Service Improvement and Innovation in Universities
Conference
October 15 - 16, Melbourne

Keynote Presenter Biographies (in order of appearance)

Professor Leo Goedegebuure
Director, LH Martin Institute

Director at the LH Martin Institute, Professor Leo Goedegebuure is active in the field of higher education policy research and management. Prior to his move to Australia in 2005 (University of New England, Centre for Higher Education Management and Policy), Leo was Executive Director of the Center for Higher Education Policy Studies (CHEPS), at the University of Twente, Netherlands, Europe’s largest research centre in this field.

Leo’s research interests are in the areas of governance and management, both at the systems and institutional level, system dynamics including large scale restructuring policies, university-industry relationships, and institutional mergers. Most of his work has a comparative focus, both within and outside of Europe, which has resulted in a strong international network. He is an auditor for the Hong Kong Quality Assurance Council and has been a member and rapporteur for the OECD tertiary education review of New Zealand.

Mr Ian Callahan
Vice President, Corporate Services, Curtin University

Ian is a chartered accountant, a member of the Australian Institute of Company Directors and a Fellow of FINSA, the Financial Services Institute of Australasia.

Ian has been a member of the Curtin Senior Executive for 5 years and is responsible for finance, human resources, IT services, properties and facilities, legal services, risk management, health and safety, organisational development and the University secretariat. In the previous 5 years Ian was Deputy Vice Chancellor, Corporate for Murdoch University with a similar portfolio.

Ian is Chairman of Bright People Technologies Pty Ltd, a start-up company in
2002, providing web based people logistics services to the resources industry. Turnover has now reached over $15m pa and the group employs around 50 staff. Ian is also a director of FiFo Pty Ltd, a start-up in 2012 that is providing web based people movement/travel/accommodation solutions to FIFO workforces initially across Australia but with expansion opportunities currently being pursued in international markets.

Dr Stephen Weller

Chief Operating Officer and Deputy Vice-Chancellor, Australian Catholic University

The Chief Operating Officer & Deputy Vice-Chancellor is a member of the Senior Executive Group at Australian Catholic University. In this role Dr Weller leads the Corporate Services Portfolio which is critical to the achievement of the strategic and operational priorities of the University. The Portfolio includes infrastructure; information technology; properties; marketing and external relations; student recruitment & client services; student administration; human resources; finance; planning & strategic management; and governance & corporate services. Dr Weller is also responsible for providing effective corporate governance through the University Senate and Company in his role as Company Secretary.

With more than 20 years’ experience in tertiary education across five universities in three states, Dr Weller brings a wealth of experience to ACU. He holds a PhD in Organisational Justice from Victoria University, a Master of Business Administration from the University of Technology, Sydney, a Master of Commerce, Employment Relations from the University of Western Sydney, and a Bachelor of Arts, Government and Public Administration from the University of Sydney.

Sharone Ciancio

Portfolio Manager, Office of the Chief Operating Officer, Australian Catholic University

Sharone Ciancio has worked in the tertiary education sector for over 20 years in a range of leadership and management roles, which up until recently had focused on the student experience. Since 2013, her focus has broadened to corporate services, when she joined Australian Catholic University to undertake the role of Portfolio Manager for Corporate Services. Sharone is currently leading a major university program focussed on implementing a university-wide service improvement framework within the context of pursuing service excellence. Sharone holds a Bachelor of Behavioural Sciences, a post Graduate Diploma in Educational Counselling and is currently undertaking the Master of Tertiary Education Management. She is also a registered psychologist with a keen interest in organisational and cultural change whilst engaging staff through the experience.
Darren Menachemson

**Director, Global Labs, ThinkPlace**

Darren is a director at Australia’s leading public design consultancy, ThinkPlace. ThinkPlace applies design thinking to the most complex, systemic challenges of societies, economies and the environment. He is also Executive Director of ThinkPlace’s international development arm, the ThinkPlace Foundation, which works with international NGOs to design programs and services in developing country contexts.

Darren works with government agencies and public good institutions to design strategies, services and human experiences. He has worked in senior roles on many of Australia’s largest public programs and initiatives, in the areas of healthcare, human services, education, international development, taxation, law enforcement and governance.

Professor Andrew J. Szeri

**Vice Provost for Strategic Academic and Facilities Planning and Operational Excellence Program Faculty Head, University of California, Berkeley**

Andrew J. Szeri serves as the Vice Provost for Strategic Academic and Facilities Planning, as the Operational Excellence Program Faculty Head, and as a professor conducting biomedical engineering research at UC Berkeley. Prof. Szeri received his Ph.D. in Theoretical and Applied Mechanics at Cornell University. He has been a faculty member since 1991.

In his administrative appointments, Vice Provost Szeri coordinates campus-level strategic planning in the academic and facilities domains. He oversees academic review of all departments and schools at Berkeley. For the Operational Excellence Program he oversees a program of one-time investments of up to $75M in new administrative processes and tools, with the goal of generating at least $75M in annual savings on administrative costs. The program also supports initiatives aimed at new revenue.

Among his external appointments have been service as the Board Chair of the GRE Program of the Educational Testing Service, service as a reviewer of Institutional Strategies of German universities for the Excellence Initiative on behalf of the German Science and Humanities Council, and service as a member of the Research Grants Council—which oversees research expenditures and policy matters for the major research universities of Hong Kong.
Ms Frances Valintine

Founder, The Mind Lab by Unitec

Frances Valintine is an Education Futurist committed to shifting education practice and policy to contextualise it within a contemporary global environment. She is the founder of The Mind Lab by Unitec and the Chairperson of the Board.

The Mind Lab by Unitec is a private/public partnership with New Zealand’s largest technical institute. Since the facility was launched in late 2013 over 850 teachers have commenced their post-graduate studies in digital and collaborative learning at one of The Mind Lab’s four regional locations.

She has been an education leader for the past 20 years with a focus on creativity and innovation and the alignment between education and industry. Prior to establishing The Mind Lab, Frances was the CEO of Media Design School.

In 2014 Frances won the best social enterprise award in the Asia Pacific judged by Sir Richard Branson and Steve Wozniak. The Mind Lab by Unitec has been recognised by multiple awards for its contribution to education and teaching.

Frances sits on the Education New Zealand board, the NZ Tech board and leads the New Zealand ‘Women in Technology’ initiatives.

Ms Carol Harding

Deputy Director, Australian Innovation Research Centre, University of Tasmania

Carol Harding is Deputy Director of the Australian Innovation Research Centre (AIRC) at the University of Tasmania. Her areas of interest are organisational innovation in the public and tertiary education sectors, creative and design thinking, and development of organisation-wide innovation programs. Carol has delivered workshops, conference presentations and keynotes on innovation to the tertiary education sector both nationally and internationally. She is also the chair of the judging panel for the ATEM/Campus Review national tertiary education awards for Excellence in Innovation. In collaboration with the LH Martin Institute at the University of Melbourne Carol is currently working on a feasibility study exploring the possibility of establishing a national innovation lab for the sector.
Ms Stephanie Wade

Director, Innovation Lab@OPM (Office of Personal Management)

As the Director of the Lab, Stephanie is responsible for leading the strategy, business, operational management, staff development, and design projects of the Lab. Get in touch with her if you are interested in partnering with the Lab on human-centered design work or if you have questions about what the Lab does. Prior to her role here, Stephanie worked domestically and internationally applying human-centered design to help businesses and social enterprises grow. She served on the leadership team for Design Thinking:DC to help grow the practice in the metro area and beyond, and also worked as a strategy and management expert at Booz Allen Hamilton where she helped stand up and build a Design Thinking practice. She has worked at the Government Accountability Office, the Museum of Fine Arts, Boston and in many roles at the State and National level in public policy, politics and campaigns. She holds a Master’s Degree in Public Policy from Harvard University's Kennedy School of Government, a Design Thinking, Coaching and Facilitation Practitioner’s Certificate from the Austin Center for Design, and a Bachelor’s Degree from Boston College with a concentration in Sociology and Studio Arts. In her spare time Stephanie teaches muay thai kickboxing, is an experimental photographer, avid traveler, classic oil painter, skier, and overall adventurer/soaker-upper of life.

Mr Tamati (Tam) Shepherd, A/g Programme Executive Director Welfare Payment Infrastructure Transformation (WPIT) Programme, Department of Human Services

Tam Shepherd is the acting Programme Executive Director of the Welfare Payment Infrastructure Transformation (WPIT) Programme.

In this role Tam has responsibility for leading the Department of Human Services’ WPIT Programme in delivering the replacement of the ageing Centrelink ICT System.

His background in transformation agendas covers commonwealth and state governments, private industry and boards of professional bodies. During his career Tam has held senior positions in the New Zealand, Australian and Queensland governments driving transformation agendas in the welfare and health areas.

In the private sector Tam had a lead role at Cisco helping clients like Australia Post, ANZ bank, Victorian and Queensland Governments develop their digital agendas.

Before joining Human Services he was the CEO of a healthcare company in Brisbane. Tam’s varied work experience enables him to bring a holistic perspective to issues and decision making processes.

He currently holds the following positions:

- Member of Health Informatics Society of Australia Board
- Member of the Australian eHealth Research Centre Research Investment Advisory Committee

Tam has an academic background in law and political science.
Mr Paul Duldig

Head, University Services, University of Melbourne

Paul Duldig joined the University of Melbourne as Head of University Services in June 2014. Previously, Paul was Vice President Services and Resources at the University of Adelaide.

As Head of University Services, Paul leads a new team with a vital institution-wide role delivering services to faculties and graduate schools and the Chancellery. University Services will work closely with colleagues across campus to support research; industry and commercialisation; external relations and recruitment; academic services; finance and employee services; procurement services; infrastructure operations; systems and project delivery; legal, governance and risk; and business intelligence and reporting.

Paul brings to the University of Melbourne an extensive awareness of the opportunities and challenges offered by deregulation in the digital age. At the University of Adelaide he led major work to match the institution’s student services offerings with student demand and expectations. He also brings a rounded education background with a Masters in Economics and Professional Certificate in Art History.

Dr Julie Wells

Vice-Principal, Policy and Projects, University of Melbourne

Julie Wells is the Vice-Principal Policy and Projects at the University of Melbourne.

Reporting to the Vice-Chancellor, Dr Wells leads the Policy and Projects portfolio within the Chancellery comprising five teams: University Governance, Academic Board Secretariat, Strategy, Planning and Performance, Chancellery Projects and Policy and Government Relations.

The Portfolio is responsible for University wide strategy, coordination of planning, performance reporting, governance, strategic risk, development and monitoring of major projects and progressing the influence and impact of the University governance and other stakeholders.

Julie has extensive experience as a senior administrator, lobbyist, adviser and policy analyst in the tertiary education sector. Julie has worked as a teacher, as an academic and in government. At RMIT University, Julie was University Secretary and Vice-President, with responsibility for the delivery of integrated governance, assurance and planning services across the university. She also led the Policy and Research team in the national office of the National Tertiary Education Union between 1996 and 2002.
Steering Committee Members

Mr Mark Williams

Strategic Projects Director, University of South Australia

Mark has nearly 20 years' experience within the education sector, and has held senior management roles across ICT, Service Improvement and Project Management.

During this time, Mark has driven significant improvements to services and business spanning administration and academic programs. Mark is currently establishing a One Team Project Framework which will be used to support, guide and deliver successful projects across the university.

Most of all, Mark is passionate about improving the effectiveness and efficiency of business services and increasing customer satisfaction, and he has successfully achieved this at two Universities across countless projects.

Mark also recently reviewed a state government transport department and identified ways to increase the quality of train and tram track maintenance services whilst achieving a 20% efficiency dividend.

Ms Janet Beard

Director, Integrated Administration, University of Melbourne

Janet Beard is an experienced senior manager and leader with demonstrated capacity to design and implement improved organisational arrangements and services in the education sector, facilitate discussions to bring peoples' views together, and take people through major change.

Janet has a deep knowledge and understanding of all aspects of university management and administration from more than 30 years of experience in three Australian universities (Melbourne, La Trobe and Sydney). Her business improvement and change management expertise is informed by a successful track record in managing large and complex faculties as well as university-wide change programs.

She works as a consultant in the sector and has undertaken consultancies and reviews of administrative, technical and academic support services in universities, nationally and internationally including the South Pacific, New Zealand and Indonesia.
**Professor Leo Goedegebuure**

**Director, LH Martin Institute**

Leo has worked as an expert on governance and management in Central and Eastern Europe, the Russian Federation, Africa, South East Asia and South America on projects initiated by the European Commission, the World Bank and UNESCO.

During the period 1997–1999, Leo spent a 3-year term in institutional administration as deputy to the Rector Magnificus at the University of Twente, the Netherlands, with primary responsibility for the teaching & learning portfolio. In this capacity he restructured the university’s education programs. This experience not only furthered his overall management skills, it also equipped him with the project management skills to successfully direct complex institutional change processes.

Over his career, Leo has published some 15 books (both monographs and edited volumes) and over 100 articles, book chapters and papers on higher education policy, mergers, quality assessment, evaluation research, differentiation, system dynamics, engineering education, institutional management and comparative research.

**Mr Ian Callahan**

**Vice President, Corporate Services, Curtin University**

In addition to Ian’s role within Curtin University, he is also a member of the Board of ToyBox, a children’s charity based in Perth.

Ian’s previous roles include Managing Director and CEO of Endeavour Healthcare Limited, a public company that operated healthcare businesses across Australia before its takeover by Sonic Healthcare Ltd.

CFO International for Kaiser Engineers and CFO Asia Pacific for Hatch Engineers, companies with engineering businesses and projects located around the world.

CFO, Australian Medical Enterprises Ltd, a public company operating healthcare businesses across Australia.
Ms Karen Hill

Director, Information Technology Services, Australian National Universities

Karen Hill joined the Australian National University (ANU) in 2000, and has since worked across many disciplines and functions such as mental health, aboriginal economic policy research, music and research. She became Acting CIO in April 2014, and was subsequently confirmed as Director, Information Technology Services (ITS).

ITS delivers IT services to the Service Divisions, Teaching and Learning venues, and some academic Colleges of the ANU. Having developed the ANU IT Strategy 2015-2017, Karen is now working with key stakeholders to transform the provision and delivery of IT services at the ANU.

Karen has held several management positions across the University, including as inaugural General Manager of the College of Asia and the Pacific; and Director, Service Improvement Group.

Karen holds a Bachelor of Management, Public Policy Analysis and Community Development; a Graduate Certificate in Management, Business Administration and Management; and a Masters Degree of Management, Business Administration and Management.