

GEODYNAMICS Limited, Australia's largest ASX-listed company whose sole focus is developing hot rock geothermal energy, has appointed Howard Coombes to the position of compliance and approvals manager.

Mr Coombes will be responsible for overseeing and managing all environmental and cultural approvals, and compliance for the company's works program.

He previously worked for Bovis Lend Lease and Telstra as environmental manager and has more than two decades of experience in environmental management and compliance.

Mr Coombes said he was looking forward to the challenges in helping Geodynamics establish commercial scale geothermal power.

"Geodynamics is a leader in Australia's geothermal industry sector, and on the

verge of establishing significant milestones this year," he said.

Mr Coombes holds a Bachelor of Environmental Science and a Bachelor of Law, along with an Associate Diploma in Applied Science (Natural Resource Management) and a Graduate Diploma in Urban and Regional Planning.

Hot rock geothermal energy is produced using heat extracted from buried hot granite by circulating waters through an engineered, artificial reservoir. Geodynamics has created the largest of these reservoirs in the world at its Cooper Basin site in South Australia.



THE Institute of Public Administration Australia (IPAA) Queensland is proud to welcome Melanie Mead as executive manager membership and external relations to their team.

Melanie has extensive experience in the field of strategic communications, having previously worked in communication and marketing roles for many organisations, such as QR Passenger Pty Ltd as strategic communications adviser and RSL Queensland as public relations officer.

"I feel honoured to join the IPAA Queensland team because they are committed to creating successful business relations between the private and public sectors," Ms Mead said.

"IPAA Queensland offers members a range of great training courses, conferences and events where they can exchange ideas on current trends, prac-

tices and innovations."

Ms Mead said her greatest achievement to date was trekking along the arduous Kokoda Track in Papua New Guinea over eight days during July 2008, which she said helped instil leadership, dedication and spirit into her everyday life.

Melanie has completed a Bachelor in Communication and holds a membership with the Public Relations Institute of Australia, which she believes will assist her in creating some great ideas for harnessing the membership base of IPAA Queensland.



SERVICE excellence has always been at the heart of operations of the Brisbane Convention and Exhibition Centre and has now been elevated to a whole new level with the appointment of a dedicated director of customer services.

Colin Rosario has an impressive five star hospitality background and has joined the executive management team with responsibility for the management and delivery of the centre's service standards.

Colin, who has extensive experience in client service and food and beverage roles in leading five star hotels and resorts in Australia and internationally (including, Sofitel, Shangri-La, Hilton, Hyatt and Hayman Island Resort), said he was looking forward to building on the already strong customer service values of the centre. "It's about listening and understanding the needs of guests and clients and exceeding those needs. Keep things

simple and straightforward and treat clients and customers the way you would like to be treated."

Centre general manager, Robert O'Keefe said the centre had a proud reputation for service excellence and was deeply committed to maintaining and enhancing the centre's service.

"We operate in a very competitive global market where quality customer service is critical to our competitiveness and success. We believe the creation of a new Customer Services Department will focus attention and drive our service practices to a higher level," he said.



LEARN AS YOU GO: Sue-Ellen Watts is the managing director of Watts Next.

Recruitment boss knows Watts Next

Where do you work? I am the managing director of Watts Next. We provide human resource support to SME's – specialising in organisations that have staff but don't need or can afford a full-time HR manager. We assist with everything involved in the employee lifecycle from recruitment, retention and general HR support.

How did you earn your first dollar? Doing a television commercial for the Adelaide Advertiser. I had to catch the paper whilst looking really excited. I think it took me over 20 times before I actually caught it!

What standard of education did you reach? I finished year 12 and went on to start three different university degrees before I realised that I was much better suited to on-the-job training.

What was your first full-time job? Working as a receptionist for a pharmaceutical company. Sounds boring but I did meet my husband there so it was worthwhile!

Is your current job the career you envisaged for yourself when you finished study? Yes. When I joined the workforce I was always very curious (and a bit nosy) about everyone else's employment choices. I also wanted the challenge of increasing the amount of people who actually were in their chosen career and liked their job.

What made you choose this career? Definitely my interest in other people's job choices and the disbelief that so many people could spend over 40 hours a week doing something they didn't like!

RESUME

- **NAME:** Sue-Ellen Watts
- **DATE OF BIRTH:** August 11, 1976
- **SUBURB OF RESIDENCE:** Coorparoo
- **JOB DESCRIPTION:** Managing director of external human resource company Watts Next.

What would you do if you were forced to give up your current job? Share my mistakes with others and start again.

What tips do you have for people starting out in their careers? Don't be afraid to imagine your ideal job and then give it a go. Too many people will tell you it can't be done, often because they want to protect you but sometimes you just need to have a go.

What tips do you have for people just beginning a business to manage staff and budgets? Don't be afraid to employ staff if it is going to mean you can get out there and do the important things that will bring you more business, service your clients better and make you money. Also, understand how to read a profit and loss, balance sheet and what cash flow means. I have really only just got my head around it which is very risky. I sleep much better at night now knowing exactly what is going on with my finances.

Email your Movers & Shakers (with headshot as a jpeg attachment at 300dpi) to movers@qst.newsltd.com.au