

Michelle Miran

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AWARDS

- 2000 – Telstra Business Woman of the Year – NSW Finalist, Ansett Private Sector Category
- 1994 – Australian Institute of Training Development Award
- 1992 – Australian Institute of Training Development Award
- 1991 – Australian Corporate Education and Training Video Award

PROFESSIONAL QUALIFICATIONS

- Bachelor of Education (University of Technology Sydney)
- Diploma of Teaching (University of Technology Sydney)
- Certificate of Mediation (Accredited by Mediate Today Pty Ltd RMAB under Australian National mediator Approval Standards)
- Home Economics Certificate (East Sydney Technical College)

PROFESSIONAL DEVELOPMENT

- Conflict Resolution and Problem Solving
- Entreact Business Management Program
- Effective Business Writing
- Small Business Management
- Leadership
- Strategic Planning
- Writing Policy Planning and Procedures
- Egyptian History (Sydney University) 1 & 2
- Aboriginal Art and Culture (Sydney University)
- Equine Management Certificate (TAFE Vic)
- Showjumping Equitation Judge
- H Level Dressage Judge

CAREER SUMMARY – see page 4 for details

2008 to Present	Mediation & Business Development Consultant – self employed
2004 to 2008	Business Development Manager – NSW Department State and Regional Development
2001 to 2004	Chief Executive Officer – Institution of Surveyors, Australia Chief Executive Officer – Spatial Sciences Institute
1992 to 2001	Chief Executive Officer – Illawarra Skills Development Ltd
1990 to 1992	Training and Development Consultant – self employed
1989 to 1990	Senior Training Development Manager – Tourism Training NSW
1986 to 1988	Owner / Manager – Mickey’s Place Café, Oxford St, Paddington
1985 to 1986	Owner / Manager – Vaucluse House Tearooms, Vaucluse
Pre-1985	Head of Division (Faculty) / Teacher – TAFE NSW

COMMITTEE MEMBERSHIP 2000 – Present

- Shoalhaven Business Chamber Management Committee
- Shoalhaven Community Education Van Inc
- Shoalhaven Workplace Learning Board (Deputy Chair)
- Shoalhaven Economic Development Strategy Steering Committee
- Blueprint Shoalhaven Steering Committee
- Shoalhaven City Council (SCC) Industry Development and Employment Committee
- Shoalhaven Business Awards Committee
- YWCA Shoalhaven Advisory Committee
- Spatial Information Commonwealth Industry Action Agenda Joint Steering Committee
- Spatial Sciences Accreditation Australia
- SSC 2003 National Conference Organising Committee
- Spatial Sciences Coalition Steering Committee
- Australian Hydrographic Surveyors Accreditation Panel
- Spatial Sciences Education and Skills Formation Advisory Committee

COMMITTEE MEMBERSHIP 1992 – 2000

- Manufacturing and Engineering Faculty Advisory Committee Illawarra Institute of Technology – Chairperson
- Group Training Association of NSW – Deputy Chairperson
- ABL Education and Training Policy Committee – Member
- Illawarra Structured Workplace Learning Committee – Deputy Chair
- Illawarra Area Consultative Committee Local Aboriginal Employment Promotion Sub Committee – Member
- Equestrian Federation of NSW (EFA) – Vice President
- EFA NSW Corporate Governance Sub Committee

OTHER RELEVANT COMMITTEES

- Foundation Board Member Western Sydney Citizens Advocacy Program
- Domestic Violence Working Group, NSW Premiers Department
- NSW Women’s Coordination Unit
- Board Member Lifeline Illawarra
- Deputy Chairperson Southern Suburbs Skillshare
- Deputy Chair Illawarra School Workplace Committee

EMPLOYMENT HISTORY

2008– Present **Self Employed**
Mediation & Business Development Consultant

I provide a specialised range of management service to clients including: strategic planning, human resource services, change management, business diversification and project management, preparation of submissions and funding proposals. I have had extensive experience in the Australian Defence Industry, Manufacturing and Hospitality industries.

Current Clients:

- Maria's Farm Horticulture Investment Project
- Partech Systems Pty Ltd
- Southern Cross Community Housing
- Oak Flats Bowling and Recreation Club

Mediation: I am a trained nationally accredited mediator with expertise in mediation, including workplace disputes, sports conflict, community disputes and commercial disputes. I have worked in and with indigenous communities for nearly 30 years and have had formal training in cultural awareness and dealing with unique indigenous issues. In addition I can conduct public consultation and facilitation.

2004 to 2008 **Business Development Manager**
Department of State and Regional Development

As Business Development Manager, located in Nowra, I am responsible for the delivery of DSRD services and programs within the Illawarra region and Shoalhaven LGA by:

- Providing advice and support to companies seeking to establish, relocate or expand their businesses in the Shoalhaven.
- Providing information to companies, chambers of commerce, community organisations, potential investors and local government representatives about the assistance programs available through the Department.
- Participating in community and economic development activities within the Shoalhaven on behalf of DSRD.
- Identifying and coordinating seminars and workshops to assist businesses and the business community to develop and grow.
- Supervising administrative staff and ensuring that the Nowra office operates efficiently.
- Providing written and verbal reports to regional and state managers about progress in the Shoalhaven.

EMPLOYMENT HISTORY - continued

- Preparing submissions that provide an analysis of a company's capability and making recommendations for assistance, where appropriate.

2001 to 2004

Chief Executive Officer (Secretary)

Institution of Surveyors, Australia & Spatial Sciences Institute
(both CEO positions served concurrently)

As CEO of the largest peak body in the Spatial Sciences profession with a membership of 3,500, my responsibilities included:

- Managing the administration of the organisation, business and membership development, government lobbying, national professional development, consultation with industry, accreditation of universities and liaison with academics and other stakeholders within the Surveying profession.
- Reporting to the National Council where the strategic and business plan is reviewed and developed annually, with the cooperation of the national Executive.
- Consulting and lobbying with industry, and State and Commonwealth governments.

2001 to 2004

Chief Executive Officer (Secretary)

Institution of Surveyors, Australia

- Playing a key role in negotiations to amalgamate with four other smaller professional associations to form one national peak body that represented all industry professionals.
- Communicating the benefits of change to the membership and refocusing core values towards the formation of a new broad based professional association, as the Spatial Science Community is acting in response to the Commonwealth Government's Industry Action Agenda.
- Demonstrating strong leadership, lobbying and negotiation skills.
- Sensitivity of the Surveying profession's traditions and history.
- Managing projects that address professional development through online education, Competency Recognition, public awareness of Spatial Sciences and the continuous improvement of member services.
- Overseeing the redesign and construction of the Institution's website.

EMPLOYMENT HISTORY - continued

1992 to 2001 **Chief Executive Officer (Co Secretary)**
Illawarra Skills Development Ltd

I was initially employed to manage a pilot project funded by the NSW and Commonwealth Governments to establish a regional training coordination body, subsequently responsible for:

- Developing the strategic and business plan with a community based Board of Directors. The plan comprised organisational structure, policies, procedures, vision and goals designed to meet the Illawarra's community, industry and economic needs.
- Negotiating the successful amalgamation of two small community organisations, Southern Suburbs Employment and Training and Illawarra Skills Development. The organisation operated as a Registered Training Organisation and provided the Migrant Work Placement Program, Mature Age Workers Program, Targeted Initiative Program for Aboriginal Youth and Youth at Risk, Shoalhaven Community Aboriginal Traineeship Program and various Migrant Youth Employment Programs.
- Representing the organisation in all community policy activities.
- Participating in local, state and national education skills formation committees, as well as lobbying local, state, commonwealth governments, business and industry associations.
- Continually using strong leadership, vision and communication skills.

1990 to 1992 **Training and Development Consultant**
Self Employed

My responsibilities included:

- Project management, executive production of corporate and industry specific training video packages, skills audits and national competency development.
- Working with a key industry association, the Australian Institute of Land Economists and Land Valuers and the Franchisors Association.
- Retained by Broadcom Australia to provide advice on script development of training videos.

EMPLOYMENT HISTORY - continued

1989 to 1990 **Senior Training Development Manager**
Tourism Training NSW

I was responsible for:

- Planning, development and implementation of commercial training services for the hospitality industry.
- Tendering for Labour Market Programs for unemployed youth.
- Supervising staff, preparation of training budgets, evaluation of business activities.

1986 to 1988 **Owner / Manager**
Mickey's Place Café, Oxford St, Paddington

Running a 100-seat café in key tourist location, open 7 days a week from 10 am until 10 pm daily, I was responsible for:

- Employing 10 staff.
- Developing the strategic plan, marketing, financial management, human resource planning, stock control, customer service and quality control.

1985 to 1986 **Owner / Manager**
Vaucluse House Tearooms, Vaucluse

I employed 12 people in a major tourist location, open 6 days a week. Vaucluse House Tearooms was successfully leased from the NSW Historic Houses Trust.

Pre-1985 **TAFE NSW**

Positions included:

- Head of Division, Special Programs School of Home Science
- Senior Education Officer TAFE Women's Coordination Unit
- Senior Head Teacher, Liverpool TAFE
- Teacher School of Home Science (now Tourism and Hospitality)