

Day One: Wednesday, August 13

09:00	IQPC Address Alexandra Craggs , CX Portfolio Director, IQPC
09:05	Chair's Opening Remarks Laurence Fonsdituri , Former - Head of Customer: QuiteLike & Swaggle, Coles Group
09:10	Panel Discussion Driving Innovation in Contact Centres: Strategies for Success <i>Innovation is key to the evolution and success of modern contact centres. This panel will discuss cutting-edge strategies for driving innovation in contact centres, from leveraging new technologies to enhancing agent performance and customer experience. Attendees will learn about the latest trends, tools, and techniques to optimize contact centre operations, with key takeaways including actionable insights for improving efficiency, customer satisfaction, and overall business performance.</i> Moderator: Jen Harding , General Manager Engagement Education and Advice, HESTA Panellists: <ul style="list-style-type: none">• Toby Ellis, Head of Customer Success, AMP• Duncan Guy, Chief Executive Officer, Senses WA• Christine Inkster, Manager Student Engagement & Customer Service, TAFE SA
09:50	Behind the Scenes: Building AI That Delivers — The Dialpad Story <i>Ai development is rarely a straight path, and Dialpad's journey has been no exception. In this session, we'll take you behind the scenes of Dialpad Ai's evolution—unpacking surprising twists, unexpected challenges, and the insights that reshaped our roadmap. Through real development stories, data-driven learnings, and key breakthroughs, you'll gain a deeper understanding of what makes Dialpad Ai unique and why true innovation happens when assumptions are challenged.</i>

	Jayden Zullo, Manager, Sales Engineering APAC, Dialpad
10:20	Great Southern Bank Quickfire Delivering Operational Excellence <i>In this session Great Southern Bank will share how they have focused on operational excellence to transform the customer experience.</i> Anthony Nguyen, Head of Customer Care, Great Southern Bank
10:40	Powering Voice of the Customer Richard Minta, Solutions Consulting, Sprinklr
11:10	Networking Break
11:40	Interactive Discussion Groups <i>Join our interactive sessions for 90-minutes of small group discussion on the topics of interest to YOU. Each roundtable will run for 30-minutes, giving you the opportunity to select 3 of your key challenges and hear insights from colleagues across ANZ.</i> IDG A Rethinking Contact Centre KPIs: The Process Mining Advantage <i>In a world where traditional dashboards only tell part of the story, contact centres are reimagining how they measure success. Process mining offers a deeper, data driven view of actual workflows revealing the hidden inefficiencies, broken journeys, and performance gaps that traditional metrics often miss. By mapping every interaction as it truly happens, contact centres can go beyond surface level KPIs to drive smarter decisions, boost operational efficiency, provide personalised learning to agents and deliver better customer experiences.</i> Kunal Rahalkar, Chief Executive Officer, LivedCX Sarvesh Jerath, Chief Operations Officer, LivedCX IDG B The Contact Centre of 2030: The Voice of the Future? <i>In an increasingly digital world, the human touch remains essential—especially when dealing with complex, emotional, or high-stakes customer concerns or sales and revenue opportunities. While automated experiences offer convenience, many customers still seek the empathy, clarity, and reassurance that a human voice can provide.</i> <i>Voice AI technology is transforming the contact centre landscape. In this roundtable discussion, we'll explore the evolving expectations of customers, the changing role of the contact centre, as well as the growing adoption of Voice AI. The session</i>

	<p><i>will cover strategies to balance automation with authenticity in building the Contact Centre of the Future. Join us as we unpack the trends, technologies, and strategies reshaping voice experiences in customer service.</i></p> <p>Jonathan Barouch, General Manager of Contact Centres, Zendesk</p> <p>IDG C Falling in ♥... With The Problem (Before You Start Solving For It) <i>We know that where the experience happens isn't where it starts. So often, we end up treating the symptom rather than the cause – but CX isn't just a contact centre challenge; it's a whole of organisation challenge. In this interactive session CXO2 will facilitate a discussion on how to slow down to speed up and make sure you're working on the things that truly matter to your customers. Join us for great conversations about real life experiences and how our CX blueprint can help diagnose where the true causes are (and what you can do about it).</i></p> <p>Sara Elmstrom, CEO, CXO2 David Vincent, Partner, CXO2</p> <p>IDG D Unlocking Insights to Transform Customer Service Harold Rey P Ladaran, Chief Executive Officer, Splace BPO</p>
13:10	Lunch Break
14:10	<p>Medibank Quickfire Reinventing Customer Service – Locals Serving Locals Andy Hitchen, Customer Operations & Provider Solutions Hub Lead, Medibank</p>
14:30	<p>Holmesglen Quickfire From Customer Service to Customer Experience Titus Peter, Head of Student Recruitment, Holmesglen</p>
14:50	<p>Panel Discussion Enhancing Workforce Utilisation: Balancing Remote and Office Workforces <i>In today's dynamic work environment, balancing remote and office workforces is crucial for optimizing contact centre operations and effective workforce planning. This panel will explore the benefits, challenges, and best practices for integrating remote and in-office teams seamlessly, ensuring high productivity and employee satisfaction while aligning with strategic workforce planning goals. Attendees will gain insights into strategies for seamless communication and collaboration, leveraging technology to support hybrid work models, and managing performance and engagement across diverse work settings.</i></p>

	<p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Scott Cumming, Senior Manager: Workforce Planning AU, AIA Australia • Kahlil Gray, Head of Workforce, Contact Telephony & Reporting, Australian Unity • Sue Coe, Head of Operations, Red Health Independent Medical Assessments
15:30	Networking Break
16:00	Speed Networking
16:20	<p>Panel Discussion Diversity & Inclusion: Building Stronger Teams and Cultures</p> <p><i>Creating diverse and inclusive workplaces is essential for fostering innovation and resilience. This panel will explore strategies for building stronger teams and cultures through effective diversity and inclusion initiatives. Attendees will learn best practices for promoting inclusivity, overcoming challenges, and leveraging diverse perspectives to enhance team performance and organizational success, with key takeaways including actionable steps for cultivating a more inclusive and dynamic work environment.</i></p> <p><i>Moderator:</i> Peter Perla, General Manager - Customer Operations, SUPA: Smart Urban Properties Australia</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Renee Moore, Customer Contact Director, Bega Cheese • Sean Richards, Head of Customer Care and Contact Centre, Meridian Energy
17:00	CCWinter Networking Drinks

Day Two: Thursday, August 14

09:00	Chair's Opening Remarks Laurence Fonsdituri , Former - Head of Customer: QuiteLike & Swaggle, Coles Group
09:05	Panel Discussion Employee Experience & Customer Experience: Balancing the Two for Excellence <i>Achieving excellence requires a harmonious balance between employee experience and customer experience. This panel will explore strategies for fostering a positive workplace environment that empowers employees while simultaneously enhancing customer satisfaction. Attendees will gain insights into aligning employee engagement initiatives with customer-centric goals, with key takeaways including practical approaches to creating a supportive culture, boosting productivity, and driving superior business outcomes.</i> <i>Moderator:</i> Eleni Miller , GM Customer Service & Business Support, APT Travel Group <i>Panellists:</i> <ul style="list-style-type: none">• Craig Mendel, Senior Manager - IT Customer Experience, Uniting• Netna Johnstone, Operations Program Manager, Chemist Warehouse• Damian Purvis, Customer Service Team Lead, Meridian Energy
09:45	Flybuy Case Study Tech Transformation Tales: Enhancing Experiences and Cutting Costs in the Contact Centre Claudia Grinzi , Head of Member Services, Flybuys
10:15	Panel Discussion Balancing Tech and Human in Customer Operations <i>Integrating technology with human touch is crucial for effective customer operations. This panel will examine strategies for achieving the optimal balance between automation and human interaction to enhance customer service. Attendees will gain insights into leveraging technology to streamline processes while maintaining personalised and empathetic customer interactions, with key takeaways including best practices for blending tech-driven efficiencies with human-centric approaches to deliver exceptional customer experiences.</i>

	<p><i>Moderator:</i> Laurence Fonsdituri, Head of Customer, Coles - New Ventures</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Greg Hodge, General Manager Strategic Initiatives, Johns Lyng Group • Angela Stacy, Senior Customer Insights Lead, Yarra Valley Water • Deanne Martin, Head of Customer Service, SEEK
10:55	Networking Break
11:30	<p>Bendigo & Adelaide Bank Quickfire From Headsets to Headspace: Contact Centre Leadership in the age of AI</p> <p><i>Forget headsets and canned responses, the modern contact centre leader needs a potent mix of hard skills and soft magic! This session dives deep into the evolving skill set required to navigate the wild frontier of digital transformation. We'll explore how to balance the operational excellence demanded by day-to-day operations, with the strategic foresight needed to successfully implement AI-powered solutions.</i></p> <p><i>Leave with the inspiration to transform your contact centre from a reactive department into a proactive powerhouse, where innovation meets empathy, and data drives strategic decision making.</i></p> <p>Megan Papadopoulos, General Manager of Customer Contact, Bendigo & Adelaide Bank</p>
11:50	<p>Panel Discussion Enhancing Employee Success with Technology Integration</p> <p><i>Achieving employee success in the modern workplace requires a careful balance of technological tools and human resources. This panel will explore strategies for integrating technology to support and enhance employee performance, productivity, and satisfaction. Attendees will learn about the latest tech trends and tools that can empower employees, along with methods for ensuring that human skills and relationships remain central, with key takeaways including actionable steps for fostering a supportive and efficient work environment.</i></p> <p><i>Moderator:</i> Eleni Miller, GM Customer Service & Business Support, APT Travel Group</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Song Yeap, Customer Channels Lead, Barwon Water

	<ul style="list-style-type: none"> • Sue Coe, Head of Operations, Red Health Independent Medical Assessments • Damian Purvis, Customer Service Team Lead, Meridian Energy
12:30	Lunch Break
13:30	Learning & Development Award Finalist Panel Discussion <i>Finalist: Deepa Nair, Trainer – Customer Service & Systems, Holmesglen</i> <i>Finalist: Sean Richards, Contact Centre Manager, Meridian</i>
14:00	Employee Engagement Award Finalist Panel Discussion <i>Winner: Crystal Whitton, Head of Virtual Customer Support, Medibank</i> <i>Finalist: Vanessa Kraut, Customer Experience Lead, Bega Group</i> <i>Finalist: David Honour, Acting Enquiries Manager, Holmesglen</i>
14:30	Contact Centre Transformation Award Finalist Panel Discussion <i>Winner: Cuong Chi, Contact Centre Manager, Wilson Parking</i> <i>Finalist: Megan Papadopoulos, General Manager of Customer Contact, Bendigo & Adelaide Bank</i> <i>Finalist: Vicky Allen, Head of Supporter Experience & Retail Operations, World Vision Australia</i>
15:00	Best in CX Award Finalist Panel Discussion <i>Winner: Luke Hutchinson, Director Student Experience, TAFE SA</i> <i>Finalist: Matt Murdoch, Chief Customer Officer, PassportCard</i>
15:30	Afternoon Break & End of Conference