

Change Management for the Public Sector 2017

And Now for Something Completely Different

 #change.gov

\$995 plus gst
for forum only

One day connected forum plus two post-forum module workshops
1-2 February 2017, Novotel Canberra

Hear case studies and strategies used by leading practitioners on the areas of
Disruptive, Agile and Transitional Change within the public sector:

- ◆ Inspiring Change
- ◆ Lessons Learned
- ◆ Transitional Change
- ◆ Working in an Agile Environment
- ◆ Overcoming Resistance to Change
- ◆ Community Change
- ◆ Fundamental tools in implementing change

From:

- ◆ Commonwealth Games Group Queensland Police Service
- ◆ Department of Human Services
- ◆ Territory Generation
- ◆ Legal Aid NSW
- ◆ Metro Trains Melbourne
- ◆ Social Media Navigator
- ◆ P2E Pty Ltd
- ◆ Neryl East Communications
- ◆ Aged and Community Services Australia



**FOR THE FIRST TIME:
A WORLD CAFE OPEN MIKE**
INQUIRE, COLLABORATE AND LEARN
ON WHAT YOU WANT TO LEARN ABOUT

Post-Forum Module Workshops:

Module Workshop A: Implementing an Enterprise Wide Change Management Programme

Module Workshop B: Transformational Change in a Complex Environment

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One day connected forum – Wednesday, 1 February 2016

Change is inevitable in any organisation and the public sector must change to remain relevant, as a **'one size fits all'** approach to managing change is ineffective

8:30 Registration and refreshments

9:00 Welcome and Opening Discussion from Chair



Dr. Neryl East, Director, Neryl East Communications

Dr Neryl East is a communication and credibility expert who shows leaders and teams how to stand out, accelerate their success and avoid costly reputation mistakes.

9:15 World Café Open Mike - The Preliminary

This session is as it sounds, we ask each delegate to let us know what is the one topic that they would like to be covered.

This list be will put up on the World Café and during the last session of the day, a World Café will be delivered on the four most popular topics.



Michelle Lambert, Director, Social Media Navigator

Michelle Lambert has a diverse background, including significant experience in senior roles in Corporate, Public Sector and founding and building a successful Roundtable across industry to facilitate peer learning to deliver practical results to the member organisations.

9:30 The New Communication Landscape – Harnessing the Power of Staff as Reputation Ambassadors

We all know technology has changed forever the way we communicate - but it's the deeper impact of the digital age that's really created the shift. This session looks at the critical role of your team during change.

You will gain insight into:

- The four keys to authentic change communication
- How change can be derailed from within
- The importance of choosing the right channels



Neryl East, Director, Neryl East Communications

10:15 Workforce Transformation: Aligning Structure and Strategy to Maintain Competitive Advantage in a Rapidly Changing Industry

The electricity industry is undergoing significant and rapid change globally. There is an increased need for utilities to identify growth opportunities in order to remain competitive and respond to rapid advances in technology, specifically in the space of renewables. This session will provide an overview of the 'Transformation Project' created to manage and coordinate a combination of key strategic initiatives that involve significant change across the business. The themes that run through all of these objectives are building the foundations of a business that are focussed on values, reliability, flexibility, and efficiency in order to be competitive and ready for growth.

You will gain insight into:

- Recognising the need for change - a proactive approach
- Addressing the challenges and opportunities of new technologies and how to integrate them within the existing workforce
- Build the strategy, business case and implementation plan with key stakeholders to ensure successful transformation



Dani Everleigh, Transformational Change Manager, Territory Generation

Dani has extensive experience over the past 13 years working within the public sector and utilities area designing and executing cultural change strategies. As well Dani is a Board Member for the Asthma Foundation NT.

11:00 **Morning refreshments and networking #changeov**

11:15 **Change Resilience: The Art of Bouncing Back**

Through consideration of case studies and subsequent discussion, you will gain insights into how resilience works to address and remove change resistance.

- How to recognise the resistance tipping point
- Fresh approaches to harnessing change resistance
- Lessons learned – “why resilience trumps resistance”



Julie Weste, A/Head – Organisational Change & Transformation | Strategy & Support Services, Metro Trains Melbourne

Metro has 4,600 employees who are located in the Melbourne CBD and at stations across the network, as well as the five Train Maintenance Facilities.

228 million passenger journeys are made annually on Melbourne’s Metro network.

Metro’s fleet comprises 208 six carriage trains which travel to 218 stations on 858 kilometres of mainline track.

Each weekday there are approximately 2300 services which are operated across 16 train lines delivering 760,000 customers to their destinations.

12:00 **Managing Change through Agile Project Management**

Agile has been constantly gaining momentum throughout the last several years. In the current fast paced environment, companies want to get their products out to the market as fast as possible for many reasons – e.g. competition, legislation, etc. To achieve this, more and more companies are adopting the agile methodology due to its benefits, such as quick wins, to keep abreast of changes and the less time to market. In this session the speaker will present his experience from the many software development projects he has been involved in, with regards to how managing projects using the agile methodology reflects/assists in managing changes.

You will gain insight into:

- Agile project delivery
- Agile vs Traditional project management
- Management of change initiatives



Ranjan Thavendran, Senior Project Manager - ICT , Legal Aid NSW

Ranjan Thavendran is an experienced Project Manager and facilitator and has managed several small to multi-million dollar large scale information technology projects for the private and public sector organisations in Australia and Overseas. The industries for which Ranjan has managed projects for include stock markets, aviation, legal, voluntary agencies, energy sector and government. Ranjan is also a certified practitioner in Prince 2 and Agile Project Management.

Number of Employees – Approximately 1000

Offices – 24 across NSW

Legal Aid NSW is a state-wide organisation providing legal services to the people of NSW, and delivers legal services in most areas of criminal, family and civil law. Service are provided through 24 offices across NSW, and in partnership with the private legal profession through grants of legal aid.

12:45 **Networking lunch (let us know if you have any special dietary requirements 2 weeks prior to forum)**



1:45 **Change Management for Major Event Planning and Delivery**

This session will outline the scope and context of the 2014 G20 Leaders' Summit conducted in Brisbane. It will focus on the Queensland Police Service (QPS) and its detailed plans for the Tier 2 security of the G20 Leaders' Summit and how this large public sector organisation managed considerable change within its planning approach, operational delivery and across its workforce. The session will highlight several critical success factors and how these have been implemented or enhanced for the current planning for the QPS role in Commonwealth Games.

- What were we required to do?
- How did we go about planning?
- What were the outcomes?

The key take-aways from this session will be:

- The value of taking a project management approach.
- The importance of preparing for and managing change.
- How reviewing lessons learnt from others can assist with current planning.
- Overcoming barriers to change.
- Critical success factors: program management; collaboration; relationships; partnerships; innovative thinking.



Superintendent Mark Plath, Program Manager, Commonwealth Games Group Queensland Police Service

Superintendent Mark Plath worked in general duties, mobile patrols and special operations prior to establishing himself in police education and training, most notably in leadership and management development. In 2011, Mark was appointed as Director, Strategic Performance Branch. He assumed his QPS G20 Group appointment in October 2012, with responsibilities for corporate governance, program management and media, communications and external engagement. Post-G20, Mark was appointed to the QPS Commonwealth Games Group as Program Manager, Coordination and Readiness which includes; governance and program management; engagement; preparedness and exercising; and; operational support.



Mr Todd Hunt, Founding Director and Principal Consultant, P2E Pty Ltd

Todd enjoys a very diverse and successful career that started in the Royal Australian Navy where he worked in a variety of Management, Training and Engineering positions. Todd's exceptional skills and experience enabled a successful transition into the commercial sector where he has worked with organisations including Boeing Australia Limited and Seismic Asia Pacific. Todd led the successful 2002 Australian Design Award in Engineering Excellence for Boeing and more recently he has delivered a range of contracted and consulting services across numerous commercial and public sector organisations. Some of these organisations have included Queensland Treasury, BMA Coal, Transport and Main Roads, Department of Agriculture and Fisheries, ETSA Utilities, Heritage Bank, IXSURVEY, Queensland Rail, Queensland Police Service, Public Safety Business Agency and the Queensland Racing Integrity Commission.

2:45 **Don't Follow the Change Textbook**

Textbooks will tell you the requirements for successful change management. Linda will draw on a recent experience to **merge 5 separate entities** into one national entity. Why some things worked, what the challenges were, but ultimately how it reinforced that change is a process with people involved... and you can't control people. So what can you control to try and be successful?

- Change needs to be led from the top... and the bottom. How to use 'bottom' energy to influence the top and the 'tactics' used to get around difficult people that may even be at the top
- People are remarkable - even when you think you've got them, you sometimes don't and sometimes those that you have on the bus can still be a problem
- Being genuine, no matter how difficult the message and focus on the outcomes, not just the process



Linda Perrine, National Change / Transition Manager, Aged and Community Services Australia

Aged and Community Services Australia - ACSA is a national peak body providing services to members in the aged care industry. Services provided include

3:30 **Afternoon refreshments and networking #change gov**

3:45

WORLD CAFÉ OPEN MIKE

4:45 **Closing remarks and end of forum**



POST - FORUM MODULE WORKSHOPS

Thursday, 2 February 2017



Implementing an Enterprise Wide Change Management Programme

Registration: 8.30 am
Workshop starts: 9.00 am
Workshop ends: 12.00 pm

Facilitated by: Roger La Salle, Director at La Salle Matrix Thinking

About the workshop:

This workshop module is built on case studies and experience, and focus on developing a positive outcome with people of varying capabilities, backgrounds and aspirations. A positive change is founded on the understanding of the common goals of the organisation and implementing approaches that align people to these goals and providing positive reinforcement for achievement.

Roger will take you through step by step drawing on these cases studies so you will have a guide in implementing change across an organisation.

You will learn:

- How to deliver a key message that shows positive change is for the betterment of both the organisation and the individual.
- How to understand the organisational goals to implement effective change
- and the moreover the personal goals and aspiration

Past recent feedback:

"Roger provided an enjoyable presentation on the importance of innovation, supported by simple but powerful applications. Our management team thoroughly enjoyed Roger's presenting style and we look forward to working together again to streamline our service offering".

Sincerely,
John E Dalton General Manager Industrial Services Victoria
Veolia Environmental Services (Australia) Pty Ltd

"Roger La Salle redefined innovation as "change that adds value" and presented his simple but extremely powerful "Matrix Thinking" tool in his first book on the innovation of tangibles. Now he has addressed the intangibles – the increasingly bigger part of the economy where "ideas and services" are the future. This material is original, and in my view "gold" for the services sector."

Dr. Rajen M.
CEO, Holista Colltech Limited
Australia

"Roger's interactive presentation in our recent conference was truly enlightening. He delivered a simple yet powerful message full of anecdotes and real examples. No overheads or PowerPoint for this fellow, he just walks and talks and doodles on a white board as he reveals the secrets of innovation and opportunism."

Mark Debevc
Acoustic Product Leader
Boral Australia Limited

About the workshop leader:



Roger La Salle trains people in innovation, marketing, business management and the new emerging art of Opportunity Capture. He works with organisations about the world over embedding cultural change that underpins the innovation that is so important to organisational growth. His process known as Matrix Thinking™ is now used in more than 29 countries. A sought after as a speaker on Innovation, Culture, Opportunity and business development, Roger is also the author of four books and a Director and former CEO of the Innovation Centre of Victoria (INNOVIC) as well as a number of companies both in Australia and overseas.

Roger has been responsible for a number of successful technology start-ups and in 2004 was a regular panellist on the ABC New Inventors TV program. In 2005 he was appointed to the "Chair of Innovation" at "The Queens University" in Belfast. www.innovationtraining.com.au

"On behalf of the Caravan and Camping Industry Association of NSW, I would like to thank you for presenting at our recent Annual Conference, A Changing World – and how to profit from it, which was held in Wollongong from 23 - 25 July, 2008. Feedback received from conference delegates has been very positive.

Roger you really were one of the highlights of our conference. Well done!"

Jane Furner
Industry Development Manager
CCIA

"Wow! Roger held an audience of NAB People & Culture team members spellbound with his insightful, action oriented approach to innovation. Applying lateral thinking, he sees opportunities everywhere and turns complexity and the threat of the unknown into exciting business opportunities. Without doubt Roger La Salle is one of the most inspirational speakers and writers of our time."

Mr Jim Young,
Executive General Manager
National Australia Bank
People and Culture, Group Business Services

POST - FORUM MODULE WORKSHOPS

Thursday, 2 February 2017



Transformational Change in a Complex Environment

Registration: 12.30 pm
Workshop starts: 1.00 pm
Workshop ends: 4.00 pm

Facilitated by:

Angela Scaffidi, Managing Partner and Head of Change, SenateSHJ

Becky Roberts, Senior Client Director, SenateSHJ

About the workshop:

This eclectic workshop will explore the context for change and introduce a series of practical tools for leading change. The workshop will cover:

- Understanding the context for change
- Determining the scope
- Understanding your organisation's change readiness
- Exploring your stakeholders
- Identifying ways to engage stakeholders
- Building a compelling change story
- Measuring impacts
- Managing issues along the way

The workshop will include a mix of theory and practical exercises. Participants will leave with practical tools and frameworks to take back and use in their organisation."

About your workshop leaders:



Angela is one of Australia's most accomplished and experienced practitioners in facilitation, organisational change and communication. She has worked extensively across the public sector over the past 20 years.

Prior to establishing Scaffidi Hugh-Jones (now SenateSHJ), she worked at McKinsey & Company and Turnbull Porter Novelli.

Angela is one of small number of practitioners accredited in Australia in the Four Rooms of Change®, a methodology used to drive improvement and innovation in large organisations. She works with the methodology to help individuals, teams and organisations to understand and own their change experience and take the steps required to achieve sustainable change. Angela has conducted change management projects with a range of private and public sector organisations.

She has won a range of state, national and international awards for her work, including two Golden

World Awards from the International Public Relations Association. Angela is a skilled facilitator and trainer. She regularly designs and facilitates programs in structured problem solving, communication and change. Angela also lectures in the post-graduate PR program at RMIT University.

Angela is a member of the Broadmeadows Schools Network Advisory Board. She chairs the Missing Persons Advocacy Network (MPAN) and is a board member of Challenge: supporting kids with cancer. Angela is a Fellow of the Public Relations Institute of Australia.



Becky is a Senior Client Director at SenateSHJ with seven years' experience working with organisations in the UK, Europe and Australia.

Becky specialises in change management and communication, internal communication and stakeholder engagement. Her core skills include developing communication, engagement and change strategies for organisations, navigating complex stakeholder environments and creating compelling content.

She has experience working with a broad range of public and private organisations across government, education, health, utilities, professional and financial services, pharmaceutical, retail, and engineering.

She has worked with a major vocational education and training provider on a number of change and internal capability building projects, lead the communications for a major organisational

change for a healthcare organisation, developed numerous change strategies for a large retailer and developed and implemented strategies to support cultural change in a range of government departments.

Becky is a certified Prosci® Change Management practitioner.

5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

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FAX: +61 1300 550 663
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EMAIL: aga@arkgroupasia.com
WEB: www.arkgroupaustralia.com.au

POST: Send the completed registration form to Ark Group Australia Pty Ltd, Unit 2, 69 Carlton Crescent, Summer Hill NSW 2160

Change Management for the Public Sector 2017 1-2 February 2017, Novotel Canberra

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Pricing - circle choice	Whole Event	Forum and One Workshop <input type="checkbox"/> A or <input type="checkbox"/> B	Forum only	Workshops <input type="checkbox"/> A or <input type="checkbox"/> B
Standard Pricing	<input type="checkbox"/> save \$200 \$2185 + GST = \$2403.50	<input type="checkbox"/> save \$100 \$1590 + GST = \$1749	<input type="checkbox"/> \$995 + GST = \$1094.50	<input type="checkbox"/> \$695 + GST = \$764.50
Early bird (exp: 05/01/2017) Not valid with any other offer	<input type="checkbox"/> save \$300 \$2085 + GST = \$2293.50	<input type="checkbox"/> save \$200 \$1490 + GST = \$1639	<input type="checkbox"/> save \$50 \$945 + GST = \$1039.50	<input type="checkbox"/> save \$60 \$635 + GST = \$698.50

De-legate	Name	Job title	Twitter Handle	Email
1st				
2nd				
3rd				
4th				

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard Visa American

Card

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Cardholder's

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)
 Please invoice me

Booking

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
- For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

Event venue and accommodation

Novotel Canberra
65 Northbourne Ave, ACT 2600
(02)6245 5000
www.novotelcanberra.com.au



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