



MAIN CONFERENCE DAY 1
Wednesday, 18 March 2026

08:40 **Event Director's Opening Remarks**

08:45 **Chair's Opening Remarks** | 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.

Claire Cunningham, Founder and Managing Director, **The Customer Connexion**

08:50 **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.*

Panelists:

Patrick Lloyd, Director, Contact Centre Transformation & ATO Interactions Strategy, **Australian Taxation Office**

Matthew Wormald, Assistant Commissioner - Operational Capability, **Fire and Rescue NSW**

Wes Self, Chief Operating Officer, **GMHBA Limited**

09:20 **Partner Keynote | Break the Metrics Trap - Win With Trusted Human-Centred Intelligence**

Too often CX strategy starts and ends with metrics handle time, cost per contact, service levels. Those are outputs, not outcomes. In 2026, the winners will be organisations that untangle customer experience from old scorecards and reframe it around trust, context and real human connection supported by intelligence.

Join Kris Ram, CEO of CDM Direct and Shehara Hapugalle, Zoom CX Specialist, and learn:

- *how AI-powered workflows transformed fragmented processes into seamless, insight-driven conversations.*
- *How to turn AI to a “superpower layer,” to let agents focus on what truly matters*
- *How to rethink your CX playbook and explore modern, intelligent platforms can support your CX transformation.*

Kris Ram, CEO, CDM Direct

Shehara Hapugalle, CX Specialist, Zoom

09:50 **Panel Discussion | The Executive Playbook: Balancing Growth, Technology and People in 2026**

Panellists:

Rebecca Pacey, Chief People & Transformation Officer, **Infin8 Care**

Wes Self, Chief Operating Officer, **GMHBA Limited**

Leonna Sanderson, Chief Operations Officer, **Equifax**

Kanika Puri, Chief Operating Officer, **Fastcover**

10:20 **Partner Spotlight Session | Industry Case Study**

Sponsored by NiCE

IN CONVERSATION WITH ADAM GILCHRIST: Mastering the Game of Leadership and Performance

10:40

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:

- *Build and sustain a high-performance culture where every individual feels part of the win*
- *Lead through scrutiny, challenge, and change — staying grounded while the world is watching*

- *Unlock the mental resilience needed to thrive at the top *
- *Balance ambition, teamwork, and authenticity in moments that define careers*

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

11:25

MORNING BREAK

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

Interactive Discussion Groups (IDGs)

12:00

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

13:30

LUNCH BREAK

The Future Contact Centre: Data, Tech and People that Deliver

Government contact centres are shifting from being cost centres to service engines where data, technology, and human talent converge. This session dives into what it takes to build a future-ready model of service—where dashboards turn into decisions, pilots scale into practice, and AI becomes a partner to people rather than a replacement.

14:30

Case Study | TAC’s Contact Centre Transformation – AI Adoption Story

Presenter:

Sophie Uldrich, Senior Manager – Customer Service and Operations, Transport Accident Commission

14:50 **PANEL DISCUSSION | Humans + Machines: Smarter Citizen Service Through AI**

Discover how AI is enhancing, not replacing, the human touch in contact centres. This session will showcase real-world examples of generative AI supporting agents in real time, enabling faster triage of complex issues, and streamlining workflows to create more efficient and personalised service experiences.

*Moderator: **Nandita Sharma**, Director – AI Technical Standards, **Digital Transformation Agency***

Panelists:

Peter Jackowski**, Head of Delivery - Consumer Energy Solutions, **SEC Victoria

Chirag Lodhia**, Director - Digital Health Training & Adoption, Contact Centre. **Monash Health

Catherine Veronesi**, Executive Manager Service Experience, **City of Sydney

15:20 **PANEL DISCUSSION | From Dashboards to Decisions: Making Contact Centre Data Actually Useful for Better Decisions and Smarter Forecasts**

Learn how leading contact centres use predictive analytics to anticipate demand spikes and prevent service disruptions before they happen. Discover practical strategies for translating CX data into policy improvements and deciding when real-time insights matter more than historical trends.

*Moderator: **Nandita Sharma**, Director – AI Technical Standards, **Digital Transformation Agency***

Panelists:

Ben Thompson**, Director Community, Culture and Customer Experience, **Waverly Council

Rena Patterson**, Acting Director Customer Service, **Department of Climate Change, Energy, the Environment and Water

15:50 **Getting Ready for Digital Verifiable Credentials in Contact Centres**

This session walks through the essentials of digital verifiable credentials, how they function, and what they mean for government service delivery and the people you support. Brian will also share early lessons from Service NSW pilot work to help your teams plan for what's coming.

*Presenter: **Brian Lee**, Principal Solution Architect, Digital Id and Verifiable Credentials Programme, **Services NSW***

16:10

AFTERNOON BREAK

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

Resilient by Design: Real-World Stories of Service Continuity

Public services don't get to "pause" when disaster strikes. In this session, we bring together real-world frontline stories that show how resilience, planning, and transparency keep communities connected under extraordinary pressure.

16:40 **PANEL DISCUSSION | Inclusive Service Design: Putting Citizens at the Centre**

Government contact centres serve a diverse population, but meeting the needs of all citizens requires more than standard processes. This panel explores how agencies can design services that are accessible, equitable, and responsive to everyone, including vulnerable and underserved communities.

Panelists

Renae Patterson**, Acting Director Customer Service, **Department of Climate Change, Energy, the Environment and Water

Catherine Veronesi**, Executive Manager Service Experience, **City of Sydney

17:10

Panel Discussion | The Workforce Revolution: Building and Leading Teams for the Next Decade

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

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.



MAIN CONFERENCE DAY 2
Thursday, 19 March 2026

08:50 **Chair's Opening Remarks**

Matt Hou, Customer Engagement Team Manager, Western Sydney Local Health District

Behind the Scenes: Systems, Trust, and the People Who Make Service Work

Frontline service isn't just about what citizens see—it's powered by invisible systems, secure processes, and resilient teams. The Day 2 morning session explores the hidden elements that make or break the citizen experience

09:00 **KEYNOTE OPENING PANEL | The Invisible Work of Customer Contacts: Why Back-End Systems Matter More Than You Think**

Behind every seamless customer interaction lies the often-overlooked world of back-end systems. This session explores how flexible work models, the right digital tools, and meaningful human support can ease hidden pressures in contact centres. By strengthening the foundations, leaders can empower their teams to thrive while delivering faster, smoother, and more reliable service.

Panelists:

Anna Thomas, CX Lead – Transformation, iCare NSW

Matt Hou, Customer Engagement Team Manager, Western Sydney Local Health District

Chirag Lodhia, Director - Digital Health Training & Adoption, Contact Centre. Monash Health

09:30 **CASE STUDY | From Phone to Digital – Channel Shift that Works**

Shifting customers from traditional phone calls to digital channels is easier said than done. This case study unpacks how one organisation successfully guided

citizens toward digital adoption without sacrificing service quality. Learn what strategies-built trust, what tools smoothed the transition, and how the shift created lasting improvements for both customers and staff.

Presenter:

Anna Thomas, CX Lead – Transformation, iCare NSW

10:00 FIRESIDE CHAT | Securing Trust in the Age of Scams

With cyberattacks on the rise and scams growing more sophisticated, public trust in government platforms has never been more fragile. This session examines how security, service design, and clear communication must work hand in hand to protect citizens, maintain confidence, and deliver digital services people can rely on.

San Chander, Director, ICT Policy and Engagement, Digital NSW

10:15 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. Building value of the agents.

Panellists:

Rachel Lane, Head of Customer Support, the Lottery Office

Roy Hazlewood, Manager: Customer Contact Centre, Anglicare

Miguel Murillo, Associate Director, Global Customer Service, Avanos

10:45

Technology Demonstration Drive

Experience contact centre technology in action with live, guided demonstrations from leading solution providers. The Demonstration Drive gives you hands-on access to real platforms and capabilities — from AI-powered customer engagement and workforce optimisation to analytics and automation — allowing you to explore practical use cases, ask questions directly, and see how solutions support better customer experiences and more efficient operations.

11:00

MORNING BREAK

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11:20

Agents at the Center: Building a Workforce That Thrives

Putting agents at the heart of contact centre design ensures better performance and citizen satisfaction. This session examines practical tools, wellbeing initiatives, and training programs that empower staff, foster resilience, and prepare teams for future challenges like AI and automation.

PANEL DISCUSSION | From Stress to Strength: Reimagining the Agent Experience

11:30 *Frontline agents are navigating an era of rapid change, from rising citizen expectations to new technologies and increased workload complexity. This panel brings together leaders and practitioners to discuss innovative approaches that turn these challenges into opportunities for growth, engagement, and peak performance.*

Panelists:

San Chander**, Director, ICT Policy & Engagement, **Digital NSW

Sophie Uldrich**, Senior Manager - Customer Service and Operations, **Transport Accident Commission

12:00 **Agent-Centric Design: Tools and Processes That Make Work Easier**

Explore how TAFE SA designs contact centre tools and processes with agents at the center, focusing on making daily work easier, reducing friction, and improving both employee experience and service outcomes.

Christine Inkster**, Manager - Student Engagement and Customer Service, **TAFE SA

12:30 **Supporting the Frontline: Wellbeing and Resilience in Contact Centres**

Frontline staff are the heart of any contact centre, but high call volumes, complex citizen needs, and operational pressures can take a toll on mental health and performance. This session explores how agencies can proactively support their teams, build resilience and creating a culture where wellbeing is prioritized alongside service delivery.

Carla Armanet**, Executive Director, Customer Experience & Engagement, **Metropolitan Memorial Parks

Jasmyne Munro**, Head of Customer Experience, **Lake Macquarie City

12:50 **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

13:10

LUNCH BREAK

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.

Future-Ready Workforce: AI Insights from Lake Macquarie Council

14:10 *Examine Lake Macquarie Council's approach to preparing their workforce for AI integration, sharing insights on upskilling strategies, change management, and building team capability for the future.*

*Presenter: **Jasmyne Munro**, Head of Customer Experience, **Lake Macquarie City***

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**

Damian Purvis, Customer Service Team Lead, **Powershop**

Miguel Murillo, Associate Director, Global Customer Service, **Avanos**

15:00 **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:

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

Kerry McCarthy, Customer Service Lead, **Z Energy New Zealand**

Kate Dalton, Chief Customer Officer, **Compass Education**

Eric Cheng, Enterprise Architect, **Komatsu**

15:30 **Chair's Closing Remarks & Close of GovCC 2026**