

CONTACT

- 0409-223-208
- Gold Coast & Surrounds
- hello@independentnursesaustralia.com

SERVICES

- Friendly, clear communication.
- Organisation and attention to detail.
- Practical problem-solving.
- Building relationships and supporting a team.
- Creating simple processes and keeping things on track.
- Writing content that feels personal and approachable.

INTERESTS

- Spending time with my family.
- Indoor plants — there's always room for another!
- Painting and macramé.
- Beach days
- Music

BUSINESS DEVELOPMENT AND OPERATIONS MANAGER

LANA

Behind the scenes, supporting the team that supports you.

ABOUT ME

Hi, I'm Lana, INA's Business Development and Operations Manager. I work behind the scenes, helping our team stay organised, welcoming new staff and building connections with families, coordinators and other providers. My background is in customer service, leadership and business administration, and I enjoy finding practical ways to make everyone's day a little easier. I'm usually somewhere between an email, a new idea and a checklist!

EXPERIENCE

- Customer service and digital customer support with Probe CX and Flybuys.
- Retail management and team leadership.
- Business administration and virtual assistant services.
- Recruitment, staff onboarding and compliance documentation.
- Business development and relationship building.
- Social media, website content and team communications.

QUALIFICATIONS

- NDIS Workers Screening
- Working with Children Check / Police Check
- NDIS Registration

Helping people feel safe, supported and empowered every day.