



Helen Carroll

Senior Consultant

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About Helen

Helen has over 16 years experience in local government roles across the fields of community facilities, recreation, open space and sport planning and management services. She has held significant responsibility through the roles of Executive Manager Recreation and Open Space (Fraser Coast Regional Council), Manager Community Facilities (Narrabri Shire Council) and Manager Open Space and Recreation (former Hervey Bay City Council). Throughout her experiences, Helen has been committed to continual learning, personal and professional development.

Helen was born in Darwin and as a teenager lived in remote indigenous communities in the Northern Territory - this is where her love of the outdoors and the beauty of the Australian landscape first took hold. Playing sport as a child and teenager evolved into holding volunteer coach and sport administration roles, providing Helen with a comprehensive understanding and appreciation of sport governance structures.

Helen has well developed strategic asset planning and management abilities and understands the relationship between asset management, operational budgets and capital expenditure including whole of life asset management. Her detailed operational management experience extends to developing levels of service and analysing cost of services, resulting in a thorough understanding of the impacts of asset management and service provision on works programs for councils.

Helen has delivered a number of key planning documents including the Hervey Bay Sports Facilities Plan that led to the relocation and collocation of sports across multi-sport reserves and parks. She also played an integral role in developing the Fraser Coast Regional Council's Priority Infrastructure Plan and Code relating to parks and open space infrastructure. Helen is skilled at negotiating having worked with multiple councils to develop a Regional Recreation and Open Space Strategy (prior to amalgamation).



Helen is an experienced project manager, able to research thoroughly and apply analytical thinking to interpret information. She has prepared strategic and master planning projects and business cases to secure community, political and funding support. Helen has comprehensive knowledge of methods to secure funding from a diverse range of sources including local government mechanisms, State and Federal Government and external funding bodies. She is particularly skilled at breaking down complex projects into clear steps allowing clients to achieve outcomes efficiently with a minimum of 'red tape'. Helen has been praised for consistently delivering projects on time, within required budgets and to a high level of quality.

Education

- Bachelor of Organisational Leadership, University of New England 2015-2018
- Certificate IV in Leadership and Management, NSW TAFE 2016
- Foundations of Directorship, Australian Institute of Company Directors 2014
- Diploma Project Management, Australian Institute of Management 2013
- Crime Prevention Through Environmental Design, NSW Police 2009
- Mapinfo Professional Level 1, Pitney Bowes Software 2008

Employment history

- 2017- current Senior Consultant, ROSS Planning
- 2016 - 2016 Director Corporate Services (Acting), Narrabri Shire Council
- 2009 - 2017 Community Facilities Manager, Narrabri Shire Council
- 2008 - 2009 Executive Manager Recreation and Open Space, Fraser Coast Regional Council
- 2006 - 2008 Manager Open Space and Recreation, Hervey Bay City Council
- 2004 - 2006 Open Space and Recreation Coordinator, Hervey Bay City Council
- 2001 - 2004 Recreation Services Officer, Hervey Bay City Council
- 1999 - 2001 Advisor, Sport and Recreation Queensland, Rockhampton, Emerald, Maryborough
- 1998 - 1999 Marketing Administration Officer, Sports Education Network, Central Queensland University



Behind the scenes.
Helen and her family at Mt Kaputar National Park



Project understanding

Helen is experienced in the development of strategic plans and master plans that meet the needs of user groups while recognising community and council resource realities. These quality plans have greatly assisted councils and user groups to secure significant State and Federal Government funding to support implementation.

In her local government roles, Helen was able to identify the need for various planning activities to ensure clear and defensible decision-making. She takes pride in developing accurate plans and policies that are easily interpreted by officers, councillors and the community.

Helen's project experience in local government gives her a unique perspective and thorough understanding of how she can deliver high quality outcomes as a consultant.


Community consultation

Throughout Helen's career she has developed strong skills in community consultation that are targeted to the audience and aimed at gaining insight into relevant issues and ultimate buy-in. She possesses active listening skills and can guide discussion and debate to draw out key issues and identify potential solutions.



Project experience

Helen has authored or made a significant contribution to the following projects:

- Open Space Design Guide and Plans of Management (Kyogle Council)
 - Plan of Management - Crown and Community Land (Parramatta City Council)
 - Plan of Management - Crown and Community Land (Gunnedah Shire Council)
 - Plan of Management - Crown and Community Land (Narrabri Shire Council, NSW)
 - Ipswich Analysis of Sport, Recreation and Physical Activity Levels and Trends (Ipswich City Council)
 - Recreation Strategy and Master Plans (Liverpool Plains Shire Council)
 - Bellata Recreation Precinct Plan (Narrabri Shire Council)
 - Outdoor Sports Plan (Hume City Council)
 - Mt Coot-tha Reserve Outdoor Recreation Plan and Concept Plan (Brisbane City Council)
 - Sport and Recreation Plan (Cherbourg Aboriginal Shire Council)
 - Sport and Recreation Infrastructure Strategic Plan (South Burnett Regional Council)
 - Priority Infrastructure Plans and Code (Fraser Coast Regional Council)
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