



BIGGER. BOLDER. BEYOND.

EVENT GUIDE

*The Future of Contact:
Seamless, Intelligent, Deeply Human*



EXCLUSIVE TO CCW 2026

IN CONVERSATION WITH ADAM GILCHRIST: **MASTERING THE GAME OF** **LEADERSHIP AND PERFORMANCE**

When the stakes are high and the spotlight never fades, true leadership is revealed.

ADAM GILCHRIST — one of the most admired cricketers of all time, record-breaking wicketkeeper-batsman, and Vice-Captain of Australia's most dominant sporting era — joins CCW 2026 for a rare and exclusive conversation on leadership, performance, and the mindset of champions.

Across three World Cup victories and countless unforgettable innings, Gilchrist redefined what it means to perform under pressure and lead with integrity. In this inspiring, behind-the-scenes session, he shares how to:

1

Build and sustain a high-performance culture where every individual feels part of the win

2

Lead through scrutiny, challenge, and change — staying grounded while the world is watching

3

Unlock the mental resilience needed to thrive at the top

4

Balance ambition, teamwork, and authenticity in moments that define careers

PLUS!! ONLY AT CCW 2026: **YOUR MOMENT TO MEET** **ADAM GILCHRIST**

You'll have the rare opportunity to meet Adam Gilchrist — cricketing icon, world champion, and one of Australia's most respected leaders.

Share a handshake. Snap a photo. Feel the energy as Gilly connects with attendees. This isn't just a meet-and-greet — it's a moment of connection, inspiration, and pure CCW magic.

With untold stories from the dressing room, lessons from the field, and a live audience Q&A, this session promises an unforgettable mix of motivation, honesty, and humour — leaving every CCW attendee fired up to lead, perform, and play their best game.

THIS IS AN UNMISSABLE MOMENT.
One stage. One morning. One legend. Only at CCW 2026.

DISCOVER CCW 2026

THE ULTIMATE DESTINATION FOR CUSTOMER CONTACT LEADERS.



1

70+ EARLY CONFIRMED SPEAKERS

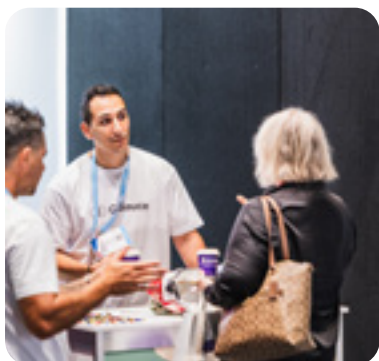
An unmatched powerhouse lineup driving ideas, innovation, and real-world transformation.



2

CONNECTION ELEVATED: THE UNMISSABLE SOCIAL EXPERIENCE OF CCW ANZ 2026

An expanded program of awards, VIP lunches, live demonstrations, and curated networking experiences—because the best connections happen beyond the conference room.



3

MEET. MATCH. CONNECT. 1-2-1 MEETINGS AT CCW ANZ

Exclusive, pre-scheduled meetings that connect solution providers with senior decision-makers — limited places ensure every conversation counts.



4

WE'RE OFF TO THE RACES - CCW ANZ 2026 ARRIVES AT RANDWICK!

CCW ANZ hits a new stride at Randwick — an iconic setting for a fresh experience where the race for better customer connection finds its perfect course



5

AUSTRALIA'S LARGEST CUSTOMER CONTACT EVENT

A record-breaking gathering of CX, contact, and operations leaders from every major sector—driving the conversations, innovations, and connections shaping the future of customer experience.



6

THE MOST SENIOR GATHERING OF CONTACT CENTRE LEADERS IN ANZ

Connect with the decision-makers shaping strategy, technology, and customer contact for Australia's largest organisations.

Whether you're a frontrunner or a rising star, CCW 2026 is your chance to take the reins, back your ideas, and experience the thrill of innovation in motion.

CCW ANZ 2026 BRINGS TOGETHER THE LARGEST, MOST SENIOR AUDIENCE OF CUSTOMER CONTACT LEADERS IN AUSTRALIA

At CCW 2026, we are heading to Sydney's iconic Randwick Racecourse — bringing fresh energy, new voices, and reimagined ways to connect.

As the region's most powerful platform for contact centre, CX, and digital service transformation, CCW ANZ delivers the scale, insight, and community momentum built for a new era.

Across every session, conversation, and experience, we'll explore how AI, automation, workforce innovation, and human-centred design are redefining how organisations serve and connect. From enterprise to essential services, CCW ANZ is where leaders turn strategy into action — and where the future of contact comes into focus.



ALEXANDRA CRAGGS

Contact Centre Portfolio Director



I love attending CCW - it always has great speakers and gives me great ideas of what's happening around the industry."

Senior Manager, VoC - Coles Group

THE RACE IS ON

EXPERIENCE CCW LIKE NEVER BEFORE



CCW BIG IDEAS STAGE WHERE AUSTRALIA'S CX LEADERS INSPIRE ACTION

Hear from 100+ of the most influential voices in customer contact and experience across 2 days. From bold transformation stories to practical, real-world insights, this is where the industry's best share how they're redefining performance, technology, and human connection.



THE CCW EXECUTIVE BOARDROOM EXPERIENCE

Limited to 30 senior leaders, this intimate boardroom is where strategy gets real — candid conversations, fresh perspective, and peer-to-peer insight in an exclusive VIP setting that defines CCW's elite experience.



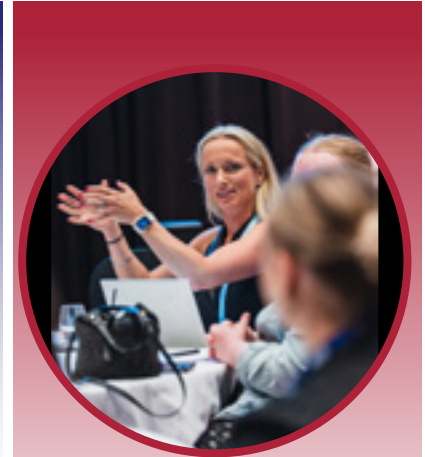
THE WINNER'S CIRCLE AWARDS & PARTY

Celebrate, connect, and let loose at CCW after hours! Raise a glass to industry excellence, cheer on the winners, and dance alongside the brightest minds in CX. It's your moment to celebrate success — yours and the industry's — in true CCW style.



MEET. MATCH. SOLVE. 1-2-1 MEETINGS AT CCW ANZ

Focused, one-to-one conversations that match your priorities with the right experts — ensuring every minute delivers real value.



INTERACTIVE DISCUSSION GROUPS REAL CONVERSATIONS. REAL SOLUTIONS.

Join small, focused discussions with peers facing the same challenges as you. Choose from ten cutting-edge topics shaping customer contact today — from AI and automation to workforce transformation — and walk away with fresh ideas, real benchmarks, and practical solutions you can act on immediately.

THE RACE IS ON

EXPERIENCE CCW LIKE NEVER BEFORE



ASK THE EXPERTS - GET OUT OF THE GATES FAST

Connect directly with industry leaders in live Q&A sessions designed to deliver actionable insights, tailored advice, and real-world strategies. Walk away with answers that help you stay ahead of the pack and keep your organisation in winning form.



THE CCW TECH DEMO DRIVE - INNOVATION IN MOTION

See the newest CX technologies in action through quick, engaging demos — then mingle with peers and innovators over cocktails, conversation, and prizes.



LIVE POLLING & INSIGHTS - YOUR VOICE. YOUR VOTE. YOUR IMPACT.

Back your favourites, test the crowd, and watch the results flash across the screen as CCW's live polls bring the room to life.



CHAMPAGNE CONVERSATIONS: THE MOËT & CHANDON EXECUTIVE LUNCH

Step into an experience like no other — an exclusive, invitation-only lunch bringing together senior CX and contact leaders for meaningful conversation in a setting defined by elegance and connection. Savour exceptional cuisine, champagne, and discussion that inspires real collaboration and fresh perspective.



CCW was a powerhouse of great speakers, diverse and relevant content, and helpful vendor support. It was great to be in a room full of people passionate about the customer experience, and I learnt a lot to take back to my business. Can't wait for CCW 2026!"

*Senior Manager - Contact
Centre Channel, Australian
Super*



YOUR KEY DISCUSSIONS AT CCW 2026

THE EVOLVING ROLE OF CONTACT CENTRES

Shifting from transactional support to strategic drivers of growth, loyalty, and brand trust.

AI AND INTELLIGENT AUTOMATION

Implementing AI and automation to improve efficiency, free agents from repetitive tasks, and enhance the customer journey.

CLOUD AND TECHNOLOGY MODERNISATION

Moving away from legacy systems to scalable, resilient, and flexible technology platforms.

HUMAN-CENTRED AND EMPATHETIC SERVICE

Embedding empathy, accessibility, and care into policies, systems, employee engagement, and customer interactions.

WORKFORCE ENABLEMENT AND DEVELOPMENT

Building resilient, skilled, and future-ready teams; supporting wellbeing, engagement, and retention.

LEADERSHIP AND ORGANISATIONAL CHANGE

Evolving leadership approaches to manage disruption, inspire teams, and embed CX across the business.

DATA, INSIGHTS, AND CUSTOMER FEEDBACK

Leveraging real-time intelligence, analytics, and frontline insights to drive decisions and continuous improvement.

ETHICS, GOVERNANCE, AND TRUST

Responsible AI, DEI integration, consent management, and maintaining customer and employee trust.

CUSTOMER EXPERIENCE STRATEGY AND TRANSFORMATION

Using CX insights and initiatives to drive innovation, loyalty, and measurable business outcomes.

MEASUREMENT AND PERFORMANCE REIMAGINED

Rethinking KPIs and success metrics to capture meaningful impact on customers, employees, and the business.

VOICES OF CCW ANZ: OUR DISTINGUISHED SPEAKERS

11TH ANNUAL
CCW
CUSTOMER
CONTACT WEEK
AUSTRALIA &
NEW ZEALAND
2026



WES SELF
Chief Operating Officer,
GMHBA Limited



LEONNA SANDERSON
Chief Operations Officer,
Equifax



DANIEL TOLLENAERE
Chief Operating Officer,
Story House Early
Learning



MATT MURDOCH
Chief Customer Officer,
Passport Card



REBECCA PACEY
Chief People &
Transformation Officer,
Infin8 Care



CARA PRING
Digital & CX Director,
Winc Australia



ABHI GUDIDEVUNI
VP of Customer &
Network Operations,
Megaport



KRISTY ROBINSON
Director of Customer
Experience,
TAFE Queensland



ELENI MILLER
General Manager of Customer
Service and Business Support,
APT Travel Group



GREG HODGE
General Manager
Strategic Initiatives,
Johns Lyng Group



HELEN CROSSMAN
General Manager –
Member Services,
Australian Retirement Trust



RENEE MOORE
GM Customer Service
& Experience,
Bega Group



PATRICK LLOYD
Director, Contact Centre
Transformation & ATO
Interactions Strategy,
Australian Taxation Office



TAIMOOR KHAN
Director of Customer
Experience,
Mad Paws



TELENA THOMPSON
Associate Director:
Student Experience,
University of the Sunshine
Coast



ELENI DON
Head of Centre of
Operational Excellence,
RACV



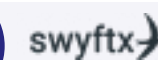
KIM PHILLIPS
Head of Customer
Operations,
Tyro Health



MELISSA SUTTON
Head of Customer
Experience Centres,
Allianz Australia



RACHEL LANE
Head of Customer Support,
the Lottery Office



SIAN HOWATSON
Head of Customer Insights
& Automation,
Swyftx

VOICES OF CCW ANZ: OUR DISTINGUISHED SPEAKERS

11TH ANNUAL
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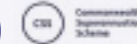
TOBY ELLIS
Head of Customer Service,
AMP



ALICIA GEORGE
Head of Customer Care ANZ,
LifeHealthcare



ANDREW CASS
Head of Contact
Centres – Customer,
Australian Unity



BRONWYN RILEY
Head of Customer Services,
Commonwealth Super
Corporation



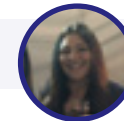
CHERIE CAMERON
Head of Workforce
Optimisation,
RACV



CRAIG MENDEL
Senior Manager: IT
Customer Experience,
Uniting



AMY-LAUREN SAAD
Customer Service Manager,
Cleanaway Waste
Management



LISA NASSIF
Contact Centre
Manager – Sales,
nib Group



VIVIENNE MANAPSAL
Customer Experience Manager
– Australia & New Zealand,
Royal Canin



MARIE ANDRIOPOULOS
Manager: Customer
Service & Experience,
VETASSESS



MD KABIR
Group Customer
Experience Manager,
Sutton



KRISTINA PUSHIK
Contact Centre Manager,
Bingo Industries



SEAN RICHARDS
Contact Centre Manager –
Masterton,
Meridian



JACKY KARAM
Manager Omni-Channel Services,
P&N Bank



JAY NORMAN
Automotive Operations Manager,
Century Yuasa



NISHA VARMA
Contact Centre
Experience Manager,
Brighter Super



SUE COE
Client Services Manager,
Red Health Independent
Medical Assessments



VANESSA LYNSTED
Manager Customer
Contact Services,
Social Futures



BROOKE MCKENZIE
Service Centre Manager,
NTI



SARAH DALE
Retail Growth &
Planning Manager,
P&N Bank

09:00

CONFERENCE KICK-OFF | FRAMING THE CONVERSATION FOR 2026

The official opening of CCW 2026, designed to inspire, inform, and prepare delegates for two days of collaboration and discovery.

Alexandra Craggs, Event Director, **Customer Contact Week ANZ**



09:05

CHAIRS OPENING REMARKS | THE BIG PICTURE: WHAT'S AHEAD FOR AUSTRALIA'S CUSTOMER CONTACT COMMUNITY

A high-level look at the forces reshaping customer contact in Australia, from evolving customer expectations to the next wave of workforce and technology transformation.

09:10

KEYNOTE PANEL | THE CX TIPPING POINT: WHAT 2026 (AND BEYOND) DEMANDS FROM CONTACT CENTRES

Customer expectations, workforce dynamics, and technology adoption are all reaching a tipping point. This panel brings together senior leaders to explore what the next phase of customer contact looks like and how organisations can prepare now for what's coming in 2026 and beyond.

Key Takeaway - *Understand the critical shifts shaping the next era of customer contact and identify practical steps to future-proof your organisation.*

Panellists:

- **Patrick Lloyd**, Director: Contact Centre Transformation & ATO Interactions Strategy, **Australian Taxation Office**
- **Wes Self**, Chief Operating Officer, **GMHBA Limited**



09:50

PARTNER KEYNOTE | ACCELERATING THE AI ADVANTAGE

As AI becomes central to contact centre strategy, this session explores how to deploy it effectively - balancing automation with human insight to unlock speed, scale, and service quality.

Key Takeaway - *Understand how to integrate AI tools that empower people, streamline operations, and deliver lasting value*

10:20

KEYNOTE PANEL | BEYOND SERVICE: REDEFINING THE ROLE OF THE CONTACT CENTRE IN BUSINESS SUCCESS

Exploring how contact centres are shifting from transactional support to strategic drivers of loyalty, growth, and brand trust, while building value of the agents for the whole organisation.

Key Takeaway - *Discover how empowering agents and building their strategic value can strengthen loyalty, growth, and brand trust.*

Panellists:

- **Rachel Lane**, Head of Customer Support, **the Lottery Office**
- **Roy Hazlewood**, Manager: Customer Contact Centre, **Anglicare**
- **Hana Hellou**, Marketing & Operations Manager, **Primo Foods**



11:00 DEMO DRIVE | INNOVATION IN MOTION

See the newest CX technologies in action through quick, engaging demos — then mingle with peers and innovators over coffee and conversation.

11:20 MORNING RECHARGE IN THE EXPO

Fuel up, connect, and explore - your chance to grab a coffee, meet solution partners, and spark new conversations across Australia's customer leadership community.

11:50 INTERACTIVE DISCUSSION GROUPS

Our Interactive Discussion Groups give delegates fast-paced, expert-led, and peer-powered conversations that cut through the noise.

Across three 30-minute rotations, you'll deep-dive into the contact centre challenges that matter most - guided by leading solution experts and joined by senior enterprise leaders.

No slides. No fluff. Just real talk, real challenges, and practical strategies. This is your chance to exchange insights, test ideas, and make meaningful connections with the people shaping the future of customer experience.

IDG A | AGENTIC AI IN ACTION

IDG B | REIMAGINING WORKFORCE ENABLEMENT

IDG C | MODERNISING THE CONTACT CENTRE STACK

IDG D | PROACTIVE, PREDICTIVE, PERSONALISED

IDG E | AI GOVERNANCE, ETHICS, & TRANSPARENCY

IDG F | DIGITAL IDENTITY & CONSENT MANAGEMENT

IDG G | MEASURING WHAT MATTERS: KPIS CHALLENGED, DISRUPTED, AND REIMAGINED

IDG H | GOVERNMENT SERVICE EQUITY & ACCESSIBILITY BY DESIGN

Marie Andriopoulos, Manager: Customer Service & Experience, **VETASSESS**

IDG H | GOVERNMENT SERVICE EQUITY & ACCESSIBILITY BY DESIGN



13:20 NETWORKING LUNCH & VIP HOSTED LUNCHES

Join us in the expo hall for a relaxed networking lunch with the full Customer Contact community - connect with peers, explore the exhibition, and recharge for the afternoon ahead. For invited guests, exclusive VIP lunches will run concurrently - bringing senior customer leaders and select partners together for high-impact conversations in a more intimate setting.

UNLOCKING SMARTER OPERATIONS WITH TECHNOLOGY

14:30 CASE STUDY |

Brooke McKenzie, Service Centre Manager, **NTI**



15:00 PARTNER KEYNOTE | CLOUD MIGRATION DONE RIGHT: BUILDING A RESILIENT AND SCALABLE CONTACT CENTRE

A practical look at the move from legacy systems to the cloud, including lessons learned, cost savings, and improved service outcomes.

Key Takeaway - Explore how moving from legacy systems to the cloud can reduce costs, improve performance, and enhance the customer experience.

BUILDING THRIVING TEAMS

14:30 INTERVIEW | REACTIVE TO RESOURCEFUL – BUILDING SELF-SUFFICIENT, HIGH-IMPACT CX TEAMS

A practical session exploring how to equip your CX team with high-impact skills to reduce dependency on Product and Tech, collaborate cross-functionally to drive revenue, and showcase CX wins to the C-suite to secure funding, gain recognition, and embed CX as a non-negotiable part of business success.

Key Takeaway - Discover practical strategies for cross-functional collaboration that drive revenue and embed CX as a critical business function.

Taimoor Khan, Director of Customer Experience, **Mad Paws**



15:00 PARTNER KEYNOTE | FROM BURNOUT TO BALANCE: SUPPORTING MENTAL HEALTH AND WELLBEING AT SCALE

Discover how leaders are addressing employee wellbeing in sustainable, high-pressure environments. This case study highlights initiatives that strengthen resilience, improve satisfaction, and help people bring their best selves to work.

Key Takeaway - Understand how sustainable wellbeing initiatives can reduce burnout and create a healthier, more productive workforce.



UNLOCKING SMARTER OPERATIONS WITH TECHNOLOGY

15:30

PANEL DISCUSSION | REDESIGNING THE AGENT EXPERIENCE: TOOLS THAT MAKE WORK EASIER

Contact centre leaders discuss which technologies have truly improved day-to-day workflows for employees, from call routing and knowledge management to live dashboards and coaching tools.

Key Takeaway - Discover how the right tools and technologies can streamline workflows, reduce friction, and empower agents to perform at their best.

Moderator: **Kristy Robinson**, Director of Customer Experience, **TAFE Queensland**

Panellists:

- **Kim Phillips**, Head of Customer Operations, **Tyro Health**
- **Melissa Sutton**, Head of Customer Experience Centres, **Allianz Australia**



BUILDING THRIVING TEAMS

15:30

PANEL DISCUSSION | REIMAGINING ENGAGEMENT: CREATING A WORKFORCE THAT STAYS, GROWS AND THRIVES

A panel of workforce leaders will share how they are reinventing engagement and development strategies to connect with the next generation of talent. Discussion will cover learning and development, culture, and innovative approaches to employee success.

Key Takeaway - Discover strategies to engage and retain the next generation of talent while fostering growth and development across your workforce.

Panellists:

- **Sarah Dale**, Retail Growth & Planning Manager, **P&N Bank**
- **Cherie Cameron**, Head of Workforce Optimisation, **RACV**
- **Bryan Middleton**, General Manager Outstanding Customer Experience, **Contact Energy Ltd**



16:10

AFTERNOON RECHARGE IN THE EXPO

Fuel up, connect, and explore - your chance to grab a coffee, meet solution partners, and spark new conversations across Australia's customer contact community.

16:30

CASE STUDY | VOICE OF CUSTOMER: INCREMENTAL CHANGES FOR IMPACTFUL RESULTS

Cara Pring, Digital & CX Director, **Winc Australia**



17:00

PANEL DISCUSSION | FROM INSIGHTS TO IMPACT: TURNING CUSTOMER AND EMPLOYEE VOICE INTO REAL CHANGE

Exploring how data, feedback, and frontline insights are being harnessed to drive transformation, innovation, and better outcomes for customers and staff alike.

Key Takeaway - *Learn how to translate customer and employee insights into actionable strategies that drive transformation and measurable impact.*

Panellists:

Andrew Cass, Head of Contact Centres – Customer, **Australian Unity**

Telena Thompson, Associate Director: Student Experience, **University of the Sunshine Coast**



17:40

CHAIRS CLOSING REMARKS | TURNING INSIGHTS INTO ACTION

A closing perspective on how the ideas and lessons shared can be translated into practical actions that drive growth, engagement, and innovation across contact centres.

17:45

THE WINNER'S CIRCLE AWARDS & PARTY

Celebrate, connect, and let loose at CCW after hours!

Raise a glass to industry excellence, cheer on the winners, and dance alongside the brightest minds in CX. It's your moment to celebrate success - yours and the industry's - in true CCW style.



09:00**CHAIRS OPENING REMARKS | SETTING THE PACE: INNOVATION, INSPIRATION AND IMPACT**

As we open Day 2, we turn our focus to the opportunities ahead — from AI and automation to workforce evolution and customer expectations that never stop rising. Today's sessions will explore how to turn innovation into impact, and how the contact centre continues to evolve as the heart of customer connection and business success.

09:10**KEYNOTE PANEL | LEADERSHIP IN THE AGE OF INTELLIGENT CX**

How today's CX, tech, and operations executives are evolving their leadership playbooks to keep pace with change, inspire teams, and deliver results.

Key Takeaway - Discover practical strategies for leading with agility, leveraging intelligent CX tools, and aligning operations to business goals.

Panellists:

Helen Crossan, General Manager – Member Services, **Australian Retirement Trust**

Vivienne Manapsal, Customer Experience Manager – Australia & New Zealand, **Royal Canin**

**09:50****PARTNER KEYNOTE | FROM INSIGHT TO ACTION: REAL-TIME INTELLIGENCE FOR REAL-WORLD IMPACT**

Explore how leading organisations are operationalising data to drive faster decisions, personalisation at scale, and continuous CX improvement.

Key Takeaway - Discover strategies for using real-time intelligence to deliver personalised, scalable, and continuously improving CX.

10:20**KEYNOTE | FIXING THE FOUNDATIONS: GETTING THE FUNDAMENTALS RIGHT BEFORE YOU INVEST IN AI**

Bronwyn Riley, Head of Customer Services, **Commonwealth Super Corporation**



Commonwealth
Superannuation
Scheme

10:50**PANEL DISCUSSION | FROM POLICY TO PRACTICE: EMBEDDING DEI INTO EVERYDAY CULTURE**

This discussion explores how to move beyond statements to concrete actions that shape hiring, training, and employee experience.

Key Takeaway - Learn how to translate DEI policies into actionable strategies that shape hiring, training, and everyday employee experience.

Panellists:

Renee Moore, GM Customer Service & Experience, **Bega Group**



11:30 MORNING RECHARGE IN THE EXPO

Fuel up, connect, and explore - your chance to grab a coffee, meet solution partners, and spark new conversations across Australia's customer leadership community.

UNLOCKING AI

11:50 UNITING CASE STUDY & LIVE DEMO | INTRODUCING JEANIE

In this session, Craig Mendel at Uniting will share insights from the launch of Jeanie, their AI-powered, customer-facing bot transforming operations. Discover the impact she has had on the customer experience and contact centre.

Key Takeaway - Discover practical insights from Uniting's launch of Jeanie, including lessons learned and measurable impact on service delivery.

Craig Mendel, Senior Manager: IT Customer Experience, Uniting



12:20 CASE STUDY | FROM IDEATION TO IMPLEMENTATION: AN AI JOURNEY

Abhi Gudidevuni, VP of Customer & Network Operations, Megaport



HUMAN-CENTRED SERVICE

11:50 CASE STUDY | SERVING WITH CARE: DESIGNING CUSTOMER JOURNEYS FOR VULNERABLE CUSTOMERS

Hear how organisations are embedding empathy, accessibility, and flexibility into service design to better support vulnerable customers while still meeting compliance obligations. This session explores practical strategies that balance care, consistency, and accountability.

Key Takeaway - Discover practical strategies for embedding care and flexibility into service delivery while maintaining accountability and consistency

Vanessa Lyngsted, Manager Customer Contact Services, Social Futures



12:20 CASE STUDY | RE-THINKING EMPLOYMENT MODELS: SUPPORTING STAFF FLEEING DOMESTIC VIOLENCE SITUATIONS

Toby Ellis, Head of Customer Service, AMP



UNLOCKING AI

12:50

PANEL DISCUSSION | HUMANISING AI: HOW TO KEEP THE CUSTOMER CONNECTION ALIVE

Exploring where AI is helping the customer journey, where the human touch is still critical, and how to combine both effectively.

Key Takeaway - Learn how to strike the right balance between AI and human interaction to enhance customer experience without losing the personal touch.

Panellists:

Jay Norman, Automotive Operations Manager, **Century Yuasa**

Matt Murdoch, Chief Customer Officer, **PassportCard**

MD Kabir, Group Customer Experience Manager, **Sutton**

Sian Howatson, Head of Customer Insights & Automation, **Swyftx**

Century Yuasa

PassportCard
Travel Insurance

sutton
SUPERIOR SINCE 1917

swyftx

HUMAN-CENTRED SERVICE

12:50

PANEL DISCUSSION | FROM EMPATHY TO ACTION: HUMAN-CENTRED SERVICE THAT TRULY DELIVERS

A panel of leaders will discuss how to move beyond training in “soft skills” to embed empathy into systems, policies, and daily operations. The conversation will highlight tangible ways to ensure service excellence is felt by every customer, especially those most at risk.

Key Takeaway - Discover practical approaches for translating soft skills into tangible actions that improve experiences for all customers, especially those most vulnerable.

13:30

NETWORKING LUNCH & VIP HOSTED LUNCHES

Join us in the expo hall for a relaxed networking lunch with the full Customer Contact community - connect with peers, explore the exhibition, and recharge for the afternoon ahead. For invited guests, exclusive VIP lunches will run concurrently - bringing senior leaders and select partners together for high-impact conversations in a more intimate setting.

14:30

PANEL DISCUSSION | THE FUTURE OF LEARNING: BUILDING SKILLS FOR THE EVOLVING CONTACT CENTRE

How organisations are rethinking training and upskilling to prepare employees for new technologies, complex customer needs, and changing career expectations.

Key Takeaway - Understand how innovative learning approaches can drive engagement, performance, and long-term organisational success.

Panellists:

• **Jacky Karam**, Manager Omni-Channel Services, **P&N Bank**

• **Sue Coe**, Client Services Manager, **Red Health Independent Medical Assessments**

p&nbank | BCU Bank

REDHEALTH™
INDEPENDENT MEDICAL ASSESSMENTS





15:10**PANEL DISCUSSION | TECHNOLOGY, TRUST AND TRANSFORMATION: GETTING CX RIGHT IN A DIGITAL-FIRST WORLD**

Senior leaders unpack how to integrate emerging technologies without losing customer trust, and what balance of human and digital will define the next era.

Key Takeaway - *Discover strategies for balancing human interaction and digital solutions to define the next era of customer experience.*

Panellists:

- **Lisa Nassif**, Contact Centre Manager – Sales, **nib Group**
- **Kristy Robinson**, Director of Customer Experience, **TAFE Queensland**



15:50**CHAIR'S CLOSING REMARKS | UNTIL NEXT TIME: THE FUTURE OF CONTACT CENTRES STARTS NOW**

CCW may be coming to a close, but the transformation continues. Every idea shared, every connection made, and every insight gained here is part of building a stronger, smarter, more human contact ecosystem. Thank you for being part of this journey - and for driving the future of customer experience forward.

Taking place on the afternoon of Day One, the CCW Executive Boardroom is limited to just 30 senior leaders - a space where strategy gets real. Designed as an exclusive, closed-door experience, this VIP forum brings together the most influential minds in customer contact for candid conversations and peer-driven insight.

Across a series of high-impact discussions and think tanks, executives will explore the forces reshaping customer experience - from leadership and workforce transformation to data strategy, AI, and innovation. This is a space for fresh perspectives, strategic problem-solving, and connection with peers who are leading change at scale.

No presentations. No formalities. Just real dialogue, shared challenges, and actionable ideas to take back to the boardroom.

14:30

PANEL DISCUSSION | THE EXECUTIVE PLAYBOOK: BALANCING GROWTH, TECHNOLOGY AND PEOPLE IN 2026

This discussion brings together senior leaders to share how they're balancing innovation with operational discipline, ensuring people and technology work together to power growth.

Key Takeaway - Understand how a holistic approach to people, processes, and technology can power growth while maintaining operational discipline.

Panellists:

- **Rebecca Pacey**, Chief People & Transformation Officer, **Infin8 Care**
- **Wes Self**, Chief Operating Officer, **GMHBA Limited**
- **Leonna Sanderson**, Chief Operations Officer, **Equifax**



15:00

THINK TANKS

Our Executive Think Tanks offer senior decision-makers focused, high-level discussions on the most pressing challenges shaping customer contact strategy.

Across two 25-minute rotations, participants will join peers to explore three strategic themes — tackling leadership, investment, and transformation priorities head-on.

Candid conversations, peer insights, and actionable ideas to take back to the boardroom.

THINK TANK A | BALANCING INNOVATION AND RISK

Identifying strategies for adopting new tools, AI, or operational models while maintaining regulatory, security, and compliance standards.

THINK TANK B | STRATEGIC CUSTOMER EXPERIENCE INVESTMENT

Exploring how executives prioritise technology, talent, and process investments to maximise ROI and long-term customer value.

THINK TANK C | FUTURE-PROOFING LEADERSHIP IN CUSTOMER CONTACT

Discussing the skills, mindsets, and governance frameworks leaders need to navigate rapid technology and workforce change.

16:00

AFTERNOON RECHARGE

A moment to pause, refresh, and network with fellow executives. Continue the conversation, exchange ideas, and build relationships with senior peers in an informal, collaborative environment.



16:20**PANEL DISCUSSION | RESILIENT CX IN AN UNCERTAIN WORLD: LESSONS FROM LEADERS NAVIGATING CHANGE**

A discussion on how organisations are building agility into their customer strategies to handle disruption, from economic headwinds to unexpected.

Key Takeaway - Understand how adaptable CX strategies can help organisations respond to change while maintaining loyalty, satisfaction, and business continuity.

Panellists:

- **Kristina Pushik**, Contact Centre Manager, **Bingo Industries**
- **Sean Richards**, Contact Centre Manager – Masterton, **Meridian**
- **Eleni Don**, Head of Centre of Operational Excellence, **RACV**



17:00**PANEL DISCUSSION | THE EXECUTIVE PLAYBOOK: BALANCING GROWTH, TECHNOLOGY AND PEOPLE IN 2026**

A look at how organisations are rethinking talent, skills, culture, and leadership to create resilient, engaged, and future-ready teams.

Key Takeaway - Understand how forward-looking leadership and strategic workforce planning can drive long-term organisational success.

Panellists:

- **Alicia George**, Head of Customer Care ANZ, **LifeHealthcare**
- **Daniel Tollenaere**, Chief Operating Officer, **Story House Early Learning**
- **Amy-Lauren Saad**, Customer Service Manager, **Cleanaway Waste Management**



17:40**CHAIRS CLOSING REMARKS | LEADING THE NEXT ERA OF CUSTOMER CONTACT**

A reflective close highlighting the key insights, strategic priorities, and actionable takeaways from the day, equipping senior leaders to navigate change, drive innovation, and shape the future of their organisations' contact centres.

17:45**THE WINNER'S CIRCLE AWARDS & PARTY**

Celebrate, connect, and let loose at CCW after hours!

Raise a glass to industry excellence, cheer on the winners, and dance alongside the brightest minds in CX. It's your moment to celebrate success - yours and the industry's - in true CCW style.



CCW 2026:

WHERE REAL ENGAGEMENT MEETS REAL OPPORTUNITY

For over a decade, Customer Contact Week (CCW) has been the trusted hub for Australia's contact centre, CX, and digital service leaders—a space where transformation happens, relationships are built, and the industry moves forward. In 2026, we're taking it to the next level—and redefining what it means to connect.

This isn't just another conference. **CCW 2026 is a high-value, curated environment built for deep engagement, strategic conversations, and meaningful partnerships.** We're bringing together the solution providers that matter—those serious about driving impact—with the decision-makers who are actively shaping the next decade of customer experience.

And for the first time ever, CCW will be co-located with GovCC—Australia's only dedicated event for government contact centres and citizen experience leaders.

Together, they form a dual powerhouse platform: two distinct programs, two targeted audiences, and one dynamic exhibition and networking environment designed to maximise visibility, access, and results. This is not about noise. It's about access. Precision. Influence. And meaningful commercial outcomes that last. For the first time, CCW will rotate annually across Sydney (2026), Melbourne (2027), and the Gold Coast (2028)—expanding our reach, refreshing the delegate experience, and creating new opportunities for sponsors to engage high-value audiences in key markets.

At CCW + GovCC 2026 - You won't just be seen. You'll be embedded in the moments that matter.

We're not looking for every solution provider. We're looking for the right ones—the ones ready to lead the conversation, deliver value, and build relationships that drive real business results.

LET'S TALK. YOUR FUTURE CUSTOMERS WILL BE THERE. WILL YOU?
WELCOME TO CCW + GOVCC 2026.

MEET THE CCW SPONSORSHIP TEAM!



Kuk Greenwood
Partnership Director



Krish Mahbubani
Partnership Director

Email sponsorbranding@iqpc.com.au to enquire about sponsorship and exhibition opportunities.



WHY SPONSOR CCW + GOVCC 2026?



UNRIVALLED ACCESS TO SENIOR DECISION-MAKERS

No noise, no mass-market approach—just **intimate, high-value discussions with the leaders** shaping the future of customer contact.



CURATED ENGAGEMENT, NOT JUST SPONSORSHIP

We go beyond logos and booths. **This is about embedding your brand into the industry's most critical conversations**—through boardroom briefings, exclusive networking, high-touch experiences, and immersive activations that **build trust and credibility.**



POSITIONING WHERE IT MATTERS

The industry is in a march toward a tech-driven future, but leaders are under pressure to deliver real transformation. They are looking for the right partners to **help them navigate AI, automation, workforce evolution, and the customer experience revolution.**



NEW DECADE. NEW CITY. ICONIC CCW.

2026 marks a bold relaunch of CCW ANZ. After a decade on the Gold Coast, we're transforming CCW into a national flagship event—bigger, smarter, and more influential than ever before.

11TH ANNUAL**CCW**CUSTOMER
CONTACT WEEK
AUSTRALIA &
NEW ZEALAND
2026

CCW 2026 EXCELLENCE AWARDS

This year, join us for an evening that celebrates the very best in the industry, where the brightest talents and industry's groundbreaking innovations are honoured. As part of our prestigious global award series, this event is a testament to excellence, drawing industry leaders and visionaries from across ANZ. With champagne, canapés, and a touch of elegance, this is an evening that will highlight the pinnacle of achievement.

The Awards are born from a simple vision – to celebrate achievements in Customer Contact across the ANZ region. With multiple categories, this year's event is the place to highlight your greatest achievements – be it your leadership, your teams, or the projects you are most proud of. Make sure you are in it to win it – get your entries in and showcase your work and excellence within the ANZ contact centre ecosystem

AWARD CATEGORIES



**EMPLOYEE/
AGENT
EXPERIENCE
AWARD**



**LEARNING
AND
DEVELOPMENT
PROGRAM
AWARD**



**CONTACT
CENTRE
TRANSFORMATION
AWARD**



**CUSTOMER
EXPERIENCE
AWARD**



NEW
**GOVERNMENT
CONTACT
CENTRE
AWARD**



NEW
**BEST AI
PROJECT
AWARD**

KEY DATES



**APPLICATIONS
OPEN**

27TH OCTOBER 2025



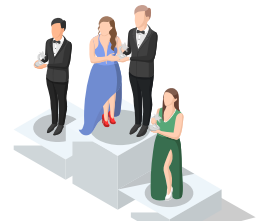
**APPLICATION
DEADLINE**

12TH DECEMBER 2025



**FINALISTS
ANNOUNCED**

2ND FEBRUARY 2026



**AWARDS
GALA**

18TH MARCH 2026

VIEW AWARDS BROCHURE AND SUBMIT YOUR ENTRY TODAY



CONGRATULATIONS TO 2025 WINNERS



BEST CONTACT CENTRE TRANSFORMATION AWARD



BEST IN CX AWARD



BEST IN EMPLOYEE ENGAGEMENT AWARD



BEST IN LEARNING AND DEVELOPMENT AWARD

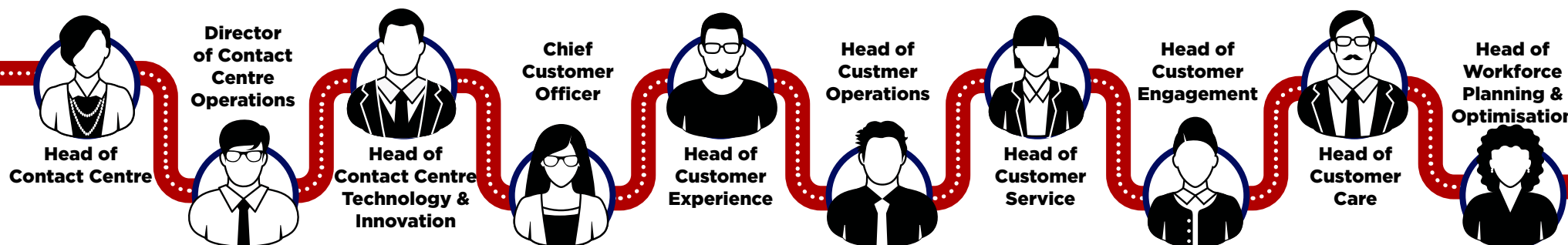


WHO ATTENDS

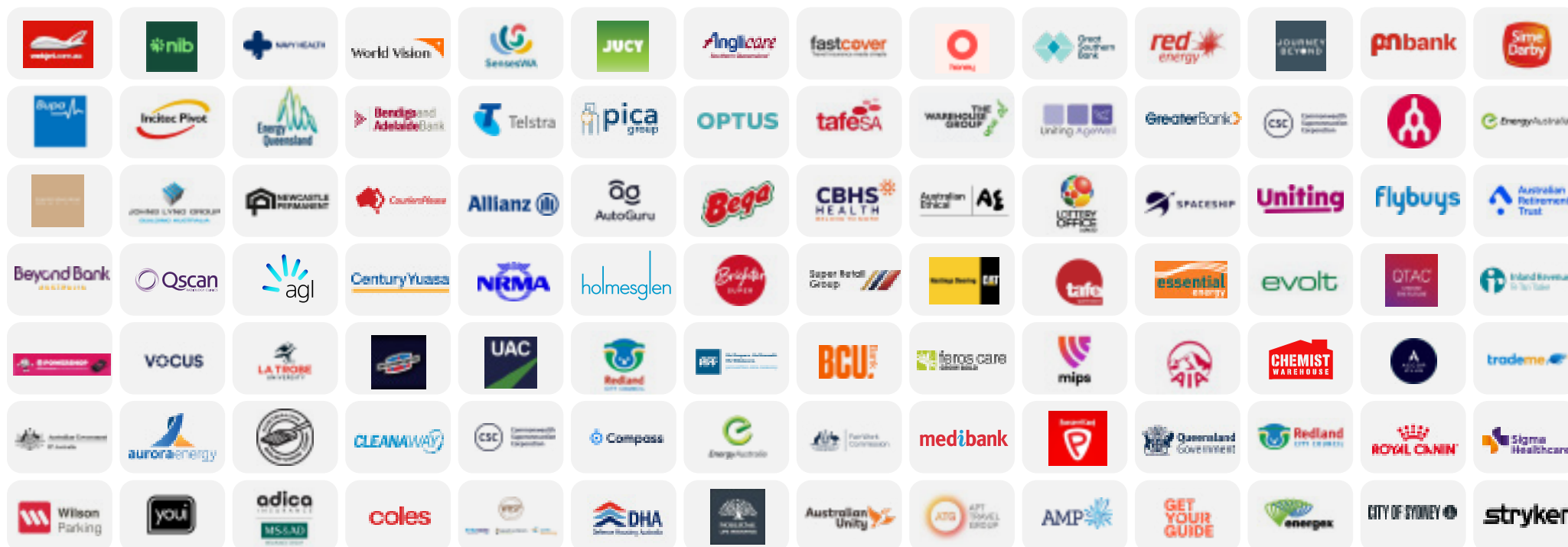
11TH ANNUAL

CCW

**CUSTOMER
CONTACT WEEK
AUSTRALIA &
NEW ZEALAND
2026**



ANZ'S LEADING ORGANISATIONS ATTEND CCW INCLUDING:



UNFORGETTABLE MOMENTS AT #CCWEEKAU





The CCW was a great opportunity to step back, see what companies are investing in with new AI features, and how other contact centres are adapting on this transformation journey. Great nuggets of gold from presenters, and a chance to connect with others in the industry."

Product Owner, NAB



The CCW conference provides insights, truths and learnings for contact centre professionals wishing to grow their knowledge in the industry by linking to like-minded individuals with a wealth of experience and knowledge shared. It's a must for all leaders in this industry."

Manager Customer Access, AnglicareSA



Customer Contact Week showcased inspiring thinking, experiences, and tools to assist contact centres in improving their use of AI, their customer's experience and their employee's experience. Jam-packed with case studies, panel discussions and networking experiences, it was a fantastic and fun opportunity to share and learn best practice from a wide range of industries."

Senior Lead for Global Program Health and Development, Cash App



Great event, very well organised and the content was engaging and interesting."

Student Engagement and Customer Service Manager, TAFE SA



Customer Contact Week is always an incredible experience. The sessions are always around current trends and insights, but also highly practical, with real-world examples that I could take straight back to my team. What stood out most was the focus on balancing technology with the human experience from AI and automation through to employee wellbeing and customer empathy. The networking opportunities were just as valuable, bringing together people who genuinely want to lift the standard of customer contact across industries. I left feeling energised, with new ideas, connections, and a clearer vision for how we can shape the future of customer experience."

Operations Program Manager, Chemist Warehouse



Customer Contact Week was a fantastic event. The inspiring presentations by a host of industry experts demonstrated practical ways Customer & Employee Experience can be elevated through a range of technology-led and non-technology transformations. If you have the customer and employee at the forefront of your strategy, you need to attend Customer Contact Week."

Senior Manager Workforce Planning, AIA Australia



WHAT OUR CCW ATTENDEES ARE SAYING...

JOIN THE EXPERIENCE

DELEGATE PASSES NOW AVAILABLE

CCW CONFERENCE PASS	SUPER EARLY BIRD: Book and Pay By 31st October	Book and Pay By 30 January	Book and Pay By 20 February
EARLY BIRD PRICING	\$2,595	\$2,995	\$3,495
FINAL PRICE	\$3,995		

THIS ALLOWS YOU ACCESS TO:

- Day 1 Leadership Plenary Sessions
- Celebrity Speaker Keynote
- Interactive Discussion Groups
- CCW Conference Sessions
- CCW Winners Circle Awards and Drinks Reception
- All networking sessions
- 1-2-1 Meeting Appointments

CCW PLUS PASS	SUPER EARLY BIRD: Book and Pay By 31st October	Book and Pay By 30 January	Book and Pay By 20 February
EARLY BIRD PRICING	\$2,990	\$3,390	\$3,890
FINAL PRICE	\$4,390		

ACCESS ALL AREAS – ACCESS BOTH CCW AND GOVCC SESSIONS

- Day 1 Leadership Plenary Sessions
- Celebrity Speaker Keynote
- Interactive Discussion Groups
- CCW Conference Sessions
- GovCC Conference Sessions
- CCW Winners Circle Awards and Drinks Reception
- All networking sessions
- 1-2-1 Meeting Appointments

LEARN TOGETHER, GROW TOGETHER

REGISTER YOUR TEAM AND GET FREE TICKETS!

Accelerate your teams learning, and build a shared vision and network by attending as a group. Receive complimentary registration(s) when you register as a team*

2 paid registrations receives 1 x free pass (3 attendees in total)

3 paid registrations receives 1 free pass (4 attendees in total)

4 paid registrations receives 2 free passes (6 attendees in total)

5 paid registrations receives 2 free passes (7 attendees in total)

6 paid registrations receives 3 free passes (9 attendees in total)

7 paid registrations receives 3 free passes (10 attendees in total)

8 paid registrations receives 4 free passes (12 attendees in total)

**Valid only for end users and practitioners only, and does not apply to vendors or solution providers. Discount and group offers do not apply to vendors/solution providers. CCW reserves the right to determine who is a vendor.*

All prices above are exclusive of 10% GST. A credit card surcharge of 1.5% will be added to all payments made by credit card.

**2 WAYS TO
REGISTER NOW**

REGISTER ONLINE

EMAIL registration@iqpc.com.au TO BOOK

FOR TERMS AND CONDITIONS, VISIT:

<https://www.customercontactweekdigital.com/events-customercontactweek-au/srspricing>

GET A YEAR'S WORTH OF INSIGHTS IN JUST 2 DAYS

11TH ANNUAL
CCW
CUSTOMER
CONTACT WEEK
AUSTRALIA &
NEW ZEALAND
2026

4 REASONS TO BRING YOUR TEAM TO CCW 2026



MULTIPLE SESSIONS MEAN THERE ARE SESSIONS FOR EACH MEMBER OF YOUR TEAM

CCW 2026 has multiple tracks and concurrent sessions – and you can't attend them all! Elevate your contact centre strategies by sending a team member to each session, to get targeted insights and learnings that can deliver real transformation to your operations.



WITH OVER 250 ATTENDEES YOU CAN'T NEXT WORK WITH EVERYONE

By sending a group you are more likely to meet the key people you want and gain more insights into the strategies and solutions that will elevate your operations and customer service. With focused networking activities, make the most of your time to meet the customer contact community.



CCW IS BUILT FOR TEAMS

This year's Summit is designed to be attended in groups, with highly interactive sessions and tailored networking sessions to maximise learning, accelerate personal and professional growth and expand networks. Make the most out of time away from the office – explore different sessions and reconvene to share insights and takeaways!



SYDNEY IS EVEN BETTER IN A TEAM!

Gather your team for an iconic Aussie adventure – Sydney! Immerse yourselves in the vibrant city atmosphere, savour world-class cuisine, and take in all the culture, sights, and entertainment this harbour city has to offer. There is no better place to bring your team together to enhance collaboration, celebrate achievements, and create unforgettable memories.

WE'RE OFF TO THE RACES

CCW ANZ 2026 ARRIVES AT RANDWICK!

CCW ANZ hits a new stride at Randwick — an iconic setting for a fresh experience where the race for better customer connection finds its perfect course.

An Iconic Move for an Iconic Event

For the first time ever, CCW ANZ comes to Sydney and Royal Randwick Racecourse. Known for its history, glamour, and sense of occasion, Randwick provides the perfect backdrop for an event defined by excellence, precision, and pace.

Just as the track demands strategy, skill, and speed, today's customer contact leaders are racing to deliver seamless, intelligent, and deeply human experiences. At Randwick, those worlds collide — creating an atmosphere of energy, competition, and connection that mirrors the drive of every leader in attendance.

CCW ANZ 2026 is set to be our biggest and boldest edition yet — and Randwick gives us the stage to match it.

1

An Iconic Venue:

A world-class location that reflects the prestige, scale, and ambition of CCW ANZ.

2

A New Energy: Expansive spaces, stunning views, exclusive VIP experiences and an environment built for inspiration, collaboration, and celebration.

3

A Perfect Fit: The precision, pace, and performance of the races — reimagined for the contact centre industry.

AN EXPERIENCE LIKE NEVER BEFORE

At Royal Randwick, CCW ANZ 2026 brings together the thrill of competition, the buzz of innovation, and the sophistication of a world-class event. Across every moment — from boardrooms to big ideas stages, VIP lunches to after-hours celebrations — you'll feel the pace, passion, and purpose that define the CCW experience.

WELCOME TO CCW ANZ 2026

THE RACE FOR CUSTOMER CONTACT EXCELLENCE STARTS HERE.

