

298 / 91 Longueville Road LANE COVE NSW 2066
Mob 0418 695 685 Fax (02) 9475 0040
E-mail: mail@claremorrison.com

Consulting • Project Management • Quality Assurance • Accreditation

Overview	<ul style="list-style-type: none">➢ Expertise in project management, quality assurance and accreditation➢ Qualified adult educator➢ Excellent communicator on all levels
Qualifications	<p>Master of Education in Adult Education University of Technology, Sydney, 2000</p> <p>Understanding Adult Education, Research Perspectives in Adult Education, Higher Level Competencies in Adult Education, Course Development in Higher and Professional Education, Managing Change in Adult Education, Supporting Workplace Learning and Reform, Independent Study Projects 1 & 2 (action research: developing strategies to address barriers to workplace change and learning)</p> <p>Bachelor of Arts University of Adelaide, 1980</p> <p>Certificate IV Assessment & Workplace Training Sydney Institute of TAFE, 2002</p>
Skills	<ul style="list-style-type: none">• Management• Financial management (including planning and managing budgets)• Quality assurance• Business analysis• Strategic planning• Project management (planning, design, implementation and evaluation)• Research and statistical analysis• Policy development• Key relationship management• Contract management• Training and development (design & delivery)• Writing, editing & presentation (including reports, submissions, project briefs, executive briefing notes, tenders, contracts, speeches, press releases, marketing and training materials, MS PowerPoint presentations)
Advanced Training & Education:	<p>Technical</p> <ul style="list-style-type: none">• Intermediate to advanced skills in MS Office 2003/2007 (Word, Excel, Access, PowerPoint, Publisher), desktop publishing and database management• Digital photography and editing• Website design and maintenance <ul style="list-style-type: none">• Train the Trainer & Groupwork• Evaluative Techniques• Data Use & Interpretation• Promotion Selection for Panellists• Computing• Business Management• Contract Law• Performance Management• Accounting Principles & Interpretation of Financial Statements• Customer Service• Time Management• Creative & Lateral Thinking• Occupational Health & Safety (OH&S)• Accreditation (aged care and health care) training programs

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KEY ACHIEVEMENTS

- Effectively managed a customer portfolio including three large private health care corporations on behalf of The Australian Council on Healthcare Standards
- Developed a comprehensive Quality Management Framework and complaints management system for the Aged Care Standards and Accreditation Agency Ltd. Collaborated in the design of a new accreditation application and audit reporting approach in addition to assisting with the development and evaluation of the Aged Care Quality Assessor training program.
- Developed community development tools and resources on behalf of The Vietnam Veterans Counselling Service.
- Community Relations Commission's National Multicultural Marketing Awards 2001
My client's success as a major winner at these awards was attributed to the high standard of my work in designing the company's websites and writing the submission to these awards. I also prepared a submission on behalf of this client that was accepted for inclusion as a 'best practice' case study for the Federal Government's Productive Diversity Program.
- Planned and co-coordinated a successful public relations event involving two government departments and a high profile Not for Profit organisation (Keynote Speaker: The Hon Dr Andrew Refshauge MP, Deputy Premier of NSW at the time).
- Published the "Bordering on Homelessness" report on findings from a joint State and Federal Government research project focusing on boarding house residents in Sydney CBD.
- Undertook a major cost/efficiency audit on behalf of the South Australian Housing Trust resulting in significant cost savings, access to additional funding and increased capacity to budget effectively. Also audited motor vehicle usage for this organisation resulting in the fleet being reduced by approximately 48 vehicles with significant cost savings.
- Public speaker and workshop facilitator at various seminars and conferences including the Aged Care Standards and Accreditation Agency's national conference in March 2005.

Career History

January 2008 - current StanCert Pty Ltd

Lead Consultant

Responsible for the provision of consulting services on assignments related to developing standards strategies, managing product safety and compliance, improving business performance and helping developing economies.

StanCert are specialists in regulation, standards, conformance, certification and testing. Visit the StanCert website at <http://www.stancert.com/> for further information.

Dec 2005 - Apr 2007

AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS

Customer Services Manager

Responsible for educating members on the Evaluation and Quality Improvement Program (EQUIP) and ACHS accreditation standards for healthcare organisations and providing ongoing support, including:

- assisting members to achieve the standards and with continuous

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Career History

- quality improvement
- key relationship management including identifying stakeholder needs and opinions
- promoting EQulP membership and other ACHS products and services
- supporting surveyors, reviewing reports and services and participating in the evaluation of ACHS activities.
- participating in promotional activities and ongoing education
- updating knowledge and awareness of changing trends in health care quality and accreditation programs
- contributing to ideas, strategies and activities for research into quality improvement
- actively seeking examples of improvement and excellence demonstrated by members and acknowledging and promoting their achievements
- assisting in developing and maintaining reliable, cost-effective and transparent systems.

Dec 2003 - Dec 2005

AGED CARE STANDARDS AND ACCREDITATION AGENCY LTD

Senior Quality Assurance Officer (National Office)

Responsible for ensuring the consistent achievement of quality standards in the conduct of accreditation and divisional functions, including:

- developing proposals relating to quality assurance
- developing, managing and implementing quality assurance and accreditation projects
- reviewing and preparing reports about the quality of audits, audit reports and decision-making
- co-ordinating complaints processes, analysing complaints and providing advice and about key issues and implications for the company's practices
- identifying, collecting and advising on the use of technical resources for Quality Assessors
- developing and implementing policies, procedures and associated documentation
- drafting briefings, papers and correspondence as required
- compiling and analysing monthly, quarterly and annual divisional reports

Manager Operations Services (National office)

(Acted in this position Sep - Oct 2004 and Apr - Jun 2005)

Responsible for the development and management of programs to ensure national consistency and quality divisional programs and services delivered through the five state offices, including:

- managing the Operations Services team at the national office
 - developing, reviewing and implementing national policies and procedures
 - providing advice and support to state offices in relation to divisional programs and processes
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Career History

- managing performance monitoring and reporting for the division
 - managing the reconsideration and review process for accreditation decisions
 - coordinating and preparing divisional briefings
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Nov 2001 – Dec 2003

MANAGEMENT CONSULTANT

Nov 2001 – Dec 2003

IT, Strategy & Training

Responsible for all aspects of project management relating to the design, development and management of company websites including the provision of advice and strategies on Internet marketing.

Jan 2003 - Jul 2003

Community Development Officer Vietnam Veterans Counselling Service Department Of Veterans Affairs

Responsible for raising community awareness of the range of services (specifically targeting ex-service organisations and key health and community support agencies and co-ordinating the Sons & Daughters Project for the children of Vietnam Veterans) including:

- providing strategic planning, coordination, and resources to support the organisation in its efforts to promote its services and establish collaborative partnerships with identified priority health and community agencies.
 - co-ordinating the regular updating and maintenance of community resource databases and publicity mailing lists ensuring efficient and cost-effective communication.
 - maintaining regular liaison with Sons and Daughters groups and ex-service organisations.
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Jul 1998 - Oct 2001

NSW DEPARTMENT OF HOUSING

Oct 1999 - Oct 2001

Policy Officer/ Project Officer

Senior project management and policy development roles. Responsible for driving high-level, complex projects supporting effective and strategic business planning, including:

- research and statistical analysis
- designing, developing, implementing and evaluating projects
- performance analysis and achievement of targets
- key relationship management
- scheduling, costing, contract and event management
- assessing contract tenders and funding submissions
- preparing reports and documentation including project briefs, executive briefing notes, contracts, assessment reports, speeches and media releases

Jul 1998 - Oct 1999

Senior Client Service Officer (Specialist)

Senior specialist role. Responsible for assessing clients with complex or high support needs and assisting them with referrals to appropriate health and community support services. This included:

- developing a model and clear protocols for this new role in Central Sydney region

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Career History

- brokering support services for clients
 - providing training, development and resources to staff
 - advising management on key issues identified
 - contributing to the strategic planning process
 - liaising with community agencies
 - representing the organisation on various community development and government planning committees
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Feb 1997 - Jul 1998

GOVERNMENT SPONSORED RESEARCH PROJECT

Research Co-ordinator

Research co-ordinator for an action research project, investigating the social needs of boarding house residents in the inner city area of Sydney, NSW. This project was jointly funded by the Commonwealth and NSW State governments and responsibilities included:

- co-ordinating an action research project (to ascertain if case management approach in boarding houses was viable)
 - researching the social needs of boarding house residents in the inner city area of Sydney
 - all aspects of project management including: design, development and implementation, research & statistical analysis, performance analysis, marketing & promotion, training & coordination of staff, presentations, coordinating project reference group & community focus groups, professional networking, administration, reports, executive briefing notes, minutes and correspondence
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SELF-EMPLOYED

Sep 1995 - Nov 1996

Sole proprietor of a small business (training services and retail sales). Responsible for all aspects of business management, development and marketing.

Feb 1980 - Aug 1995

SOUTH AUSTRALIAN HOUSING TRUST

Jun 1994 - Aug 1995

Project Officer - Business Strategies Unit

Senior project management role in the strategic planning area of the organisation. Responsible for the development and evaluation of innovative programs and service delivery initiatives, including:

- designing, costing, developing, implementing and evaluating projects and programs
 - coordinating and facilitating project reference/advisory groups
 - developing and reviewing policies, procedures and resources
 - research and statistical analysis
 - key relationship management and public relations
 - training design, delivery and project presentations
 - staff supervision and administration
 - drafting reports, submissions, executive briefing notes & correspondence
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Feb 1980 - Jun 1994

Various property management and customer service roles:

Housing Manager (May 1993 - Jun 1994)

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Career History

Youth Housing Manager (Sep 1991 - Apr 1993)

Housing Officer (Nov 1984 - Mar 1987)

Tenancy Officer (Apr 1981 - Nov 1984)

Tenancy Assistant (Feb 1980 - Apr 1981)

These roles were varied and constituted career progression, increased expertise and specialisation.

Responsibilities included:

- managing and delivering property management and related services within large portfolios
- ensuring that all services were delivered in accordance with established policies, budgets and quality standards
- supervising and coordinating private property maintenance contractors
- managing property maintenance budgets of up to \$150,000 per annum (a significant budget allocation at the time)
- providing information, advice, assistance and support to people in crisis and requiring emergency accommodation (walk-in service)
- acting in supervisory roles - Supervising Tenancy Officer and Senior Housing Manager

The Youth Housing Manager position was a regional specialist role with a focus on improving accommodation and support services to young people. Managed an innovative supported youth housing program in the Port Adelaide and Parks regions of South Australia. I actively contributed to the development of policies and procedures as well as personally developing and delivering education to staff and the wider community.