

claire heath | résumé

I am inspired by helping individuals and organisations find their voice and tell their stories.

Experienced writing and editing professional

More than 28 years of writing, and 18 years of editing and proofreading; three years' teaching English as a second language adds another dimension to helping others communicating well and clearly.

Capabilities • writes and edits for wide range of audiences, and diverse types of texts, online and printed • converts environmental science language and bureaucratic style to plain English • uses full range of editing skills to help writers improve their style and for readers' benefit • possesses a fine eye for detail • adept at layout for websites and web-based email in content management systems (CMS) • manages publication projects • handle complex tasks with little briefing and supervision

Values and qualities • appreciates difference and diversity • produces high-quality work • meets deadlines and budgets • enjoys working in collaborative and inclusive environments • embraces change and new approaches to activities • seasoned adventure traveller with flexibility, resourcefulness and curiosity about human cultures and nature

Employment history

2009–current: Owner and operator of Scribblygum Writing and Editing (freelance consultancy offering writing, editing and proofreading services) to government, university, private-sector and non-profit community clients, as well as individuals

2012–2015: Taught English to speakers of other languages in Brisbane, Australia, and Peru

2007–2009: Project manager, Department of Natural Resources (Queensland)

Earlier: Started career as a newspaper journalist, including coveted position as reporter with the *Sydney Morning Herald*. Worked in state and Australian government departments in policy, community support, and publishing; with community organisations and trade unions in communication and community support; and freelance and as an employee with private sector, conservation groups and trade unions in communication

Throughout my adult life, I have volunteered in Australia, Zimbabwe, Chile, Peru, and Colombia, mostly in equality for women and migrants, equality for Aboriginal Australians, social justice, and conservation.

Selected career experience

Digital and web-based publication

- For Pacific Islands Forum Fisheries Agency (FFA), research and write articles, and edit and publish articles, on Tuna Pacific website (www.tunapacific.org)
- For Pacific Islands' Oceanic Fisheries Management Project 2 website SustainPacFish (www.sustainpacfish.org), research, write and edit content, update content, and manage consistency of content and appearance, to improve reader experience
- For Terrestrial Ecosystems Research Network (TERN), Australia, research, write, edit, source images, and publish monthly newsletter (to international audience) via email package and website upload
- Write text specifically for reading on the web

Team work

- Awarded a 2009 Australia Day medallion for team work and leadership of \$1.2 million multi-government project to deliver tools, communication, grants program, a national forum, and

educational materials to a national audience. Developed network of diverse stakeholders, managed contracts and contractors, and introduced interactive web technology to Queensland Government.

- As Queensland Landcare coordinator, supported network of coordinators spread over 1.85 million square kilometres, providing leadership, policy analysis, communication, and advocacy support
- Instigated and led development of first successful funding bid for dedicated positions for Aboriginal and Torres Strait Islander Landcare facilitators working in culturally appropriate ways

Writing skills

- Writing skills encompass: research; interviewing; writing original text, synthesising and re-purposing existing text, and ghost writing; structural editing, copyediting, and proofreading; simple, clear layout; and management of publishing process from briefing to quality assurance and delivery of product
- Skilled at re-writing environmental science and bureaucratic documents into plain English
- Help new authors find their voice and hone their writing skill and English grammar
- Research, write, edit and proofread many types of documents for print, digital and online publication: books, reports, policy, government and ministerial briefing papers, manuals, memoirs, anthologies of short fiction, booklets, pamphlets and flyers, fact sheets, newsletters and magazines, media releases, news articles, feature articles, web pages, and blog posts
- Initiate and develop style guides to help users consistently apply design and layout elements, and spelling, punctuation, grammar and in-house expressions

Training and mentoring

- Mentor new authors in honing their writing skills and understanding English grammar to help them find their writing voice (and publication)
- Guided by Aboriginal elders, developed (with others) educational program for non-indigenous audiences on Aboriginal and Torres Strait Islander displacement, culture, and values
- Delivered a training and mentoring to female journalists of southern Africa in Harare, Zimbabwe, with a week's notice
- Taught first-year one-semester course on business writing, Queensland University of Technology
- Advises ESL writers on use of natural-sounding English, and edits for ESL writers seeking an English-language audience

Qualifications and competencies

Sept 2014	Spanish – level B1 in European Union system
Mar 2012	Certificate IV in Training and Assessment (TAE40110), Brisbane, Australia
July 2010	Certificate in English Language Teaching to Adults (CELTA), University of Cambridge, UK
2001–2012	Certificated workshops and short courses on: English grammar; in-depth aspects of editing and writing; Indigenous cultural awareness; working with refugees; community consultation; team work; group facilitation; and composing and editing photographs
1992	Graduate Diploma of Business (Distinction), Queensland University of Technology
1981	Bachelor of Arts (Journalism), Darling Downs Institute of Advanced Education, Australia

Professional associations

Institute of Professional Editors • Queensland Writers' Centre