

FLIP Buzzwords: Knowledge Management

Wednesday 19 October 2022 – 3.30pm – 5.00pm



Carolyn Austin

Director, Knowledge and Practice Support Australia, K&L Gates

Carolyn is the Director of Knowledge and Practice Support at K&L Gates in Australia, with a passion for legal innovation and knowledge management.

Carolyn started her legal career as a commercial litigation lawyer, and went on to hold various senior Knowledge and Innovation roles in global law firms, and on the original Legal Knowledge Management Forum (LKMF). She was a Sessional Lecturer in Knowledge Management Strategies for the Master of Digital Information Management at the University of Technology, Sydney, for many years, and served on the Information and Knowledge Management Advisory Committee at UTS.

At K&L Gates, Carolyn leads a team of Australian legal practitioners and specialist technicians focused on creating innovative approaches to client service delivery through sustainable knowledge management, process improvement and digital adoption. Carolyn co-leads K&L Gates' Australian Innovation Committee and is a member of the global IDEA Group.



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