



Career biography

Susan's career includes experience in:

- direct practice as a social worker in health, disability employment and mental health services
- social and health service design and policy development in ACT and Commonwealth governments
- Executive leadership roles as described below

Executive roles

2008-2012 Director of Services Development in the UnitingCare Australia National Office, leading service development across the UnitingCare network, policy and service provision advocacy to the Federal Parliament and government agencies.

2013-2019 Director/CEO of the ACT Council of Social Service. In this role she articulated a social justice perspective in public debate, led social policy reform and shaped service redesign, engaged stakeholders from consumer, carer, community and business sectors to agree and articulate reform priorities, built and contributed to strategic alliances and maintained productive relationships through difficult conversations and reform processes.

2019-2022 Director of Residential Experience at the Australian National University leading strategic development and operational delivery of on campus accommodation services.

In 2022 Susan established a consulting firm to share her distinctive mix of skills and experience and her passion for transforming together - building alliances and facilitating partnerships that strengthen communities. Her consulting work is focused on ensuring socially just outcomes are core priorities in engaging stakeholders, developing strategy, workforce development, service design, planning implementation and assessing progress and impact.

Current role

Founder, Helyar & Co Consulting Firm

Board Directorships

Non-Executive Director on four Not For Profit Boards operating in ACT, NSW and nationally.

Professional affiliations

Member, Australia Association of Social Workers

Qualifications

Bachelor of Social Work and Social Policy, University of Sydney
Graduate, Australian Institute of Company Directors

Key capabilities

Leadership, Strategic Communication, Public Speaking, Community Outreach and Engagement, Strategic Partnerships

Public Policy Analysis, Advocacy and Development; Service Design and Management, Industry Advocacy

Strategic Planning, Business Development, Program Management, Organisational Development, Workshop Facilitation