



**Carole Vacher**  
ILP Fellow

### Experience Summary

Over the past 15 years, Carole Vacher's planning, consultation, facilitation, advice provision, whole-of-government policy development and project management experience has enabled her to interact with a wide audience –from Ministerial and senior executives to front line and technical workers.

She has been involved in several significant organisational and cultural efforts. She is also well-versed in organisational performance management tools and facilitation, information/communication planning and e-learning strategies. Her facilitation style is in high demand both locally and nationally.

Carole's clients have found her to be engaging, outcome-focused, responsive, collaborative, innovative and ethical in her approach.

Carole has a wealth of experience in developing, promoting, implementing and evaluating development and strategic programs in public, private and non-profit sectors at a local, national and international level. Her public sector experience spans from advisory, management and consulting roles in Local, State, Government Owned Corporation (GOC) and Federal agencies. Her private sector experience is equally diverse.

### Areas of Expertise

- Facilitation – strategic thinking and planning, business planning, policy development and project management
- Organisational development: design, development and delivery of
  - strategic and operational change management architecture
  - employee development frameworks: induction, development and succession
  - team development (front line to senior executive levels)
  - frontline, supervisor, middle management and executive development programs
- Executive coaching and professional/technical performance and career coaching

### Industry Experience

- Higher education and training
- Healthcare
- Disability
- Community safety and development
- Energy and environment
- Economic development
- Public sector central agencies, advocacy, policy development and legislation
- Transport and logistics policy and infrastructure
- Security and counter-terrorism
- Safety management
- Sport and recreation

### University, Training & Industry Qualifications

- Bachelor of Arts (Hons)
- Graduate Certificate in Public Sector Management
- Master Practitioner of NLP
- NLP Certified Trainer
- Master Results Coach
- Workplace coaching certification
- Myers-Briggs Type Indicator accreditation
- DiSC accreditation
- Team Management System accreditation

**Career Achievements**

- Mapped all Harvard University online development programs to the Australian Public Service Integrated Leadership System, the Queensland Government Capability and Leadership Framework and the New South Wales Leadership Capability Framework
- Successfully managed the downsizing of a GOC (over a thousand personnel) with a 93% placement rate
- Facilitated "Investors in People" (internationally accredited standard operating in over 70,000 organisations worldwide) in a large public sector agency
- Developed an integrated induction framework for a large government agency, which was nominated for an AITD award
- Designed and delivered a series of leadership development programs in a commercial organisation which led to \$500K+ operational improvements and savings in its first year of delivery
- Facilitated the successful national counter terrorism strategic planning interface process between federal and state agencies (over 30 stakeholders).

**Testimonials**

- "Carole Vacher has no peer – she is the best facilitator I know: her energy, knowledge, meaningful anecdotes and humour"
- "I would have no hesitation in recommending Carole to any prospective client seeking a powerful and personable professional to support their senior management team"
- Thanks so much for all your work for the Planning Day - it was a great success, you did extremely well keeping them on track and time, and the Executive Management Team have all commented on the value they got out of it"
- "Carole has provided me with astute, strategic advice on a broad range of issues affecting the operational performance of the Department and its relationships with key external stakeholders. I have found her professional advice to be well researched, well argued and persuasive. Carole has exceptional communication skills, which she uses to good effect in both written and verbal presentations"
- "Carole had a big job fixing up some of the behavioural issues our workplace was experiencing. There was a certain amount of trust to rebuild and people had to be brought back into focus in terms of what the department was about. The transition was swift and that was all down to Carole and her intervention methods. She also took over our HR accreditation Project , which appeared to be floundering. She was able to restructure and provide a much-improved direction to the extent that our workplace has now been accredited. Carole's strengths are her ability to focus on the strategic, being able to inspire a sense of purpose within work groups and identify opportunities to harness innovative practices".