

16th Annual



FSM

Field Service Management

2025

26-27 August 2025 • Randwick Racecourse, Sydney, Australia

REIMAGINING THE FUTURE OF SERVICES

Unlocking the Power of Technology & People to Deliver Streamlined,
Efficient, Field & Customer Services



Tuesday, August 26th

**WHERE FLEET INNOVATION MEETS
OPERATIONAL EXCELLENCE**



Wednesday, August 27th

**CLOSING THE TALENT GAP THROUGH
INCLUSIVE FIELD STRATEGIES**

GET YOUR FREE TICKETS NOW

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WELCOME!

The Field Service Management Summit is back, with not one, but two unique Summits designed up explore some of the industries biggest challenges. The best part – attendance is completely free!

With two distinct summits to choose from, there's something for everyone:



Explore the latest strategies to optimise fleet operations and last mile delivery for maximum efficiency and sustainability.



Celebrate the achievements of women in field service management and discover innovative approaches to talent optimisation in your team.

You can sign up for one or both summits and gain access to expert insights, engaging discussion, an interactive expo to explore, and valuable networking opportunities — all designed to help you stay ahead in the rapidly evolving landscape.

SAVE THE DATE: 26-27 AUGUST 2025

Secure your free pass today and be part of shaping the future of field service!

GET YOUR
FREE
PASS NOW



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WHAT TO EXPECT

DEDICATED INSIGHTS ON FLEET OPTIMISATION & LAST-MILE STRATEGY

This summit brings together logistics and operations leaders tackling the complexities of modern fleet management—from rising fuel costs and EV integration to workforce safety and service expectations.



TARGETED NETWORKING OPPORTUNITIES

Connect with fleet, logistics, and operations leaders during dedicated networking breaks and the interactive Demonstration Drive. Share challenges, explore solutions, and build relationships with peers facing the same real-world pressures.



IN-DEPTH FIRESIDE CHATS FOR REAL OPERATIONAL IMPACT

Hear from industry leaders in a series of focused fireside chats exploring fleet efficiency, driver wellbeing, and the future of sustainable transport. Each session is designed to give you clear, actionable strategies to take back to your team.



A SPACE BUILT FOR LOGISTICS, FLEET, AND DELIVERY LEADERS

Whether you're managing fleet assets, overseeing scheduling, or leading service operations, this summit is designed to help you benchmark, connect, and lead with clarity in an increasingly complex environment.



WHAT TO EXPECT



TANGIBLE SOLUTIONS FOR REAL WORKFORCE CHALLENGES

Sessions will explore the everyday operational barriers that limit team diversity and performance—and how to remove them.



EVIDENCE-LED, OUTCOME-FOCUSED

Backed by research from organisations like Tradeswomen Australia and years of workforce data, discussions are focused on what's actually moving the needle—from policy to practice.



INCLUSIVE NETWORKING FOR CHANGE-MAKERS

Whether you lead teams, hire talent, or manage strategy, you'll find your people here. This summit connects those who want to build stronger, more sustainable, and more inclusive teams—regardless of gender, background, or role.



A DEDICATED SPACE TO RETHINK THE FUTURE OF TALENT

This summit offers a focused platform to explore how field service organisations can solve the talent crisis—not just by recruiting more people, but by doing things differently. It's where inclusion meets innovation to create workforce strategies that actually work.



2025 SPEAKERS



MICHELLE YEAMAN

General Manager of
Regional Operations North,
WaterNSW



BEC SALAZAR-LOPEZ

General Manager Field
Business Intelligence,
NBN



ABBY KEMPE

Workplace Gender & Diversity Specialist,
Tradeswomen Australia Group



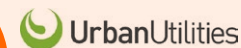
FADY AWAD

Manager Fleet Supply
Chain Delivery,
Sydney Trains



ROBERT WARD

General Manager:
Solutions Innovation,
Chubb



VANESSA THOMPSON

General Manager Field Services,
Urban Utilities



JOANNE FOX

Group Strategy Manager:
Northeast Engineering &
BCH,
Northeast Auto Group



ROB BUCKLEY

Solutions Architect,
Coates



SUNNY BHASIN

General Manager - Assets,
Queensland Rail

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AGENDA



26th AUGUST
Tuesday

12:30	Registration Opens
13:00	INTERACTIVE DISCUSSION GROUPS IDG A Getting the Most from Telematics & Tracking Tech IDG B Driver Retention & Wellbeing: What's Actually Working?
13:40	Networking Break
14:40	FIRESIDE CHAT Fleet Management for the Last Mile: Balancing Cost, Efficiency, and Sustainability
15:10	FIRESIDE CHAT People at the Wheel: Supporting Driver Safety and Workforce Retention
15:40	FIRESIDE CHAT Smarter, Greener, and More Efficient – The Future of Fleets
16:10	Demonstration Drive
16:30	Afternoon Networking Break
16:50	FIELD SERVICE MANAGEMENT SUMMIT PANEL DISCUSSION Driving ROI: Balancing Technology Investments with Operational Excellence
17:30	Networking Drinks



27th AUGUST
Wednesday

10:00	Registration Opens
10:15	PANEL DISCUSSION Addressing the Skills Shortage: Programs to Boost Untapped Talent
10:45	Morning Break
11:15	PANEL DISCUSSION Diversity in Field Service Management Teams: Breaking Barriers and Driving Change
11:15	WOMEN IN FSM WORKSHOP Led by Tradeswomen Australia
13:05	Lunch

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WHO SHOULD ATTEND



-  Fleet Operations Manager
-  Head of Logistics or Transport
-  Delivery & Service Operations Manager
-  Fleet Sustainability Lead
-  Workforce & Driver Engagement Manager
-  Telematics & Mobility Lead
-  Route Optimisation Specialist
-  Last-Mile Strategy Director



-  Head of Field Operations
-  Workforce Strategy Manager
-  People & Culture Lead
-  Talent Acquisition Manager
-  Diversity & Inclusion Lead
-  Service Delivery Manager
-  Field Team Supervisor
-  Learning & Development Manager



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