



## Biodata of Bill Synnot

### Personal Background

**CONTACT DETAILS:** **Business** - Managing Director, Bill Synnot & Associates,  
Level 10, 12 Creek St., Brisbane, QLD, 4000, Australia  
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**E:** bsynnot@optusnet.com.au **W:** www.billsynnotandassociates.com.au  
**Facebook:** bill.synnot **YouTube:** Bill.Synnot **Twitter:** bsynnot  
**Private:** 15 Hipwood St., Norman Park, Qld., 4170, Australia

**NATIONALITY:** Australian

**TERTIARY QUALIFICATIONS:** B. Agriculture Science & B. Economics (Adelaide University)

**FURTHER STUDIES:** Accepted as a candidate for Master in Economics (Adelaide University);  
Invited to be a candidate for PhD (Buckingham, UK);  
Politics 1 & 2 (Adelaide University);  
Japanese Business Studies (SAIT);  
Financial Management for General Managers (AIM);  
Total Quality Management (Aust. Quality Council);  
Certificate IV in Workplace Training (Category 2);  
Stanford Leadership (Spiritus)

**AREAS OF EXPERTISE:** Change management, executive coaching, organisational reviews (including business frameworks), training, team (establishment & development), facilitation, cultural diversity, creative thinking skills, planning, meditation, monitoring & evaluating, etc

**WORK EXPERIENCE:** Fiji, Hong Kong, China, Japan, Philippines, Saudi Arabia, Thailand, Afghanistan, PNG,  
(outside Australia) New Zealand, Solomon Islands, Europe & USA

**CLIENT LIST:** Has **700+ clients world-wide** in the following sectors, ie private, public, professional, educational, co-operatives, not-for-profit, etc

**ASSOCIATES:** Has **10+ key associates** & links with many consultancy groups & individuals

**PUBLICATIONS:** Developed a **knowledge base (web app) on change management** (2,500+ pages, 70+ frameworks, 230+ techniques, 1500+ references; with 20,000+ users)  
Co-authored a world-recognised, best-selling training book entitled "**The Toolbox for Change: a practical approach**" & a CD on **change management**  
Published in professional journals; presented at many conferences (including international); commissioned book (**Goondeen: understanding Australia**)

**SOME OUTSIDE WORK ACTIVITIES:** Norman Park Primary School P & C C'tee; Beef 2002 Marketing C'tee; CPA workshop C'tee; Ambassador (Year of the Outback - 2002); Bulimba Meals on Wheels Man. C'tee; Aust. Business Week mentor; Myasthenia Gravis Assoc. Qld Inc. Man. C'tee  
(past & current)

**MEMBERSHIPS:** Aust. Inst. of Man.; Aust. Inst. of Man. Consultants; Aust. Inst. of Company Directors; Aust. Inst.; Ag. Sc. & Techn. (accredited CPAG - Stage 3 as leading professional); Aust. Human Resources Inst.; Trustee of CEDA; Aust. Thai Business Assoc.; Aust. Soc. of Animal Prod.; Aust. China Society; Soc. of Business Communicators (Qld); Australian Facilitators' Network; Change Man. Inst; Myasthenia Gravis Assoc. Qld Inc.; Project Man. Inst.  
(past & current)

**FAMILY:** Married with 2 adult sons

**OTHERS:** Blue card holder

# Bill Synnot and Associates

## Management Consultants

### Professional Background

#### Summary

Bill grew up in rural Australia on a mixed farm (dairy/beef/fat lamb/irrigated cropping such as potato, corn, pastures, etc) in Victoria & then a sheep (wool) & cattle (beef) property in the south-east of South Australia.

He is recognised as a leading organisational change management specialist; with **40+ years of experience in management, consultancy, facilitating & training around change management** in Australia & internationally (Middle East, Japan, Asia, Europe, USA, Pacific region - Fiji, Solomon Islands, PNG & New Zealand - & the Indian sub-continent).

His firm embodies the **virtual organisational concept** with **700+ world-wide clients** in the following sectors:

- **private** (listed & unlisted companies, corporate, local, family, regional, national, multi-national, global, etc),
- **public** (including national, state, regional & local government, etc),
- **professional** (including HR, accountancy, change management, conservationists, facilitation, disability etc,)
- **educational** (including universities, TAFE, primary & secondary schools, etc)
- **co-operatives** (including rural, agricultural, disabilities, etc)
- **not-for-profit** (including Indigenous, charities like health, disabilities, providing services to sick, elderly, volunteers, conservation, etc)

In addition to living/working overseas, he has lived/worked in **regional, rural & remote areas** in Australia, such as Mt Macedon (Victoria), Moree (NSW), Keith (SA) & Tennant Creek (NT).

Bill is registered on the **Aust. Public Service** panel & was an **Australian Government registered consultant**, ie as a *licensee* for operational improvement & as a *generalist* for marketing, strategic & business planning, & he was a registered international consultant with **AusAID, World Bank, FAO & ADB**.

Owing to his experience as a senior manager & consultant, Bill's approach is based on **"hands on" experience & organisational change through people**, with a focus on

- **"greenfield" or start-up organisations;**
- **traditional, hierarchical organisations** (with strong unions as key stakeholders) **attempting a significant change program;**
- **merging of different cultures;**
- **change programs that have stalled or "gone off the rails".**

In 1993 Bill started his own consultancy firm (Bill Synnot & Associates). In addition to having **10+ key associates**, he has links with most of the major consulting groups in Australia & in the Pacific area. He was a founding director of the Aurora Consulting Group. Aurora's vision is

***"...integrating diversity for the future..."***

In Aurora's first year of operation, it was named by Business Queensland (1998), as one of the leading management consultancy organisations in Queensland.

Bill's main focus is on **organisational change management** (including changing behaviours, organisational & cultural transforming, transition, renewing, reinventing, recreating, revitalising, repositioning & the human journey of change). Also, as part of this, he has expertise in:

- **executive coaching & mentoring** (including cross-cultural)
- **creative thinking**
- **facilitating planning (scenario, corporate, strategic & business)**
- **facilitating conflict resolution & mediation**
- **facilitating workshops & courses** (including tertiary)
- **conducting organisational reviews** (including developing business models/frameworks)

# Bill Synnot and Associates

## Management Consultants

- monitoring & evaluating
- developing the team concept of management
- developing soft skills
- leadership development
- succession planning
- improving team performance
- making futurist predictions
- conducting feasibility studies
- reviewing business models
- training & staff development
- improving corporate management
- conducting institutional strengthening
- facilitating networked breakfast meetings
- developing creative thinking skills
- community liaison
- business process re-engineering
- developing strategic alliances & partnerships
- facilitating cultural awareness studies
- goal setting
- conducting market research & surveys
- facilitating community development
- investigating wealth-creating opportunities & financial planning
- chairing meetings (from Board level down)
- writing as a columnist, co-authoring a book & publishing in professional journals
- **speaker & panelist** (including international issues & professional conferences/forums) on topics such as
  - change management & associated issues like strategy
  - human capital/resources
  - relationship building
  - strategic & business planning
  - corporate strategies
  - cultural diversity
  - customer interface
  - customer care
  - change management in international cultures
  - change & culture
  - selection criteria for change management frameworks & implementation techniques
  - leadership & ethics during organisational change
  - global issues for the next millennium
  - developing creative thinking techniques
  - alliance/partnership development
  - talent management
  - time management
  - personal growth & development
  - soft skill development
  - team development

# Bill Synnot and Associates

## Management Consultants

- risk management
- performance management
- continuous improvement
- workplace effectiveness
- managing upwards
- roles & responsibility of Boards & senior management, etc

Since 1996 he has regularly conducted public & in-house training sessions, like Masterclasses, **on organisational change management & associated topics like change management for project management, business model review, strategic change leadership, leadership, high performance organisations, etc.**

Conducted public training sessions in Australia (Sydney, Melbourne, Brisbane, Canberra & Adelaide) & internationally in Orlando (USA), Auckland (NZ), Suva/Lautoka/Labasa/Nadi (Fiji), Port Moresby (PNG) & Honiara (Solomon Islands). Some of these sessions were partnered with **Bond University's Centre for Executive Education, University of South Pacific (Fiji) (Graduate School of Business – Masters program & PacificTAFE), Clayton Utz, Change Management Institute, KMS Training, Training & Productivity Authority (Fiji), Asian Productivity Organisation (Japan), Polson Training, Port Moresby Chamber of Commerce & Industry, Governance Institute of Australia, etc.** People attending & benefitting from this training include chairpersons, directors, CEOs & senior management, change agents, consultants, HR practitioners, etc from **600+ world-wide leading organisations** covering all sectors. Many organisations have sent multiple representatives on repeat occasions.

Furthermore, Bill has conducted **in-house training** on organisational change management & associated matters for organisations like **Public Service Commission (Fiji), Charles Sturt University, QBE Mercantile Insurance, Relationships Australia (SA), SMS Consulting, Boeing Australia, Queensland Treasury, Road Transport Authority (NSW), Housing Authority (Fiji), Fijian Electricity Authority, Thomson, Australian Vinyls, TAFE NSW – New England Institute, Asian Productivity Organisation, Lifeline, Prospect Consulting, Opticon, Golding Contractors, Thomson, National Fiji Provident Fund, Prospect Consulting Group, Telecom Fiji Limited, Fiji National University (previously Training & Productivity Authority - Fiji), Connect (Fiji), Xceed (Fiji), Transtel (Fiji), Fiji Sugar Corporation, Transend, ACE, Solomon Islands Electricity Authority, Solomon Island National University (previously Solomon Islands College of Higher Education), Solomon Islands Ministry of Education & Human Resources Development, Motabhai, Soltuna, National Fishing Development, Parliamentary Officers (Solomon Islands), Telikom (SI), Punjas (Pacific), World Wildlife Fund for Nature, Solomon Water, Solomon Islands Broadcasting Commission, Community Development Department (Thailand), iTaukei Land Trust Board (Fiji), Water Authority Fiji, Ministry of Agriculture (Fiji), Ministry of Rural Maritime Development & National Disaster Management (Fiji), Nolan Meats, etc.**

Bill's courses on Change Management recognised by **Fiji National University (2015), Chartered Institute of Logistics & Transport (Australia) (2013) & Training Productivity Authority of Fiji (2006)**

He has co-authored a world-recognised, change management training book (***The Toolbox for Change: a practical approach***). This book describes **60 user-friendly, change implementation tools**. Other publications include a co-compiled CD entitled **Organisational Change Management** that showcasing 50+ change management frameworks & 200+ change implementation techniques for practitioners.

Recently he has developed a **web app (knowledge base)** on Change Management based on real world experience gained through having worked with 700+ world-wide organisations, ie is has 2,500+ pages that cover the background to change, 70+ frameworks, 230+ techniques, 1,500+ references, etc. Already 21,000+ people have visited this knowledge base.

He is regularly invited to contribute/present to professional journals/conferences/universities (including international) on a range of topics including Change Management, Impact of Global Issues, Strategic Planning, Cultural Diversity,

# Bill Synnot and Associates

## Management Consultants

Time Management, Talent Management, Personal Development & Growth & Governance, Ethics, cultural diversity and many more. Some of these conferences, etc were organised by **Bond University; University of Qld.; Qld. University of Technology; University of South Pacific; Change Management Institute; Association of Change Management Professionals; Whole of Qld Government, Community of Practice; Prosci Global Conference; Aust. Soc. of Cert. Practising Accountants (Qld); Australian Disability Employment Services; Australasian Facilitators' Network; Australian Fleet Management Association (AfMA); Local Government Association of Queensland; International Co-operative Alliance & Registry of Co-operatives; NSW Federation of Co-operatives; Irrigation Association of Australia, Nolan Meats, Fijian HR Institute, Society of Business Communicators (Qld), Myasthenia Australia, South East Brisbane Chamber of Commerce, etc**

### Selected Presentations & Publications by Bill Synnot

- *How Cultural Diversity Improves Your Bottom Line*, (South East Brisbane Chamber of Commerce, March 2018)
- *Goondeen: understanding Australia* by Sophie Church, (commissioned by Bill Synnot & Associates, 2017)
- *Strategic Management Issues: Ethics & Strategic Management; Issues, Risk & Crisis Management*, (Griffith Business School, Nathan & Gold Coast Campus, September 2016)
- For Queensland University of Technology (QUT), Business School, Brisbane, Australia (2016 onwards)
  - i) Business/industry partner in Masters in Marketing & Management program on following topics
    - *Commercialising & Professionalising a Knowledge Base (web-based app) on Change Management* (2016)
    - *Marketing Goondeen Day and a Book (Goondeen: Understanding Australia)* (2016)
    - *Marketing Pasifika* (2017)
    - *Increasing Awareness of Myasthenia Gravis* (2017)
    - *Developing an Anti-corruption Campaign* (2018)
    - *Legislating for Voluntary Assisted Death (VAD)* (2018)
  - ii) guest lecturer on *Leading Change for HPO*, (QUT Business School, August 2016)
- *Change Management & Strategy*, (Graincorp, Regional Conference, Sunshine Coast, July 2016)
- *Bursting out of Your Red Tape*, co-presentation with Randal Dennings, Clayton Utz, (Governance Institute of Australia, Brisbane, Australia, June 2016)
- *Gender, Ethical/Race & Generational Aspects of Teams*, (FHRI HR 8<sup>th</sup> Convention, Fiji, October/November 2014)
- *Case Study - Myasthenia Gravis*, (School of Psychology, Uni. of Queensland, Australia, 2014/15)
- *Keeping the Brain On-side - Working with the Brain so that HR is the Core Business*, (FHRI CEOs Conference, Fiji, April 2014)
- For University of South Pacific (Fiji campus – 2012 onwards)
  - i) inaugural facilitator/trainer on Change Management module for executives undertaking post-graduate studies, ie Professional Diploma in Business Leadership, as lead-in to MBA program (2012 & 2013) organised by Regional Centre for Continuing and Community Education (RCCCE), Graduate School of Business (GSB)
  - ii) invited to be keynote speaker/guest lecturer at the Graduate School of Business for its **MBA students** (accredited with Association of MBAs; with USP's MBA course being ranked in the **top 2% world-wide**), eg
    - change management, (Leadership Forum, September 2012)
    - on a range of topics like creating a culture for change, importance of soft skills, personal growth & development, team development, learning & time management, organisational structures, etc

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## Management Consultants

- iii) conduct change management module in the Senior Executive Leadership Training Programme (Public Service Commission - Fiji) (February/March 2013)
- iv) conduct public Masterclasses on Organisational Change Management (since 2013)
- v) presenter at Vinod Patel (a South Pacific conglomerate) – Leadership & Excellence workshop (August 2013)
- vi) co-authored case studies
  - *Hierarchical, Technocratic & Unionized Pacific-based organisation*, (MBA program, USP, Fiji, December, 2015 – awaiting publication)
  - *Situational Leadership in one organisation*, (MBA program, USP, Fiji, 2016 – first draft)
  - *Over the table rather than under the table*, (MBA program, USP, Fiji, 2016 – first draft)
- viii) inaugural facilitator/trainer for Punjas's (a South Pacific conglomerate) certificate in Management Development (2013) on topics like
  - *Building High Performance Teams* (developing high performance teams, quality customer service & building strong customer care team)
  - *Business Planning & Risk Management* (risk management, business planning & performance management)
  - *Creating Innovative Work Environments, Continuous Improvement & Workplace Effectiveness* (creative thinking, change management & toolkit for change)
- ix) facilitator/trainer with Graduate School of Business (2016)
  - *“Interactive Business Model Review”* (using 10 elements)
- x) facilitator/trainer with PacificTAFE
  - *“Strategic Change Leadership”* exploring strategic planning, change management and leadership (since 2016)
  - *“Creating a High Performance Organisation”* exploring characteristics of HPO (since 2017)
- *Neuroscience – bringing into focus the science behind the practical art of change management*, (Brisbane, NeuroLeadership Symposium, October 2012)
- *Leadership & Culture*, Play It Safe Forum, (Nolan Meats, Qld., Australia, August 2012)
- *Our experiences with Change Management*, co-presentation with Prof. Ken Parry (Bond University), (Insight Group, December 2011)
- *Best Practice in the Facilitation of Change Management*, (Australasian Facilitators Network Conference, Australia, November 2011).
- *Lessons (17) Learnt from Progressing Claims for Total & Permanent Disability re Myasthenia Gravis with 2 Insurance Organisations* (Myasthenia Gravis Association of Queensland, Australia, June – August 2011)
- Presented at Whole of Government Managing Change, Community of Practice (Qld) on following topics:
  - i) common management errors in change management (March 2010)
  - ii) change management implementation techniques (June 2010)
  - iii) integrating project management & change management (June 2011)
- *Demystifying Change*, (Aust. Disability Employment Services Conference, Australia, June 2011)
- *“Building Competencies for Integrating Change Management & Project Management”*, co-facilitating a pre-conference workshop, (2011ACMP Global Conference, Orlando, Florida, USA, May 2011)
- *Criteria for Selecting Change Frameworks & Implementation Techniques*, Benchmarks, Boundaries & Beyond, (Change Management Institute 2010 Conference, Sydney, Australia, August 2010)
- *Corporate Change Management*, co-authored with Abraham Simpson, The Fiji Accountant, (Journal of the Fiji Institute of Accountants, Fiji, June 2010)

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## Management Consultants

- *The Toolbox for Change: a practical approach*, co-authored with Rosie Fitzgerald, (Dunjugah, Australia - 1<sup>st</sup> edition, 2007; 2<sup>nd</sup> edition, 2010)
- *Change Management in International Cultures*, co-presented with Tom Marsicano, Wendy Appel & Kamla Rampersad de Silva, Best Practices in Change Management, (Prosci Global Conference, Las Vegas, USA, May 2010)
- *Organisational Change Management (50+ Frameworks & 200+ Techniques)*, co-compiled with Odile HBH Williams, (Bill Synnot & Associates, Australia, 2010)
- A business expert panelist, Change Management Practitioner Competencies workshops, (Change Management Institute (Qld) on following competencies:
  - i) coaching (2009 & 2010)
  - ii) facilitation (2009 & 2010)
- *Change Management in Volatile Times*, Masterclass, (2009), (Bill Synnot & Associates, Australia, 2009)
- *Organisational Change*, (Davidson Trehair Corp, Australia, October, 2008)
- *Executive Coaching – Is it Worthwhile?*, co-authored with Peter Akers, Council Leader, (Local Government Association of Queensland, Australia, June - July 2008)
- *Most People are not Against Change, but the Way it is Handled*, co-authored with Rosie Fitzgerald, (DirectorBooks, AICD Publications, Australia, 2008)
- *Change Management*, RCB Regional Conference, (Australian Communications & Media Authority, Australia, 2007)
- *How to Handle Change in Your Organisation*, (Society of Business Communicators (Qld), Australia, 2007)
- *Successful Organisational Transition - a practitioner's guide*, (Aurora Consulting Group & Bill Synnot & Associates, Australia, 1<sup>st</sup> edition 2005; 2<sup>nd</sup> edition 2006; 3<sup>rd</sup> edition 2007, 4<sup>th</sup> edition 2008),
- Columnist in Bush Investor, Australia, (regional newsletter)
  - *Yes, you can make a difference.....If you care!!!!!!!*, (October 2004)
  - *Re-vitalise your S-curve before it is too late!!!!!!*, (August 2004)
  - *Mind mapping – Now, I'd like to see that!!!!!!*, (July 2004)
  - *Good storytelling captures the audience more than facts & figures!!!*, (June 2004)
  - *I've been everywhere.....With my eyes closed!!!!*, (May 2004)
  - *Oh what a challenge – Get Ingrid!!!*, (April 2004)
- *The Talent Management Conundrum – to Grow or to Buy*, HR Conference 2004, (Local Government Association of Queensland, Australia, 2004)
- *Successful Organisational Transition*, (Aurora Consulting Group, Australia, 1<sup>st</sup> edition 1999; 2<sup>nd</sup> & 3<sup>rd</sup> editions 2000, 4<sup>th</sup> edition 2001, 5<sup>th</sup> edition 2002, 6<sup>th</sup> edition 2003, 7<sup>th</sup> edition 2004)
- *Change Management (as an Individual Journey)*, Public Sector Symposium, (Aust. Soc. of Cert. Practising Accountants (Qld), Australia, 1999)
- *Major Global Influences at the Start of the New Millennium*, Not-for-Profit Seminar, (Aust. Soc. of Cert. Practising Accountants (Qld), Australia, 1999)
- *Successful Organisational Transition (including change management)*, (Aurora Consulting Group, Australia, 1<sup>st</sup> edition, 1998; 2<sup>nd</sup> edition, 1999)

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- *Handle Cultural/Gender Diversity*, Management Accounting Seminar, Aust. Soc. of Cert. Practising Accountants (Qld), Australia, 1998)
- *Successful Change Management - How to Create the Peak Performance Organisation*, (KMS Training, Australia, 1998)
- *Effective Change Management & Killer Strategies*, Financial Accounting Seminar, (Aust. Soc. of Cert. Practising Accountants (Qld), Australia, 1997)
- *Organisational Transformation - How to Create the Peak Performance Organisation*, (KMS Training, Australia, 1997)
- *Organisation Transformation - How to Lead & Manage Change Effectively*, (KMS Training, Australia, 1st edition, 1996; 2nd edition, 1997)
- *Executive Summary of the Business Process Review*, (501 WG, RAAF, Base Amberley, Qld., Australia, 1996)
- *Developing a Vision - Reality or Hyper Reality*, Australian Solutions, Irrigation Australia, (Irrigation Association of Australia, Australia, 1996)
- *Strategic Planning - is it Worthwhile?*, Seminar for Directors & Managers of Co-operatives, (NSW Federation of Co-operatives, Australia, 1996)
- *Compare Your Work with Conway's categories*, (Quality Australia, Australia, Vol 11 No. 5, 1994)
- *Consultant's Perspective on Joint Ventures*, Seminar (Co-operative Trade & Export Opportunities), (International Co-operative Alliance & Registry of Co-operatives, NSW, Australia, 1994)

## Some Testimonials on Work Conducted by Bill Synnot

### General

Dr Ortrun Zuber-Skerritt, Professor (International Management Centre, Buckingham, UK) & Adjunct Professor (Griffith & Southern Cross Universities)

*"...I was impressed by your theoretical & practical knowledge on organisational change & transformation, but especially by your experiential knowledge & stories as a CEO. Everyone I talked to had the highest regard for you..."*

Michael Dontschuk, Group Treasurer, Grange Resources Limited (previously Principal, Dontschuk & Associates; Group Treasurer, ANZ; Managing Director, Treasury Corporation of Victoria)

*"...After attending one of Bill Synnot's public workshops on change management, I have used the services of Bill Synnot & Associates for over a decade. The range of services included facilitating retreats/workshops, training, team development, creative thinking, chairing meetings, executive coaching, general managerial advice, etc. I have always found Bill Synnot & Associates to be very professional, able to understand our needs & help us to challenge ourselves in a non-threatening way..."*

Peter Akers, Chairman of SES (Victoria) (previously Chairman of the VICSES Flood Review Committee, Chairman Port Philip & Western Port Catchment Management Authority; CEO, Metropolitan Fire & Emergency Service Board, Victoria; CEO, Bayside City Council)

*"...When CEO of Melbourne Fire Brigade, I attended a Synnot change management workshop which I found extremely beneficial. I subsequently used Bill Synnot & Associates to help our organisation undergo extensive cultural & processes changes. I found Bill Synnot & his associates to be highly knowledgeable, experienced in the field of change & skilful in the utilisation of a variety of proven tools & strategies to facilitate change management & get staff buy-in which resulted in accelerated ownership of the change process by middle management..."*



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## Management Consultants

Tony Trew, Director Tampal Consulting, (previously Vice President & GM Aerospace Support, Boeing Australia)

*"...Over a decade Boeing Australia called on the services of Bill Synnot & Associates to help in Boeing's change programme. We regularly used their change implementation techniques to successfully encourage staff engagement & empowerment..."*

Michael Brodie, Director CSG Ltd. (previously Managing Director, Xerox Business Centre)

*"...It was refreshing to hear someone training who had been in the real (business) world & not just a textbook..."*

Stephen Cantwell, Principal, Stephen Cantwell & Associates (previously Acting CEO, QR)

*"...I can confirm that your work has exceeded my expectations in terms of compliance with the brief.....I look forward to working with you again in the future..."*

Michael Thomas, Group General Manager, Financial Services PGG Wrightson, (previously Group Manager, Landmark)

*"...An outstanding presenter with immediate application to current work environment. If you only have time for one course during the year, then this is the one to ensure a return on your investment..."*

Tony Murphy, Executive Advisor, Fire Services Commissioner Office (previously Chief Fire Officer, Melbourne Fire Brigade)

*I have had the privilege of working closely with Bill Synnot over a long period & found his work to be soundly anchored in academic research; however, the real skill of Bill is being able to link theory into practice which really rounds out any individual & provides them with tools to place in their toolbox..."*

Paul White, National Marketing Manager, Nufarm Australia Limited

*"...We have been working with Bill since 2009 & it is his unique hands-on style that delivers functional outcomes. We are now working to each other's strengths & have developed cross functional teams within the business which has improved efficiency & productivity. Bill helps us challenge what we do & how we do it & as a result we have implemented many successful changes..."*

Wayne Tucker, General Manager, Transmission & Operation, Transend

*"...I found the change framework & supporting information provided, together with Bill Synnot's practical knowledge & willingness to share his experiences of immense value in providing me with the necessary skills & techniques to undertake changes in a dynamic & often challenging operating environment..."*

Trevor Davies, (ex-CEO, Golding Contractors)

*"...During my period as CEO of Golding Contractors we were always searching for new ways in which to improve our business. Continuous improvements are essential to maintain growth patterns. As improvements happen the inevitable changes to systems & management structures occur. I have found Bill Synnot's views on change management & the processes & guidance provided in his training/consulting & his books delivered us with a new & positive approach to the challenge of change & how to promote change to our staff & to deal with the outcomes. I commend both the training/consulting & the book to you as a valuable tool in promoting & handling change in your organisation..."*

Wendy Gillett, (previously Director, Community Care, Sydney Region, Catholic Healthcare Limited & Director Operations, NSW Dept. of Tourism, Sport & Recreation)

*"...It's always challenging to take two days out for a training course, two whole days when you could be doing all these other things! However, the benefits of attending the organisational transition program were immediate & ongoing. Apart from finding immense value in the practical approach on the day, the ongoing support & professional development that has been provided is exceptional. Anyone who attends the course will see it as a clear investment in the future for their organisation..."*

Chad Moffiet, Business Development Officer, Pacific National, (previously Consultant, CCI Pope)

*"...I found the course to be one of the most informative & interesting short courses that I have attended..."*

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## Management Consultants

Gary Delbridge, Principal Consultant, Mybridge, (previously Managing Director, G. C. Hahn & Co (Australia) Pty. Ltd.)

*"...Every manager who is serious about gaining maximum performance from their organisation needs to attend the Bill Synnot workshop. It opened up enormous opportunities I never knew existed. Two days very well spent..."*

Greg Giles, Senior Consultant: Organisational Learning & Development, University of SA

*"...Change is the single most important element of organisational management today. If you want to be in charge of your future, then a smart step in the right direction is attending Bill Synnot's workshop on organisational transformation. Bill understands change from both the expert & practitioner's perspective. He offers all who attend a wealth of ideas, advice & resources. Take my advice & go!..."*

Mark Scholem, State Manager, OneSteel Piping Systems, Victoria, Australia

*"...As a passionate user of change management processes, attending the workshop provided is a most welcome addition to the armoury of practical weapons I have employed to build my business. We have successfully used the knowledge & techniques gained in the workshop to change behaviour & achieve positive performance outcomes across the business. The workshop fits well with OneSteel's change management processes & is well aligned to support to our business challenges..."*

Frank Vardanega, General Manager, Capability, Strategy & Finance, Main Roads (Qld.) (previously Project Co-ordinator, Change Integration Project, General Manager's Office, Brisbane City Council)

*"...a good active learning seminar....very effective use of case studies & material (including international) to support the application of the 7-step process outlined in the seminar..."*

Michael Graham, Managing Director, Landor Associates, Australia

*"...In two days, Bill Synnot will download to you the decades of rich, entertaining &, above all, applied experience that he has with people & organisations in periods of change. Bill is a straightforward, no nonsense person who brings a unique ability to help you to balance the needs of the individual & the imperatives of the organisation in a time of change. Bill is not all soft & fuzzy & you will find these two days thought provoking & very, very useful. You will also see the lighter side of some tough situations!..."*

Rebecca Barlow, Project Manager/Change Manager, News Digital Media

*"...New to Change Management, the opportunity of exchange of real life experiences was enlightening. The volume of information obtained from this course far exceeded my expectations & has provided practical knowledge to progress with. Thoroughly recommended..."*

Mr Phil Hayward, President, NSW Division, Institution of Surveyors Australia

*"...I have attended & participated in several similar workshops, & this facilitator was way ahead of the others..."*

Mr Ian Mathieson, Manager Director, Mathieson Management & Marketing, (previously Manager, Brisbane City Design, Brisbane City Council)

*"...Excellent preparation & full marks to a facilitator who handled the workshop in a professional & a mature manner..."*

Attendee to presentation at CPA's Not-for-Profit Conference

*"...very dynamic presentation & quite thought-provoking.....topics discussed were quite innovative..."*

Attendee to presentation at CPA's Public Sector Symposium

*"...Very topical. Well presented - topic that needs a lot of attention by all..."*

Attendee to presentation at CPA's Public Sector Symposium

*"...Excellent speaker, adds balance to technical sessions during day. Good summary of key aspects..."*

Attendee to presentation at CPA's Public Sector Symposium

*"...very informative insight into human relations aspects & people management..."*

# Bill Synnot and Associates

## Management Consultants

### Fijian

Alipate Naiorosui, CEO Housing Authority.

*"...Talk about Change Management? This is the one to attend. It is very practical, very timely in consideration of local business challenges against the backdrop of global economic situation. A must to attend for CEO's & senior managers who want to continuously take their organisation to the next level. Led by Bill Synnot with the local & regional experiences in implementing change by Mr Taito Tabaleka & Mr Abraham Simpson adds value to the whole program of what works & what does not. This is real practical stuff..."*

Tevita Madigibuli, Senior Manager, Fijian Development Bank

*"...I am extremely satisfied with the content & delivery & the excellent insights on our local setting & environment..."*

Deve R Toganivalu, CEO, Fijian Development Bank

*"...The MasterClass is very relevant considering the global economic meltdown & very practical in terms of the local Fiji business challenges. The frameworks & the tools to use are very practical & applicable in any situation. The experiences of what works & what does not is a great bonus for anyone attending. This is real practical stuff..."*

Eugene Singh, COO, Telikom PNG, (previously General Manager, Strategy & New Venture, Telecom Fiji Ltd.)

*"The value of attending the Change Master Class is in learning how to apply these critical tools to real life situations. The exchange of this knowledge by experienced change professionals makes the difference."*

RubyAnn Sorovaki, Senior Manager, Business Development, BSP

*"...A must attend for senior managers & Heads of Departments....the content & application of learnings is very relevant & practical in the context of creating an environment of change. Enjoyed learning about what works & what doesn't in Change & Leadership. Having well versed facilitators is always a huge plus, thanks Bill & Taito for sharing your experiences...I find that's one of the best ways to learn..."*

Ioane Koroivuki, CEO Fintel

*"...Being someone coming in from a purely technical background & with limited experiences on change management, I found the programme to be very beneficial, especially with the added local flavour presented through the experiences you shared.....I'm currently working through the toolbox which I am finding of benefit personally, but will be at organisational level as well..."*

Sakiasi Seru, Acting CEO, Telecom Fiji Limited

*"...The experience is interesting with participants from different backgrounds in the Masterclass broadens the awareness that all industries go through the same road before achieving successful outcomes. The networking established after the Masterclass is the most valuable experience achieved..."*

Soro Toutou, CEO, Office of the Supervisor of Elections (Fiji)

*"...This course is a must attend one for managers who want to make a difference in their workplace & home front as well. As you are aware, I have gone through it & learnt tones of knowledge & know-how of how to manage resources & empower people in the organization through team work..."*

### Solomon Islands

Patricia Rodie, Deputy Director, Solomon Islands College of Higher Education (now University of Solomons)

*"...Being new in the CEO position I found the seven ingredients to successful organizational transition very useful..."*

Ashley Wickham, CEO, Solomon Islands Broadcasting Commission

*"...The whole exercise has been absolutely thoroughly liberating for all of us..."*

Banabus Anga, Permanent Secretary, Ministry for Commerce, Government of the Solomon Islands

*"...Masterclass has enabled/exposed me to a range of tools to apply in my Ministry in our endeavours to fulfil expectations of our climb in the 21<sup>st</sup> century..."*

# Bill Synnot and Associates

## Management Consultants

Freddy Kafoa, Service Manager, Daltron (SI) Ltd.

*"...This is an eye opener to me in the IT industry. The tools & techniques will help me develop further changes that will strengthen our deliverables with our company..."*

Francis Ramoifuala, Dean of Corporate Services, Solomon Islands College of Higher Education

*"The workshop is most suitable for Chief Executives & senior managers."*

Moses Tongare, Program Manager, RAMSI/AusAID

*"...Found the course really inspirational & informative. The presenter's experiences/ reflections together with other participants were really useful..."*

Leah Alufo'oa (Inspt), Director Finance & Administration, Correctional Service of Solomon Islands

*"...Thank you for extending the invitation to CSSI & looking forward to future training on change management..."*

Noelyne Biliki, Director Planning, Ministry of Education, Solomon Island Government

*"...The topics covered in the 2 days training are very useful tools to support my role as the director of planning in the MEHRD..."*

Margaret Qoloni, Chief Executive Officer, National Judiciary, (previously HR Manager, Ministry of Education, Solomon Island Government)

*"...A must training for senior officials – opens more ways to improving self & organisations..."*

Robert Ma'asi, Solomon Islands Electricity Authority

*"...The tools that we're learned will help me a lot not only in my work place, but also in walks of life..."*

Don Fakaril, Solomon Islands National Provident Fund

*"...Very life changing. Practical & necessary. I would recommend to all leaders & employees..."*

Benedict Esibaea, Ministry of Education, Solomon Island Government

*"...Find the program very useful & relevant when MEHRD is working on structural review..."*

Aseri Yalangono, Ministry of Education, Solomon Island Government

*"...The training has opened new insights into change management concepts. I think we are ready for our restructure..."*

Steve Boon, Head of Sales & Marketing, Solomon Island Telekom

*"...We have used the principle & mind mapping for a simple small project already. Some of the learning from the interesting chat on Solomon Island culture is already influencing my approach to projects..."*

## PNG

Brian Sam, Head of Change Management, Telikom PNG Limited

*"...the change tools & concepts presented in Change Masterclass were very enlightening to leading & managing change in the challenging business environment. I have found especially the 52 different change frameworks to be very useful & applicable in real business environment..."*

Frazer Sapulai Pitpit, Public Solicitor of PNG

*"...These were the most fruitful 2 days of training that I have undergone for a long time..."*

Joe S. Hamsen, General Manager, Lihir Mining Area Landowners Association Inc (PNG)

*"...The systems introduced from your workshop will be invaluable to guiding our team through the change process..."*

Benny Wusi, OK Tedi Mining

*"...With these skills learnt I can make positive change & know how to deal with resistance..."*

Charlie Gilichibi, Acting Chief Operating Officer, National Superannuation Fund (NASFUND)

*"...I truly value the concepts learnt at the training given we're going through a change exercise at our organisation. It also reinforces some of the change tools we're utilising..."*

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## Management Consultants

Robert Sikuri, PNG Microfinance

*"...Personally believe this will really enhance & contribute to my ways of doing things as in my personal life & in my organisation..."*

Nigel Biambo, PNG Immigration & Citizenship

*"...The workshop is useful for me to enhance my skills in managing change..."*

Ricksie Agope, PNG Microfinance

*"...In just 2 days learnt eye opening tools & skills. This is a great course..."*

Robert Sikuri, PNG Microfinance

*"...This program is very powerful & all the skills & tactics will be a beneficial both in self-development & organisation..."*

John Melvin, Financial Controller, Lihir Mining Area Landowners Association Inc (PNG)

*"...I have learnt a great deal of tools & can use them..."*

Kupulu Mere, Business Transformation Manager, PNG Ports

*"...very rewarding, empowering & educational. Feel very equipped with what I need to know about change management..."*

Lawes Omeri, PNG Microfinance

*"...The training is very inspiring & has provided the needed tools for change management. Change management is like a journey & we need to have the right tools to get to the desired destination in an organisation. It has opened my mind to see & think outside the box..."*

## Reviews on Book

### ***("The Toolbox for Change: a practical approach" by Bill Synnot & Rosie Fitzgerald)***

James Carlopio, Professor of Management, Associate Dean & Director of the Centre for Executive Education, Bond University, Australia

*"...Synnot & Fitzgerald provide a one-stop-shop for all of your change tool needs. The Toolbox for Change is really more like a treasure chest. From personal awareness to organisational culture to creativity & dealing with resistance & teams, the authors provide dozens of important tools for addressing change..."*

Judith Madigan, Production Editor, Publication Services, Australian Institute of Company Directors

*"...I like the way you have pulled together the different tools for change. People usually have to buy books that are dedicated to one philosophy on change management, so it is useful to find them in one book..."*

Ortrun Zuber-Skerritt, PhD (UQ), PhD (Deakin), DLitt (IMCA, UK), Adjunct Professor, Griffith University, Brisbane, Australia

*"...As the title suggests, this book takes a practical approach to change management, training & development.....This comfortable marriage of conceptual/philosophical & practical information distinguishes the 'toolbox' from other practical handbooks & is a real strength of this book. The book is written in clear, concise, jargon-free English. It is logically structured in 7 sections around 60 user-friendly tools, making it suitable for a do-it-yourself approach & with widespread application to individuals, groups/teams, organizations & communities..."*

Greg Giles, Manager, Organisational Learning & Development, Human Resources, University of South Australia, Australia

*"...Change is the watchword for the new millennium. As technological, economic & social forces are combining at a faster pace to create new challenges, many organisations are struggling to survive in this turbulent environment. Helping us all rise to meet the challenges are Synnot & Fitzgerald, who have developed a simple, accessible & - above all - practical toolbox that helps us to respond to change in complex work environments. There are plenty of books out there about change but few as practical & useful as this. It is highly recommended for managers & practitioners..."*

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## Management Consultants

Adrian Hallewell, Riverbend Bookshop (Australian Independent Bookshop of the Year – 2006)

*“...The practical tool box approach is great. I can see there's a lot of very good material, & I like the way they've used stories to demonstrate their points...”*

Mark Scholem, State Manager, OneSteel Piping Systems, Victoria, Australia

*“...As a passionate user of change management processes, the tool kit is a most welcome addition to the armoury of practical weapons I have employed to build my business. Over the past six months we have successfully used some key tools to change behaviour & achieve positive performance outcomes across the business. The tools fit well with OneSteel's change management processes & are well aligned to support to our business challenges...”*

Peter C. Hexel, PhD, University Lecturer, Psychologist, Senior Advisor for Organisational Development (Organisational Learning), Management, Training & Supervision/ Coaching, Vienna, Austria

*“...In a hard empirical effort Bill Synnot & Rosie Fitzgerald have created an outstanding handbook.....for the informed novice.....as well as for professional advisors & organisational developers. This sophisticated compendium includes the ultimate tools for change & change-processes alike. It is an “All in One” tool kit for practical use.....outline of this toolbox allows an easy handling & reflects highly experienced lecturers/trainers & developers/advisors...”*

Lawry Scandar, Director, Osiris Group (Management Consultancy)

*“...The authors' gift for cutting through the rhetoric, making theories immediately useful, is evident from the first few paragraphs of this book! When you're done with mind-boggling theories, change management principles, non-relevant case studies & examples & you simply need a pragmatic approach to simply.....“GETTING ON WITH IT”...this is the book for you! No other text incorporates the complexity of Change Management tools as this – all used & proven over many years by the authors, across significantly diverse organisations & cultures. For change & transition practitioners, this impressively rich & comprehensive reference offers a vast choice of tools & models at your fingertips.....explained simply & ready to use. This book is guaranteed to pay for itself many times over...”*

### Reviews on Web App (Knowledge Base on Change Management)

Jo Grubb (Global Adoption & Change Management, Microsoft & previously with QSuper & Deloitte Consulting)

*“...I've been familiar with Bill Synnot's work for years & frequently recommend it to my clients. It's brilliant to see it now available via an App - it's a valuable resource that I use often...”*

Michelle Gibbings, (Founder & Director of Change Meridian, & held senior management positions at NAB & AMP)

*“...Having been a fan of Bill's Change Management Toolkit for many years, I was thrilled when I found out that the content was now available via an app. The app is an incredibly handy & useful reference tool. An essential app for anyone who wants to take their change leadership & facilitation to another level...”*

Bob Dick (independent scholar, educator, facilitator, coach, author & change consultant who has held senior lecturing positions in universities like Southern Cross University, University of Queensland & Griffith University)

*“...In his change work, Bill Synnot brings together substantial experience, wide reading, & an ability to write very practical material. His experience spans a variety of organisations, including overseas. His repertoire of processes & strategies is large. His ability to synthesise material allows him to draw on his experience & understanding...”*

Megan Giles, (Retirement Transition Consultant)

*“...I love how easy it is to get answers to any question you may have! I also like the real examples & insights provided...”*

Bob Dall'Alba (Executive Director & Country Head Australia, Olam International)

*“...This app provides an easily accessible & well catalogued collection of useful information, frameworks, checklists & quotes to help initiate or guide most activities around organisational renewal. This data can be used in planning or help to develop solutions to change management issues or tasks...”*

# Bill Synnot and Associates

## Management Consultants

Taito Tabaleka (Managing Director, Tabaleka Associates Ltd & previously COO, PNG Telekom & Group CEO of TFL (Fiji))

*“...Informative bank of change management. Lots of information for change management practitioners on change frameworks, tools & techniques to successfully implement change initiatives...”*

### Some Clients of Bill Synnot & Associates

<ul style="list-style-type: none"> <li>• AMP</li> <li>• Australian Wheat Board (AWB Limited)</li> <li>• Australian Society of CPAs</li> <li>• Australian Consumer Association (Choice)</li> <li>• Australian Vinyls</li> <li>• Australian Government Services</li> <li>• Australian Taxation Office</li> <li>• Allens Arthur Robinson</li> <li>• Australian Film Television &amp; Radio School</li> <li>• Allied Technology Group</li> <li>• Accor Asia Pacific</li> <li>• Australian Fleet Management Association (AfMA)</li> <li>• Australian Human Resource Institute (AHRI)</li> <li>• ACIL</li> <li>• Allanna Plumbing</li> <li>• Anglican Church Grammar School (Churchie)</li> <li>• Australian Communications &amp; Media Authority</li> <li>• Andrew Schulz &amp; Associates</li> <li>• Akers Consultants</li> <li>• ABC</li> <li>• Campbell Arnotts</li> <li>• Affordable Community Housing</li> <li>• Air Terminal Services (Fiji)</li> <li>• ACT Fire Brigade</li> <li>• Alpha State School</li> <li>• ACE (now Disability Employment Australia)</li> <li>• Association of Change Management Professionals</li> <li>• Auditor General Office (PNG)</li> <li>• ACATA Trust Fiji</li> <li>• Auditor General Office (Fiji)</li> <li>• ABC Shipping</li> <li>• Aveo</li> </ul>	<ul style="list-style-type: none"> <li>• ANZ Bank</li> <li>• Australian Army</li> <li>• Air NZ Engineering</li> <li>• Airservices Australia</li> <li>• Agrisol</li> <li>• Alpharma Animal Health</li> <li>• Accenture</li> <li>• Agfoods</li> <li>• Asian Productivity Organisation</li> <li>• AAMI</li> <li>• AMRS</li> <li>• American International Group</li> <li>• Achilles Meat</li> <li>• Aust. Cane Farmers Assoc.</li> <li>• Australian Arrow</li> <li>• Argyle Diamonds</li> <li>• AusAID</li> <li>• Australia Post</li> <li>• Accor Hotel Group</li> <li>• Acfin Consultant</li> <li>• Autonomous Region of Bougainville</li> <li>• Argyle Community Housing</li> <li>• AM Consultants Ltd</li> <li>• Affari Group</li> <li>• Aramac State School</li> <li>• ARUP</li> <li>• Australian Facilitators' Network</li> <li>• AM Consultants Limited</li> <li>• Airports Fiji</li> <li>• Apostles Fellowship International</li> <li>• Air Nuigini Savings &amp; Loans</li> </ul>
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# Bill Synnot and Associates

## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Brisbane City Council</li> <li>• Biotech Australia</li> <li>• Boral Building Products</li> <li>• Bustech Solutions</li> <li>• Box Hill Hospital</li> <li>• Brightstar Information Technology Group</li> <li>• Brisbane Indigenous Media Association Inc</li> <li>• Beef 2000 &amp; 2003</li> <li>• Brisbane State High</li> <li>• Bond University</li> <li>• Bushfire Co-operative Research Centre</li> <li>• BlueCHP Ltd</li> <li>• Business Executive Suites</li> <li>• Blight Water Shipping</li> <li>• Bedourie State School</li> <li>• Blackall State School</li> <li>• Bank of South Pacific (BSP)</li> <li>• BT Solutions (Fiji)</li> </ul>	<ul style="list-style-type: none"> <li>• Bega Co-operative</li> <li>• Boeing Australia</li> <li>• Bunge Meat Industry</li> <li>• Boeing Constructors Inc</li> <li>• Boonah State High School</li> <li>• Bundaberg Sugar</li> <li>• Brisbane Boys' College</li> <li>• Business Enterprise Centre (Casino, NSW)</li> <li>• Bush Investor</li> <li>• Buderim Mt State School</li> <li>• Bureaux (Sydney &amp; Melbourne)</li> <li>• Bluemaxx Communications</li> <li>• Bridge Housing Company</li> <li>• Barcaldine State High School</li> <li>• Baoro &amp; Associates</li> <li>• Bendigo Health</li> <li>• BA Holdings</li> <li>• British American Tobacco</li> </ul>
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## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Conrad Jupiters Casino</li> <li>• Conrad Treasury Casino</li> <li>• Corrs Chambers Westgarth</li> <li>• Costa</li> <li>• Corning Noble Park</li> <li>• CITEC</li> <li>• Corporate Administration Agency</li> <li>• Centre Link</li> <li>• CapeAbility Consultants</li> <li>• Consultant Training Australia</li> <li>• Consolidated Pastoral Company</li> <li>• CM Chisholm &amp; Associates</li> <li>• CRT (Rural Traders)</li> <li>• Coonamble Feedlot &amp; Beef Marketing Cooperative</li> <li>• Coonawarra Blue Gums</li> <li>• City of Marion</li> <li>• Civil Aviation Authority (PNG)</li> <li>• Cement Australia</li> <li>• Catholic Care</li> <li>• Cargill</li> <li>• ClaytonUtz</li> <li>• CiTR</li> <li>• Coastal Community Tenancy Scheme</li> <li>• Communities Qld</li> <li>• Coffs Harbour Employment Support Service</li> <li>• CVGT Training &amp; Employment Specialists</li> <li>• Country Fire Authority (Vic)</li> <li>• Carpenters Fiji</li> <li>• City Pharmacy Limited (PNG)</li> </ul>	<ul style="list-style-type: none"> <li>• CSR</li> <li>• Clinique</li> <li>• Coca - Cola Amatil (NZ, Fiji &amp; USA)</li> <li>• Carter Holt Harvey</li> <li>• Coal &amp; Allied</li> <li>• Caneebie Group</li> <li>• CS Energy</li> <li>• Church of Christ</li> <li>• Capricorn Society</li> <li>• Chartes Training Advisory Council</li> <li>• Clarence River Fishermen's Co-operative</li> <li>• Connect (Fiji)</li> <li>• CoffeyMPW (part of Coffey International)</li> <li>• Corporate Financial Advisory Services</li> <li>• Centennial Coal</li> <li>• Charles Sturt University</li> <li>• CCI Pope</li> <li>• CEDA</li> <li>• Change Management Institute (Australia)</li> <li>• Churches Community Housing Ltd</li> <li>• Cable &amp; Wireless</li> <li>• Caldwell &amp; Associates</li> <li>• Compass Housing Services</li> <li>• Change Success Consulting</li> <li>• Community Bridging Services</li> <li>• Cerebral Palsy Alliance</li> <li>• Civil Aviation Safety Authority</li> <li>• Clarke Bookmasters (Fiji)</li> <li>• Community Development Dept. (Thailand)</li> </ul>
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# Bill Synnot and Associates

## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Dept. of Primary Industries (Qld)</li> <li>• Deutsche Morgan Grenfell</li> <li>• DETIR (Qld)</li> <li>• Dept. of Fair Trading (NSW)</li> <li>• Daimler Chrysler</li> <li>• Dept. of Justice &amp; Attorney General (Qld)</li> <li>• Dept. of Defence</li> <li>• Dept. of Housing (Qld)</li> <li>• Dept. Tourism, Racing &amp; Fair Trade (Qld)</li> <li>• DHA Rural Sales</li> <li>• Department of Treasury &amp; Finance (SA)</li> <li>• Dept. of Tourism, Small Business &amp; Industry (Qld)</li> <li>• Doric Group</li> <li>• Dept. of Disability, Housing &amp; Community Services (ACT)</li> <li>• Dept. of Sport &amp; Recreation (NSW)</li> <li>• Davidson Trehare Corpsych</li> <li>• Dept. of Immigration</li> <li>• Dept. Employment, Economic Development &amp; Innovation (Qld)</li> <li>• Daltron (SI)</li> <li>• Dept. of Corrective Services (Solomon Islands)</li> <li>• Dept. of Provincial &amp; Local Government Affairs (PNG)</li> </ul>	<ul style="list-style-type: none"> <li>• Diabetes Australia</li> <li>• Downers Construction (NZ)</li> <li>• Dexion</li> <li>• Davey Financial Services</li> <li>• Dept. of State Development (Qld)</li> <li>• Dialog Information Technology</li> <li>• DRW International</li> <li>• Dept. of the Premier &amp; Cabinet (Qld)</li> <li>• Dept. of Employment &amp; Training (Qld)</li> <li>• Dept. of Community Development (Thailand)</li> <li>• Dept. of Main Roads (Qld)</li> <li>• Dept. of Emergency Services (Qld)</li> <li>• Disability Services (Qld)</li> <li>• Dept. of Housing &amp; Works (WA)</li> <li>• Decisions x Design</li> <li>• Dontschuk &amp; Associates</li> <li>• Dept. of Education &amp; Training (Qld)</li> <li>• Dept. of Environment &amp; Resource Management (Qld)</li> <li>• Distinctive Options</li> <li>• Digicel</li> <li>• Dept. of Justice &amp; Attorney-General (Qld)</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent Training Solutions</li> <li>• Epicentre Trading Pty Ltd</li> <li>• Eppell Olsen &amp; Partners</li> <li>• Energy Australia</li> <li>• Elders</li> <li>• Essentials Services Commission</li> <li>• ESCKII</li> </ul>	<ul style="list-style-type: none"> <li>• Energex</li> <li>• Ergon Energy</li> <li>• Education Queensland</li> <li>• Environment Protection Agency (Qld)</li> <li>• Enertrade</li> <li>• Election Office (Fiji)</li> <li>• Electranet</li> </ul>

# Bill Synnot and Associates

## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Frucor Beverages (NZ)</li> <li>• Fire Service Commission (Vic)</li> <li>• Fijian Trust Fund</li> <li>• Fiji TV</li> <li>• Foxtel</li> <li>• Faith Lutheran College</li> <li>• Fintel (Fiji)</li> <li>• Fiji School of Medicine</li> <li>• Fiji Revenue &amp; Customs Authority</li> <li>• Ford</li> <li>• Fiji Sun</li> <li>• Fiji Immigration</li> <li>• Fiji Forest Industry Limited</li> <li>• Fiji Independent Commission Against Corruption</li> <li>• Fiji Directories Limited</li> <li>• FMF</li> <li>• Fiji Dept. of Energy</li> <li>• Fiji National University (FNU)</li> <li>• Fiji Electricity Authority</li> </ul>	<ul style="list-style-type: none"> <li>• 4 AAA FM Murri Radio Station</li> <li>• 451 Consultancy</li> <li>• Fonterra</li> <li>• Fiji National Provident Fund</li> <li>• Finance &amp; Treasury Association</li> <li>• Fiji Sugar Corporation</li> <li>• Fiji Development Bank</li> <li>• Fiji Dept. of Agriculture</li> <li>• Forrest Personnel</li> <li>• Fiji Gas</li> <li>• Fiji Police Force</li> <li>• Fiji Forestry Department</li> <li>• Fiji Times</li> <li>• Fiji Immigration</li> <li>• Fiji Navy</li> <li>• Fiji Airways</li> <li>• Fiji HR Institute</li> <li>• Fiji Water</li> <li>• Fiji Broadcasting Corporation</li> </ul>
<ul style="list-style-type: none"> <li>• Glidepath (NZ)</li> <li>• Gold Coast International Hotel</li> <li>• Global Banking &amp; Security Transactions</li> <li>• Godfrey Pembroke</li> <li>• Good Homemakers (North and South)</li> <li>• G'day G'day Media &amp; Publications</li> <li>• Global Village Entertainment P/L (Australia)</li> <li>• Grainco</li> <li>• General Practice</li> <li>• Guadalcanal Plains Resources Development Company</li> </ul>	<ul style="list-style-type: none"> <li>• Gold Coast Water</li> <li>• Griffith University</li> <li>• Golding Contractors</li> <li>• Gab Rubens</li> <li>• Gateway Learning Community</li> <li>• Grant Sarra Consultancy Services</li> <li>• Garrigal Housing</li> <li>• Greenacres Employment Solutions</li> <li>• Goodman Fielder</li> <li>• Governance Institute of Australia</li> </ul>

# Bill Synnot and Associates

## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Higher Education Council (Canberra)</li> <li>• Hall &amp; Chadwick</li> <li>• HWB Communications</li> <li>• M A Hughes &amp; Associates</li> <li>• Herron Pharmaceuticals</li> <li>• Human Factor Australia</li> <li>• Hunter Water</li> <li>• Herat Livestock Development Corp. (Afghanistan)</li> <li>• Hail Agricultural Development. Co. (Saudi Arabia)</li> <li>• HR Development at Work</li> <li>• Henkel Australia</li> <li>• Hume Community Housing</li> <li>• House With No Steps</li> <li>• Home Finance Corporation (Fiji)</li> <li>• Health Ministry (PNG)</li> </ul>	<ul style="list-style-type: none"> <li>• Holiday Inn</li> <li>• Hella Australia Pty Ltd</li> <li>• Health Insurance Commission</li> <li>• GC Hahn</li> <li>• Heidelberg Graphic Equipment</li> <li>• Housing Authority (Fiji)</li> <li>• Honeywell</li> <li>• Hassel</li> <li>• Heatley State Primary School</li> <li>• Hymix Australia</li> <li>• Hassal &amp; Associates</li> <li>• Hawkesbury District Hospital</li> <li>• HEC Montreal</li> <li>• Hume City Council</li> </ul>
<ul style="list-style-type: none"> <li>• International Development Consultant</li> <li>• IRS Total Injury Management</li> <li>• Inner South Community Health Service (Vic)</li> <li>• Invest Inland</li> <li>• Irrigation Association of Australia</li> <li>• iSoft</li> <li>• Isisford State School</li> <li>• Ilfracombe State School</li> <li>• i-Taukei Land Trust Board</li> <li>• Inst. of Public Adm. &amp; Man. (Solomon Islands)</li> </ul>	<ul style="list-style-type: none"> <li>• IQ Group</li> <li>• IDC Australia</li> <li>• IDP Australia</li> <li>• IQPC</li> <li>• IQ Agriculture</li> <li>• Infoshield</li> <li>• ITC Fiji Government</li> <li>• Interwork Limited</li> <li>• In4net Ltd (PNG)</li> </ul>
<ul style="list-style-type: none"> <li>• Juros (part of the Hertz group)</li> <li>• Jericho State School</li> </ul>	<ul style="list-style-type: none"> <li>• Jundah State School</li> </ul>
<ul style="list-style-type: none"> <li>• Kaal Australia</li> <li>• Kingston Plant Hire</li> <li>• Kimberley Area Consultative Committee</li> <li>• Kobold</li> <li>• Kip McGrath Educational Centre</li> <li>• KK2 Signs</li> </ul>	<ul style="list-style-type: none"> <li>• KPMG Registrar</li> <li>• KMS Training</li> <li>• Ken Mills Toyota</li> <li>• Keebra Park State High School</li> <li>• Key Employment</li> </ul>

# Bill Synnot and Associates

## Management Consultants

(list of clients cont.)

<ul style="list-style-type: none"> <li>• Lowndes Lambert (NZ)</li> <li>• Lotus Development</li> <li>• Loy Lang Power Station</li> <li>• Leightons</li> <li>• Lourdes Hill College</li> <li>• Lefroy Valley</li> <li>• Landor</li> <li>• Lowood State High School</li> <li>• Lockyer District High School</li> <li>• Longreach State School</li> <li>• Lemongrass Thai</li> </ul>	<ul style="list-style-type: none"> <li>• Lindisfarne Anglican School</li> <li>• Lindsay Kline</li> <li>• L &amp; D Earthmoving</li> <li>• Local Government Association (Qld)</li> <li>• Laidley State Primary School (Qld.)</li> <li>• Landpartners</li> <li>• Laidley State High School</li> <li>• LEAD</li> <li>• Lihir Mining Landowners Area Association</li> <li>• Layer10 Advisory</li> </ul>
<ul style="list-style-type: none"> <li>• Metropolitan Fire &amp; Emergency Services Board (Vic.)</li> <li>• Mission Australia</li> <li>• Maleny Fresh Foods</li> <li>• Mobil Oil (Australia)</li> <li>• McDonnell Warhurst</li> <li>• Medico Legal Consultant of Australia</li> <li>• Melbourne Girls' Grammar (Morris Hall)</li> <li>• Mt Morgan High School</li> <li>• Moore Stephens</li> <li>• Ministry of Interior (Thailand)</li> <li>• McLarenWilliams</li> <li>• Moyne Health Services</li> <li>• Medibank</li> <li>• Ministry of Commerce (Solomon Islands)</li> <li>• Mars</li> <li>• Maranoa Regional Council</li> <li>• Mobilizer</li> <li>• Motibhai</li> <li>• Ministry of Provincial &amp; Regional Development (Fiji)</li> <li>• Ministry of Youth &amp; Sports (Fiji)</li> <li>• Ministry of Provincial &amp; Regional Development (Fiji)</li> <li>• Myasthenia Gravis Assoc. Qld Inc.</li> <li>• Ministry of Communications &amp; Aviation (Solomon Islands)</li> </ul>	<ul style="list-style-type: none"> <li>• Maxim Technology</li> <li>• Metropolitan Ambulance Services (Vic.)</li> <li>• Multicultural Development Association</li> <li>• MASA</li> <li>• Maroochy Shire Council</li> <li>• Manakau Council (NZ)</li> <li>• Melbourne Boys' Grammar (Grimwade)</li> <li>• Moama Bowling Club</li> <li>• MR Consultancy</li> <li>• Maunsell Australia</li> <li>• Meals on Wheels</li> <li>• Macquarie Life</li> <li>• MacNamara Consulting</li> <li>• Muttaborra State School</li> <li>• Ministry of Education (Solomon Islands)</li> <li>• MADEC</li> <li>• Mental Illness Fellowship Victoria</li> <li>• Muscular Dystrophy Qld</li> <li>• Merchant Finance (Fiji)</li> <li>• Ministry of Health (Fiji)</li> <li>• Ministry of Agriculture (Fiji)</li> <li>• Ministry of Rural Maritime Development &amp; National Disaster Management (Fiji)</li> </ul>

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(list of clients cont.)

<ul style="list-style-type: none"> <li>• Northern Territory Health Services</li> <li>• National Mutual</li> <li>• North Ryde RSL Club</li> <li>• NORQEB</li> <li>• Nolan Meats</li> <li>• NEC Business Centre</li> <li>• National Road Safety Council (Fiji)</li> <li>• Ngaanyatjarra Council</li> <li>• NSW Dept. of Tourism, Sport &amp; Recreation</li> <li>• NSW Dept of Local Government &amp; Co-operative</li> <li>• Northern Co-operative Meat Company (Cassino)</li> <li>• National Maritime Authority (PNG)</li> <li>• News Digital Media</li> <li>• NBC Capital</li> <li>• North Coast Community Housing Company</li> <li>• NAB</li> <li>• Nationwide</li> <li>• Nexus Human Services</li> <li>• Nasfund (PNG)</li> <li>• National Capital District Commission (PNG)</li> <li>• National Fish Development (SI)</li> <li>• Nambawan Super (PNG)</li> </ul>	<ul style="list-style-type: none"> <li>• NSW Dept. of Fair Trading</li> <li>• National Native Title Tribunal</li> <li>• Northcott &amp; Associates (NZ)</li> <li>• NSW Dept. of Public Prosecution</li> <li>• NRG Gladstone</li> <li>• NORCO</li> <li>• NT Gas</li> <li>• New England Institute (TAFE)</li> <li>• NaturallyResourceful</li> <li>• NSW Fire Brigades</li> <li>• NSW Police Force</li> <li>• Nature's Beef</li> <li>• Nufarm</li> <li>• NSW Dept. of Arts, Sport &amp; Recreation</li> <li>• NSW Federation of Housing Associations</li> <li>• North Shore Community Housing</li> <li>• Navigation Consulting</li> <li>• National Parliament Office (SI)</li> <li>• National ICT Authority (PNG)</li> <li>• Northern Development Project (Fiji)</li> <li>• National Gaming &amp; Control Board (PNG)</li> <li>• National Fire Authority (Fiji)</li> </ul>
<ul style="list-style-type: none"> <li>• Overseas Services Bureau (Australian Volunteers International)</li> <li>• Office of Public Service (Qld)</li> <li>• Office of the Director of Public Prosecution (NSW)</li> <li>• Office of Urban Management (Qld)</li> <li>• OneSteel</li> <li>• Opticon Australia</li> <li>• Optus</li> <li>• Ostara</li> <li>• OPTIMUM NFP</li> <li>• OK Tedi Mining</li> </ul>	<ul style="list-style-type: none"> <li>• Outward Bound</li> <li>• Outback 2002 Ltd</li> <li>• Origin Energy</li> <li>• Office of State Revenue (NSW)</li> <li>• One Stop Entertainment</li> <li>• Osiris Group</li> <li>• Oakton</li> <li>• One Television (SI)</li> <li>• OCTEC Limited</li> <li>• Oxfam</li> </ul>

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<ul style="list-style-type: none"> <li>• Qld Cotton Corporation</li> <li>• Qld Investment Corporation</li> <li>• QE2 Hospital &amp; District Health Service</li> <li>• Qld Treasury (Corporate Development)</li> <li>• Q Build</li> <li>• Qld Chamber of Commerce Industry</li> <li>• QBE</li> <li>• Queensland University of Technology (QUT)</li> <li>• Quadrant People Resources</li> <li>• Qld Department of Child Safety</li> <li>• Qld Department of Education, Training &amp; the Arts</li> <li>• Qld Department of Justice &amp; Attorney General</li> <li>• Qld Department of Disability Services</li> </ul>	<ul style="list-style-type: none"> <li>• Qld Audit Office</li> <li>• Qld Motorway</li> <li>• Qld Academy of Sport</li> <li>• Qld Transport</li> <li>• Qantas</li> <li>• QR</li> <li>• Qld Pest Management</li> <li>• Q Super</li> <li>• Qld Department of Communities</li> <li>• Qld Department of Corrective Services</li> <li>• Qld Department of Premier &amp; Cabinet</li> <li>• Qld Health</li> <li>• Qld Police Service</li> </ul>
<ul style="list-style-type: none"> <li>• Phillips Electronics</li> <li>• PRD Realty Pty Ltd</li> <li>• Palgrove Charolais</li> <li>• Polson Training</li> <li>• Prospect Consulting Group</li> <li>• Performance Solutions</li> <li>• Philippines Australian Development Assistance Program (Philippines)</li> <li>• Paperlinx Office</li> <li>• Panasonic@work</li> <li>• Pacific Link Community Housing</li> <li>• Port Philip &amp; Western Catchment Management Authority</li> <li>• Purina</li> <li>• PNG Ports</li> <li>• PNG Microfinance</li> <li>• Public Works Department (Fiji)</li> <li>• Polynesian Shipping Lines</li> <li>• Pacific Horticultural &amp; Agricultural Market Access</li> <li>• PNG High Commission (Fiji)</li> <li>• PNG Power</li> <li>• Petromin Holdings (PNG)</li> <li>• PNG Real Estate</li> <li>• Parliament of the Republic of Fiji</li> <li>• Pluss60</li> </ul>	<ul style="list-style-type: none"> <li>• Power Net</li> <li>• Pork Council of Australia</li> <li>• PR Business Machines</li> <li>• Pasmenco</li> <li>• PR Business</li> <li>• Primac</li> <li>• PMI Mortgage Insurance</li> <li>• Productive-impact</li> <li>• PresenceofIT</li> <li>• Prosci</li> <li>• Port Hedland Port Authority</li> <li>• Pacific Porphyry</li> <li>• Pioneer Employment Services</li> <li>• PNG Immigration &amp; Citizenship</li> <li>• Public Solicitor Office (PNG)</li> <li>• PNG Airservices</li> <li>• Pacific Centre for Peace Building</li> <li>• Peter Holdings (Fiji)</li> <li>• Punjas Group (Pacific)</li> <li>• P &amp; O Maritime (PNG)</li> <li>• PNG Custom Services</li> <li>• Papua Hahine</li> <li>• Public Service Commission (Fiji)</li> </ul>

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<ul style="list-style-type: none"><li>• RAAF</li><li>• RNZ Army</li><li>• Reflex Images (NZ)</li><li>• Royal District Nursing Service</li><li>• RMIT Business</li><li>• Renew You</li><li>• Royal NZ Plunket Society</li><li>• Roche Bros</li><li>• Roadtek (Qld)</li><li>• Rural Training &amp; Employment</li><li>• Robert Bosch (Australia)</li><li>• RAMSI</li><li>• Relationships Australia (SA) Inc</li><li>• Reserve Bank of Fiji</li><li>• Raffe Group (Fiji)</li></ul>	<ul style="list-style-type: none"><li>• RAN</li><li>• Rotary Down Under</li><li>• Residential Care Rights</li><li>• Ryan Catholic College</li><li>• Royal Newcastle Hospital</li><li>• Riverside Christian College</li><li>• Richmond Valley Shire Council</li><li>• Road Transport Authority (NSW)</li><li>• Rail Corp (NSW)</li><li>• Rosewood State High School</li><li>• RTB Solutions</li><li>• Rio Tinto</li><li>• Royal Solomon Islands Police Force</li><li>• Royal Fiji Military Force</li></ul>



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<ul style="list-style-type: none"> <li>• SIT Gas Control</li> <li>• St John Ambulance</li> <li>• Steelmark Eagle &amp; Globe</li> <li>• Sports Career Mentor Group</li> <li>• Stahmann Farms</li> <li>• Sexual Health Services (Qld)</li> <li>• Sanitarium Health Food Company</li> <li>• South Eastern Sydney Area Health Service</li> <li>• Salvation Army</li> <li>• Seed &amp; Grain Sales (now part of AWB)</li> <li>• St George Community Housing</li> <li>• SouthEast Primary Health Care Network</li> <li>• SP AusNet</li> <li>• Solomon Airlines</li> <li>• Solfish</li> <li>• Solomon Islands Port Authority</li> <li>• Southern California Edison</li> <li>• State Emergency Services (Vic)</li> <li>• Star City</li> <li>• Savings &amp; Loans Credit Union (SA)</li> <li>• Society of Business Communicators (Queensland)</li> <li>• Superpartners</li> <li>• SA Pathology</li> <li>• SMEC</li> <li>• Sydney Metro</li> <li>• Solomon Islands House Finance &amp; Loans</li> <li>• South Pacific Assoc. of Theological Schools</li> <li>• Secretariat of the Pacific Community (SPC)</li> <li>• Solomon Islands Broadcasting Corporation (SIBC)</li> <li>• Solomon Islands College of Higher Education (now Solomon Islands National University –SINU)</li> <li>• STEPS Disability Qld Inc.</li> </ul>	<ul style="list-style-type: none"> <li>• South Tweed Bowls Club</li> <li>• Statistics NZ</li> <li>• SMS Consulting Group</li> <li>• Sheep &amp; Wool Institute</li> <li>• Sultan of Brunei</li> <li>• Southern Cross University</li> <li>• Show-Ads</li> <li>• Supply Chain Consulting</li> <li>• Supreme Court of Victoria</li> <li>• Suncorp</li> <li>• Solomon Telekom</li> <li>• Solomon Islands Electricity Authority (SIEA)</li> <li>• Solomon Islands National Provident Fund</li> <li>• Spiritus</li> <li>• SeeChange Consulting</li> <li>• Stonehenge State School</li> <li>• Sydney Employment Development Service</li> <li>• Stockyard Meat Packers</li> <li>• St Columbia's College</li> <li>• Sydney Water</li> <li>• St Joseph's College</li> <li>• Sunwater</li> <li>• Stockland</li> <li>• South Burnett Jobmatch Association Inc.</li> <li>• South Pacific Brewery</li> <li>• Soltuna (SI)</li> <li>• Sky Pacific</li> <li>• Skips (Tonga)</li> <li>• Solomon Water</li> <li>• Solomon Tobacco</li> <li>• South Pacific Oil</li> </ul>
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<ul style="list-style-type: none"> <li>• Telstra</li> <li>• Training &amp; Productivity Authority (Fiji)</li> <li>• Telecom Fiji Limited</li> <li>• Thales</li> <li>• Total Energy Systems</li> <li>• Towertrust (previously Austrust)</li> <li>• The Epic Group</li> <li>• Tampal Consulting</li> <li>• Territory Housing</li> <li>• Townsville Thuringowa Water Supply Board</li> <li>• The North Australian Pastoral Company (NAPCO)</li> <li>• Thai-Australian Rural Assistance Project (Thailand)</li> <li>• Toyota</li> <li>• Team Engineering</li> <li>• Telikom PNG</li> <li>• Tiger Airlines</li> <li>• Total Fiji Limited</li> <li>• The Nature Conservancy</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE</li> <li>• The Hotel School</li> <li>• Travconsult</li> <li>• The Proofreader</li> <li>• The Business Planning Group</li> <li>• Tele - IP Ltd</li> <li>• Treasury Corporation of Victoria</li> <li>• The Wilderness Society Inc</li> <li>• Transport Accident Commission</li> <li>• Thomson</li> <li>• Turning Point</li> <li>• Tynan Mackenzie</li> <li>• Transtel (Fiji)</li> <li>• Townsville City Council</li> <li>• Transend Networks</li> <li>• TAL</li> <li>• Taito Tabaleka Associates</li> </ul>
<ul style="list-style-type: none"> <li>• United Milk Tasmania</li> <li>• University of South Australia</li> <li>• Union Shopper</li> <li>• Uniquet</li> <li>• University of South Pacific</li> <li>• United Risks Services</li> </ul>	<ul style="list-style-type: none"> <li>• Unilever Australasia</li> <li>• University of Adelaide</li> <li>• University of Queensland</li> <li>• University of Western Sydney</li> <li>• Unit Trust of Fiji</li> </ul>
<ul style="list-style-type: none"> <li>• Victorian Multi-Culturalism Commission</li> <li>• Victorian Dept. Fair Trading &amp; Business Affairs</li> <li>• Victoria University</li> <li>• Vision Design</li> <li>• VicRoads</li> </ul>	<ul style="list-style-type: none"> <li>• Vons-Enzed</li> <li>• Victorian Dept. of Human Services</li> <li>• Vic SES</li> <li>• Victoria Police</li> <li>• Vinod Patel</li> </ul>

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<ul style="list-style-type: none"> <li>• WhittakerMacnaught</li> <li>• White International</li> <li>• World Wide Fund for Nature</li> <li>• Wordsworth (NZ)</li> <li>• William Noall</li> <li>• Westpac</li> <li>• William &amp; Goslings</li> <li>• Whitney, Bradley &amp; Brown</li> <li>• WaterPNG</li> </ul>	<ul style="list-style-type: none"> <li>• Whangerie Council (NZ)</li> <li>• Warrnambool Co-operative</li> <li>• Water Authority of Fiji</li> <li>• WA Dept. of Education &amp; Training</li> <li>• Withcott Group</li> <li>• Women's Housing Company</li> <li>• Windorah State School</li> <li>• Windsor High School</li> <li>• Whitetip Marine Adventures</li> </ul>
<ul style="list-style-type: none"> <li>• Xerox Business Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Xtreem</li> </ul>
<ul style="list-style-type: none"> <li>• Yosana Holdings (Fiji)</li> <li>• Yarra Ranges Council</li> </ul>	
<ul style="list-style-type: none"> <li>• ZCG Scalar</li> </ul>	<ul style="list-style-type: none"> <li>• Zimmer</li> </ul>