

Auscontact
2024
Australian Contact Centre Association
NATIONAL CONFERENCE



AGENDA • 1 MAY 2024

Visit [slido.com](https://www.slido.com) & enter **#3185880**

8:50am *Registration and Networking*

9:15am *Welcome and Opening Comments*

Conference MC • Tanya Eglinton

9:30am

Are you flexed for the future?!
Case Study with Energy Queensland



Michael Dart
Chief Customer Officer



10:10am

Good Communication is Good Business: The Bottom-line Value of Strategic Communication



Sia Papageorgiou
Managing Partner



10:50am *Morning Tea Break and Networking*



11:10am

Navigating the Shift: From Analog Agents to Digital Dynamics in Workforce Strategy



Nadia Younan
WFO Solutions Manager



Ben Hancock
Manager ANZ - Digital, Analytics and AI



11:50am

Thinking and Acting Differently in an Age-Old Industry: How Disruption Can Set You Apart



Angelo Azar
Chief Operating Officer



12:30pm *Lunch Break and Networking*



AGENDA CONT'D >

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STREAM ONE

Hosted by Shelley Flett

1:20pm

**Breaking Barriers:
Enabling Indigenous
Communities through
Inclusive Employment**



Teresa Goldsmith
Director Service Delivery
concentrix

STREAM TWO

Hosted by Fran Southward

1:20pm

**The Power of Partnership:
Amplifying Outcomes
through Collaboration**



Patrick Lloyd
A/g Assistant Commissioner,
Enterprise Work Management



STREAM THREE

Hosted by Tanya Eglinton

1:20pm

**Navigating Nuances:
Tailoring Customer
Experiences to Embrace
Diversity and Vulnerability**



Jaime Johnston-Smith
General Manager,
Contact Centre



1:55pm

Roundtable Discussion
**Enhancing Employee Well-
being: Balancing Safety,
Security and Culture**



1:55pm

**Harnessing Behavioural
Economics: Leveraging
Insights to Maximise
Engagement and
Effectiveness**



Kai Rottmann
Director Engagement
and Education



1:55pm

**Total Transformation:
City of Casey's Journey to
Achieve a Truly Customer
Centric Experience**



Jen Bednar
Director Customer and
Corporate Services



2:30pm

**Creating a Social
Enterprise: A Beginners
Guide to a Well-Intended
Midlife Crisis**



Toby Ellis
Founder, Deadly Rugby
and Head of Customer
Services, AMP



2:30pm

**Bringing Back 'the human'
in Customer Service:
Re-thinking Strategies for
Vulnerable Customers**



Jodie Bedoya
Director



2:30pm

**Reimagining Induction for
Improved Customer
Outcomes**



Catherine Peacock
Retail Capability Lead



AGENDA CONT'D >

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3:00pm

Afternoon Tea Break and Networking



3:20pm

Byte of Conscience: Navigating the Ethical Landscape in AI Innovation



Mike McKenna
Chief Technology Officer & Founder



4:00pm

The Great Debate: All Current Contact Centre Metrics are Pointless

TEAM ONE

Negative

TEAM TWO

Affirmative

MODERATOR



Fran Southward
Chief Executive Officer



Toby Ellis
Founder, Deadly Rugby and Head of Customer Services, AMP



Matt Harvey
Senior Manager, Communications Centre



Tanya Eglinton
General Manager Customer Connect
BOQ GROUP



Daniel Taylor
Chief Executive Officer



Aneta Field
Senior Manager, Customer Support



Jaye Taubman
Director, Workforce Services and Business Improvement



4:50pm

Day One Closing Reflections

Conference MC • Tanya Eglinton

5:00pm to 6:30pm

Networking Drinks and Canapes



AGENDA CONT'D >

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AGENDA • 2 MAY 2024

Visit [slido.com](https://www.slido.com) & enter #3185880

8:30am Registration and Networking

8:50am Welcome and Day One Recap

Conference MC • Tanya Eglinton

9:00am **The Power of Operational Excellence in Transforming**



Thomas Ryan
First Assistant
Commissioner, Enterprise
Transformation Group



9:40am **Adapting to the future skills challenge**



Peter Grist
Managing Director

GRIST

10:20am Morning Tea Break and Networking



10:40am **Transforming Contact Centre Operations:
A Journey from the Front Lines to Strategic Workforce Management**



Laura Jonssen
Workforce Planning Advisor



Part of Energy Queensland



Richard Lundgren
Customer Success Manager

CALABRIO™

11:20am **Roundtables - two sessions**
Roundtable allocations provided during morning tea break

Bold Dialogues: Transforming Tough Conversations into Everyday Business Brilliance

Optimise & Conquer: Take the Wheel with Results-Driven Process Mastery

Performance Overdrive: Strategies that accelerate success

Thriving Teams: Tackling the challenge of engagement

Safeguarding Customer Trust: Defending your Organisation from Fraud and Deepfakes

FutureFit: What are the Skills we need to invest in to succeed

Minds at Work: Navigating Psychosocial Wellness Obligations

Rethinking EVP: Optimising Tools and Support to Drive Retention

The Performance Narrative: Real Results of a Hybrid Working Model

AI: Separating Hype from Reality

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12:30pm

Lunch Break and Networking



1:15pm

Leader Panel Discussion
Investing in Tomorrow: Cultivating Leaders, Nurturing Potential



Melissa van der Burgt
Head of Customer Experience Centres
Allianz



Michael McKenna
General Manager Customer Services
Brisbane City Council



Tegan Judge
Manager Contact Centre and Operations - Travel
nib

1:55pm

Innovation as Usual



Frances Cawthra
Chief Executive Officer
cenitex

2:30pm

Closing Reflections and Prize Draws

Conference MC • Tanya Eglinton

3:15pm

Close of Conference

Some of our Expert Roundtable Facilitators



Shelley Flett
Transformational Leadership Trainer and Executive Coach



SHELLEY FLETT



Tim Powell
Head of National Contact Centres and Payments

TEACHERS MUTUAL BANK LIMITED



Mark Gallen
Sales and Service Manager



Tanya Eglinton
General Manager Customer Connect

BOQ GROUP

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SHELLEY FLETT



Master of Ceremonies,
Tanya Eglinton



Lanyard Sponsor