



JULIA BURNS CONSULTING
incorporating
QUALITY MANAGEMENT SOLUTIONS

About our team

Our very capable team consists of senior executives and legally qualified executive level managers with substantial practical management experience. All JBC consultants are highly skilled and committed to delivering an exceptional client service. We do this through the use of well-tested methodologies and expertise at every stage of the process.

Our successful delivery of JBC relies on our depth and breadth of personal qualities and professional experience.

These include:

- Objectivity and impartiality
- Credibility, from the perspective of both management and staff
- Interviewing, negotiation and problem solving skills
- Research and analytical abilities
- Detailed knowledge of the Human Resources management framework of the Public Sector
- Familiarity with the framework of legislation, rights and obligations affecting public sector employees.

We are proud that at JBC over half of our consultant team is comprised of highly skilled and experienced female investigators - filling a persistently identified need in the sector for females in these roles.

The JBC consultancy team

PARTNERS

Julia Burns - Partner

Julia is a very experienced HR professional, and was a senior executive in the Australian Public Service for almost 20 years.

In her last APS role, Julia was the head of a large corporate Division in a major Government department. This covered strategic corporate activities, including planning, HR, communication and media, executive coordination and change management.

Other notable roles in the public sector include: the Executive Director of the Office for Women, the national manager of COMCAR, and the head of HR branches and Corporate Divisions in a variety of government agencies.

Julia also led the government's review of Equal Opportunity legislation in 2009-10. Julia's career highlights include addressing the United Nations General Assembly on gender equality; managing VIP transport services for the Sydney Olympics; and leading workplace relations negotiations and

significant change management initiatives in many other government agencies.

Julia has the highest level of qualifications from the Institute of Executive Coaching and Leadership and is an accredited mediator

Julia is a passionate supporter of the National Breast Cancer Foundation and regularly represents the NBCF at functions to promote their work. She was the recipient of an NBCF Patron's Award for 2013 for her work in supporting NBCF's research register – Register4. Julia is also a Board member of the YWCA Canberra, and has worked with other women to establish a new community initiative providing free coaching services for women who have experienced domestic and family violence.

Des Lyons – Partner

Des had an extensive public sector career including several years working at the Senior Executive Service level, mainly in the area of human and physical resource management.

Des is a very experienced investigator. He has handled a very large number and range of complex and sensitive cases, including those involving senior executives. He has a demonstrated capacity and special interest in HR initiatives and issues including workplace relations, resource planning and performance management with the dual aims of improving both individual and organizational capability.

An experienced negotiator, Des also has hands on experience in the development and application of the full range of personnel policies, large scale Machinery of Government changes and APS wide reviews of service delivery systems including the development and implementation of appropriate new workplace structures.

Des uses this wealth of experience to provide JBC clients with strategic HR advice. He can help HR areas and line managers at all levels to choose the best path to tackle complex HR issues. Des leads and supports all of our consultants as their adviser, mentor and in quality assuring all investigations reports.

SENIOR EXECUTIVE CONSULTANTS

Charlotte Blesing – Senior Executive Consultant

Legally qualified as a Barrister & Solicitor, Charlotte has more than 20 years' experience in administrative review, including Executive Officer level positions with the Ombudsman's Office and the Merit Protection and Review Agency. Charlotte is based in Northern NSW but is available to Canberra clients and she readily takes on cases anywhere in Australia. She also provides legal advice to support other JBC consultants as required.

Charlotte's background, qualifications and experience as a female reviewer and investigator is almost certainly unmatched by any other person active in this field. She specialises in cases involving all forms of workplace harassment and reviews of actions involving interpersonal conflict. Charlotte's depth and breadth of experience anchors what is believed to be the strongest team of female reviewers and investigators available.

Beverley Forner – Senior Executive Consultant

Beverley worked as a Senior Executive in the NSW, ACT Government and in the APS for over 13 years. She has a highly developed package of skills and experience encompassing the full range of corporate services functions, at management and operational levels, including HR, finance, communications, procurement, corporate business systems management and property and services. She has also had a long association with the workplace application of communications technology and was the managing director of an IT company as well as the CIO of a Government Agency. Beverley has extensive experience in conducting workplace investigations and reviews, including those of a

more complex and sensitive nature as well as senior level policy and legislative development experience in the Federal, State and local government fields.

Qualified as a solicitor and with a Diploma in Applied Corporate Governance, Beverley is an Associate of the Governance Institute of Australia (formerly the Institute of Chartered Secretaries Australia) and is available to clients to provide her extensive experience for investigations. Beverley can also provide expert advice on corporate management and governance issues.

James Fletcher – Senior Executive Consultant, In-House Counsel

James Fletcher has extensive experience as a former senior executive lawyer in the public and private sectors. He has managed large teams and has led significant legislative initiatives. James is also an experienced executive coach, mentor, mediator, facilitator and trainer.

James blends his strong technical background with a real passion for working with all types of leaders and teams, and he especially enjoys empowering people to reach their full potential.

James draws on his warm and enthusiastic manner and his down-to-earth attitude to build excellent relationships with clients. James is particularly adept at helping managers in transition (e.g. with strategies needed to reach, and be fully effective at, more senior levels) and assisting professionals (both public and private sector) with career management issues (e.g. making successful career transitions).

James is an accredited coach through the Institute of Executive Coaching and Leadership, an accredited mediator and holds a Certificate IV in Training and Assessment. He is also admitted to practice as a Barrister and Solicitor of the High Court, Federal Court and all Australian Supreme Courts, holding a Bachelor of Law and Arts.

Jenni Gordon – Senior Executive Consultant

Jenni brings to JBC extensive experience in senior executive roles encompassing policy, program and regulatory activities with a particular interest in supporting individuals and teams to set and achieve high performance outcomes.

Jenni is able to offer a broad range of support to JBC clients drawing on her experience as the Chief Operating Officer for the Research Portfolio at Sydney University since 2009 and prior to that a diverse range of Senior Executive level positions in Canberra in a number of APS departments including agriculture, education and immigration. As COO at Sydney University she was responsible for handling a range of complex matters including planning and support for strategic and operational reviews, establishing effective governance arrangements, managing human resource issues, finance and communication strategies, and leading organisational change programs to improve service delivery to the research communities. Through her public sector career she developed a depth of expertise in policy development and strategic advice, operational and program planning and implementation, with a particular focus on regulatory environments.

Jenni is highly regarded for her strong analytical and conceptual skills, underpinned by degrees in social sciences and an LLM in administrative law from ANU, as well as her ability to work with staff at all levels. She approaches all assignments with energy and a commitment to delivering the best outcomes for her clients.

SENIOR CONSULTANTS

Karina Dugard – Senior Consultant

Karina is an experienced coach and facilitator, with over 12 years of experience in the federal public sector. An experienced people manager, Karina's expertise in executive roles spans program delivery, policy evaluation, and leadership capability development. She has developed and delivered organisation and leadership capability strategies, and has engaged in cross sector collaboration with diverse industry and research sectors in delivery and evaluation of government programs.

Alongside her knowledge of the public sector context, Karina brings exceptional interpersonal skills, compassion and curiosity to her interactions with others. Her balanced, thoughtful and sensitive approach allows her to provide an insightful perspective for clients, with a focus on moving forward. Through her calm and engaging presence, Karina works with clients to identify their values, leverage their strengths and work through their barriers to implement positive changes in their leadership careers and their organisations.

Karina has a strong interest in working with new and aspiring leaders to develop their leadership capability and to strategically manage their leadership careers. With a passion for helping others to be successful and fulfilled in their working lives, Karina works with clients to build self-awareness, emotional intelligence, productivity, communication and resilience.

Karina holds a Bachelor of Laws (with Honours), a Bachelor of Asian Studies, and a Graduate Certificate in Career Development. An Accredited Organisational Coach through the Institute of Executive Coaching and Leadership, Karina is an Associate Certified Coach with the International Coach Federation, and a Professional Member of the Career Development Association of Australia. Karina is also a Certified Practitioner of the Herrmann Brain Dominance Instrument (HBDI).

Lee Emerson – Senior Consultant

Lee's career in the APS spanned more than 30 years, including more than 10 years as a Senior Executive. Lee has excellent strategic and policy skills, and has worked in a wide variety of roles and programs.

Lee is renowned for her excellent leadership abilities, her practical and compassionate style, and her natural coaching approach. She has mentored a significant number of APS and non-government staff.

Lee's extensive experience includes working in diverse policy areas, including those covering family and children, disability and Indigenous affairs. Lee has also represented the Australian Government in a number of international forums, including the United Nations on gender issues. She has also worked in the non-government sector in disability advocacy.

Lee is a qualified coach with the Institute of Executive Coaching and Leadership.

Suzanne Grocott – Senior Consultant

Suzanne is a highly experienced and accomplished HR professional who has undertaken senior HR roles in both small and large public sector organisations, effectively planning, managing and implementing organisational change; as well as resolving complex people issues.

Suzanne's experience in strategic HR roles together with her qualifications provide her with a wealth of knowledge, experience and understanding in the development and management of strategic human resource outcomes, employment law, workplace relations, change management, organisational behaviour, performance management, leadership, ethics and values as well conflict and dispute resolution.

Suzanne also has significant program and project management experience in whole-of-government reform projects and organisational start-ups and brings a high degree of expertise to the planning, development and management of new initiatives. During her APS career of more than 30 years, Suzanne undertook such roles at Centrelink, APSC, Attorney General's and the ATO.

Throughout her career, Suzanne has developed expertise in the facilitation and resolution of conflict, complex workplace issues, and sensitive people issues. She has supported both managers and individuals in the resolution of conduct, health and performance issues, doing so in a sensitive, respectful and honest manner.

Suzanne's breadth of experience, pragmatic approaches and sound judgement, enable her to bring considered approaches to the development, planning and execution of HR, change and business strategies.

Suzanne holds a Master of Human Resource Management (Conflict and Dispute Resolution) from Charles Sturt University, a Graduate Certificate in Public Sector Leadership and is accredited as a mediator. She is also a Certified Professional with the Australian Human Resources Institute.

Margret Holmes – Senior Consultant

Margret brings to reviews and investigations wide experience gained over more than 30 years in a number of agencies with the Commonwealth and Victorian public sector in policy, management and review roles. She has an Arts degree from ANU, qualifications in librarianship and refugee law and undertook the Company Directors Course with AICD in 2007.

She has held SES level positions in Victorian Departments as well as with Melbourne's Metropolitan Fire Brigade where, from 2006 to 2009, she led the organisation's Corporate Governance Directorate and was the Corporate Secretary and a member of the Executive Management Group. Her experience there included handling a range of sensitive issues, involving HR matters, complaints and other reviews of administrative actions for the CEO and the Board.

Margret's most recent full-time appointment was as a Member of the Refugee Review Tribunal and the Migration Review Tribunal where she reviewed decisions made by the Department of Immigration and Border Protection to refuse to grant visas to applicants or to cancel visas. The role involved careful analysis, knowledge of the relevant legal frameworks including in relation to procedural requirements, conducting hearings, weighing evidence, making decisions and writing cogent reasons for the decision.

Margret is a skilled communicator and clear-thinking. She brings insight and cultural awareness to inquiries. Based in Melbourne but able to be deployed elsewhere if required, Margret offers JBC clients support with the independent review of complaints or with investigations of allegations of misconduct by agency staff.

Carolyn Jenkins – Senior Consultant

Carolyn is a highly experienced HR professional and manager. She has worked in a diverse range of roles in several APS agencies over the past 25 years, encompassing policy development and advice, reviews and investigations and organisational change management. Carolyn has extensive experience in administrative review, and previously worked in the Merit Protection and Review Agency, conducting complex and sensitive workplace investigations and reviews and mediating grievances and complaints. Her other roles in the APS included business partnership development, improving service delivery and customer service levels and driving reforms in equal employment opportunity, and equity and diversity.

Later in her career, Carolyn worked in the Department of Defence, performing a range of functions including the development of new business models and options for re-engineering or outsourcing health services and whole of organisation governance frameworks. Subsequently, as HR Director,

Carolyn developed and provided policy advice on a wide range of complex human resource management issues for the largest group within Defence, the Defence Material Organisation. Her sphere of responsibilities included remuneration, organisational change management, the Defence collective agreement, HR delegations, industrial relations, individual flexibility arrangements and classification matters.

She has particular expertise in dealing with complex, industrially sensitive matters and has a strong track record in dispute minimisation and building collaborative working relationships.

Carolyn holds a Graduate Diploma in Public Law from ANU and a Master of Letters from the University of New England.

Su Kearns – Senior Consultant

Su is an experienced HR professional with a career spanning 25 years in both the public and private sector. Prior to moving into strategic HR Consulting in 2013, Su was the Group Manager (SES Band 2) Head of Corporate for the Fair Work Ombudsman. Prior to her APS career Su held senior HR positions in the private sector. Her extensive and practical HR expertise was recognised by her peers when she won the Australian Human Resources Institute (AHRI) HR Leader of the Year in 2011.

Su has an excellent understanding of managing an APS workforce, and of integrating best practice HR strategies into an APS wide framework. She has an interest in performance management both at a systems level and also in assisting individuals and managers through complex performance scenarios.

Su holds a Bachelor of Arts (Hons Psychology; Dual Major Education) and a Grad Dip Human Resource Management. She is a certified member of AHRI and a qualified executive coach.

Moira Magrath – Senior Consultant

Moira has a background of over 30 years in the NSW public sector, operating at a senior management level leading multi-disciplinary teams. She has extensive experience in managing people and a particular interest in performance management and investigation of disciplinary matters. Adept in information gathering and analysis to establish an evidence base, Moira develops comprehensive strategic plans, applying a project-based approach incorporating change management components.

Underpinning her practical expertise are Moira's academic achievements, including her Bachelor of Arts (Psychology and History), Graduate Certificate in Applied Management and the Executive Masters in Public Administration, which she completed at the Australian and New Zealand School of Government through the University of Sydney.

Megan Morris – Senior Consultant

Megan's career in the APS spanned 34 years inclusive of 17 years as a senior executive, the last 7 years as a Division Head (SES Band 2). Megan has excellent strategic, policy and people management skills. She has worked in a variety of departments and roles, including in regulatory policy and two years in the Canadian bureaucracy. While most of Megan's experience is in social policy, she has also worked in central agencies and the communications portfolio.

Megan brings to JBC a passionate commitment to and experience in getting the best out people, managing through change and delivering against goals. She is known for her ability to establish rapport and trust very quickly and cut to core issues.

Since leaving the APS, Megan has undertaken a variety of consultancy work for government at both the commonwealth and state levels, as well as not-for-profit bodies, advising principally on governance and regulatory policy issues. Megan has also helped a commonwealth agency establish a mentoring program and provided mentoring services under that program. Megan is a qualified coach through the Institute of Executive Coaching and Leadership.