

Curriculum Vitae

Tevita Naroba

Personal Information

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Personal Statement

I have **35 years of extensive service-orientated experience in banking, finance, insurance, small business, telecommunications, financial counselling, community services and mining.** With my business, marketing, information technology, financial counselling, and community services qualifications, as well as excellent interpersonal skills and a passion for community development and financially empowering Indigenous mob, I believe I can be of benefit to stakeholders, employers, clients, customers and communities that I work with. Being motivated, adaptable and able to quickly engage people and build rapport, means that I am consistently able to reach service targets, exceed client and customer expectations and build engagement in communities.

Qualifications

Fortress Learning 2024	Certificate IV Training and Assessment
Curtin University WA 2019 – 2023	Masters of Philosophy (Indigenous Research and Development) Thesis: <i>Enhancing the financial wellbeing of East Kimberley Indigenous people</i>
Relationships SA 2015 (Australia)	Diploma in Community Services (Financial Counselling)
Franklyn Scholar (Telstra Qualification) 2013 (Australia)	Certificate IV in Customer Contact
Franklyn Scholar (Telstra Qualification) 2011 (Australia)	Certificate III in Customer Contact
Te Wananga o Aotearoa University, Hamilton (New Zealand) 2009	Certificate IV Applied Business Growth and Development
Waikato University Hamilton (New Zealand) 2007 – 2008	Graduate Diploma in Finance
Auckland University of Technology Auckland (New Zealand) 2002 – 2004	Bachelor of Business Double major in Marketing and Information Technology
Auckland University of Technology Auckland 1995 – 1998	New Zealand Diploma in Marketing New Zealand Diploma in Business New Zealand Institute of Management Diploma

Employment and Business Experience

Financial Wellbeing Specialist, Accredited Financial Counsellor and Supervisor, Financial Wellbeing Program/Workshop Developer and Trainer

Te Naroba Consulting

Port Hedland, Western Australia

www.tenarobaconsulting.com

January 2024 to current

Team Leader Financial Counselling, Pilbara Community Legal Services (PCLS)

Port Hedland, Western Australia

February 2024 to current

Empowered Voices Category Winner

Pilbara Community Services Excellence Awards 2025

Key responsibilities: management of PCLS financial counselling team across the Pilbara (5 offices), training and mentoring financial counsellor trainees, case management, advocacy and negotiation, financial wellbeing workshops, Indigenous communities outreach services

Advisor, Communities and Social Performance (Argyle Diamond Mine, Closure Team)

Rio Tinto

Kununurra, Western Australia

September 2021 to January 2024

Key responsibilities: engagement and liaison with Argyle Diamond Mine Traditional Owners, Stakeholders and contractors, accounts management, logistics and event management, including relationship committee meetings.

Accredited Financial Counsellor 2017 to August 2021

Coordinator Pathways to Home Ownership 2020 and 2021

Wunan Foundation Inc

Kununurra, Western Australia

2017 to 2021

Financial Counsellor's Association of Western Australia: Houdini Award 2020

Financial Counsellor's Association of Western Australia: Unclaimed Superannuation Record Award (East Kimberley) 2019

<https://www.abc.net.au/news/2019-07-20/remote-super-millions-found-at-kimberley-roadshows/11323452>

Key responsibilities: case management, analysing and assessing financial situations and circumstances for individuals and families, advocacy, and negotiation (eg with creditors on behalf of clients), budgets and savings plans for clients, community outreach visits (across East Kimberley) and events (eg anti-poverty week activities, unclaimed superannuation event), financial literacy presentations, assisting indigenous clients to become mortgage-ready and to purchase their first home.

Accredited Financial Counsellor

CatholicCareNT

Tennant Creek, Northern Territory

August 2016 to July 2017

Key responsibilities: case management, analysing and assessing financial situations and circumstances for individuals and families, advocacy, and negotiation (eg with creditors on behalf of clients), budgets and savings plans for clients, community outreach visits and events (eg youth outreach bush camp).

Families SA
November 2015 to May 2016

Key responsibilities: identifying the level, the type and nature of social and/or financial services to clients, case management involving analysing and assessing financial situations and circumstances, advocacy and exploring options for individuals and families to become self-sufficient and better able to manage their finances and developing appropriate budget arrangements.

Uniting Care Wesley
NILS (No Interest Loans) Officer
Adelaide, South Australia (Volunteer role)
June 2015 to November 2015

Key responsibilities: assessing financial situations and circumstances for CALD clients, case management, application processing and analysis for no-interest loans (NILs).

Telstra Customer Call Centre
Customer Solutions Consultant
Adelaide, South Australia
September 2010 to November 2015 and May 2016 to July 2016

Key responsibilities: Service and sales of telecommunications products and services, inbound call centre, resolving customer complaints, rolling out Smart Community services, case management of hardship clients (debt consolidation, payment plans)

Dorchester Life
Sales Consultant
Hamilton, New Zealand
June 2006 – April 2010

Top 10 Sales Agent 2008/9 and 2009/10 financial years

Key responsibilities: selling the savings, investment, superannuation, and insurance products of Dorchester Life, building up and maintaining a client base, identifying the savings and insurance needs of clients, providing sound and timely wealth advice and guidance, and supporting and mentoring other sales agents.

Farm and Sea Produce Connections Ltd (Small Business)
Shareholder, Director, and Sales & Marketing Manager
Hamilton, New Zealand
April 2008 to July 2010

Key responsibilities: starting the business, business planning and development, establishing links with suppliers, building up a customer base, developing the branding and marketing for the business, banking and invoicing, sales support and service, deliveries, and price negotiation with suppliers.

IAG State Insurance
Customer Solutions/Insurance Advisor
Auckland, New Zealand
October 2004 – May 2006

Key responsibilities: assisting the underwriter/area manager in achieving and exceeding the planned results for the area, developing and maintaining profitable business by preparing quotes for new business and ensuring an efficient flow of documentation, providing high levels of service, sales, and support to customers.

Auckland University of Technology
Business Analyst – Bachelor of Business Co-operative Education Placement
Auckland, New Zealand
July 2004 – October 2004

Key responsibilities: bar coding system, upgrading system database, and preparing instruction manuals and reports.

Campus Life, Auckland University of Technology
Student Services, First Year Experience Assistant
Auckland, New Zealand
2003

Key responsibilities: contacting first year students, providing support and advice, making transition smooth and fun, early intervention for high-risk students and liaising with faculty heads.

National Bank of New Zealand
Customer Services Officer
Auckland, New Zealand
2000 – 2001

*Recipient of Gold, Silver, and Bronze Auckland CBD Summit Club Awards for Customer Service
2000, 2001*

Key responsibilities: bulk teller, cash handling – EFTPOS, cheque, credit cards and cash, selling banking products (savings, personal loans, mortgages, fixed deposits/investments etc), and handling personal banking services.

BNZ Bank
Customer Services Officer
Auckland, New Zealand
1999 – 2000

Key responsibilities: customer service, sales and promotion of banking services, handling bank drafts and traveller cheques, term deposits and cheque accounts, opening new accounts, exchanged settlement.

ANZ Bank
Business Accounts Officer
Auckland, New Zealand
1999

Key responsibilities: assisting business clients with short, and long-term financial matters, discussing the formation and acquisition of capital, providing information on other corporate financial matters, and advising clients on debt-related matters.

ANZ Bank
Officer in Charge
General Administration Officer/ International Services Officer/ Customer Services Officer
Fiji
1986 – 1994

Key responsibilities: overseeing the running of the branch, Team Leader of up to 10 staff, general administration/backroom operations, building customer relations and meeting sales targets, international trade and finance, verifying teller's cash holdings and tracking unposted items, dealing with dishonoured cheques

Community Service

Financial Counselling Association of Western Australia (FCAWA), Board Member, 2023 to current

Kimberley Small Business Support (KSBS) Board Member, 2023 to current

East Kimberley Waringarri Radio Station, Board Member, 2023 to current

Pacific Island Council WA (PICWA), Board Member, 2023 and 2024

Community Connections Coordinator PALM (Pacific Australia Labour Mobility Program) Kimberley region 2022 to 2024

National Executive Board, Pacific Island Seasonal Workers Scheme 2021 and 2022

Pacific Island Group – East Kimberley: Event Coordinator, Vice-President Committee, Pastoral Oversight, 2018 to 2023 (Kununura)

East Kimberley Masters (Darwin) Rugby 7's Team Coordinator and Player, 2018 to 2022 (Kununurra)

Management Team, Tennant Creek Brumbies Rugby League team, 2017 (Tennant Creek)

President Fiji Association South Australia 2016 (Adelaide)

Vice President Fiji Association South Australia 2011 to 2015 (Adelaide)

Chairman FASA Adelaide 7s Tournament 2015 to 2017 (Adelaide)

Elder Vermont Uniting Church (Fijian Congregation) South Australia, 2010 to 2017 (Adelaide)

Active member in Fijian community – a range of advisory and pastoral roles, New Zealand (1996 to 2009) and Australia (2010 to current)

Referees available on request