



## PROFESSIONAL VALUES

### Clarity

*Communications must meet intended needs*

### Integrity

*Trustworthiness and high ethical standards*

### Tenacity

*Work through challenges to achieve outcomes*

### People

*Work cooperatively and empower others*

### Continuous improvement

*Find ways to improve without compromising what already works well*

*Lisa's expertise in governance and quality management systems and processes, as well as her excellent editing skills and attention to detail, led to the success of the QIC Health and Community Services Standards (7th Edition). I highly recommend her work.*

Sarah Wyman,  
Former Quality Project Manager, AGPAL/QIP

## OVERVIEW

Lisa Mariah is an experienced quality management professional in the community services sector with 20+ years of expertise in writing, project management and business communications. She has qualifications in Quality auditing, professional writing, and teaching.

## WRITING, EDITING AND RESEARCH HIGHLIGHTS

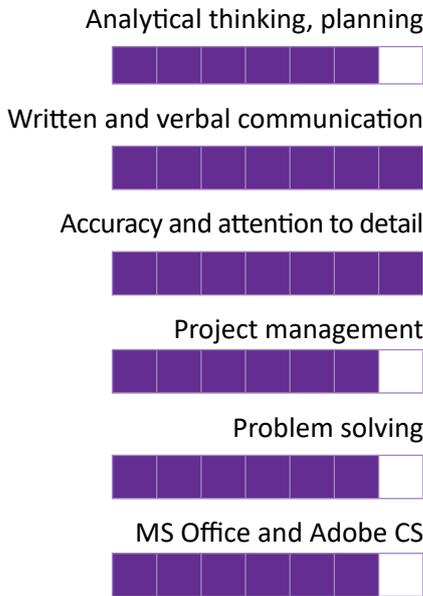
- Editor in Chief for the QIC Health and Community Services Standards (7th Edition), as well as hosting and contributing to consultation forums when standards were being revised and updated.
- Edited and proofread the QIP Clinical Standards (1st Edition), and a variety of state government training modules.
- Written and implemented hundreds of policies, procedures and other documents that accelerated process understanding and efficiency.
- Developed and implemented a survey for the City of Greater Bendigo's Economic Development Unit (auspicing the Bendigo Professional Services Group), analysed results and delivered a comprehensive public report ('The Mariah Report').
- Researched, wrote and/or edited 16 books ranging from company histories to resource manuals.
- Wrote numerous memoirs/ife stories, including *Touched by War*, the memoirs of a WWII Beaufighter pilot, published by War Books.

## ACHIEVEMENTS IN QUALITY IMPROVEMENT

- Led and successfully achieved multiple accreditations against both QIC Health and Community Services Standards and DHHS Human Services Standards for a mid-sized not for profit organisation.
- Assisted a variety of organisations to develop documents, processes and systems in preparation for external quality audits.
- Developed and implemented improvement plans that included a variety of projects spanning multiple organisational areas.
- Completed a Privacy Impact Assessment and implemented a data breach response plan for four organisations in partnership, across two states and multiple sites.
- Facilitated quality governance planning for Board level implementation.
- Developed systems and processes to improve operational efficiency and reporting capability.
- Maintained and regularly updated a document management system consisting of over 240 interconnected policies, procedures, forms and related documents.
- Built and maintained effective relationships with diverse groups of key stakeholders.
- Founded the Bendigo Quality Learning Circle to support and assist Quality Managers in local community service organisations.



KEY SKILLS



PROJECT MANAGEMENT AND BUSINESS COMMUNICATIONS

- Implemented strategic editing processes to refine and polish tender and grant submissions, leading to many successful outcomes.
- Developed customer facing communications to explain the complex process of installing and connecting a solar photovoltaic (PV) system for a significant Sustainability Victoria funded project.
- Developed a suite of 13 interconnected application forms for a franchise-based business with franchises across four states.
- Developed educational manuals and online training modules to assist sales people to better understand complex telco products and services.

WHEN TO ENGAGE LISA MARIAH

1. You're looking for an approach that's authentic, consultative, and comprehensive.
2. You want a consultant who takes the time to get to know you, your staff, and your business needs and aspirations.
3. You need to be confident the processes and resources you're implementing are professional, useful and relevant.

**Quality systems management:** *“Lisa Mariah has been a ready source of assistance and clarity to the Executive and Leadership teams over time. Her ability to quietly keep on top of organisational compliance and planning has been essential to us.”*

Rhonda Lawson-Street  
Director, CatholicCare Sandhurst

**Privacy Impact Assessment (PIA):** *“Lisa Mariah’s facilitated conversations with staff led to honest and open discussions about privacy, with staff leaving enthusiastic to address gaps and continuously improve practices. Her final PIA report was both easy to read and thorough, with practical recommendations and additional resources to ensure we stay on track.”*

*As with previous commissioned projects, Lisa made the entire process accessible and meaningful.”*

Francesca Gerner  
Grant Agreement Manager  
CatholicCare Victoria Tasmania

**Tender writing and strategic editing:** *“Lisa Mariah’s our safety net when developing our government tender documents. She successfully edits down significant quantities of text to fit tight word length requirements while ensuring we effectively and accurately answer the questions.”*

*We have been awarded many tenders due to Lisa’s assistance.”*

Arvid Yaganegi  
Former Training and Quality Assurance Manager, Access Employment