



TEFMA Campus Services Workshop FINAL PROGRAM

Mantra, Mooloolaba Beach

Day 1 Monday, 25 March			
8.30am	Registration Open		
9.00am	Official Welcome and Acknowledgement of Country <i>Lyndon Davis</i>		
9.15am – 9.25am	Workshop Briefing and Program Unpacked <i>TEFMA Welcome: Garry Bradley, TEFMA President</i> <i>Workshop Welcome, Briefing and Program Unpacked: Iona Beaully</i>		
9.25am – 10.10am	Facilities Management Contracting: Back to the Future David Pearson, MBM		
10.10am – 10.30am	Speed Networking		
10.30am – 11.00am	Morning Refreshments		
11.05am – 12.25pm	Session 1: Choosing the right delivery model for your institution		
	Outsourcing vs Insourcing Retail - Managing the balance between Amenity, Sustainability and Bottom Line – University of Southern Queensland’s experience Nathan Jones, University of Southern Queensland	NEXT GEAR: Transforming The University of Sydney Campus Services Delivery Model John Potts and Martin Ayers, University of Sydney	Shifting the Focus Nationally – Reactive to Proactive Wayne Milsom, Central Queensland University
12.05pm – 12.25pm	Panel – Questions + Summary and Conclusions		
12.30pm – 1.30pm	Lunch		
1.30pm – 3.00pm	Session 2: Transitioning to a new delivery model		
	Deciding on the right service delivery model Bibiana Uzabeaga, University of Canberra	The long and winding road to outsourcing security services Richard Maguire, University of the Sunshine Coast	Optimising service delivery model for facilities and operations Doug Addis, Macquarie University
2.40pm – 3.00pm	Panel – Questions + Summary and Conclusions		
3.00pm – 3.30pm	Afternoon Refreshments		
3.30pm – 5.00pm	Session 3: Procurement and contract development		
	A process of continuous improvement at the University of Southern Queensland Kym Davis, University of Southern Queensland	CDU’s Journey Towards Better Contract Management: Our Progress So Far Guin Scott & Adam Cullen, Charles Darwin University	Automating Proposal Analysis: Having confidence in selecting the right proposal Simon Thompson, Acquire Procurement Services

3.40pm – 5.00pm	Panel – Questions + Summary and Conclusions		
5.00pm – 5.10pm	Day One Wrap-Up and Close		
5.45pm – 8.00pm	Workshop Dinner <i>The Dock, Mooloolaba</i>		
Day 2 Tuesday, 26 March			
8.00am	Bus departs Mantra for USC campus tour		
8.30am - 10.00am	Arrive at USC campus – campus tours/presentations <ul style="list-style-type: none"> - Campus grounds and environmental waste - Energy efficiency through innovation - SafeUSC 		
10.00am	Bus departs campus		
10.30am - 10.50am	Morning Refreshments		
10.50am - 11.50am	Session 4: Legal frameworks, KPIs and SLAs		
	Building a better performance framework for your project Ren Niemann, McCullough Robertson Lawyers	Contract Performance – A Suppliers Perspective Steve Coumbis, Paul Moir, David Tait, Spotless	Setting the Performance Management Framework within a healthy contract David Pearson, MBM
11.50am – 12.10pm	Panel – Questions + Summary and Conclusions		
12.10pm – 12.50pm	Session 5: Managing Service Delivery – Part 1		
	Managing Service Delivery via Asset Management Best Practices Andrew Sun, RMIT	Keeping Pace with the Contractor-Performance Assessment and Engagement Emmett Mackle, University of Auckland	
12.50pm – 1.05pm	Panel – Questions + Summary and Conclusions		
1.05pm – 2.00pm	Lunch		
2.00pm – 3.00pm	Session 6: Managing Service Delivery – Part 2		
	Maximum Benefit from your EAM Software Andrew Bull, University of Newcastle	Managing Performance for Better Outcomes Mark Mazzitello, University of Newcastle	TEFMA Benchmarking of Operational Services Wayne Millar, Charles Sturt University
3.00pm – 3.20pm	Panel – Questions + Summary and Conclusions		
3.20pm – 3.35pm	Wrap Up, Close and Thank You		
3.35pm	Afternoon Refreshments		