



TEFMA Campus Services Workshop PRELIMINARY 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</i> <i>Workshop Welcome, Briefing and Program Unpacked: Iona Beaully</i>		
9.25am – 10.10am	Opening Speaker		
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		
	Nathan Jones, University of Southern Queensland	John Potts and Martin Ayers, University of Sydney	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		
	Bibiana Uzabeaga, University of Canberra	Richard Maguire, University of the Sunshine Coast	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		
	Kym Davis, University of Southern Queensland	Speaker TBC	Speaker TBC
3.40pm – 5.00pm	Panel – Questions + Summary and Conclusions		
5.00pm – 5.10pm	Day One Wrap-Up and Close		
TIME TBC	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/OSCA/waste management - Energy management - SafeUSC 		
10.00am	Bus departs campus		
10.20 - 10.50am	Morning Refreshments		
10.50am - 11.40am	Session 4: Legal frameworks, KPIs and SLAs		
	McCullough Robertson Lawyers	Speaker TBC	
11.30am – 11.45am	Panel – Questions + Summary and Conclusions		
11.45pm – 1.05pm	Session 5: Managing Service Delivery – Part 1		
	Andrew Sun, RMIT	Andrew Bull, University of Newcastle	Emmett Mackle, University of Auckland
12.45pm – 1.05pm	Panel – Questions + Summary and Conclusions		
1.05pm – 2.00pm	Lunch		
2.00pm – 3.20pm	Session 6: Managing Service Delivery – Part 2		
	Mark Mazzitello, University of Newcastle	Speaker TBC	Speaker TBC
3.00pm – 3.20pm	Panel – Questions + Summary and Conclusions		
3.20pm – 3.35pm	Wrap Up, Close and Thank You		
3.35pm	Afternoon Refreshments		