor, AHRI Gold Coast Network, a volunteer role contributing to the sharing of people leadership and management best practices and professional development across the city's business community (from 2015). He continues strengthening Australia's partnership with the EMCC and the wider coaching community in Asia Pacific as Vice President Operations EMCC Asia Pacific Region from 2018. He has two decades of international business experience living and working in Germany, Singapore, Thailand and the UK, and held regional and global senior leadership roles.

Awarded European Individual Accreditation (EIA) at Practitioner level (2019) with the EMCC.
Completed Alchemy of Team Coaching (Foundation Masterclass) with David Clutterbuck & Tammy Turner (2019)
Member Australian Institute of Company Directors, MAICD (from 2018)

Completed AltusQ's EMCC European Quality Awarded (EQA) Foundation Coaching Skills Program (2015).
Undergraduate and Post-graduate qualifications in General Management (Cranfield, UK), Law and Commerce (UQ).

Adam Phillips - General Manager Australia Arab Chamber of Commerce & Industry

Adam is a proven successful Board level business leader in global business. He has more than 20 years' experience in commerce, ranging from whole of industry analysis, to company commercial strategies and business plans (in start-up, turnaround and mature state scenarios), to delivering large budgeted revenues.

Since graduating with a Bachelor of Economics (Honours) in 1992, he's built more than 20 years' experience in global business, including 10 years with Etihad airlines. He has a smart commercial mind, is strong analytically and is a clear thinker who can take complex business issues and translate to simple to understand concepts for action.

Adam is an engaging leader who understands how to energize and engage teams to get the job done, delivering both bottom-line benefit and grow people. He is a natural communicator, and further honed from successfully working and living in six countries (Australia, Bahrain, UAE, Malaysia, Thailand and France) and linking closely with more than 20 across Asia, Middle East and Europe.

Katie Bryan - founder of Propeller Advisory, one of Australia's fastest-growing advisory, accounting and virtual CFO firms, and proudly serves as the Virtual CFO Association Treasurer.

As a Chartered Accountant, Katie will make sure that the financial side of your business is strong and ready for the challenges ahead, freeing you up to focus on the areas that you handle best. A relentless planner and a diligent researcher, she will seamlessly integrate her unique offerings into your team and prepare you to conquer the road ahead with ease. Katie prides herself in partnering closely with owners and senior executives, deeply understanding their business activities and objectives, and assisting them in achieving timely and successful outcomes.

Katie's extensive experience in varying fields includes Corporate Advisory, Business Services, Tax, Insolvency and Business Advisory. Having collaborated extensively with owners and senior executives, she knows what it takes to execute systems and processes successfully and to the benefit of everyone involved. Her varying skills and experience enable her to complement your business and add value that you would otherwise be failing to capture. She can serve in place of a CFO, bookkeeper, act as a virtual accountant, manage your business growth, maximize your revenues and profits, and devise an exit strategy that will put you in the best possible position for the future.

Corrina Dowling - Special Counsel Barry.Nilsson. Lawyers

Corrina is a special counsel on the Barry.Nilsson.Lawyers' Insurance & Health team and is based in their Melbourne office. Corrina specialises in employment practices liability (EPL) claims. She has both in-house and private practice experience as an employment law and workplace relations lawyer, and 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.

Over the years Corrina's clients have included small family owned businesses, multi-national 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.