

NOMINEE PROFILES

Listed alphabetical order by surname



Hochwallner, Kassandra

Customer Advocacy Manager, Queensland Urban Utilities, Queensland

I have been the Customer Advocacy Manager at Urban Utilities (a water distributor-retailer supplying drinking water and sewerage services to approx. 1.5M people in South East Old) for the last seven years. My experience during this time includes:

- Developing business wide strategy and process on customer complaints and commendations management, most recently using learnings from the APRA investigation into banking to review and strengthen QUU's practices.
- Leading a team of complaint professionals to manage complex customer complaints.
- Key liaison point with the Energy and Water Ombudsman Queensland and Queensland Ombudsman which has provided insight into regulator expectations on complaints management.

Committee/ Board experience

I have had significant experience presenting to QUU's Board on policy and customer complaints. This has provided me with an understanding of the governance and requirements of a Board. Additionally, I am the Chair of an internal committee of managers that exists to review customer cases where there are extenuating circumstances and a resolution doesn't necessarily fit within policy.

Why are you interested in joining the SOCAP Australia Board of Directors?

I'm passionate about customer advocacy and consumer affairs. I really value the work that SOCAP does to support businesses to develop and grow in these areas. I'm keen to be a Board Member to give back to the customer service cohort that I've learnt so much from during my time in the industry.



Lawrie, Melanie

Dispute Resolution Manager, AGL, Victoria

I am a senior people leader and customer service management professional with expertise in dispute resolution, operational and call centre management. Extensive experience driving a performance and customer advocacy culture across multiple teams to deliver sustainable customer outcomes, reduced costs and high staff engagement. My corporate career spans 14 years in financial services before joining the energy industry in 2015.

My passion is leadership and driving this to deliver a first-class customer experience. I love building outperforming businesses through empowerment, social licence focus, integrity, engagement, trust, operational excellence, and getting everyone involved in creating and driving our strategic pathway to success.

My entire career has been based around customer service with the last 9 years specialising in dispute resolution management at both ANZ and AGL. During my time in these roles I have worked to build strong leadership and support foundations to ensure my leaders and staff have everything they need to outperform with everything from training through to mental health support. I am a strong communicator and manage stakeholder relationships with all job levels both internally and externally. I am a strategic thinker and work to deliver long term strategic benefits as well as short term wins with the customer at the heart of decisions and ways of working. Working in dispute resolution you often see the situations where something has gone wrong, through no fault of the customers, yet they need to follow up and put in considerable effort in to reach a resolution. To me and my teams, this is unacceptable. We are here to drive customer advocacy across the broader business and work to ensure customers have their issues resolved promptly and sustainably. I champion voice of customer in all that I do and ensure that the customer lens crosses over projects and improvements throughout the business.

Committee/Board experience

I have represented AGL at some Energy & Water Ombudsman General Meetings.

Why are you interested in joining the SOCAP Australia Board of Directors?

I have been a member of SOCAP since 2011 and am passionate about improving customer service and ensuring that the companies I work for provide best practice dispute resolution for customers.

Joining the SOCAP Board will allow me to share my expertise and further enhance my knowledge and skills. I have been a long-standing member and advocate of SOCAP whilst working at both ANZ and AGL. I utilise SOCAP expertise for my teams through external training, some of my staff have completed their Complaint Professional Certification and I have attended a number of Annual Symposiums over the years in both Melbourne and Sydney. In 2017, I was also invited by SOCAP to be a guest panellist for one of the Leadership Breakfasts focused on how we support the mental health of our staff.



Mansted, Juliette

Executive Manager, External Customer Relations, Suncorp, Victoria

I am the Executive Manager of External Customer Relations for the Suncorp Group and am a dispute resolution expert with 15 years' experience in both internal and external complaints and 20 plus years' experience across the financial services industry. My current role is to oversee Suncorp's External Dispute Resolution process across the suite of Suncorp's brands and products including Insurance, Banking, Wealth and Superannuation. My unique blend of extensive experience and expertise enables me to drive effective complaints management through a range of skills including relationship building, conciliation and negotiation. I hold a Bachelor of Arts (humanities) and have been

a member of SOCAP since 2006 where I have worked on various committees and working groups over the last thirteen years.

My experience as a dispute resolution professional within a large financial services firm has provided me with a wealth of experiences where I have had to utilise my customer service skills and the extensive development, as well as the need to understand new initiatives and approaches which assist in delivering excellent customer outcomes.

Why are you interested in joining the SOCAP Australia Board of Directors

Since 2006 SOCAP has provided me with the opportunity to network and acquire the skills and knowledge I have needed to succeed in my role and assist Suncorp in achieving the desired customer service outcomes in difficult situations. As a corporate member of SOCAP, I have benefitted greatly from these opportunities and the contacts I have made attending SOCAP Symposiums, training sessions and events in the past. I wish to extend my involvement in SOCAP at a strategic level and utilise my skills to assist SOCAP to continue to grow and add value to our profession.



Pajmon, Audrey

Executive Manager FRL Remediation, Commonwealth Bank of Australia, New South Wales

I am a senior executive with more than 10 years' experience in management and leadership of very large customer service and support teams in the financial services and aviation industries. This has provided me with comprehensive skills in a variety of customer-orientated positions extending from policy formation to implementation of service standards and direct involvement in resolution of customer complaints.

My educational background consists of Bachelor of Economics (Honours) and Master of Business Administration degrees.

With a firm understanding of the importance of driving best practice in the teams under my leadership, I believe that I have the customer background and experience to make a significant contribution to the SOCAP Board of Directors.

Each of my managerial roles has directly impacted customer best practice in the pursuit of service excellence:

- Head of Customer Resolutions Wealth, Commonwealth Bank of Australia: leading the team responsible for resolution of the most complex customer problems which occur in the areas of superannuation, investment, advice planning and insurance.
- Head of Customer Service, Jetstar Airways: responsible for 1,900 international and national cabin crew to consistently provide the best customer experience on more than 8,000 flights per month.
- Project Lead Customer Experience, Qantas Airways: charged with the development of all customer related policies and service standards for cabin crew best practice as part of a Board submission to introduce a new subsidiary airline.
- Manager Cabin Crew Performance, Qantas Airways: Managed 4,800 international and domestic cabin crew to ensure the provision of excellent customer experience as well as operational efficiency and people management.
- Manage Centre of Service Excellence, Qantas Airways: project manager for the design, building and operation of the \$10 million award winning, Qantas Centre of Service Excellence.
- Manager Service Development and Performance - Inflight, Qantas Airways: Responsible for the development and implementation of strategic customer service projects.

Previous Board/Committee Management

Currently serving as Vice President of the SOCAP Board, having served four years – including President, enabled further development of the SOCAP Strategy including investment in key operation roles and technology to enhance the member experiences

Why are you interested in joining the SOCAP Australia Board of Directors

Having contributed to SOCAP through the Board for the past four years, I wish to continue in this capacity.



Plustwik, Peter

Senior Manager, Customer Advocacy, Allianz Worldwide Partners Queensland

I have over 10 years' experience in the insurance industry and the hallmark of my career has been my focus on balancing customer, colleague and commercial outcomes.

I obtained my Bachelor of Arts and Master of Laws from LaTrobe University in 2006 and 2007 respectively. I am admitted to the Supreme Court of NSW.

I joined IAG in 2007 and ultimately led the organisation's Customer Relations function for its personal insurance customers, allowing me to experience all facets of complaints management. Throughout my time at IAG, I have been formally recognised for customer excellence on a number of occasions and have driven numerous initiatives that promote an improved customer experience, enhanced service and more effective complaints management.

Having left IAG in 2017, I spent a period of time at WorkCover Queensland, before joining Allianz Worldwide Partners in 2018. My current role has responsibility for the complaint handling function and amplification of the voice of the customer to turn insights into action, particularly within the operations team. My focus to date has been on the harmonisation of the organisation's complaint handling process and development of a voice of the customer framework.

Board/Committee experience

I joined the SOCAP Australia Board in 2015 and have been a member of the Symposium Working Party, Training & Events Working Party and Finance Committee. I am the current Company Secretary.

Why are you interested in joining the SOCAP Australia Board of Directors?

My connection to SOCAP extends almost as far as my involvement in complaints management. I am committed to SOCAP's vision, share the Society's values and am passionate improving the customer experience, particularly from a complaints management context and enhancing the standing of complaints handlers. I value the opportunities SOCAP has from training and advocacy perspectives.



Quinn, Lisa

Manager, Customer and Community Affairs, Icon Water, Australian Capital Territory

I am a customer service professional with over 29 years' experience managing all facets of front line customer service, billing, strategic policy, communications and corporate service functions. I am currently a senior manager at Icon Water, a utility based in the ACT, managing customer services, strategic planning and technology. I hold a Diploma of Management, is a Six-Sigma green belt and a Graduate of the Australian Institute of Company Directors.

For the last 27 years I have held senior management positions in the water utility sector. I have predominately managed teams delivering internal and external customer service, complaints management and business support services which include the following teams: utility shop fronts, call centre, complaints case management, customer billing, ICT, learning & development, strategic business improvement, internal audit, risk management and the integrated quality management system. I am involved in a number of industry and public working parties exploring best practice community engagement productivity and customer service benchmarking and in my experience, a company's positive and constructive internal culture is the key to ensuring positive consumer outcomes.

Board/Committee experience

As a senior manager, I hold management representative positions on several governance boards and committees across the organisation. I am also currently a member of the SOCAP Board.

Why are you interested in joining the SOCAP Australia Board of Directors?

I am currently on the SOCAP Board. I am member of the Risk Committee and Finance Committee. I still have more to contribute and would like to continue on the Board.

Rodger Andy

*Director Stakeholder Relations, Corporate Integrity & Assurance,
Inland Revenue, New Zealand*



I am Director Stakeholder Relations for Inland Revenue (IR), New Zealand. I run a wide portfolio which includes Complaints Management, Ministerial Services, Stakeholder Engagement, Diverse Communities, and Maori Responsiveness. I previously spent 17 years in various compliance and training roles within Her Majesty's Revenue and Customs (HMRC) in the UK and latterly managed a team of investigators with the Revenue Adjudicator in London, dealing with complaints against HMRC and various other government departments.

Along with Fiona Brown, SOCAP CEO, I launched the New Zealand Community of Practice in Wellington on 21 June 2017 which was attended by 46 members and prospective members from across government, public utilities, banks, Ombudsmen, Privacy and dispute resolution practitioners. The event was a great success and sets the direction for SOCAP's strategy of building its member base across New Zealand.

I have 30 years' experience with two tax/revenue authorities. My early years involved investigating tax fraud after which I worked as a tutor at the Inland Revenue (HMRC) Training College in the UK teaching students to identify fraud, especially within the construction industry where I was the course director. Then, having spent two years as HMRC's training consultant I spent 2 ½ years with the Revenue Adjudicator managing investigations into complex complaints, many arising out of tax fraud investigations. This gave me insight to the customers' perspective and a new career direction which qualified me to take on my current roles in New Zealand where I am responsible for setting the strategy for tier 3 customer complaints handling (resolution and prevention) on behalf of the CEO and the Minister of Revenue. In addition, I was IR's Privacy Officer for 7 years. I was also responsible for introducing a Commissioner's Awards scheme into IR which recognises four keys areas; Leadership, Innovation, Tu Tangata (Good Sort/Local Hero), and excelling our Customer Charter

Board/Committee experience

As Privacy Officer, I was a member of IR's Security and Privacy Governance Group and was a member of a number of cross-government working parties tasked with raising the capability of privacy work across the public sector following major privacy breaches. I have also served on various committees focusing on customer impacts especially in the areas of bereavement, child support and social tax credits. I was voted onto the SOCAP Board of Directors in August 2015.

Why are you interested in joining the SOCAP Australia Board of Directors?

Customer service is an area that I am passionate about. I believe that the Board will allow me to understand how we meet our customers' expectations and to learn from fellow Directors how best this might be achieved in the most innovative and appropriate ways. I believe that it would be of mutual benefit to New Zealand and Australia to have a stronger SOCAP presence in New Zealand given that we often share the same customers and are therefore likely to have similar challenges and opportunities in improving their customer experience.



Soulio, Dini

Commissioner for Consumer Affairs, Consumer and Business Services, South Australia

In my current role as Commissioner for Consumer Affairs and Liquor and Gambling with Consumer and Business Services in SA, I have a broad portfolio of responsibility including consumer protection, product safety, occupational licensing, liquor licensing, gambling regulation, residential tenancies and births deaths and marriages.

My background is as a solicitor in private practice working in the areas of insurance, workers' compensation and criminal law. I then moved to the Australian Customs Service as the Manager Border Enforcement responsible for investigations and ship search teams. I then joined the Australian Securities and Investments Commission where I had national responsibility for complaints, investigations and prosecutions dealing with matters ranging from scams to liquidator misconduct to director's duties breaches to insolvent trading. I have a strong focus on consumer protection, customer service and process improvement and have extensive experience in law, corporate regulation, customer service, enforcement and strategic leadership.

Board/Committee experience

I have held senior management roles with the Australian Customs Services, Australian Securities and Investments Commission (ASIC) and Consumer and Business Services (CBS). Particularly in ASIC and CBS I have had a very strong focus on consumer protection as these two agencies have a pivotal consumer protection function. I have developed extensive skills in consumer complaint handling and dispute resolution and lead teams and organisations that have had these roles as their primary responsibility.

While conducting a customer service focused review in CBS and now as Commissioner with overall responsibility for the customer service and enforcement operations I have ensured that CBS is consistently reviewing its practices and procedures and training to ensure that customer service and customer outcomes are at the forefront of CBS staff's minds when dealing with customers.

I held the position of Chair of the SA Trade Standards Advisory Council. I was previously a member of the Board of the National Occupational Licensing Authority. I am currently a member of the Advisory Board for the Australian Charities and Not-For-Profit Commission. I am also a member of the Attorney General's Department Audit and Risk Committee. I am also a current member of the SOCAP Australia Board and am the current President.

Why are you interested in joining the SOCAP Australia Board of Directors?

SOCAP plays an extremely important role in consumer affairs nationally in developing complaint handling, customer service and protecting consumers across a significant range of industries. The information sharing, training and tools provided are invaluable. Consumer protection and customer service are areas that I feel very strongly about and would like the opportunity to contribute to SOCAP and the work it does in a much greater way through membership of the Board of Directors. I believe that I have a skill set and experience that would enable me to valuably contribute to SOCAP and the governance of SOCAP going forward.



Sourdin, Professor Tania

Dean of Law, Newcastle University Law School, New South Wales

I am the Dean of Law at Newcastle University Law School and was previously the Foundation Chair and Director of the Australian Centre for Justice Innovation (ACJI) at Monash University in Australia.

I have led national research projects and produced important recommendations for justice reform. In the past two decades, I have conducted qualitative and quantitative research projects into aspects of the justice system in 12 Courts and Tribunals and Six external dispute resolution schemes. Other research has focussed on justice innovation, technology, delay and systematic reforms.

I have led three research projects in partnership with SOCAP considering complaint handler competencies, small business complaint handling and the ROI of effective complaints handling.

My past business experience includes two decades as a part time senior member of various tribunals, and experience with student complaint management. As well, currently (since 2014) the NBN Industry Dispute Resolution Advisor.

Board/Committee experience

Various senior Board and Committee roles for more than 25 years. Member of SOCAP Board since 2012.

Why are you interested in joining the SOCAP Australia Board of Directors?

I am interested in complaints management, improving the sector and contributing to research and education in the sector.



Taylor, Andrew

Executive Director, Active Engagement, New South Wales

I am a graduate of St John’s College Cambridge and spent my early career in ITC sales and marketing.

I began working as an independent consultant in 1993, with a specialisation in retail customer experience. I founded Satisfy in 1995, which developed Australia’s first Windows-based complaint handling system as well as Casework, which is an enterprise platform for case management. My team and I have implemented complaint-handling systems based on these products for many of Australia’s largest

organisations.

My team also developed Post-A-Vox, an app which makes it easier for consumers to contact organisation using mobile devices and tablets.

I am a Director of Active Engagement which is the Astute Solutions Partner in Australasia. Through my companies, I have been a strong supporter of SOCAP over many years, and have been a sponsor of the SOCAP Symposium cocktail party for 18 years to 2018. I have been a past president and served on the board since 2004. My focus as a board member has been the ongoing sustainability of the organisation.

Board/Committee experience:

Principle and director of software companies with a specialisation in consumer affairs for over 15 years. Over this time, assisted and advised many large organisations in the establishing and managing complaint management systems.

Why are you interested in joining the SOCAP Australia Board of Directors?

SOCAP board member since 2004.



Tsuei, Justin

Complaints Principal (General Manager), Victoria

I am a customer first leader who is passionate about making a difference for my teams and customers. I do this daily through leading Telstra’s Customer Recovery and Governance (complaints) team. With over 10 years of global experience in management consulting combined with over 5 years making a difference to Telstra customer experiences, I have a proven ability to lead customer teams and to execute a company-wide transformation from strategy through to implementation to deliver tangible, sustainable results to the people I serve.

I currently lead Telstra’s complaints teams, channelling the teams to deliver our purpose to eradicate customer pain. We execute this through relentlessly seeking to eliminate the drivers of complaints, delivering exceptional experience in how we resolve complaints and by adding value to our brand by creating Telstra advocates. This role has provided me with firsthand experience in leading complaints teams and has provided me the opportunity to share with SOCAP members, Telstra’s thinking on human centred design both in the Winter 2019 edition of Consumer Directions and through the most recent Community of Practice hosted by Telstra.

Board/Committee experience:

Most recently I have been on the Committee of Management for the Collingwood toy library dedicated to providing available for loan, a range of toys to be used for play and to stimulate the cognitive and motor development of all children in the local community including those with special needs.

Why are you interested in joining the SOCAP Australia Board of Directors?

Having been an active participant with SOCAP over the last year, I have thoroughly enjoyed engaging with SOCAP members and leveraging the learnings from various SOCAP forums to improve the manner in which my teams provide complaint management and customer service to our customers.

I am interested in joining the SOCAP board to positively contribute to advancing the complaints industry and to uplift the customer service experience across Australia. I am also keen to contribute to building and deepening connections across consumer affairs professionals in Australia to further develop the overall industry body of knowledge.



Wheeler, Chris

Consultant, Chris Wheeler Consulting, New South Wales

I have been a town planner, complaint handler and investigator, lawyer and Deputy Ombudsman, with a background primarily in the public sector, having worked in a variety of positions in State and local governments in NSW and Victoria.

Amongst other things, I was responsible for the work of the Public Administration Division of the NSW Ombudsman which dealt with complaints about public authorities, local councils and corrections. I was also responsible for the Ombudsman's role under the *Public Interest Disclosure Act*.

In my 25 years as deputy, I was also responsible for leading and co-ordinating the preparation of publications to guide and improve the performance of public officials. These publications include the Managing Unreasonable Conduct Manual and Apologies: A practical guide.

I was involved in the management of the NSW Ombudsman, as Deputy Ombudsman, for 25 years and previously as manager of the Investigation Branch of the former NSW Department of Local Government. In both roles, my focus has been on the management of complaints from members of the public. In my Deputy Ombudsman role, I have also been responsible for co-ordinating and leading the office program to identify ways to improve complaint handling practices not only in the NSW public sector, but Australia wide. Through insights gained from practical experience and relevant research, this program identifies and promotes practical improvements to areas such as complaint handling generally, managing unreasonable conduct by complainants, managing internal reports by staff under the *Public Interest Disclosures Act*, the investigation of complaints, practical alternatives to investigation (e.g. ADR), the making of effective apologies, risk management, and the like.

Board/Committee experience

I have been an active member of the SOCAP Board for four years.

Why are you interested in joining the SOCAP Australia Board of Directors?

I have a long-standing interest in promoting improved customer service across both the NSW public sector, and the Australia public and private sectors generally. Continuing membership of the Board will assist me;

- To gain a better insight into the issues facing complaints handlers across both the public and private sectors to assist my office in its development of better guidance for complaint handlers; and
- To promote the sharing across these sectors of the practical improvements in complaint handling we are developing.



Wilson, Don

*Manager Program and Transformation Delivery, Qantas Airways Limited,
New South Wales*

I have worked in customer-centric organisations for over 20 years. I possess an inherent passion for exceptional customer outcomes and understand the critical nexus that exists between quality experiences and organisational success and sustainability. I am an outcome driven individual who thrives on challenges to exceed expectations. I possess a commitment to ongoing professional development, cognisant that the consumer affairs landscape and expectations of the customer is dynamic and competitive in nature. Furthermore, legislation continues to be developed to strengthen and enhance the position of consumers and I believe it is imperative that Industry is a stakeholder in these ongoing discussions and subsequent decisions.

Personally, I am committed to a number of social causes including being a patrol member of the Manly Surf Lifesaving Club.

My current role involves managing the integration of new technology and the socio-technical aspects of servicing customers within Qantas Contact Centres, including complaints. Over the past 2 years I have led the implementation of a new Customer Relationship Management (CRM) system to further enhance the customer experience and provide a more comprehensive view of the customer. This has enabled our global teams to become multi-functional, responding to customer expectations of personalisation, availability and customer experience excellence.

Previously, I was the Manager of Customer Care for Qantas for three years, having responsibility for the post travel experience for Qantas' customers. This involves managing large teams to handle all complaints, including escalated complaints with legal and media related considerations. In this role I also represented Qantas on the Airline Customer Advocate Committee, which is an industry funded body focused on mediating between the customer and the business.

Board/Committee experience

I have been a member of the SOCAP Australia Board for the past three years. For the past year, I have acted in the position of Incoming Vice-President. Additionally, I have participated in Working Parties including the Risk and Leadership and Advocacy.

Why are you interested in joining the SOCAP Australia Board of Directors?

I understand that organisational success is predicated on consumer advocacy and retention. It is my belief that optimal consumer outcomes involve collaboration between regulators and industry. Membership of the SOCAP board would provide an opportunity to play a more active role in the organisation, to support the management of consumer affairs in the future.