



## Lisa Beavan

Lisa brings a vast amount of experience from both her 15 years as a Personal Assistant across varied industries and since 2003 as a virtual personal assistant with her own business (Assist YOU Now). Lisa started Assist YOU Now when her first child was 15 months and the business has been going strong since. Being a virtual personal assistant provides flexibility for both her clients and her role as a mother of two school age children. Having her own business also allows Lisa to gain even more experience and insights from her many and varied clients. In addition to The Service Spirit these include: a freelance writer for The Age, an Executive coach and a road safety consultant.

Lisa also volunteers once a week as a telephone support worker at PANDA (Post and Ante Natal Depression Association) and is studying counselling to help first time mothers make the transition to motherhood a little easier.

### 1. What's your background?

I have over 20 years of PA experience in many industries including the AFL and television. In 2003, approximately 18 months after the birth of my first child, I started up a virtual personal assistance business and The Service Spirit was my first client!

### 2. What's your role in The Service Spirit?

My role is to provide administrative/PA support including the processing of all the diagnostics. I liaise with clients to ensure the programs run smoothly for all participants.

### 3. Why do you do the work you do?

Working with The Service Spirit gives me flexibility and variety. Also, I love working with the rest of the team as they are passionate about what they do, they're fair and they're funny!

### 4. How do you best add value?

As a PA, it's my role to take away most of the administration work to leave the rest of the team time to do what they do best: design, create and facilitate. I also undertake research to keep the business up to date with emerging leadership practices.

### 5. What makes you proud in the work you do?

While I don't design and create the programs, I take pride in being able to assist in the background and seeing the positive results in the program evaluations. We've also seen some amazing results when we re-do the diagnostics for the follow up days.