

Infoquest Pty Ltd

Tailored communications strategies and solutions

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infoquest



Susanne Koen

Senior Communications Consultant

My career, spanning many years, numerous countries and diverse contexts, has the common theme of communications and project management. For nearly 20 years, I have worked as a freelance consultant in my own company, Infoquest Pty Ltd.

I am highly regarded by clients for my commitment to first-rate quality products and my critical and creative thinking; analysis and simplification of complex concepts; attention to detail and accuracy; pursuit for continuous improvement; and my easy writing style.

I am a life-long learner, entrepreneurial and motivated with excellent business and time management skills.

Services

Infoquest is a boutique communications agency providing high level tailored communications strategies and solutions.

Skills

- Writing
- Research
- Editing
- Project management
- Conference presentations
- Writing and editing workshops
- Management consultancy
- Community capacity building
- Solutions brokering

Products

- Books
- websites
- e-books
- CD-ROMs/DVDs
- evaluation reports
- position papers
- curriculum materials
- case studies
- promotional flyers
- conference and academic papers
- tender responses and submissions
- newsletters

Testimonials

As a writer, researcher and editor:

'Innovation, creative thinking and passionate writing are at the core of Susanne Koen's work,' Phillipa Duigan, Former Director Student Engagement, DECD

'You have great skills in making complex concepts easy to understand,' Sherylee Dawe, Former Manager Childhood Reform, DECD

'The ideas you bring are fantastic—thanks for your brain!' Jan Warren, Manager, Better Pathways, DECD

As a workshop facilitator:

'Great feedback on the course! I thoroughly enjoyed it and we hope to continue our work with you,' Catholic Education South Australia

As a community capacity builder:

'I commend you for your support of community resilience planning,' Hon. Chris Picton MP, Minister for Emergency Services

'What an amazing job you did pulling this together!' Hon Rebekha Sharkie MP, Member for Mayo

As a change agent:

'[Your report] is certainly comprehensive and covers off on many issues, all of which are relevant to the current debates regarding mitigation and resilience,' Mark Crossweller, Director General, Emergency Management Australia

'It has been a pleasure to work with someone who is realistic in their expectations and willing to accept that miracles are not always possible but with persistence change is possible,' Colin Muller, Deputy State Manager, Emergency Support Group

Tertiary education

- 2013 **TAFE SA**
Certificate IV in Small Business Management
- 1997 **University of South Australia**
BA Professional Writing and Communication
Chancellor's and Dean's Award List; Golden Key National Honour Society; selected as a PowerGrad
- 1994 **TAFESA**
Certificate in Women's Studies

Career highlights

I have:

- gained a deep, rich and broad understanding of curriculum (including Australian Curriculum) and pedagogy
- written, researched or edited many key resources for DECD
- researched and written corporate communications to reduce school disengagement, including conference papers and academic journal articles, which contributed significantly to the program gaining the SA of the Year Award for education
- presented papers at the Drug Strategy and Wellbeing, Better Pathways, History and Future of Social Inclusion, and Young People at Risk conferences
- presented writing and editing workshops to policy makers, principals and teachers
- facilitated community capacity building
- collaborated at the State and Federal level to explore transformative approaches to emergency disaster management
- written a novel about turn of the century Russia and the birth of Ukraine.

Clients

- Department for Education and Child Development (DECD)
 - Student Engagement
 - International Education
 - Enterprise and Vocational Education
 - English as a Second Language
 - Disabilities
 - Aboriginal Education
 - Innovative Community Action Networks
 - Drug Strategy and Wellbeing Team
 - Learning Improvement Division
 - Office for Education and Early Childhood
 - Industry Skills Program
 - Teaching and Learning Services
 - Better Pathways disabilities program
 - Teaching for Effective Learning
- Department for Education, Training and Employment (DETE—Federal)
- Department of Premier and Cabinet
- Principals Australia Institute
- University of South Australia
- Flinders University
- SA Federation of Catholic School Parent Communities
- Association of Independent Schools of South Australia
- Catholic Education South Australia
- Central Domestic Violence Service
- Anangu Education Services
- Education & Early Childhood Services Registration & Standards Board of SA

Referees

Margot Foster PSM	Director of Professional Practice, Learning Improvement Division, Office for Education & Child Development (DECD)	0401 123 353 Margot.Foster@sa.gov.au
Sherylee Dawe	Manager, Statewide Network, NSW Regulatory Authority Early Childhood, Education and Care Directorate	0401 123 340 sheryleed@gmail.com
Pip Duigan PSM	Retired—formerly Director Student Engagement (DECD)	0427 900 138
Jodie Smith	Creative Director, She Creative	0414 279 192 jodie@shecreative.com.au

Volunteer positions (past and present)

- Founder and facilitator Resilient Communities Adelaide Hills
- School council chairperson/ deputy (Mylor Primary School and Heathfield High School)
- Firefighter (Mylor CFS)
- Stage Manager, Stirling Players
- Founder Meet-a-mum for expatriate mothers (Brussels and Amsterdam)