



CHIEF TRANSFORMATION OFFICER SUMMIT

DAY 1 | 15th October 2019

8:30	COFFEE & REGISTRATION		
9:00	Opening Remarks by IQPC and the Conference Chair Wen Smallwood , Director of Digital Transformation and Agile Implementation, Optus		
9:10	Westpac: From Business-as-Usual to Transformation-As-Usual Salam Saffarini , Head of Strategy and Transformation, Westpac		
9:50	Panel Discussion: Do's And Don't's To Guide The CTO In Implementing A Strong And Lasting Transformation Programme Panelists: Monica Graham, Board Director, Australian Transformation and Turnaround Association Tanya Graham, Chief Transformation Officer, Alinta Energy Greg James, Deputy Commissioner Transformation, Inland Revenue NZ Ken Anand MAICD, Chief Transformation Officer, Teachers Health Fund Craig de Rooden, EVP / Global Head of Business Improvement & Transformation, Toll Group		
10:30	Speed Networking Session		
11:00	MORNING TEA AND NETWORKING BREAK		
11:30	STREAM A: Transformation, Strategy & Project Management Stream chair: Wen Smallwood Director of Digital Transformation and Agile Implementation, Optus	STREAM B: Culture & Change Management Stream chair: Ginger Nocom Group Head of Change Management, Ruralco Holdings	
	Keynote session - How Optus Are Implementing Sustainable Transformation Through Design And Alignment At All Levels Wen Smallwood , Director of Digital Transformation and Agile Implementation, Optus	How NBN Are Constructing Change Frameworks To See Transformation Elevated To A Core Capability of Leadership And A Business Priority Nikki Alberts , Enterprise Change Lead, NBN	
12:10	How Transgrid Are Confronting The Evolutions In The Energy Market By Embedding Transformation Across All Business Units Roly O-Connell , Head of Portfolio & Transformation, Transgrid	Brain Weave: Championing Change Management To Cement and Ease Institutional Changes At All Levels TBC	
12:50	LUNCH AND NETWORKING BREAK		
1:50	How NSW Heath Are Creating A Streamlined Governance Approach To Transformation Santhoshi Chander , Head Program & Change Management Office, HealthShare NSW	Ausnet Services Energizing Futures: Unwinding 100 Years Worth Of Legacy Culture To Remain Relevant And Successful Matt Guthridge , Chief Strategy Officer and Transformation Executive, Ausnet Services	
2:30	Constructing A 3 Year Transformation Agenda In Response To Market Changes To Ensure Customer Retention and Business Growth Ken Anand , Chief Transformation Officer, Teachers Health Fund	Leveraging Change Management To Execute Lasting Transformative Journeys For Government Agencies Gerard Gan , Director of Governance and Service Strategy, Department of Planning and Environment NSW	
3:10	AFTERNOON TEA AND NETWORKING BREAK		
3:40	INTERACTIVE DISCUSSION GROUPS		
	ROUNDTABLE B How to Manage The Implementation Of Change Projects While Sustaining The Organization's Momentum Tanya Graham , Chief Transformation Officer, Alinta Energy	ROUNDTABLE C How Do You Establish Change Beyond Project Implementation And Embed Change Into Business As Usual? Matt Harman , Senior Manager Strategic Execution, NAB	ROUNDTABLE D Running Transformation In A Crisis and Embedding Behaviours Into Business As Usual For Sustainable Change Ivan Yu , Chief Transformation Officer, Optus
5:00	CHAIRPERSON CLOSING REMARKS		
5:10	END CONFERENCE DAY ONE & NETWORKING DRINKS		



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DAY 2 | 16th October 2019

8:30	COFFEE & REGISTRATION	
9:00	Opening Remarks by IQPC and the Conference Chair Wen Smallwood , Director of Digital Transformation and Agile Implementation, Optus	
9:10	STREAM A: Transformation, Strategy & Project Management Stream chair: Wen Smallwood Director of Digital Transformation and Agile Implementation, Optus	STREAM B: Culture & Change Management Stream chair: Ginger Nocom Group Head of Change Management, Ruralco Holdings
	Building The Plane While Flying It: How To Maintain Transformation Momentum While Rapidly Scaling Ben Frederiksen , Head of Customer Strategy and Operations across ANZ, Uber Eats	How NSW Government Is Consolidating Agencies To Put The Citizen At The Centre of Operations Marina Chiovetti , Director, Service Design & Digital Delivery, NSW Department of Customer Service
9:50	How NewsCorp Is Getting Big Results Fast As It Transforms To Become Future-Ready Michael Vullings , Head of Customer Experience Transformation, NewsCorp	Ruralco Holdings Case Study: Operational Excellence As The Next Critical Step In Transformative Work Ginger Nocom , Group Head of Change Management, Ruralco Holdings
10:30	Negotiating Transformation Across Multiple Government Agencies To Enable Joint Vision and Consistency Of Experience For The Customer Sharni Allen , Product Manager, NSW Government Design System, NSW Department of Finance, Services and Innovation	Embedding A Change Management Framework To Support The Implementation of Strategic Programs at the University of Queensland Dr Jacques Liebenberg , Director Strategic Program Office, The University of Queensland
11:10	MORNING TEA AND NETWORKING BREAK	
11:40	Inland Revenue Case Study: What Can Be Learnt From The Change Management Of An Entire Country? Greg James , Deputy Commissioner Transformation, Inland Revenue New Zealand Dianne Saker , Business Transformation Organisational Change Director, Inland Revenue New Zealand	
12:20	Panel Debate: The Million Dollar Question: Does A Transformation Team Signal Transformation Is Not An Organization Wide Responsibility? Panelists: Monica Graham , Board Director, Australian Transformation and Turnaround Association Ben Frederiksen , Head of Customer Strategy and Operations across ANZ, Uber Eats Greg James , Deputy Commissioner Transformation, Inland Revenue NZ Ginger Nocom , Group Head of Change Management, Ruralco Holdings Roly O-Connell , Head of Portfolio & Transformation, Transgrid Simon Belousoff , Head of Personalisation (Customer Transformation), BUPA Australia & NZ	
1:00	LUNCH AND NETWORKING BREAK	
2:00	A Strategic Approach To Implementing Agile Across Both Business and Technology Functions Chris Keogh , Head of EPMO, icare NSW	
2:40	How To Build Organisational Alignment – Through Transformative Work To Improve Services and Rebuild Customer Trust? Duncan Bryce , Head Of Business, Energy Australia	
3:20	AFTERNOON TEA AND CHAIRPERSON CLOSING REMARKS	
3:30	END CONFERENCE DAY TWO	