

SACOSS Disability & Essential Services Conference 2018 – Speaker Bios

Anne Gawen, Connecting Up



Anne Gawen is Chief Executive Officer at Connecting Up, providing leadership and management towards building the capacity of the not-for-profit (NFP) sector, including promoting the development of information and technology networks nationally and internationally.

Anne is a leader in the NFP sector with 20 plus years' of experience at senior management and Executive Director level in Community Service areas including Children Services, Service Provision focusing on Disability Services, and Education and Training for the NFP sector. Anne also worked as a senior management consultant providing services to the sector on best practice in the areas of: Industrial Relations, Human Resources Management, Governance, Risk Management and Strategic Planning.

Anne's vision is to lead Connecting Up to continue to deliver relevant products and services that meet the needs of the NFP sector and communities.

Professor Cosmo Graham, University of Leicester



Professor Cosmo Graham is a Professor of Law at the School of Law, University of Leicester and Director of the Centre for Consumers and Essential Services.

He specialises in the regulation of public utilities and is co-editor of the Utilities Law Review. Professor Graham was a member of the UK's Competition Commission (1999-2008) and the European Commission's working group on vulnerable consumers in the energy sector.

David Miltz, Carers SA



David's experience in the not-for-profit sector spans senior management positions across homelessness, aged care, families and youth, in both regional and metropolitan regions.

David joined Carers SA in March 2014 as Executive Manager Community Services and was appointed as CEO in April 2017.

David has a Bachelor of Applied Science in Recreation, Planning and Management and is currently completing a Master in Business Administration.

SACOSS Disability & Essential Services Conference 2018 – Speaker Bios

Associate Professor Jeannie Marie Paterson, University of Melbourne



Jeannie Marie Paterson teaches and researches in the areas of contracts, consumer protection and consumer credit law. Jeannie completed her LLB (Hons) at ANU and her PhD at Monash University.

She previously lectured at the Faculty of Law at Monash University and, prior to that time, was a solicitor at Mallesons Stephen Jaques (now King & Wood Mallesons).

Jeannie's current research focuses on consumer protection for disadvantaged and marginalised consumers, the protection of consumers with disabilities in accessing essential services and the potential of new technologies in supporting clear communication on legal obligations.

Kelly Schulz, Telstra



Kelly joined Telstra in 2007 and has worked to improve customer experience for all Telstra's customers. With five years leading Telstra's Complaint Analysis & Insights Team, she has a deep knowledge of how product, process and system design plays a significant role in the lives of consumers.

Born with a rare, genetic, eye condition, Kelly has been legally blind since birth. Now responsible for Telstra's Accessibility & Inclusion strategy, Kelly's approach focuses on building awareness, and an accessibility conscience, to foster inclusion of customers, employees and their communities living with disability.

Kerry Rowlands, SA Water



Kerry has more than 20 years of business experience holding senior commercial, customer interfacing positions within organisations such as Kimberly Clark Australia and Faulding Pharmaceutical before joining SA Water in 2004.

Kerry is committed to customer service excellence and driving a customer focused organisation. Kerry is currently on the Energy & Water Ombudsman SA Board, is part of the Allwater Alliance Leadership Team and is the chair of the Water Services Association of Australia's Customers and Community Network.

SACOSS Disability & Essential Services Conference 2018 – Speaker Bios

Michelle Moss, Queenslanders with Disability Network (QDN)



Michelle Moss has worked in the human services sectors for the past 25 years, across disability, health, and domestic violence.

Michelle has worked in direct support work, counselling, behaviour support, consumer and community engagement, and social policy.

She has a strong commitment to the voice of people being driving and influencing public policy and the planning, design, delivery and evaluation of services.

Michael Taggart, Department for Communities and Social Inclusion



Michael Taggart is a Chief Project Officer in the Disability Policy Unit of the SA Department for Communities and Social Inclusion. He has been seconded to this role from his usual position as the Inclusion Project Officer for the City of Salisbury where he has worked since 1997.

Mike was also an inaugural member of the NDIS Independent Advisory Council and is the Chair of the Access2Arts board, a disability led organisation. He is a member of Blind Citizens Australia and People With Disability Australia.

Pamela Kirkham OAM, Brain Injury SA



Pam is a parent of a daughter who received a very severe ABI from a motor vehicle accident. She is passionate about and a strong advocate for the work of Brain Injury SA.

She is a secondary music school teacher, and has had a wide experience in developing programs and conducting trainings in a variety of educational skills.

She is particularly interested in long term rehabilitation, and was the co-founder of the Springboard Program. Her focus is centred on continuing therapy and supporting families, with the belief that those acquiring ABI can respond to the environment provided for them. Pam is a Life Member of and volunteer leader for Girl Guides Australia.