



Lauren LeCouteur

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- 📍 Tea Tree Gully 5091

EDUCATION

Time Training 2023

- Certificate III In Business Administration

Gleeson College 2021

- Successfully completed Year 11

CERTIFICATIONS

- Working with Children's Check
- NDIS Worker Clearance
- NDIS Quality Safeguard Commission

ACHIEVEMENTS

- TWCI Annual Awards – Superstar Service Award 2022
- Youth Achievement Award Winner (TTG Council) – Everyday Hero 2023
- TWCI Annual Awards – Leadership Award 2023
- TWCI Annual Awards – Leadership Award 2024
- 7NEWS Young Achiever Awards – Finalist 2025

PROFESSIONAL SUMMARY

Dedicated and compassionate individual with over 3 years of experience in providing comprehensive support and services to individuals from diverse backgrounds.

Expertise in managing participant care programs, delivering tailored social support strategies, and leading teams to achieve optimal outcomes.

Proven ability to foster relationships, build community networks, and enhance the quality of life for clients in a dynamic, international setting.

SKILLS

- Time management & organisation
- Problem-solving & adaptability
- Teamwork & collaboration
- Communication & customer service
- Reliability & strong work ethic
- Positive attitude & resilience
- Self-motivation & initiative
- Team Leadership & Staff Development
- Community Outreach & Networking
- Crisis Intervention & Conflict Resolution
- Budgeting & Resource Allocation
- Report Writing & Documentation
- Process Improvement & Efficiency
- Project Management

WORK EXPERIENCE

Head of Service Delivery

*Together We Can International Pty Ltd – Tea Tree Gully
December 2024 – Present*

- Oversee end-to-end delivery of programs and services
- Lead, mentor, and develop multidisciplinary teams
- Monitor service quality, compliance, and performance targets
- Manage budgets, resources, and operational planning
- Build and maintain stakeholder and community partnerships

Head of Service Delivery

*Together We Can International Pty Ltd – Tea Tree Gully
December 2024 – Present*

- Drive process improvements for efficiency and impact
- Handle crisis management and complex client escalations
- Ensure alignment of services with organisational goals
- Report to executive leadership on performance metrics and KPIs
- Oversee recruitment, onboarding, and workforce planning

Social Support Manager

*Together We Can International Pty Ltd – Tea Tree Gully
December 2022 – December 2024*

- Lead a team of social support workers and professionals in the development and delivery of programs designed to improve the well-being and quality of life of individuals in the community.
- Oversee case management, ensuring that participants receive tailored services in line with their specific needs, goals, and cultural considerations.
- Develop and implement strategic social support programs, ensuring all aspects are in compliance with NDIS guidelines.
- Build and maintain strong relationships with stakeholders, including community organisations, and service providers to enhance resource access for participants.
- Monitor participant progress, provide regular reports, and make recommendations to improve service delivery.
- Ensure the highest levels of participant satisfaction through consistent follow-up, feedback gathering, and improvements to service processes.
- Offer training, mentoring, and support to team members, ensuring continuous professional development.

Business Admin Trainee

*Together We Can International Pty Ltd – Tea Tree Gully
November 2021 – Dec 2022*

- Assist with office management tasks, such as organizing schedules, handling correspondence, and preparing documents.
- Handle phone calls, emails, and other communications.
- Input data into company systems, spreadsheets, or databases.
- Maintain accurate records of transactions, customer details, and other business information.
- Help resolve complaints or issues, escalating when necessary.
- Assist with invoicing, managing receipts, and basic bookkeeping tasks.
- Help prepare budgets or expense reports for management.
- Manage office supplies and inventory.
- Ensure the office environment is organized and efficient.
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- Ensure the office environment is organized and efficient.
- Participate in training and development sessions to enhance skills.

REFERENCES – Upon request