

Christopher Wilborn

48 Regent Street
Kogarah, NSW 2217

Proven Leadership. Results-driven. Emotional Intelligence.

0447 712 299

cwilborn@raefconsulting.com

PERSONAL STATEMENT

Senior consultant with 20 years of executive-level, global service within the government, corporate and NFP sectors. A track record of building capacity, decision-making & leading unparalleled growth. Confident when pioneering change and whilst behind the scenes inspiring others to reach new heights. Inclusive approach to management with ever-increasing responsibility and achievement.

PROFESSIONAL SUMMARY

raefConsulting — Owner & Principal Consultant

Sydney, NSW JAN 2018 - PRESENT

Strategic consultancy delivering professional services to NSW & QLD NDIS Provider clients. Enabling impact for leaders and businesses.

Good Start to Life (GSL) — Chairman, Board of Directors

Cairnes, QLD JUL 2020 - PRESENT

Disability services corporation focused on early youth investment.

St. Vincent de Paul Society, NSW — Head of Policy, Member & Volunteer Services

Lewisham, NSW JUL 2015 - DEC 2017

200 year old volunteer organisation meeting the needs of the impoverished.

United Way — Chief Executive Officer (CEO)

Kentucky & Maryland, USA AUG 2006 - FEB 2015

Largest NFP globally (\$3.7B); 2K independent operations spanning 46 nations. Partnering to lift the impact of the community. Promoted from Director.

Lake County Government — Management Intern

Denver, Colorado USA OCT 03 - SEPT 06

\$17.2M local government authority located in the Rocky Mountains.

Parent-Child Center, Inc. — Intensive Case Manager

West Palm Beach, Florida USA JUN 00 - DEC 02

Grassroots mental health agency. Promoted from Case Manager.

AmeriCorps *National Civilian Community Corps — Team Leader

Denver, Colorado USA NOV 00 - NOV 01

Federal gov't program strengthening the country and local community.

Hyatt Regency - Assistant Director

Lantana, Florida USA JUN 99 - MAY 00

Award winning senior living w/independent, assisted, nursing & dementia units.

EDUCATION

Master's of Political Science,
Emphasis in Public Policy
University of Colorado
(3.8 GPA) Dual Management
Internship/Graduate Program

Bachelor's of Psychology &
Communications
Palm Beach Atlantic University
Semester Abroad, London

Spanish Language Certificate
Don Quijote School, Madrid

Certificate IV Small Business
Sydney Business

AWARDS

Coach of the Year ('19)
St. George Football Association

Mayor's Outstanding Citizen ('15)
City of Elizabethtown

Chris Wilborn Day Proclamation ('15)
Hardin County Government

Global Fellowship Selection ('14)
United Way Worldwide

Honorable Order of Colonels ('09)
Commonwealth Kentucky Governor

Educational Award ('01)
AmeriCorps *National Civilian
Community Corps

Athletic Scholarship ('96 - '98)
Palm Beach Atlantic University
Men's Soccer

BACKGROUND

raefConsulting — Owner & Principal Consultant

Sydney, NSW JAN 2018 - PRESENT

Business owner and lead consultant, employing a listen-first, pragmatic approach derived from two decades of leadership & management experience.

Product & Service Development

- Provide disability sector business advisory services targeting NDIS, Short and Medium-term Accommodation and SDA Providers, Community Transportation
- Deliver bespoke cross-industry, capacity building services 'scaling up' business leaders, key staff and their organisations
- Develop comprehensive portfolio services: *growth business model, executive coaching, business advisory, strategy development, procurement, governance, marketing and sales* (fundraising)
- Co-design professional quality products in alignment w/customers' unique business needs (i.e., SMEs, local government authorities, NFPs, etc.)

Business Management

- Lead all aspects of consultancy: *strategy, finance and budget, business planning, customer relations, procurement, product development & delivery and marketing*
- Attained *Business Advisor* accreditation~Realise Business & NSW Government

Results-oriented Impact

- Provide growth-driven services with NSW & QLD clients resulting in increased performance and business impact-successfully expanding client customer-bases by as much as 300%
- Deployed on two disaster recovery efforts in Batemans Bay, NSW supporting businesses affected by bushfire crisis
- A fidelity to monitoring and measuring the impact of my consultancy's service

Good Start to Life (GSL) — Chairman, Board of Directors

Cairnes, QLD JUL 2020 - PRESENT

Serve as inaugural Board Chair for a brand new governing Board of Directors in service to regional NDIS participants.

- Provide leadership and oversight in the affairs of the 200 FTE, \$11.4M disability-focused regional business
- Manage strategy, CEO and related KPIs
- Multiple services including short-medium stay accommodation, independent living, support coordination and assistance with daily living

CONSULTANT HIGHLIGHTS



Business Growth

Increased Revenue by 505%
(raefConsulting, '18 - '20)

Grew staffing capacity by 54% in 18 months (Vinnies, '15-'16)

Reversed downward revenue trend and led record-breaking revenue increases over five consecutive years+58%
(United Way, '10-'15)

Despite the global economic recession, led business development generating \$18.6M in revenue+5% (Combined Federal Campaign, '06-'10)

Expanded corporate partnerships by 47% & doubled membership portfolio (United Way, '10 - '15)



Capacity Building

Performed comprehensive program review and positioning for next-level impact (3Bridges Contract, '18-'19)

Secured Office of Sport Coaches Training & Development Grant
(St Georges Football Club, '18-'19)

Facilitated multi-million dollar bequest giving (Sir David Martin Foundation, '18)

*Secured Federal *VISTA Grant*
(Corporation for National & Community Service, '10-'15)

Enlisted an unprecedented number of vital services on behalf of disadvantaged clients: 73,626 to 112,658 (United Way, '10 - '15)

Directed centre of NFP excellence incl. 200 agencies, 85k employees and raising funds for 3000 local, national and global agencies (Combined Federal Campaign, '06 - '10)

Led national team catchment area incl. 17 US States (Corporation for National & Community Service, '00-'01)

St. Vincent de Paul Society, NSW — Head of Policy, Member & Volunteer Services

Lewisham, NSW

JUL 2015 - DEC 2017

First-ever department head for a multi-faceted division providing comprehensive, localised services to a 20k workforce (largest in AU).

People & Strategy Management

- Led a 15-member staff department; hired, trained and supervised management team
- Worked in partnership with Board of Trustees, Executive and elected-leaders in the delivery of state-wide KPIs
 - Attained strategic objectives *revitalizing youth movement, child safety, instilling leader competencies and social justice action*
- Ensured a proactive WHS culture for all
- Personally oversaw more than 50% of department hires

Program & Budget Management

- Positioned social programs for next-level performance. Led key funding relationships (e.g., No Interest Loan Scheme-NILS; Energy Accounts Payments Assistance-EAPA).
 - +30% increase in funding over previous tenders
 - Oversaw state-wide *complaints handling process*
 - Managed +\$1M division budget and assets

United Way — CEO & Director

Kentucky & Maryland, USA,

AUG 2006 - FEB 2015

Accountable to Board for all aspects of business; mobilised \$10m growth and record community impact. Promoted to CEO from Director role.

Revenue Generation

- Secured \$2M & \$1M funding from largest customers
- Grew campaign to third largest globally while facing national recession (more than \$6M per annum, a +5% increase)
- Managed relationship with largest accounts
- Launched Small Business 365 initiative
- Strengthened alliance with high net-worth accounts
- Developed and launched highly successful major donor program:
 - \$500 — \$9,999 increased by 207%
 - \$10K & higher increased by 1000%
- Launched two online-giving platforms
- Navigated complex donor data administration
- Mobilised funds on behalf of 3K global, national & local NGOs

Finance & Asset Management

- Managed \$6.3M budget while maintaining competitively low administration



Disability Services

Chairman for \$11.4m early intervention disability services company (GSL, '20)

Lead consultant for Disability Sector Scale Up Program (Realise Business Contract, '19 - '20)

Secured \$800k icare Foundation Quality of Life tender targeting people w/serious injuries (3Bridges Contract, '18 - '19)

In partnership w/LAC, delivered statewide services (Vinnies, '15 - '17)

Mobilised \$35M in community sector fundraising (United Way, '06-'15)

Brokered mental health service for clts. w/psychosocial disabilities (PCC, '00-'02)

Managed residential care for customers w/cognitive disabilities (Hyatt, '99-'00)



Relationship Management

Deliver consistently high quality professional services to 77 clients
9/10 Returning Customers
100% Recommendation Rate
95% Client Satisfaction Rate
(raefConsulting, '19-'20)

Cultivated and deepened relations w/philanthropists, national, state & local gov't. investors (Multiple Appointments, 06-'20)

Increased Top 25 Account Portfolio by 42% during initial solicitation (United Way, '10-'15)

Expanded localised effort through council structure (United Way, '10-'15)

Secured unprecedented, multi-year fiscal agent bid (Combined Federal Campaign, '09-'10)

Managed relations w/global corporates (Multiple Appointments, '06-'20)

- Provided fiscal oversight in conjunction with Finance Committee
- Led service area expansion and territory acquisition, including several States
- Hired and managed audit/accountant firms
- Led capital effort to transition agency/staff to new facility
- Procured multi-million Federal tender in multiple cycles
- Ensured contractual compliance with Federal regulation
- Oversaw two annual audits (compliance & financial)

Human Resources

- Worked in partnership with 21-member governing Board, Executive Committee and Board-appointed advisory teams
- Hired, on-boarded and developed 27 staff
- Inspired volunteers and employees while achieving next-level performance
- Increased staffing capacity by 400% through government tender
- Directed multi-state engagement including 200 agencies & 85k employees
- Mobilised, recruited & trained 600 person volunteer movement
- Ensured a positive and safe work culture for all personnel

Marketing & Communications

- Rebranded organisation and increased brand awareness by 43%
- Managed media relationship throughout distinct regions
- Managed Marketing & Communications Committee
- Planned and oversaw brand-enhancing events and hosted tv spotlight
- Oversaw website, vendors, and social media outreach; developed innovative collateral/media and facilitated vendor bidding process
- Presented on *Web-based Engagement* at National Workshop

Community Impact

- Mobilised record-exceeding Community Impact over five years
- Amalgamated broad range of NGOs, businesses & government agencies around an agenda for sustainable community change
- Developed & implemented strategic plan & agency re-brand
- Formed partnership with Chamber of Commerce-Young Profs. Network
- Facilitated annual grant funding investment process
- Grew funded partner portfolio from 12 to 31~restructured funding model
- Launched & expanded financial literacy program

QUALIFICATIONS

Mental Health First Aid Certification
Mental Health First Aid AU ('20)

Accredited Business Advisor & Coach
NSW Dept of Treasury ('19)

Coaching Certificate
St. George Association ('19)

Integrating NDIS & Business Strategy
Realise Business ('19)

Certificate of Purposeful Leadership
Humanity in Business ('18)

Embedding a Child Safe Culture
TAFE ('16)

Manage Mentor
Harvard University ('13)

The Leader Within
Blueprint Leadership ('12)

Executive Public Speaking
The Leader's Institute ('09)

Consultative Selling
Wilson Learning ('08)

Project Management
Leadership Development Institute ('06)

Conflict Resolution & Consent Building
University of Colorado ('05)

Organisational Change Agent
University of Colorado ('04)

National Service Certificate
Corporation for National Service ('00)

Organisational Psychology
Palm Beach Atlantic University ('99)

Lake County Government — Management Intern

Leadville, Colorado USA

OCT 2003 - SEPT 2006

Competitive placement in 'Best & Brightest' Management Internship Program; appointed by elected Board of County Commissioners.

- Completed a range of projects on behalf of government divisions
- Performed analysis of government property assets
- Launched recreational program providing health-focused programs

- Acted as liaison on behalf of elected officials w/Federal congressional offices
- Performed analysis of local gov't comms as cornerstone Master's Project

ASSOCIATIONS

Head Coach, St George Youth Soccer Club ('17-'20)

Closed Merit Panel Member, Parent Representative, Kogarah Public School ('18)

Fund Development Volunteer, Australian Red Cross ('15)

Strategic Projects Volunteer, United Way Australia ('15)

Board of Directors, United Way of Kentucky ('11-'14)

Professional Council Chairperson, United Way of Kentucky ('11-'14)

Executive Committee Member, United Way of Kentucky ('11-'14)

Board of Directors, Chamber of Commerce ('12-'14)

Chairperson, Health & Human Services Council, Chamber of Commerce ('10-'14)

Vice Chairperson, Health & Human Services Council, Chamber of Commerce ('12-'14)

Chairperson, Non-profit Council, Chamber of Commerce ('11-'12)

Advisory Committee Member, Better Business Bureau ('13-'14)

Disaster Relief Volunteer, American Red Cross ('00-'14)

Volunteer, Hosparus ('10-'13)

Youth Mentor, Full Circle ('03 - '06)

REFEREES

Available upon request.

Parent-Child Center, Inc. — Intensive Case Manager

West Palm Beach, Florida USA JUN 2000 - DEC 2002

Brokered supports & services for clients with acute mental health issues.

- Managed budget, care team and volunteers
- Provided coordinated service provision
- Ensured compliance with government funders

AmeriCorps - Team Leader

Denver, Colorado USA NOV 00 - NOV 01

First term national leadership appointment managing 14 member 'residential team' covering a 17-state Region, whilst undertaking multiple service projects.

- Prepared team for deployment via mass care trainings; led disaster response following 9/11 terrorist attacks in Washington, D.C. and New York City
 - Promoted to Red Cross Disaster Centre, Site Manager
- Mobilised team to serve on Indigineous Native American Reservation
- Supported inner city teachers working w/at-risk youth
- Managed multi-faced conservation project: prescribed burns; trail building

Hyatt Regency - Assistant Director

Lantana, Florida USA JUN 99 - MAY 00

Led two core operations of an expansive senior resident facility.

- Managed and supported clt. care team incl. family, practitioners & carers
- Implemented activities that promoted senior active ageing
- Conducted residential psychological assessments and treatment plans