

Sarah Glenister

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Citizenship: Dual UK and Australian

With a wide range of experiences, I bring cross-disciplinary view and lateral thinking to the most complex of problems. I bring Change Leadership + Behavioural Science + Storytelling + Creative Design + Hospitality, a unique blend of strengths.

Education and professional qualifications -

- * Bachelor of Psychology (Organisational) Murdoch University
- * Graduate Diploma of Education (Guidance and Counselling) University of WA

Career overview – contact me for details on pre 2018 experience

Dates	Organisation	Position	Reported to
2018-2025	Change that matters	Director & Founder	n/a
2023-2025	The Perth Mint	Manager Change & Strategy	GM PMO
2016-2017	East Metro Health	Area Manager Mental Health	CEO
2014-2016	South Metro Health	A/Director Financial Transition	ED Finance
2012-2014	South Metro Health	A/Director Change	ED Transformation
2010-2011	WA Health - ImagingWest	A/Project Director	Statewide Director
2010-2010	South Metro Health	A/Director Strategic Issues	CEO
2006-2009	South Metro Health	Director Workforce Planning	ED Workforce

June 2023 – June 2025

Gold Corporation – The Perth Mint

Manager Change and Strategy

With a large transformation agenda and a Project Management Office in its infancy, I was employed to establish a Change Management function and develop both the strategy and capacity across the organisation. I undertook an organisation wide baseline assessment of Change Maturity to form the basis of the Change Maturity Strategy, established a Change and Engagement Network, trained and mentored 40 employees in Lean Change Management, provided training in facilitation, developed processes to monitor change and created a bespoke Change Framework plus tools and templates.

January 2018 – June 2023, June 2025 - current

Change that matters

Consultant on a range of small contracts for the for-purpose, private and public sector

Australasian Change Days

As an experienced facilitator and trained Art of Hosting practitioner, with a passion for collaboration and co-design, I have convened the Australasian Change Days an international 3-day virtual conference in since 2020. This includes leading a team of volunteers each year to develop the theme, flow and learning journey of the event, curating the line-up of international and Australia wide speakers and workshop facilitators.

Preparing a Government Trading Entity for an upgrade to Windows 11

I was contracted through an IT services organisation to assist with a large client to run a pilot of 150 users in preparation for a whole organisation rollout of Windows 11. This was a relatively straight forward project that only required light touch. I put together a 6-week change and communication strategy, worked with the inhouse teams and provided a bridge to the project team.

Developing a Change Management Framework for a mid-sized consultancy

I was engaged to develop a Change Management Framework, Playbook and accompanying training materials for a mid-sized consultancy in the Eastern States that specialises in Change Management. Working with their team of 12-15 consultants to cocreate the approach I developed a contemporary evidence-based framework tailored to their strengths. I also provided a detailed playbook, full of practical tips and worked examples.

Design and establishment of a Business Intelligence function and Transformation Office for a Government Department

Due to a series of issues around the timeliness and accuracy of the information available to the Director General, which had led to inaccurate and incomplete information being provided to the Minister, a decision to establish a specialist unit was made. This project involved an organisational restructure and the creation of a Business Intelligence function. There was a high level of stakeholder consultation to ensure minimal disruption.

Survey design and analysis, UNSDN and a WA Manufacturing and Construction Company

Using my knowledge of Behaviour Science and Organisational Psychology, I have developed many workplace surveys that have seen response rates of over 75% Most recently, working with a division of the United Nations based in New York, I conducted a diversity and inclusion survey, designed to investigate how intersectionality affects employees experiences at work. I also used a number of behavioural strategies to nudge employees at a manufacturing company to complete the staff survey which had bullying and harassment as its focus.

Workplace investigation into harassment, WA Manufacturing and Construction company

A local manufacturing company had inadequately responded to incidences of bullying and sexual harassment which had led to the resignation of the employees making the claims. With my experience in Workforce and HR I was contracted to undertake an organisation wide investigation into broader cultural issues and work together with the Leadership team to address them. I delivered a comprehensive report, held offsite workshops and introduced new practices into the organisation.

Workshop development and facilitation, various

I am a very experienced facilitator in Change and Communication running large events and small, in-person, virtually and hybrid. Using a variety of methodologies I am able to ensure everyone has an opportunity to contribute and that the outcomes of the workshop are met. I have hosted several Design for Wiser Action (similar to Word Café) sessions for 100 people, held many vision and value workshops and all-day strategy sessions with management groups. I also regularly present at conferences and hold a number of meet and greet sessions.

Developing the Change Strategy for a large IT project in a Government Department

Post machinery of government saw the amalgamation of two government departments plus the rollout of a bold Digital Strategy. As a department dealing with issues from Mining to Consumer Protection, the decision to move to a single Document Management System was both ambitious and strategically important. Working with the Board, I delivered a comprehensive change strategy to support the journey.

Launching a \$100M initiative on ocean health, on behalf of a private Foundation

I led the establishment, change program and stakeholder management of a new initiative for a Foundation until the recruitment of a Chief Executive. I led the distillation of the scientific research into messages accessible to all and creating a change strategy that recognised the difficulty of getting people to act on an issue removed from the every-day.

One of my biggest achievements was getting global attention and commitment from leaders of established Ocean and Environmental groups and establishing collaborative agreements with 45 of the top 50 universities in the world for marine science.