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Key Competencies

Established Social Planner

Produced intensely 8 years as Social Planner in the 2 fastest growing LGAs in Australia (Wyndham and Melton), delivering on 15 major projects for social & physical infrastructure in these high needs growth areas.

Quality Health Services Analyst/Planner

Producing proposals for a new public hospital in the Western Region (Toolern Hospital) for Minister Plibersek's consideration and establishing bases for crucial Medicare Local responsibilities (for example After Hours GP Access).

Established Management Skills, Community Services

Accomplished in strategic management of community services delivery units in growth nodes at Local Government level inclusive of maternal & child health, early years services, family programs, library services and social/community development functions.

Accomplished Local Issues Researcher and Advisor

Primary background in growth area LGAs regarding required soft & hard infrastructure and separately in established LGAs requiring resolution of localism-based issues such as crime, drug markets, graffiti and other social disorder, successfully gaining significant Federal/State resources for issues resolution & opportunity realisation.

Quantitative and Qualitative Skills Balance

Fully versed in data research and manipulation. Excellent in consultations, opinion sampling and resultant report summation.

Specialised Stakeholder and Community Consultant

Effective communicator in targeting consumer , client and community member opinion via such techniques as public meetings, reference groups, workshops, exhibitions, surveys and charrettes.

Versatile Reviewer of Policy /Programs (Public Housing, Community Safety, Local Government, Social Development)

Created and delivered over 75 separate & in-depth policy and program reviews at all 3 levels of Government.

December 2012	to	Place Manager, East Reservoir Neighbourhood Renewal (NR), City
June, 2013		of Darebin (maternity leave cover appointment)
		Role: Transition low income neighbourhood from heavy dependence on
		Government funding to model of resident inter-dependency.
		Key achievements:
		 Have devised a new model of "Whole-of-Place Improvement" (WPI) Program to succeed NR as of July 1, 2013 (program is being currently tested in UK).
September 2012 t November 2012	to	 (WPI) Program to succeed NK as of July 1, 2013 (program is being currently tested in UK). Have successfully obtained 2 x \$30,000 "Building Communities" grants from DHS for expanding a community garden and implementing an anti family violence network of playgroups. Have succeeded in business case proof and agreement to \$100,000 recurrent support for area from Local Government for new paradigm in social development support. Have developed a 115 social housing unit redevelopment of an ex primary school site on a cost-neutral basis. Developed Action Plan for all agencies, government & non government, to abide by in implementing "Whole-Of-Place Improvement" Program. Redeveloping community facilities in area to suit an access and equity model that benefits areas of low socio-income need. Assisting maturation of Neighbourhood House as community hub for area. <i>In progress</i> - Various applications for external funding from FedGov and VicGov that complement Council's chosen direction of social development. Population & Information Program Lead, South Western Melbourne Medicare Local (short term establishment appointment) Role: Establish asap Knowledge Base for newly formed Medicare Local (established 1 July 2012).
		 Key achievements: Developed and issued Health Service Directory for Medicare Local catchment, being 721 services across 88 health occupations. Analysed Indigenous Persons Profile in catchment via small area
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June 2012 September 2012	to	 Director/Social Planner, Effective Answers PL (ACN: 091 008 678) www.effect.com.au Role: Independent consultant/advocate/lobbyist on social issues and opportunities in communities. Typical clients being Local Government, State Government, Peak Groups, Educational Bodies and NGOs/NFPs. Key achievements: Client and service profile research towards establishment of 3 x Medicare Locals, Greater Melbourne Area. Preliminary Census 2011 data and trending analysis for a number of Third Sector agencies. Development of new models of social/health based community centre/government service outlet options ("fewer, bigger,
		better" provision model) (private client).
November 2011	to	Executive Social Planner, Clark Phillips PL (intermediate term
June 2012		"work-demand" appointment)
		www.clarkphillips.com.au
		Role: Lead Social Planner on consultancies obtained and developer of
		tender/EOI proposals.
		Key achievements:
		Avoca Children's and Family Centre – EOI and Submission Development for Dynamous Shire Council to RDAF
		 Development for Pyrenees Shire Council to RDAF Darebin Community Health – Ralph Street Precinct
		Redevelopment Project
		Avoca Children's and Family Centre – EOI and Submission
		Development for Pyrenees Shire Council to DEECD
		 Gisborne South Community Centre – Tender for Design and Development of New Multi-Purpose Community Facility (successful/current)
		 Review of Early Years Service Delivery – Tender for Services for Campaspe Shire Council (current)
		• Berriwillock Community Centre - – Business and Service Plan for
		Proposed New Multi-Purpose Community Facility (current)
April 2011	to	Director/Social Planner, Effective Answers PL (ACN: 091 008 678)
November 2011		www.effect.com.au
		Role: Independent consultant on social issue and opportunities in
		communities. Typical clients being Local Government, State Government, Educational Bodies and NGOs/NFPs.
		Key Achievements:
		Business Case Development for a Major Public
		Hospital/Redevelopment to HHF for Melton Shire Council.
		• Preparation and delivery of Road Safety Audits/Workshops for
		Victorian LGAs based on appropriate cognitive strategies.
		Contribution to Victorian Review of Safety/Security in Hospital
		Emergency Departments.
		Submission for Social Needs Infrastructure Analysis, Proposed
		AMCOR Site Redevelopment, Alphington, Melbourne.
		 Review of the Federal National Rental Affordability Scheme (NRAS) – preliminary evaluation of success in Victoria.

April 2002 to April	Strategic Policy & Property Analyst, Office of Housing, Victorian
2011	Government <i>Role:</i> To analyse and review the performance of Housing assets (properties) and to seek new pathways to restore the portfolio to amenity. <i>Role:</i> To interface with the client (people) side of Housing to resolve Housing issues generated by both building form and tenant demography. Key Achievements
	 Assessed then advised Ministerial staff on Crime Patterns In Housing Estates. Achieved significant reduction in crime patterns and tenancy turnover. Demonstrable savings from reduced property damage and reduced tenancy turnover actions. Diagnosed \$ revenue loss from Social Inquiry Into Failing Tenancies, investigated social causation and proposed resolutions to stop loss. Stop loss achieved average 20% savings in operational costs. Reviewed and improved Housing's Deployment of CCTV Security
	 across 15 major estates. Designed Public Tenant Observation of Crime/Social Disorder
	 Survey (not deployed) Supervised (with City of Hume) SGS Consultancy on Renewal of Broadmeadows (Public Housing Focus) 2005/06. Successfully conceptualised, wrote and helped implement the Asset Management Strategy (77,000 units valued at \$18 billion) and the Walk Up Strategy (8,500 units), previously not achieved in Housing. Saved on average 30% in forward estimates for project costs. Designed and realised the ROI indicator methodology for strategic social prioritising of Housing asset interventions, including restoration, modernisation, redevelopment and sale. Successful realignment with Government priorities. Evaluated and strengthened the range of Disability Housing options inclusive of re-introduction of multi-storey housing options (major policy shift). Designed Options for Innovative Disability Survey (not deployed) Compiled and delivered the Risk Management assessment to Australian standards for Health and Housing assets in regard to exposure of ageing assets. Risks met to Australian Standard within 6 months.
Late 1999 to Early 2002	• Created and deployed major Tenant Satisfaction Surveys . Director/Social Planner, Effective Answers PL (ACN: 091 008 678)
	 www.effect.com.au Role: Independent consultant on social issue and opportunities in communities. Typical clients being Local Government, State Government, Educational Bodies and NGOs/NFPs. Key Achievements Created, wrote and deployed procedural manuals in Equal Opportunity and Asset Management for the Victorian hospitality industry through William Angliss College of TAFE. Analysed and advised on ATM Safety for the Victorian Government, resulting in Code of Practice changes for ATM installs.

	 Evaluated St.Kilda Graffiti Arts Program for City of Port Phillip. Investigated and advised on causation in homelessness in the Western Region of Melbourne for the Department of Human
	 Services. Designed and produced consumer education programs in "intelligent gambling" (EGM usage) for Melton Shire Council and the State Government.
	• Devised and deployed Federally-funded Quest , being an anti- suicide strategy for young people in the west of Melbourne.
	 Established the Federally funded Western Region Local Learning and Employment Network, an adult education and retraining Commonwealth program.
	 Prepared the Melton Road Trauma Report in conjunction with VicRoads.
	 Assessed and advised on the feasibility of a Melton-Moorabool Integrated Health Centre, leading to approval for a super-clinic. Developed Community Assured Safety, a program of local action
	 to prevent criminal occurrence for City of Monash. Undertook various demographic analyses for LGAs to assess
1995 to 1999	community program need. Social Planner, Wyndham City Council
1555 (0 1555	Role: To assess community need for both soft and hard social infrastructure needs in the fastest growing LGA/Council in Australia (together with Melton).
	Key Achievements
	 Successfully delivered the Wyndham Community Safety Plan, funded via a \$100,000 grant from the State Government.
	 Analysed community need and instigated range of community assistance ventures including: Plaza Power, Needle-Know, NISTA & others.
	 Designed and deployed the following surveys: Perception of Council Performance, Household Perception of Crime, Business Perception of Crime.
	 Pursued and secured \$8 million State-funded DHS Integrated Health Centre for construction in central Werribee to service community health needs.
	 Created the Woodville 19 Project (Space), a volunteer-run young persons' facility in a low-income housing area (received a commendation in the 1999 VicSafe Awards)
	 Specified and then managed tendering-out of Wyndham City Council's Youth Services Tender (valued @ \$400,000) (a considerable \$ saving from previous provision).
1993 to 1995	Social Planner, Melton Shire Council
	Role: To assess community need for both soft and hard social infrastructure needs in the fastest growing LGA/Council in Australia (together with Wyndham).
	Key Achievements
	 Negotiated excellent community \$ ROI for the growth area, Melton East, in terms of social infrastructure that land developers were required to provide up-front.
	Advocated successfully for the Toolern Creek Employment Node

	Project, a multi-function urban village concept endorsed by the
	WREDO and submitted under Better Cities 2 Program. Approved
	for \$100,000 Commonwealth research funding.
	• Successful achievement in September 1995 of \$1.4 million in New
	Work Opportunities programs for Melton from DEET to offer 26
	week work placements across 12 Shire projects to 100 long-term unemployed persons.
	• Successful planning with community during 1994-95 in obtaining
	of \$1.8 million Federal Community Housing capital grant in
	Melton under the Community Housing Program, and in
	establishing base for a community-managed Outer Western
	Housing Association.
1987 to 1993	Team Leader, Tenancy Policy, Office of Housing
1987 to 1999	Chairperson, Essendon Community Group Incorporated.
1982 to 1986	Executive Officer to Western TAFE and the State Board of
	Education
1977 to 1980	Administrative Officer Trainee, Commonwealth Department of
	Immigration and Department of Foreign Affairs
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