

Name	Kirsten Forrester
Organisation	Matrix on Board
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Expertise	Strategic Business Planning Financial Management Risk Management
Qualifications	Bachelor of Arts



Bio:

Kirsten is Matrix's Manager of Capacity Building Services in NSW. She has more than 20 years' experience in finance and administration, including 15 years in senior management roles in the human services sector in Australia. She has personal experience as a voluntary Board member and is skilled in project management and systems development, with particular experience in financial management and improving financial literacy in not-for-profits.

Kirsten has extensive skills in administration systems development, financial and risk management and has managed a diverse range of projects, from technology implementations through to education, training and change management as well as being skilled in grants administration.

In 2005 Kirsten co-wrote and co-presented the Matrix on Board training program "Making Sense of Financial Statements" which received overwhelmingly positive feedback from participants with many commenting that the session demystified financial issues, increased their confidence and empowered their decision making.

Kirsten has held senior management roles in the corporate services area within the NFP sector. This included responsibility for the organisations' financial, physical and human resources and she has implemented business systems and processes to meet business needs without increasing overall staffing levels or costs.

Examples of projects that Kirsten has managed include correcting a slow end of moth process via implementation of a lower cost technology solution and implementing a budget development system with a focus on coaching and empowerment. This process achieved greater accountability from budget holders, improved accuracy of budget estimates and enhanced organisational capacity to identify variations quickly and retain close control over expenditure. Kirsten has recently developed and implemented a risk management program that facilitated development of risk management action plans at the local level and includes regular reporting to the Board and a process of ongoing review aligned to each team's business plan. The system has improved the organisation's focus on risk management, the ability of managers to identify and control risks and the quality of decision making about business activities.

In 2000 Kirsten led the national Councils of Social Service (COSS) GST Project in developing and delivering training for the broad community services sector around the implementation of the GST. Kirsten was responsible for development and operation of the project, stakeholder management and contract performance. She was managing editor and contributing writer of the *Community Services Guide to GST* and *Accounting for GST* publications and training seminars and had responsibility for contract management and financial accountability to Federal Treasury.