

ACiA Independent Review and Benchmarking Committee: Membership

Dr Cathy Balding

Cathy is currently the Director of Qualityworks, a business dedicated to building the capacity of health services for improving the safety and quality of their care. She has been involved in health service management, quality and clinical governance for 20 years at national and state levels, in large and small health services and across community, acute and aged care. Before establishing Qualityworks, Cathy managed the Victorian Quality Council, the Ministerial advisory council on health care safety and quality for Victoria.

Cathy has a particular interest in enabling healthcare personnel to effectively engage in improving safety and quality, and in developing and supporting the quality manager role.

Cathy has published papers and provided education in quality and clinical governance nationally and internationally, and over the past 5 years has authored the Victorian and South Australian Safety and Quality Frameworks, and the Victorian Mental Health and Cancer Services Quality Frameworks. She is an Adjunct Associate Professor in Health Management at La Trobe University, an ACHS Accreditation surveyor and a Fellow of the College of Health Service Managers.

Mr Dougie Herd

Dougie Herd is the Executive Officer of the Disability Council of NSW which is the official adviser to the NSW Government and the State's Disability Advisory Body to the Commonwealth Government. He is Chairperson of the NSW Lifetime Care and Support Authority's Advisory Council and a Board Member of Accessible Arts NSW.

Dougie was born in Glasgow, Scotland. He has been a wheelchair user since a swimming accident in 1984. He was a Winston Churchill Memorial Trust Fellow in 1988, visiting Australia.

In the mid-1980s to late 1990s, Dougie lead the development of, and then managed, some of Scotland's founding and most effective systemic advocacy, information and peer support agencies in the non-government sector. They received regional, national and European Union awards or commendations for excellence and innovation.

Dougie migrated to Australia in late 1999 to take up the position of Executive Officer of the Physical Disability Council of NSW, the State's peak body for people with Physical Disability. After more than five successful years there, Dougie decided it was time to move on. He has been Executive Officer of the Office of the Disability Council of NSW since January 2005.

Dougie, who is now an Australian citizen, was given Permanent Residency status in 2004 on the basis of being a “Distinguished Talent with an international standing of excellence in the field of social justice and the rights of people with disability”. (Elsewhere Dougie has observed this actually means he has been “a right royal pain in the ass to governments on two continents”.)

Ms Jenny Barron

Jenny Barron has qualifications in occupational therapy, education and OHS. For the past 10 years Jenny has run, and continues to run on a part-time basis, her own consulting business that focused on quality in healthcare and OHS management systems. Prior to this she was an executive member of Sydney Hospital and spent 5 years managing the education and consultancy service at the Australian Council on Healthcare Standards.

Jenny has extensive experience working with a variety of quality systems and certification / accreditation. She has been an auditor, trained quality and OHS auditors and assisted organisation to achieve certification/accreditation.

Since 2007, Jenny has been the Executive Director of the Attendant Care Industry Association (ACiA). She has found it the most interesting and rewarding work she has ever undertaken and has become immersed in the joys and challenges of this industry that will provide ever more pivotal services to our community in the future.