

'Building back better': A post-COVID outlook and opportunities for our mature-aged workforce

2nd GAP Virtual Business Roundtable • Thursday, 4 June 2020

PARTICIPANTS' BIOS



Renee Burkinshaw
Head of HR Operations
icare NSW

With a background in Human Resources and strategic business partnering, Renee leads the Human Resources Operations function to deliver operational planning, continuous improvement and people related initiatives, to ensure delivery on HR business plans and alignment with strategic objectives. With people at the centre of everything she does, Renee applies an altruistic and empathic approach to developing strategies and plans, to continuously improve the employee lifecycle. Renee's vision, connection and enthusiasm, energises leaders to continue to raise the bar. By fostering an environment where leaders are the epitome of the organisation's values, Renee inspires a diverse workforce that reflects the community and the customers icare serve. Renee's experience spans two decades and includes executive coaching, restructures and change management, organisational design, developing and implementing strategy and policy, stakeholder management, facilitation and leading diverse teams.



Tim Burt
Policy Manager, Workforce Skills
Business NSW

Tim Burt is currently Policy Manager, Workforce Skills for Business NSW. In this role, Tim advocates for employment and education and training policies on behalf of members. Tim has worked extensively across Government and has significant experience in developing education and training and recruitment policy.

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Dr Michelle Cunich
Senior Research Fellow, Health Economics
University of Sydney

Dr Cunich is a Senior Research Fellow in Health Economics in the Boden Collaboration for Obesity, Nutrition, Exercise and Eating Disorders at the University of Sydney. She has a Bachelor of Economics, Master of Economics and PhD in Economics. Dr Cunich’s research areas are Applied Health Economics and Health Econometrics. She has expertise in eliciting individual (patient and clinician) preferences, cost-effectiveness analysis, analysing large linked data (“big data analysis”) and measuring inequalities in access to healthcare over time. Dr Cunich is the Director of the Sydney Health Economics Collaborative, Sydney Local Health District and Leader of the Health and Economics Node, Charles Perkins Centre, the University of Sydney. Dr Cunich has attracted more than \$8 million in competitive grants (e.g. NHMRC, Department of Health (Federal)/MRFF Million Minds Mission) in the last 5 years. She has 46 published peer-reviewed journal articles including 35 using original data; 40 conference abstracts and presentations; and 3 commissioned reports. Dr Cunich has pioneered applications of the online multi-criteria decision analysis-based decision support tool – Annalisa – which integrates individual preferences with best available evidence to generate a rating (and ranking) of suitable treatment options. She has conducted research on the long-term costs of chronic conditions through lost labour force participation in Australia. She has examined the longitudinal trends in, and determinants of, healthcare utilisation (and costs) in individuals with chronic conditions using linked health survey and administrative data (MBS, PBS, admitted patients and ED data). She conducts economic evaluations of health/public policy interventions in a diverse range of clinical areas, such as cancer, genetics, veterans’ health, obesity, mental illness, using both within-trial methods and Markov models.



Charith De Silva
Community Lead, Customer and Community
icare NSW

Charith has in depth knowledge of government agency function across operational, strategic and policy portfolios. His current focus is on developing holistic approaches that support improvements in social connection, wellbeing and resilience for employers, workers and community. Charith qualified as a social worker in London in 1990. He was more recently awarded a Graduate Certificate in Public Sector Innovation from UTS (2017).

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Rod Dever
Learning and Development Coordinator
APM Group

Rod Dever is an elected Councillor on the Business NSW State Business Council and a member of the Business NSW Workforce Skills Committee. Additionally, Rod is the Immediate Past President of the Business New South Wales Regional Advisory Council - Central Coast and the current President of the Gosford Erina & Coastal Chamber of Commerce. Rod has worked for over 20 years and employment return to work and related programmes funded through state and federal departments dealing with both employers and participants working to meet the labour market employment needs. His present employment is working in employment and return to work (Injury Management) markets. Rod holds formal qualifications in Mental Health, Employment Services, Human Resources, Marketing, Training and Assessment and Business Management.



Tracy Duncan
Manager, Ageing
Department of Communities and Justice
NSW Government

Tracy Duncan has 31 years' experience in NSW Government in frontline and operational service delivery, below are Tracy's strengths.

- A strategic, high achieving, results-focussed leader with over two decades of experience in NSW Public Sector Services
- Experience in delivering major reforms e.g. state government transition to NDIS whilst maintaining a high standard of client outcomes and deliverables
- Experience in cross-jurisdictional negotiation (Federal, State)
- Expertise in leading change, project management, negotiating at the executive level, leading teams, implementing and designing IT systems
- NSW Leadership Academy graduate – member of the alumni 2017
- Always looking to where I can leverage my strategic thinking, at the same time increasing my breath of leadership capabilities to further contribute to the communities of NSW.

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Peter Fritz AO
Group Managing Director, TCG Group
Chairman, Global Access Partners (GAP)

Peter Fritz AO is Chairman of GAP, and Group Managing Director of TCG – a diverse group of companies that over the last forty years has produced many breakthrough discoveries in computer and communication technologies. In 1993, some of the 65 companies in the Group were publicly floated on the Australian Stock Exchange as TechComm Group Limited (now called Utility Computer Services UXC), with great success. Another former TCG company floated on the New York Stock Exchange in November 1997 for US\$600m, making it the largest technology company to be established in Australia until that time. Today the TCG companies, and entities with TCG roots, employ well over 6000 people with a turnover in excess of \$1.3 billion annually. Peter's innovative management style and corporate structuring has led to the creation of a business model that is being copied by many successful entrepreneurs, and has become part of university undergraduate and masters programs in business management in Australia and around the world. Peter Fritz chairs a number of influential government and private enterprise boards and is active in the international arena, including having represented Australia on the OECD Small and Medium Size Enterprise Committee. He is the holder of six degrees and professional qualifications, is a recipient of the Order of Australia, and has received many other honours.



Belinda Koch
Head of Finance Transformation
Westpac Group

Ms Koch is currently Head of Finance Transformation. Prior to this, Ms Koch was the Chief of Staff for Westpac Group's Finance and Treasury division, reporting to the Group CFO Peter King, where she was responsible for managing the division's strategic and operating agenda. During her career at Westpac, Ms Koch has led teams to deliver significant process and cultural change transformations. Ms Koch has been involved in both the strategy and integration sides of two significant mergers that shaped the Australian Financial Services landscape (Colonial – CBA in 2000 and St.George – Westpac in 2008). Her experience spans providing commercial banking solutions to clients (as a Corporate Banker) to solving and delivering complex internal transformation initiatives such as the Westpac Retail 'Cash in Branches' transformation in 2015 and implementing the Privacy legislation for the Group in 2012. Ms Koch is a passionate supporter of philanthropic, sustainability, inclusion and diversity portfolios and throughout her career has held various positions including directorships on the Commonwealth Bank Foundation board and the Westpac Matching Gifts Board. She is currently Co-Chair of the Westpac Amplify Employee Action Group which focuses on helping our employees over 50 to say, stay and thrive.

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Kylie Lauc
General Manager, Communication & Sustainability
Challenger Ltd

A 20-year corporate affairs professional, Kylie has a passion for storytelling and for providing opportunities for senior leaders to have open conversations with customers, employees and other stakeholders. She is currently leading communication and sustainability activities at Challenger Ltd, and prior to this has held senior corporate affairs roles at Suncorp, Westpac and AMP.



Meagan Lawson
Chief Executive Officer
COTA NSW

Meagan Lawson joined COTA NSW as CEO in August 2017. She has worked across all levels of government, and the NGO sector. In her last role she was responsible for the development of the refreshed NSW Ageing Strategy, and began its implementation. She also commissioned the "Art of Ageing" - a photographic exhibition challenging the perceptions of ageing and developed the MACA Media Awards, focusing on realistic reporting of older people. With wide-ranging experience in public policy, communications, advocacy and campaigns, she is an enthusiastic advocate for social justice and the inclusion of people affected in service planning and delivery.



Jodi Litzenberger
Senior Manager, Corporate Responsibility
Challenger Ltd

Jodi joined Challenger in May 2019, bringing a broad range of experience across diversity initiatives including, Indigenous, gender and social inclusion. She is now leading Challenger's strategic partnership with COTA NSW, working to address the underemployment of people over 50. Jodi also leads Challenger's internal age diversity network, supporting internal initiatives to raise awareness of this important issue. Jodi knows a diverse and inclusive workplace leads to better business outcomes and is passionate about giving back to the community. Prior to joining Challenger, Jodi has worked for other listed entities and consultancies. She has a degree in science and is a chartered accountant.

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Anna Llewellyn
Head of Transformation
Customer & Corporate Relations
Westpac

Ms Llewellyn holds a Master’s Degree in Organisational Psychology and is a Registered Psychologist, specialising in strategies to drive high performance at work, HR management, learning, recruitment, leadership development and career development. Ms Llewellyn is currently the Head of Transformation for Westpac’s Customer & Corporate Relations division. Ms Llewellyn commenced her career in HR consulting, designing assessment and selection services and talent management strategies before moving into roles spanning career development, generalist HR and career management services, across a range of industries such as fast-moving consumer goods, media & advertising, and financial services. Ms Llewellyn joined Westpac in 2011 and volunteers as the National co-chair of the Employee Action Group ‘Amplify’, which champions inclusive initiatives to help employee’s aged 50+ to stay, say and thrive. Ms Llewellyn is Westpac’s Equilibrium Program alumna which fast-tracks the development of senior female leaders and was appointed in 2020 to the Board of Directors of the Westpac Employee Assistance Foundation which supports employees facing financial hardship.



Frances Maguire
Partner, Consulting Clients and Markets Leader
PwC

Frances Maguire is passionate about supporting governments, not-for-profits, universities and businesses to drive new value creation through innovation. She has extensive executive experience in governance, leadership and management in private and public sector organisations. Frances possesses a broad and deep range of skills from working across industries and sectors both in her time at PwC where she was a senior Partner, and in her earlier career in politics and community-based organisations. Frances has also held multiple senior executive and governance positions at PwC. She has been on the leadership team for PwC’s Consulting business for the past seven years and also a member of PwC Australia’s whole of firm leadership group for the past four years. During her time at PwC Frances had led the NSW Government team, the National Government and Public Sector Consulting practice and the National Australian Clients and Markets Consulting Group. Frances has an unwavering commitment to co-creating positive social contributions and this commitment gives expression to her professional and personal values. She has more than 40 years’ experience working across the public, private, and not for profit sectors. Frances has particularly deep – and broad – experience in social policy; in modernising the provision of services to the community through contemporary service delivery models; in building sustainable strategic capabilities; in developing reform options; and in implementation programs for governments and government agencies across Australia.

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Joanna Maxwell
Director, Age Discrimination Team
Australian Human Rights Commission

Joanna Maxwell is the Director of Age Discrimination at the Australian Human Rights Commission and the author of *Rethink Your Career in Your 40s, 50s and 60s* published by HarperCollins in 2017. She previously ran a successful business for many years helping those in midlife and beyond to escape unhappy careers and reinvent their working lives. Qualifications include a BA/LLB, Master of laws (international law) and a Master of Education (on older workers and social change).



Susan McGrath
Senior Policy Advisor, Older Australians
The Benevolent Society (TBS)

Susan McGrath is the Senior Policy Advisor to the Older Australians Campaign at The Benevolent Society (TBS). This includes leading policy analysis in the important national coalition campaign, EveryAGE Counts, aimed at eradicating ageism and its impacts on older people. Her role at TBS allows her to pursue a fervent interest in the wellbeing of older people and the issues facing an ageing society. Sue has contributed to many policy decisions and processes affecting older Australians as an advocate and analyst over the past several years and has represented the systemic interests of older people on a number of high-level government, not-for-profit, academic and private sector bodies. She has held a range of professional roles in government and the community sector, and for many years was a senior consultant to both. Her early work focus was in employment and industrial relations, as an appointed and elected trade union official, policy advisor and tutor and lecturer in tertiary education. She went on to consult in policy areas such as health, housing and communications, and to provide services in evaluation, business management, strategy planning and learning and development to government and not-for-profit agencies. Across her working life Sue has maintained strong conviction about and taken action towards achieving fairness, equity and rights as the foundation of social and economic policy, especially for women.

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Dr Jack Noone
Senior Research Fellow
Centre for Social Impact

Dr Jack Noone joined CSI UNSW in 2016 and is a Senior Research Fellow. He is passionate about collaboration, specifically sharing the insights from his research to help people to work better together. Jack’s team at CSI developed the Collaboration Health Assessment Tool (CHAT) - in partnership with practitioners from Collaboration for Impact - which partners can use together to determine how well their collaborative relationship is functioning over time. Jack also conducts research on financial wellbeing and financial capability with a particular interest in “what works” to improve people’s financial situation. He is interested in helping stakeholder organisations understand their role in improving the financial wellbeing of vulnerable groups. He is also an investigator for an Australian Research Council grant project to develop stronger policy responses with respect to Australia’s ageing workforce. This research focuses on how to protect the health and wellbeing of older workers so they can choose when they want to retire rather than being forced into retirement due to poor health, redundancy and other factors. Jack is a member of the Australian Securities and Investment Commission’s Financial Wellbeing Network and a steering group member for ASIC’s Research Road Map. Jack is also a member of the Global Access Partners’ Standing Committee on Productive Ageing and an Associate Investigator for UNSW’s Ageing Futures Institute – an initiative designed to promote cross-disciplinary research and cross-sector relationships.



Melinda Norton
Director System, Design and Stewardship
Department of Communities and Justice
NSW Government

Melinda is the Director System, Design and Stewardship, Department of Communities and Justice. The portfolio of responsibilities includes ageing strategy and policy, carer policy, disability inclusion and card operations. Melinda has extensive experience within the public sector in a number of senior roles. Her roles have included senior executive policy and operational roles in areas of predominantly social policy and strategic change including disability, domestic and family violence and gender equality. This has included developing and successfully implementing policy solutions in fast-paced and complex environments. She has been in her current role since December 2019. Melinda started her working life as a speech pathologist. Melinda also holds a Master of Arts (Social Administration), Master of Management (Public Sector) and a Bachelor of Applied Science (Speech Pathology).

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Kirsty Nowlan
Executive Director
Strategic Engagement, Research and Advocacy
The Benevolent Society

Dr Kirsty Nowlan is the Executive Director, Strategic Engagement, Research and Advocacy at The Benevolent Society. In that role, she is responsible for leading the advocacy within an organisation that seeks to complement service delivery with a focus on systems change. She Co-Chairs two national campaigns: EveryAGE Counts, which aims to tackle ageism and Every Child, which aims to ensure all Australian children can thrive. Previously, Kirsty was Global Director of Public Policy at World Vision International where she oversaw global policy across almost 100 countries from middle income economies to fragile and conflict affected states. She has led advocacy initiatives in areas including child mortality and child protection, food security, the Sustainable Development Goals and The New Deal for Fragile States. She is on the boards of The Centre for Social Purpose and Peacifica. Kirsty holds a PhD in international law and politics. Her thesis explored the evolution of new forms of power through citizen activism around international trade negotiations.



Carmel O'Regan
Branch Manager, Labour Market Policy
Department of Education, Skills and Employment
Australian Government

Carmel O'Regan leads the development of evidence-based labour market policy to improve employment services, employer engagement, active job search and job readiness. The focus of her work is the development of policies to increase the workforce participation of particular groups of job seekers, including youth, mature aged, people with disability, Indigenous, Culturally and Linguistically Diverse, and long-term unemployed. This involves leading a team of thinkers, problem solvers and policy designers to work with stakeholders and across Government to understand different perspectives, issues and research to formulate policy advice, inform implementation, and learn from the results. Carmel has extensive experience in public service leadership, including in analytical roles in the Employment portfolio and in research and survey development roles at the Australian Bureau of Statistics.

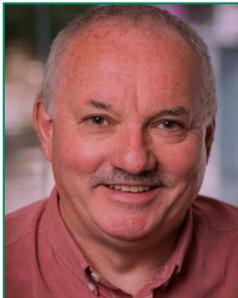
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Tamara Pararajasingham
Head of Social and Community Impact,
Mission, Communities and Social Impact
Uniting Care NSW/ACT

Tamara is the Head of Social and Community Impact at Uniting and is responsible for supporting the organisation's vision for delivering enduring and real change. This includes overseeing research and social policy, outcomes measurement and innovation as means for delivering effective services and affecting systems change. Tamara brings experience from both corporate finance and international development to the Australian community sector. Over the last 10 years she has worked in small and large organisations in Australia, across business intelligence and performance reporting, service design, impact measurement, practice & quality, evaluation and research.



Clark Powers
Senior HR Advisor
Bunnings Group

Clark Powers has over 20 years' experience in Human Resources, specialising in Employee Relations, Health and Safety, and Learning and Development. Most of Clark's career has been in the retail sector, including roles in Operations, Human Resources, Merchandising, Internal Audit, and Learning and Development. Previous experience in manufacturing, media and telecommunications has also given Clark a broader understanding of the diversity of industries, people and processes. Clark's history of employment includes Woolworths, Vodafone Australia, Brashs, News Ltd, Norman Ross, and Email Ltd. Much of Clark's current focus and passion within Human Resources has been around Diversity, Inclusion and the Ageing Workforce. Clark is particularly driven by the need to further understand and implement innovating ways to create a better way of working and leading due to the impact of a multi-generational and diverse workforce. Clark has been a professional musician for over 40 years and continues the drive and passion for music for leisure and with his three-piece band with two of his best friends.

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Laura-Kate Quartermaine
Executive Advisor to
Group Executive Human Resources
CBA

Laura-Kate Quartermaine is currently the Executive Advisor to the Group Executive HR at the Commonwealth Bank. She has worked in retail and business banking and wealth management for more than 15 years, leading teams across strategy and transformation. She is a member of AdvantAge, an employee network which helps drive awareness and inclusivity across the various life stages and events across CBA.



Ying Richmond
Director, Mature Age, Disability & Long-Term Unemployment
Department of Education, Skills and Employment
Australian Government

Ying Richmond leads teams in formulating policies to improve workforce participation of particular groups of job seekers, including mature aged, people with disability, long-term unemployed and Veterans. She establishes and sustains relationships with internal and external stakeholders, drawing on their knowledge and ideas to create a collaborative approach to achieving policy objectives. Ying came from the private sector before transitioning to the public service in 1997. She has learned the Government's full budgetary process through various roles at the Australian Government of Finance. Ying also participated in different projects such as the 2013 National Commission of Audit. She furthered her tertiary education by completing a Master of Business Administration (majoring in Finance) in 2008, receiving the Dean's Excellence Award.



Dr Mike Rungie
Director
Global Centre for Modern Ageing

Dr Mike Rungie's interest is in constructing and leading initiatives that position people to live as well in their 70s 80s 90s as they did in their younger decades, and for enterprises and businesses to serve this market well. He is on the Global Centre for Modern Ageing Board, Aged Care Financing Authority, Every-Age Counts Coalition Steering Group, COTA SA Policy Council, Ageing 2.0 Adelaide Chapter, Dunstan Foundation Partners Group, Global Access Partners Standing Committee on Productive Ageing, Longevity 4.0 and is a recent graduate of the Modern Elder Academy. The Global Centre for Modern Ageing is currently constructing transformational strategies that create a longevity economy: an evidence-based new narrative, co-design through a Living Laboratory, new narrative product and service delivery ecosystems. Mike was previously the CEO of aged care provider ACH Group, leading a focus on Good Lives for Older People.

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David Sykes
Independent Director & Cyber Security Advisor
David Sykes & Associates

David leads David Sykes & Associates, a small consulting group, focused on assisting start-ups and Interim Executive work. An IT industry veteran, David has over 35 years' experience working with both multi-nationals and start-ups in Australia and Asia Pacific. He has held Managing Director, Sales Leadership and Government Relations roles, with a particular focus on Cyber Security. David has been an active spokesperson in the IT industry, providing his valuable expertise to various industry associations including the Internet Industry Association, as well as providing pro-bono advice to charities and non-profit organisations, such as Bridging the Gap and School Safe community programs.