

Shannon Tobler-Williams

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Personal Summary

I am a proud Gweagal Dharawal Dunghutti woman from the Aboriginal communities of La Perouse, Wreck Bay and Bellbrook. I currently live on Gandangarra/Dharawal Country.

In both my professional and personal life, I have further developed my knowledge base, skillset and passion for social justice for Aboriginal people. The various roles I have held and now hold in my community and my workplace have given me purpose and have empowered me to place myself in a position to impact and influence change. I am highly motivated in pursuing better outcomes for my people. I believe that together with a broad range of lived experience and professional skills, I would excel as a positive, impactful and productive leader.

Work History

August 2024 – Current (contract)

University of New South Wales - Faculty of Medicine and Health Education Support Manager – Indigenous

The primary purpose of this role is to lead and manage a team focused on supporting First Nation students within the Faculty of Medicine and Health. Oversee the Indigenous Pathway Program, collaborating with Nura Gili to recruit, support, and guide students through the Indigenous Pre-Medicine Program. Design and implement student support services, academic initiatives, and retention strategies to ensure a culturally safe and successful educational experience. Provide high-level advice on Indigenous strategy and contribute to program development, student recruitment, and outreach activities. Advance a culture of collaboration and continuous improvement while driving innovation in education delivery. Maintain strong relationships with Indigenous communities and relevant internal and external stakeholders.

Specific accountabilities for this role include:

- Oversee the Indigenous Pathway Program within UNSW Medicine and Health in conjunction with Nura Gili to welcome, recruit, support and guidance for students through the Indigenous Pre-Medicine Program.
- Manage and coordinate the delivery of Indigenous student and academic support services across the Faculty of Medicine and Health.
- Lead and manage a team to provide timely pastoral, academic, transitional, and personal support to Indigenous students.
- Work closely with Program Authorities to ensure staff are well informed and knowledgeable about educational expectations, systems, support, initiatives, and opportunities
- Lead, motivate and develop the team, fostering a culture of collaboration and ensuring development plans are in place.
- Design, manage, and deliver the implementation of new initiatives, including communication plans to engage students and relevant stakeholders across the Faculty and UNSW.
- Determine and create other alternative pathways for Aboriginal and Torres Strait Islander students seeking entry into other programs within the Faculty of Medicine and Health with Nura Gili.
- Contribute to Faculty goals to support Aboriginal and Torres Strait Islander students, including related curriculum and program development.
- Provide high level advice to the Associate Dean Indigenous to provide input into the Faculty Indigenous strategy that includes the provision of culturally safe, relevant and appropriate support for Aboriginal and Torres Strait Islander students.
- Develop and deliver quality reporting, analysis, feedback and evaluation as required by internal stakeholders
- Keep up to date with relevant education issues and developments, particularly in the area of tertiary

- education systems and accreditation, both nationally and internationally,
- Lead Aboriginal and Torres Strait Islander student recruitment activities and develop retention strategies that support students to a successful completion
- Initiate and lead projects aimed at driving a culture of continuous improvement while standardising and improving practices across the Indigenous Education portfolio
- Develop and maintain relationships with Aboriginal and Torres Strait Islander Communities and provide outreach programs in collaboration with the Faculty's Rural Clinical Schools.
- Other duties and project work within the Indigenous Education portfolio as directed and commensurate with the level of the role.
- Align with and actively demonstrate the values outlined in UNSW Medicine's Health 25 Strategy
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

June 2023–June 2024 (12-month Temporary Assignment)
Premiers Department–Aboriginal Languages Trust Manager,
Operations and Governance

The primary purpose of this role is to provide high-level support and advice to the Board, Executive Director and executives to maintain good governance and achieve business performance outcomes, optimum levels of delivery, standards and compliance requirements, consistent with the organisation's strategic plan and operational strategies.

Key Responsibilities:

- Manage a wide range of corporate governance requirements, including coordination of the Agency's risk, policy and compliance frameworks and registers, and work with the executive to ensure proper financial and governance procedures are observed by the Agency to enable accurate planning and reporting.
- Prepare and contribute to strategic advice, reports, briefings and analysis on sensitive and diverse operational matters including: finance and procurement; human resourcing matters; and media, marketing and events, to support best practice and compliant decision making.
- Partner with the business to develop, coordinate, implement and report on the Agency's strategic plan, projects and corporate initiatives to support the delivery of identified priorities and business outcomes.
- Oversee forecasting and reporting of expenditure against the Agency's budget to identify budgetary issues and ensure data accuracy.
- Work with the business to ensure human resources, finance, procurement, administrative and office support functions support effective business operations.
- Undertake quality assurance of material submitted to the Executive Director and Board to ensure written advice and information is well analysed, accurate and timely.

Substantive Role (ongoing)
Premiers Department–Aboriginal Languages Trust
Senior Project Officer, Operations and Governance

The primary purpose of this role is to manage projects associated with the establishment phase of the NSW Aboriginal Languages Act 2017 and assist governance groups to establish the Aboriginal Languages Trust.

Key Responsibilities:

- Manage and oversee implementation of consultation projects including monitoring project plan, coordinating resources, managing budgets and preparing reports on progress.
- Maintain a range of collaborative networks across the Department and Aboriginal Affairs to monitor

and support all aspects of the delivery of Aboriginal Affairs activities and initiatives.

- Provide timely advice and communication to key stakeholders across the Department/Agency regarding project status and implementation issues.
- Provide high level advice and support to project team members in undertaking tasks and implementing project plans as required.
- Prepare a range of project related documents to key stakeholders as required, including status updates, reports, budget and discussion papers.
- Contribute to the development of project management methodologies and process across the Department/Agency.
- Support cultural expression by Aboriginal communities, to enhance their strength, identity and wellbeing.

**September 2022 – June 2023 (secondment from Department of Communities and Justice)
Department of Premier & Cabinet – Aboriginal Affairs NSW
Senior Project Officer, Community Infrastructure**

The primary purpose of this role manages and coordinates the development, implementation and evaluation of complex projects to achieve project outcomes and support the achievement of organisational objectives.

Key Responsibilities:

- Manage and oversee all aspects of project planning.
- Manage a project team to ensure compliance with governance and quality requirements.
- Undertake research and formulate recommendations to support evidence-based project planning and decision making.
- Establish and maintain positive internal and external stakeholder relationships.
- Develop an updated governance structure for Steering Committees and AANSW.
- Manage funding variations, monitor project delivery to ensure contractual requirements and governance processes.
- Consultations and negotiations with diverse stakeholders
- Provide secretariat support at Executive Steering Committee Meetings.
- Coordination of the agency's ministerial executive services.
- Preparation of Briefing Notes reports, briefs and correspondence.
- Mentor and provide guidance to team

**July 2021 – September 2022 (previous substantive role for secondment to AANSW)
NSW Department of Communities and Justice – Western Sydney Nepean Blue Mountains
Aboriginal Commissioning and Planning Officer**

The primary purpose of my current role is contract management and building and maintaining positive relationships with non-government service providers, funded by the Department of

Communities and Justice within the WSNBM district. I work collaboratively with Aboriginal Community Controlled Organisations and organisations who provide services to Aboriginal people, for better outcomes for individuals, families, and communities.

Some key accountabilities are to:

- Deliver contract management, monitor and evaluate performance and compliance.
- Contribute evidence-based analysis and advice on service delivery gaps, high risk services funding decisions that contribute to service improvements.
- Provide evidence-based advice to support service planning and delivery, including negotiations and consultation with providers, community, and other stakeholders, in order to enable informed

decision making and maximising client outcomes.

- Provide accurate and consistent advice to service providers on governance, interpretation and application of policies to ensure delivery of quality services and compliance within a changing environment.
- Build collaborative key stakeholder relationships through provision of expert advice and assistance in developing the capability and capacity of service providers, organisations and other agencies to respond to sector reforms and initiatives and implement service improvement strategies.
- Undertake research, analysis and interpretation of relevant data to inform planning, purchasing and contracting services and work with funded organisations to adapt existing procedures.

December 2019 – July 2021

NSW Department of Communities and Justice – South Western Sydney District Aboriginal Consultant – Casework - Bindiliri Bala Aboriginal Cultural Support Team

- Lead Aboriginal Cultural Casework consultation and liaison services for Community Services staff across the district.
- Provided cultural knowledge and guidance regarding cultural issues when conducting child protection assessments, district community services.
- Collaborative and intensive work with casework teams to provide cultural support and guidance,
- Providing a culturally responsive service and promote and advocate for the connection of children and young people with their culture and community.
- Investigate the safety and wellbeing of children, in response to reports from the community of alleged child abuse and neglect. At times this may have included involvement in court work and associated administrative work.

Accreditations:

- Caseworker Development Program – Completed 2 September 2020
- Working with Children Check number: WWC0779534E - Clearance Expiry Date: 7/08/2026

Oct 2018 – October 2019

**Manager – Professional Learning/Aboriginal Languages NSW
Aboriginal Education Consultative Group Incorporated**

Lead coordination and assist in facilitation in delivery of cultural capability training to NGO's, Government and Corporate organisations.

Major project in this role is managing the co-ordination of and working in collaboration with the Department of Community and Justice (previously FACS) to coordinate, support and deliver cultural specific professional learning to all staff throughout NSW. This includes working in collaboration with Aboriginal staff within the NSW Department of Communities and Justice, in the delivery and implementation of the sessions as well as supporting the cultural learning of all participants.

Inner Sydney Empowered Communities Limited

Dates Employed Mar 2018 – Sep 2018 - Policy Business Lead Board of Directors 2015–2018

2017 – 2018

Aboriginal Employment Strategy Ltd - National Commercial Business Development

- **Workforce Solutions Manager**
- **National Commercial Business Development Coordinator**

2015 –2017

General Manager**Eastern Zone Gujaga Aboriginal Corporation**

Eastern Zone Gujaga Aboriginal Corporation is a not-for-profit organisation focused on providing services for children of the local Aboriginal community in south eastern Sydney. The organisation is incorporated under CATSI and is registered with the Office of the Registrar of Indigenous Corporations (ORIC).

- Ensuring the day-to-day operations of the organisation were effective and relevant to the organisation's goals and vision.
- decision-making functions, such as staffing arrangements, operations and funding agreements in accordance with relevant NSW and Commonwealth legislation.
- substantial autonomy in the day-to-day decision-making process concerning the management and operation of the organisation.
- leadership, oversight and management of the organisation's programs, services and initiatives, including the Gujaga Multifunctional Aboriginal Children's Service (Gujaga MACS) and Home Interaction Program for Parents and Youngsters (HIPPY).
- I was responsible for approx. 20 (casual and permanent) staff within the organisation.

2012–2013

Office of the Registrar, Aboriginal Land Rights Act 1983 (NSW), Aboriginal Affairs NSW – Project Officer – Grade 7/8

2011–2012 & 2013-2015

Indigenous Women's Legal Program (IWLP) - Women's Legal Service NSW (WLSNSW) – Program Officer & Senior Community Access Officer

2010 - Home Tutor – HIPPY La Perouse Eastern Zone Gujaga Aboriginal Corporation

2009 - Youth Services Activities Officer - La Perouse Youth Haven -

2007-2009– Aboriginal In-Class Tutor - NSW Department of Education

Alexandria Park Community School; Matraville Sports High School; South Sydney High School

1999-2006

South Eastern Sydney & Illawarra Local Health District

- Aboriginal Health Promotion Officer
- Aboriginal Health Promotion Trainee (12 Month Secondment)
- Employee Services Officer
- Admin Officer Level 1
- Business Administration Trainee (Certificate III)

Licenses

I hold a current NSW Driver's License. License Number: 12867780, Exp. Date 11/09/2025 Working with Children Check number: WWC0779534E Clearance Expiry Date: 7/08/2026

Education

- First Peoples Leading - Impact Leadership – Thirriwirri & Executive Central – completed 2024
- Diploma in Leadership and Management (currently studying)
- Institute of Public Administration 2022 – Brief Writing
- Centre for Continuing Education – University of NSW – 2023
Microsoft Excel Course: Level 2
- Certificate I in Dharawal Language (TAFE NSW)
- Accidental Counsellor Training (Uniting Care)
- Supervision and Debriefing (2-day course, ACWA- Association of Children’s Welfare Agencies)
- Time Management Training (ACWA)
- Business Administration Certificate III
- Statement of Attainment in Certificate II Child Development (TAFE NSW) Certificate in Child Protection (ECAV)
- Certificate in Child Sexual Assault (ECAV)
- Certificate in Aboriginal Mentoring (TAFE NSW)
- 1998 - Matraville High School – HSC

Skills

- Strong leadership skills
- Team focused and orientated.
- Experience in Project Management in government and community organisations
- Ability to communicate effectively with a wide range of stakeholders
- Facilitation of presentations, discussions and meetings
- Confident in using a wide range of computer systems and programs
- Experience in records management and leading key projects to deliver a team records management system and processes
- Stakeholder engagement across government, Aboriginal communities, and other external stakeholders
- Ability to apply critical thinking and analyse information

Technology skills

I have advanced computer skills, competent with the Microsoft Office Package and data entry skills. Objective, Salesforce. Other additional applications I used daily in my current position are Citrix, Childstory, DataExchange (DEX), TRIM, COMS.

Committees and Directorships

- Director of ARA Indigenous Services
- Shareholder of ProNature Pty Ltd
- Shareholder of WIndigenous Commercial and Industrial Waste Management Pty Ltd
- Previous Chairperson - Eastern Zone Gujaga Aboriginal Corporation
- Previous member of the Dharawal Language Program Working Group
- Previous Director Gujaga Foundation
- Inner Sydney Empowered Communities Board Director (2015-2018)
- Previous Member of the La Perouse Aboriginal Alliance (2015-2018)
- La Perouse Local Aboriginal Land Council (Board Director 2009 – 2013).
- Founding Member & Board Member of “The Deadly’s”

References are available on request