



## Capability Statement

AusVoc Educational Publishing develops **effective training materials** and **professional corporate publications**. Since 2003, we have collaborated with clients and partners throughout the South Pacific, Australia, parts of Southeast Asia, and wider.

Our projects are primarily in the areas of:

International development	Health services
Capacity building and vocational training	Community and women's development

**Projects communicate through their publications** — to implement and strengthen service delivery and ensure a sustainable legacy.

**Effective publications reflect expertise and professionalism** — they add value to projects now and in the future. The content of effective publications has real and lasting impact, and is what readers focus on when it is framed with consistent and professional writing, editing, and publishing standards.

**Our strength is helping you ensure the quality of your content and publications** — so your project and your technical advisers communicate the right messages, create the intended outcomes, and achieve your project goals in your timeframes, and with strict confidentiality.

**We also support your organisation to embed strong systems and quality practices in the process you use to build publishing capacity in projects** — to ensure you create publications that are consistent with relevant legal, ethical, and policy frameworks and guidelines, and fully focused on achieving your project objectives.

AusVoc operates from a base on the Sunshine Coast, Queensland, Australia, and on location in the region when required. Our team members and associates are well-qualified and committed project specialists, with many years and thousands of pages of experience working remotely through technology, as well as alongside other technical experts, clients, and stakeholders from around the world.

## Contact

For more information, or to discuss your specific project or publication, contact:

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## Referees

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Technical Consultant International Programs, Abt Associates; Fiji Health Services Support Program (2011–2017); PNG Health Services Support Program (2003–2006)  
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### Mr Donald Lewis

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Team Leader (2008–2014); Member of Leadership Group (continuing to 2019) Australian Nurse–Family Partnership Program Support Service Brisbane QLD Australia

## Core team

### Roslyn Copas

### Senior editor and publisher/Principal consultant



Roslyn is an Accredited Editor with extensive experience writing, editing and publishing (WEP) for corporate and educational publications, leading and participating in specialist teams, and building capacity of other personnel to contribute to publications. Her experience includes 25+ years of planning, writing, editing, and publishing corporate plans, reports, tenders, proposals, and other documents, including 16+ years for projects in Papua New Guinea, Fiji, Indonesia, Timor-Leste, the Philippines, and Vanuatu. She has developed and ensured the cultural adaptation of learning materials for courses in health, community services, early childhood, and business, including for long-term projects in PNG and Fiji, and major public health projects in Australia. Previously she developed training projects in vocational and tertiary education, and was a HRM practitioner.

**Qualifications** BA, GradCertPR, MA (WEP), AE (IPEd) | **Experience** 25+ years | **Member** Institute of Professional Editors (Editors Qld), Editors' Association of Canada, Plain Language Assoc. Intl., Aust. and NZ Society of Indexers, Qld Writers Centre, Brisbane Writers Festival | **Specialties** Health, education, community, early childhood, business

### Kellie Roder

### Editor and publisher/Publishing project specialist



Kellie is a communications professional with more than 10 years working in the development sector. She has extensive experience writing, editing, and publishing educational materials and corporate documents to support major health projects in Australia, Papua New Guinea, Fiji, Indonesia, Timor-Leste, the Philippines, and Vanuatu. She has also collaborated with researchers at the International Potato Center in Peru to disseminate their work to a broader audience via field stories, case studies, and articles on the website, and developed a research report on participatory approaches for maintaining biodiversity and indigenous knowledge. Kellie has also held marketing and communications roles in the financial services and consumer goods industries.

**Qualifications** BComn(PR), CertIVProjMgt, MAppAnth&ParticipatoryDev | **Experience** 13+ years | **Member** Institute of Professional Editors (Editors Qld) | **Specialties** Public health, participatory development, early childhood, finance

## Key associates

### Marybeth Sarra

### Workforce development specialist/Senior educational designer



Marybeth has over 25 years' experience in workforce development and management in education, health, community development, and public administration. Her work reflects a focus on machinery of government, organisational systems, program design, establishment and management, project planning and implementation, HR information systems, monitoring and evaluation, strategic policy and procedure development, organisational needs analysis and change, workplace training, standards setting, and performance management. She has worked extensively across the Pacific and South Asia within projects to manage, provide technical advice, capacity development, workforce development, and training with partner governments and agencies in Fiji, Papua New Guinea, Timor-Leste, Vanuatu, Solomon Islands, Kiribati, and Bhutan.

**Qualifications** RN, BN, CertWomensHlt, MEd | **Experience** 25+ years | **Member** International Education Association of Australia, Institute of Public Administration of Australia, Australasian Medical Writers Association, IPED (Editors Qld) | **Specialties** Health, workforce development, education, community services

### Bevin Neil

### Graphic designer



Bevin is the proprietor and studio manager of BJN Graphic Design, and has worked in association with AusVoc and its team since 2006. He is a highly skilled graphic designer, with extensive experience managing graphic design projects, and providing creative and technical inputs for diverse print and online publications in educational and commercial environments. Bevin has worked with AusVoc to provide the graphic design inputs for major public health projects in Australia, Papua New Guinea, and Fiji. He is an expert user of industry-standard graphic design software (Adobe), and proficient in working with AusVoc to integrate design elements for Microsoft Word. His particular strength is creating innovative print designs to enhance projects.

**Qualifications** AssocDipCommArt | **Experience** 20+ years | **Member** Australian Graphic Design Association | **Specialties** Education, health, marketing and corporate branding

## Examples of AusVoc project experience

Project	Scope of inputs	Type of inputs
<b>Editorial and Graphic Design Services</b> Nov 2019–Jan 2020 World Health Organization for Health Information Unit of Vanuatu Ministry of Health	<ul style="list-style-type: none"> <li>Work with technical specialists to develop two work-based training manuals and a PowerPoint presentation (~150 pages) for health workers who will use the Vanuatu Health Management Information System, as well as the ~60 page Vanuatu Digital Health Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting</li> <li>Frameworks, style and structure</li> <li>Editing, formatting, proofreading</li> <li>Graphic design and layout</li> <li>Instructional design</li> <li>Processes, systems, practices.</li> </ul>
<b>Health Care Manual for Community Health Workers in PNG (revised 3<sup>rd</sup> edition)</b> 2015–2020 Baptist Union of Papua New Guinea	<ul style="list-style-type: none"> <li>Worked with lead agency, stakeholders throughout PNG, donors, project management team, steering group, and large number of expert contributors in PNG to fully revise and update unique and highly-respected textbook to create 2-volume/96 chapter/1416 page set for the training and practice of rural and remote Community Health Workers, including wide-ranging aspects of clinical and public health.</li> <li>Key technical partner from conception of the project, through to final publication, and into current distribution and sustainability phase.</li> </ul>	<ul style="list-style-type: none"> <li>Publication planning; key part of Project Management Team</li> <li>Research, writing, cultural adaptation, and technical review</li> <li>Frameworks, style and structure</li> <li>Editing, formatting, and proofreading</li> <li>Graphic design and layout</li> <li>In-country workshops and consultations</li> <li>Processes, systems, practices.</li> </ul>
<b>Abt Management Services PNG (formerly PNG Governance Facility)</b> 2017–2020 Abt Associates (for DFAT)	<ul style="list-style-type: none"> <li>Rapid turnaround work with technical advisers responsible for producing 13 separate project publications to date (some with multiple outputs), including District Profiles, Long-Term Development Strategy, Performance Assessment Framework, milestone and progress reports, annual plans, and the <i>Guna–Goreku Stretim Hauslain Association (Case Study Report)</i>.</li> <li>Member of <i>PGF Technical Advisory Panel — Professional Editing and Formatting</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Mapping and designing content and information</li> <li>Advising on editorial standards</li> <li>Providing structural editing, copyediting, and proofreading</li> <li>Designing, layout, and formatting content for print and electronic formats.</li> </ul>
<b>KOMPAK Governance for Growth (Indonesia)</b> 2015–2020 Abt Associates (for DFAT)	<ul style="list-style-type: none"> <li>Rapid turnaround work with technical advisers responsible for producing 45 project publications to date, including strategic framework, work plans, progress reports, policy note, research briefs, MEL plans, performance frameworks, and communications documents.</li> <li>Member of <i>Panel for Copy Edit and Proof-read (English Language) Services</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Consulting on editorial style</li> <li>Editing, formatting, and proofreading.</li> </ul>
<b>Investing in Women Initiative (Southeast Asia)</b> 2015–2016, 2018–2019 Abt Associates (for DFAT)	<ul style="list-style-type: none"> <li>Rapid turnaround work with managing contractor on tender proposal, and technical advisers responsible for producing annual plans and progress reports.</li> </ul>	<ul style="list-style-type: none"> <li>Consulting on editorial style</li> <li>Editing and formatting.</li> </ul>
<b>Corporate publishing support</b> 2013–2019 Abt Associates, Brisbane	<ul style="list-style-type: none"> <li>Rapid turnaround work on over 20 projects to date, including major tender proposals, reports, and plans for wide variety of projects in Australia and worldwide, separate to those for major programs managed by Abt.</li> <li>Work with corporate services team to develop customised frameworks/templates for adviser contracts, aligned with process restructuring.</li> <li>Provide customised training workshops in the skills of writing for business development and developing corporate and training publications.</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting</li> <li>Frameworks, style and structure</li> <li>Formatting and layout</li> <li>Editing and proofreading</li> <li>Research and writing</li> <li>Quality practices, governance processes, standards consulting</li> <li>Designing and delivering corporate training.</li> </ul>

Project	Scope of inputs	Type of inputs
<b>Corporate templates</b> 2013–2015, 2018–2019 Niche Environment and Heritage (NSW-based, operating around Australia)	<ul style="list-style-type: none"> <li>Develop and update customised frameworks/ document templates for reports, proposals, letters, agreements, slides, CVs, and checklists, aligned with existing branding and design.</li> <li>Write extensive User Manual and style guide for technical specialists working remotely.</li> </ul>	<ul style="list-style-type: none"> <li>Frameworks, style and structure</li> <li>Formatting and layout</li> <li>Editing and proofreading</li> <li>Research and writing</li> <li>Style guide, quality practices, and standards consulting.</li> </ul>
<b>Australia Timor-Leste Partnership for Human Development</b> 2016–2018 Abt Associates (for DFAT)	<ul style="list-style-type: none"> <li>Rapid turnaround work with managing contractor on the original tender proposal, and then technical advisers responsible for producing annual plans, the operations manual, and progress reports.</li> </ul>	<ul style="list-style-type: none"> <li>Consulting on editorial style</li> <li>Editing, formatting, and proofreading.</li> </ul>
<b>Corporate publishing support</b> 2003–2019 Childcare by Design (QLD-based, operating around Australia)	<ul style="list-style-type: none"> <li>Develop customised templates for reports, proposals, letters, agreements, and slides.</li> <li>Support the content development, editing, and publishing of corporate publications, including major reports, national journal articles, project proposals, presentations, expert witness reports.</li> <li>Develop with content expert and CBD principal, Dr Brenda Abbey, a 200-page practitioner textbook: <i>Managing compliance in childcare services</i> (2009), as well as a children's picture book, <i>Archie's walk to the beach</i> (2016).</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting, including commissioning/planning</li> <li>Style, design and structure</li> <li>Formatting and layout</li> <li>Editing and proofreading</li> <li>Research, writing, and ghost-writing</li> <li>Quality practices, governance processes, standards consulting.</li> <li>Contracting and royalties, marketing and sales.</li> </ul>
<b>Diabetes and the Eye</b> 2016–2017 Fiji Pacific Eye Institute (for Fred Hollows Foundation NZ)	<ul style="list-style-type: none"> <li>Work with technical specialists to develop a 90-page clinical practice manual to support health workers to prevent and treat eye conditions relating to diabetes.</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting</li> <li>Instructional design</li> <li>Frameworks, style and structure</li> <li>Editing, formatting, proofreading</li> <li>Graphic design and layout</li> <li>Processes, systems, practices.</li> </ul>
<b>Fiji Health Sector Support Program</b> 2013–2017 Abt Associates (formerly Abt JTA for Australian Department of Foreign Affairs and Trade)	<ul style="list-style-type: none"> <li>Work with technical specialists to strengthen Fiji Government training systems and build capacity of Ministry of Health and Medical Services personnel to develop over 50 quality training materials and strategy documents (approx. 3500 pages) to support health workers in the areas of public health information systems, maternal and child health, non-communicable diseases, and community health work.</li> </ul>	<ul style="list-style-type: none"> <li>Publication planning, training workshops, and consultations</li> <li>Research, writing, and cultural adaptation</li> <li>Instructional design</li> <li>Frameworks, style and structure</li> <li>Editing, formatting, proofreading</li> <li>Graphic design and layout</li> <li>Processes, systems, practices.</li> </ul>
<b>Australian Nurse–Family Partnership Program</b> 2008–2012, 2013–2015, 2015–2018 Abt Associates (formerly Abt JTA for Indigenous and Rural Health Division, Australian Department of Health)	<ul style="list-style-type: none"> <li>Adapt print-based publications of approx. 3000 pages, from 30-year USA nurse home visiting program, to support implementation and data collection in Australia and national public health strategy for maternal and child health in Aboriginal and Torres Strait Islander communities. Periodically and systematically revise adapted publications and data forms.</li> <li>Develop, write, and revise approx. 1000 pages of supplementary materials to support evolution of Australian program and post-implementation practice information and policy shifts.</li> </ul>	<ul style="list-style-type: none"> <li>Communication and publication planning, including in-service technical training workshops</li> <li>Technical content review, research and writing</li> <li>Instructional design</li> <li>Style, design, and structure</li> <li>Cultural adaptation</li> <li>Editing, formatting, proofreading</li> <li>Remote and in-field consulting and reporting</li> <li>Processes, systems, practices.</li> </ul>



Project	Scope of inputs	Type of inputs
<p><b>Capacity Development for Protected and Other Conserved Areas in the Pacific Islands Region: Strategy and Action Framework 2015–2020</b> 2015–2016 IUCN, Fiji</p>	<ul style="list-style-type: none"> <li>Work with the BIOPAMA Coordinator to publish a high-profile international guide to the implementation of capacity development activities for biodiversity conservation in the Pacific, particularly protected and conserved areas, and reflecting Pacific-wide consultations of the BIOPAMA program.</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting</li> <li>Framework, style and structure</li> <li>Editing, formatting, and proofreading</li> <li>Graphic design and layout.</li> </ul>
<p><b>A clinical governance guide for remote and isolated health services in Australia; Pathways to remote professional practice</b> 2013–2014, 2015 CRANApplus (SA office, operating around Australia)</p>	<ul style="list-style-type: none"> <li>Work with in-house project manager to publish:               <ul style="list-style-type: none"> <li>High-profile national guide and conference poster to apply the National Safety and Quality Health Service Standards for clinical governance in remote and isolated practice.</li> <li>National guide, information poster, and mentoring postcard for health professionals preparing for remote and isolated practice.</li> </ul> </li> <li>Copyedit <i>Remote National Standards and Credentialing Project – CRANApplus Literature Review</i> as subcontractor to authors.</li> </ul>	<ul style="list-style-type: none"> <li>Publication consulting</li> <li>Framework, style and structure</li> <li>Editing, formatting, and proofreading</li> <li>Graphic design and layout</li> <li>Print liaison.</li> </ul>
<p><b>New developments in support of Monitoring Vital Events Resource Kit</b> 2011 UQ Health Information Systems Knowledge Hub</p>	<ul style="list-style-type: none"> <li>Work with technical specialists and academic researchers to support preliminary planning for redevelopment of the Resource Kit and publication of Key Learning Papers of latest evidence in support of Civil Registration/Vital Statistics, before presentation to World Health Organization Technical Review Panel, Geneva.</li> </ul>	<ul style="list-style-type: none"> <li>Communication and publication planning including workshop</li> <li>Style and structure</li> <li>Editing and proofreading</li> <li>Quality practices and standards consulting.</li> </ul>
<p><b>Papua New Guinea National Health Plan 2011–2020</b> 2009–2010 JTA International (Capacity Building Service Centre)</p>	<ul style="list-style-type: none"> <li>Work with in-country project team and content providers during end stages of development of 400-page plan in three volumes and associated brochures and poster.</li> <li>Peak policy document for PNG health services.</li> </ul>	<ul style="list-style-type: none"> <li>In-country and remote consulting</li> <li>Frameworks, style and structure</li> <li>Graphic design</li> <li>Substantive editing and rewriting</li> <li>Copyediting, formatting, and proofreading.</li> </ul>
<p><b>Provincial Health Services Management Training</b> 2004–2007 JTA International (Papua New Guinea Capacity Building Service Centre and Health Services Support Program)</p>	<ul style="list-style-type: none"> <li>Create print versions, and redevelop as CD-ROM/online versions, of trial and final editions of Training Manuals for 9 units (~60 print/200 HTML pages each). Support multiple modes of delivery, including small group delivery, one-on-one delivery, and self-directed learning.</li> <li>Topics include: manage health services, build work teams, recruit and retain team members, supervise work teams, manage performance, implement work plans, make decisions/solve problems, manage time, build communication.</li> </ul>	<ul style="list-style-type: none"> <li>Curriculum development</li> <li>Research and writing</li> <li>Technical content review</li> <li>Instructional design</li> <li>Style, design and structure</li> <li>Cultural adaptation</li> <li>Editing, formatting, and proofreading</li> <li>Ongoing consultations</li> <li>Governance processes and quality practices.</li> </ul>
<p><b>Community Health Worker Certificate Program</b> 2003–2006 JTA International (Papua New Guinea Capacity Building Service Centre and Health Services Support Program)</p>	<ul style="list-style-type: none"> <li>Develop cohesive set of 100 books with PNG National Department of Health and build capacity of NDoH training staff, to support pre-service training for Community Health Workers in PNG, including curriculum guides and learning/teaching materials, approx. 100–300 pages each, and 2 editions of each (trial and final curriculum – approx. 20,000 pages total).</li> </ul>	<ul style="list-style-type: none"> <li>Curriculum review</li> <li>Technical content review, and research and writing</li> <li>Instructional design</li> <li>Style, design, and structure</li> <li>Cultural adaptation</li> <li>Editing, formatting, proofreading</li> <li>Ongoing consultations and study tour for PNG health curriculum specialists.</li> </ul>