

2021 IPAA NATIONAL CONFERENCE
**RIDING THE WAVE OF SERVICE
 TRANSFORMATION**

29-30 NOVEMBER

HILTON HOTEL BRISBANE
 + ONLINE

INSTITUTE OF
 PUBLIC ADMINISTRATION
 AUSTRALIA

IPAA
 QUEENSLAND



MONDAY 29 NOVEMBER

[Conference Website](#)

TIME	SESSION	SPEAKER/S
11.00am – 12.00pm	Registration and light lunch	
12.00pm – 12.15pm	Ballroom doors open – take seats	
12.15pm – 12.30pm	Welcome to Country	Shannon Ruska
12.30pm – 12.50pm	Conference Opening	Sarah Kanowski, Moderator Dr. Gordon de Brouwer PSM, IPAA National President Chris Peck, Executive General Manager, Public Services Australia, SAP
12.55pm – 1.55pm	Service transformation – the future is here <i>Explores the state of play in service transformation and future direction in using technology and data to transform service and to improve the human condition.</i>	Jamila Gordon CEO and Founder Lumachain <i>Jamila will be introduced by Professor Katharine Gelber, School of Political Science and International Studies, University of Queensland.</i>
1.55pm – 2.00pm	5 minute stretch break	
2.00pm – 3.15pm	Designing joined-up digital ecosystems for service transformation <i>Explores the requirements for coherent whole-of-system technology, security, data and analytics to transform service at scale.</i>	Dr. Alex Antic Data & Analytics Leader, Advisor, Strategist Professor Melissa de Zwart Professor (Digital Technology, Security and Governance), Jeff Bleich Centre Flinders University Peter Williams Chief Edge Officer, Deloitte
3.15pm – 3.45pm	Afternoon tea break	<i>Sponsored by ORIMA Research</i>
3.45pm – 4.50pm	The customer experience of service transformation <i>How do we harness the digital behaviour of customers while meeting concerns about privacy and security for services are personalised, responsive, anticipatory, convenient, reliable and fast?</i>	Julie Hockey National Manager, Face to Face Service Design, Face to Face Transformation, Services Australia Andrew Spina , Acting Chief Customer and Digital Officer, Qld Department of Communities, Housing and Digital Economy
4.50pm – 5.00pm	Day one wrap up and close	Sarah Kanowski

2021 IPAA NATIONAL CONFERENCE
**RIDING THE WAVE OF SERVICE
 TRANSFORMATION**

29-30 NOVEMBER

HILTON HOTEL BRISBANE
 + ONLINE

INSTITUTE OF
 PUBLIC ADMINISTRATION
 AUSTRALIA

IPAA
 QUEENSLAND



5.45pm – 6.15pm	Pre-dinner drinks	
6.15pm – 9.00pm	IPAA National Conference Dinner Garran Oration commences 6.30pm sharp	Distinguished Professor Genevieve Bell AO Director of the 3A Institute (3Ai) and Florence Violet McKenzie Chair, Australian National University

TUESDAY 30 NOVEMBER

TIME	SESSION	SPEAKER/S
8.30am – 8.45am	Welcome to day two	Sarah Kanowski Ian Stewart AO APM IPAA Queensland President
8.45am – 9.35am	Service transformation – people, leadership and culture <i>Digital transformation is all about people – customers, clients and end users along with those who build, shape, enable and support the services. We explore the capabilities, leadership and organisational cultures required to support service transformation.</i>	Dr. David Rock Co-founder and Chief Executive Officer, NeuroLeadership Institute
9.35am – 9.40am	<i>5 minute stretch break</i>	
9.40am – 10.45am	Connection and collaboration for service transformation <i>As digital technologies reshape lives and institutions, we explore connection and collaboration across agencies and sectors and with communities and citizens for realizing a fully inclusive digital economy.</i>	Fiona Da Silva General Manager Portfolio Strategy, Innovation & Engineering, Australia Post Dr. David Gruen Australian Statistician Australian Bureau of Statistics
10.45am – 11.15am	Morning tea break	<i>Sponsored by Australia Post</i>
11.15am – 12.30pm	Delivering joined-up service transformation <i>Capstone discussion with the Australasia public service commissioners considering – When will service transformation become business as usual?</i>	Kate Hillman , EY Oceania People, Place and Culture Leader, People Advisory Services QLD Australasian Public Service Commissioners
12.30pm – 12.45pm	2021 IPAA NATIONAL FELLOW AWARDS	Dr. Gordon de Brouwer PSM IPAA National President
12.45pm – 1.00pm	Closing remarks	Ian Stewart AO APM IPAA Queensland President
1.00pm – 1.45pm	Closing lunch and networking	