



# Ideaction.23


SECURING OUR FUTURE

The Star Gold Coast  
4 - 5 September 2023



## Monday, 4 September 2023

10.30am – 12.00pm	<b>PRE-CONFERENCE MASTERCLASS</b> Level 3, Surfers Paradise Room 1 & Surfers Paradise Room 2, The Star Gold Coast
10.30am – 12.00pm	<b>Optional Pre-Conference Masterclass: Presentation Skills: Why they Matter for Facilities Managers?</b> <b>Members:</b> \$250pp & <b>Non-Members:</b> \$320pp Surfers Paradise Room 1, Level 3, Event Centre, The Star Gold Coast <i>Serpil Senelmis, Director, Written &amp; Recorded</i> In this masterclass, you'll learn how to be clear and convincing in your presentations with stakeholders at all levels – from suppliers and contractors to employees, outside vendors, and more. You'll pick up practical tools to help you structure the key messages in your next presentation, so you can make a strong impression. Serpil Şenelmiş and James Brandis are seasoned presenters, with a long career in radio broadcasting, and they'll show you how to deliver your messages with impact, so you can shape the experience Australians have inside and outside our buildings – ensuring safe, healthy, and clean facilities.
12.00pm – 1.00pm	<b>Optional First Time Attendees &amp; New Members Sit-Down Lunch</b> <i>Pre-Registrations Only</i> Surfers Paradise Room 2, Level 3, Event Centre, The Star Gold Coast <i>Hosted by Stephen Ballesty, Geoff Parnell, Patricia M Ferrier, George Stamas + Kris Greenwood</i>
12.00pm – 1.00pm	<b>REGISTRATIONS OPEN &amp; ARRIVAL LUNCH</b> Level 3, Event Centre, The Star Gold Coast
1.00pm – 6.00pm	<b>IDEACTION.23</b> <b>CONFERENCE DAY ONE</b> <b>Venue:</b> The Star Gold Coast <b>Address:</b> 1 Casino Drive, Broadbeach, QLD 4218 <b>Plenary Room:</b> Level 3, Event Centre Ballroom <b>Dress Code:</b> Smart Casual
1.00pm – 1.15pm	<b>Smoking Ceremony</b> <i>Luther Cora, Indigenous Cultural Performer</i>
1.15pm – 1.20pm	<b>Welcome to Ideaction.23</b> <i>Serpil Senelmis, Master of Ceremonies</i>
1.20pm – 1.30pm	<b>Official Conference Opening</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i> <i>Bryon Price, Chair, FMA</i>

1.30pm – 1.35pm	<b>Conference Supporter Welcome</b> <i>Greg Shoemark, Communications Manager, Australian Refrigeration Council (ARC)</i>
1.35pm – 2.05pm	<b>Opening Keynote: Driving Innovation in FM through Diversity &amp; Inclusion</b> <i>Serpil Senelmis, Director, Written &amp; Recorded</i> <b>Sponsored by Australian Refrigeration Council</b> 
2.05pm – 2.35pm	<b>Keynote: Delivering Opportunity</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i>
2.35pm – 3.00pm	<b>AFTERNOON TEA REFRESHMENTS &amp; EXHIBITION</b> Level 3, Event Centre, The Star Gold Coast
3.00pm – 4.00pm	<b>Keynote: Managing Change in Uncertain Times – A Unique Perspective</b> <i>Tim Jarvis AM, Sustainability Ambassador and Advisor, BGIS</i>
4.00pm – 4.30pm	<b>Keynote: Harnessing Digitalisation for Energy Performance</b> <i>Dr. Stephen White, Energy Efficiency Leader, CSIRO</i>
4.30pm – 5.00pm	<b>Closing Day One Keynote: Australia's Economic Update</b> <i>Pamela Dodd, Director, Long Term Strategy, AustralianSuper</i>
5.00pm	<b>Closing Comments</b> <i>Serpil Senelmis, Master of Ceremonies</i>
5.00pm – 6.00pm	<b>EXHIBITOR DRINKS ON THE LAWN</b> <b>Venue:</b> The Lawn, Level 3, Event Centre Ballroom, The Star Gold Coast <b>Address:</b> 1 Casino Drive, Broadbeach, QLD 4218 <b>Dress Code:</b> Smart Casual
6.00pm – 8.00pm	<b>CHAIR'S ARRIVAL COCKTAIL FUNCTION</b> <b>Venue:</b> Isoletto Prive, Level 6, The Star Gold Coast <b>Address:</b> 1 Casino Drive, Broadbeach, QLD 4218 <b>Dress Code:</b> Smart Casual

## Tuesday, 5 September 2023

8.00am – 5.30pm	<b>Registrations Open</b> Level 3, Event Centre, The Star Gold Coast
9.00am – 5.00pm	<b>IDEACTION.23</b> <b>CONFERENCE DAY TWO</b> <b>Venue:</b> The Star Gold Coast <b>Address:</b> 1 Casino Drive, Broadbeach, QLD 4218 <b>Plenary Room:</b> Level 3, Event Centre Ballroom <b>Dress Code:</b> Smart Casual
9.00am – 9.10am	<b>Welcome Day Two</b> <i>Serpil Senelmis, Master of Ceremonies</i>
9.10am – 10.15am	<b>The Great Debate Topic: "Facilities Management Professionals are Imperative to Securing a Low Carbon Future: Without the Profession, Australia's Environmental Obligation Cannot be Achieved"</b> <i>Hosted by Walter Rafin, Chief Revenue Officer, GJK Facility Services</i>

10.20am – 10.45am	<b>The Importance of People</b>	<b>The Influences of Change</b>	<b>The Need for Compliance</b>	<b>The Influences of Change</b>
Length of Session	25 minutes	25 minutes	25 minutes	25 minutes
10.20am – 10.45am	<p>Prioritise People: How to Create a Relational Contract that is a Playbook for Building Trust, Creating Mutual Value, and Delivering Positive Impact</p> <p><i>Mark Williams, Managing Principal, First Contact</i></p>	<p>The Promise of Smart Buildings has been around for Decades, Delivering it Cost Effectively will only be Achieved when we Start Looking at Building Services Holistically and Stop Duplicating Infrastructure and Technology</p> <p><i>Stephen Cahill, CEO, enlighten Australia</i></p>	<p>My Premises is DDA Compliant, but is it DDA Friendly</p> <p><i>Paul Sor, National Property &amp; Fleet Manager, Australian Red Cross Society</i></p>	<p>Pathway to Net Zero</p> <p><i>Emma Wright, Sustainability Director, Ventia &amp; Piaras O'Sullivan, Associate Director Sustainability Engineer, Ventia</i></p>
10.45am – 11.15am	<b>MORNING TEA REFRESHMENTS &amp; EXHIBITION</b> Level 3, Event Centre, The Star Gold Coast			
11.15am – 11.45am	<b>Keynote: Skills and People for a Decarbonised Future</b> <i>Holly Taylor, Head of Strategy and Partnerships, Energy Efficiency Council</i>			
11.50am – 12.45pm	<b>The Importance of People</b>	<b>The Influences of Change</b>	<b>The Need for Compliance</b>	<b>The Influences of Change</b>
Length of Session	25 minutes	25 minutes	25 minutes	25 minutes
11.50am – 12.15pm	<p>Gravity is a Killer: Inspect your Height Safety Systems to Ensure they are Compliant and Continue to Protect your Employees &amp; Contractors from Falls in the Workplace</p> <p><i>Barry Johnson, Executive Director, RISSafety</i></p>	<p>Sustainable FM: Standards Charting the Course</p> <p><i>Stephen Ballesty, Director, In-Touch Advisory &amp; FMA Life Member</i></p>	<p>Managing Climate Control Emissions: Doing your bit for the Montreal Protocol</p> <p><i>Greg Shoemark, Communications Manager, Australian Refrigeration Council (ARC)</i></p>	<p>Scope 1 Carbon Reporting: Refrigerant Emissions</p> <p><i>Caoimhin Ardren, Managing Director, DeltaQ Pty Ltd &amp; David Burton, Consultant, DeltaQ Pty Ltd</i></p>
12.20pm – 12.45pm	<p>Better Together: Collaborating for Sustainability</p> <p><i>Guy Walsh, Sustainability Strategist, Living Edge</i></p>	<p>Getting FM Rolling in the Circular Economy. SPOILER ALERT: It's More than Recycling!</p> <p><i>Hayley Jarick, CEO, Supply Chain Sustain</i></p>	<p>A Culture of Innovation</p> <p><i>Michael Goodman, Senior Key Accounts Manager, Clevertronics</i></p>	<p>Electrifying Buildings for Net Zero: Opportunities and Issues</p> <p><i>John Bourne, Senior Engineer, A.G. Coombs Advisory</i></p>
12.45pm – 1.45pm	<b>LUNCH REFRESHMENTS &amp; EXHIBITION</b> Level 3, Event Centre, The Star Gold Coast			
1.45pm – 2.45pm	<b>Panel Discussion: Long Term and Public Private Partnerships Contracting: The Lessons for Facilities Management</b> <i>Chris Hedley, General Manager (Pacific) – TAM &amp; P3, Honeywell</i> <i>Mhairi Donohoe, General Manager, Social Infrastructure and Citizen Services, Downer</i> <i>Stuart Cosgriff, Partner, Clayton Utz</i>			

	<i>Brendan Smith, Portfolio Manager (Asset Management), Plenary</i> <i>Ashley May, Director, Luminaire Solutions</i>			
2.50pm – 3.15pm	<b>The Importance of People</b>	<b>The Influences of Change</b>	<b>The Need for Compliance</b>	<b>The Influences of Change</b>
Length of Session	<b>25 minutes</b>	<b>25 minutes</b>	<b>25 minutes</b>	<b>25 minutes</b>
2.50pm – 3.15pm	<p>By Adopting a More Purposeful Approach to Procurement, Business and Government have the Power to Create Real Change Including Jobs for the Most Marginalised, Accessible Community Services and Supporting the Environment</p> <p><i>Ralph Fallows, National Sales Manager, Social Traders</i></p>	<p>Digital Condition Assessment and Analysis of your Asset - Harnessing the Four Acronyms for your Benefit: Artificial Intelligence (AI), Infra-Red (IR), Virtual Reality (VR), Augmented Reality (AR)</p> <p><i>John Weber, Global Head of Energy &amp; Asset Management, International Real Estate Partners, IREP, Stephen Thornton, Director, Voltin &amp; Brendan Jakubenko, Operations Manager, Holovision</i></p>	<p>Building Manuals: Are you Ready? What should a Building Manuals Contain?</p> <p><i>Stuart Smith, Managing Director, WebFM</i></p>	<p>Leveraging Emerging Digital Technologies to Enable Facility Manager Decision-Making to Align with Corporate Sustainability Goals from the Point of View of the Digital Native Generation</p> <p><i>Sophie Fladgate, Digital Solutions Manager, Johnson Controls</i></p>
3.15pm – 3.45pm	<b>AFTERNOON TEA REFRESHMENTS &amp; EXHIBITION</b> Level 3, Event Centre, The Star Gold Coast			
3.45pm – 4.45pm	<p><b>Closing Keynote: Futurist</b> <i>Lucinda Hartley, Urbanist, Entrepreneur</i> <i>Sponsored by AG Coombs</i></p> 			
4.45pm – 4.55pm	<p><b>Closing Comments</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i></p>			
4.55pm – 5.00pm	<p><b>Conference Close</b> <i>Serpil Senelmis, Master of Ceremonies</i></p>			
5.00pm	<b>CONFERENCE CLOSES</b>			
6.30pm – 10.30pm	<p><b>IDEACTION.23 CONFERENCE DINNER</b> <b>Venue:</b> Miss Money Penny's <b>Address:</b> 50 Surf Parade, Broadbeach <b>Dress Code:</b> Dinner Attire</p>			
10.30pm – 12.00am	<p><b>IDEACTION.23 CONFERENCE DINNER AFTER PARTY</b> <b>Venue:</b> Fat Freddy's <b>Address:</b> 50 Surf Parade, Broadbeach <b>Dress Code:</b> Dinner Attire</p>			

## OPTIONAL SITE TOURS

9.00am –  
11.00am

### Site Tour One: Gold Coast University Hospital 9am – 11am, Wed 6 Sep 2023

**Members:** \$60pp & **Non-Members:** \$120pp  
**Meeting Point:** Buses depart The Star Gold Coast, 1 Casino Drive  
**Time:** 9.00am – 11.00am  
**Capacity:** 20 People



BGIS provides hard and external soft FM services to the Gold Coast University Hospital, a 750-bed tertiary public hospital, across seven main buildings, that operate a total floor space of about 170,000 sqm in one of Queensland's largest clinical teaching and research facilities.

### Site Tour Three: Tafe Robina Campus Tour 9am – 11am, Wed 6 Sep 2023

**Members:** \$60pp & **Non-Members:** \$120pp  
**Meeting Point:** Buses depart The Star Gold Coast, 1 Casino Drive  
**Time:** 9.00am – 11.00am  
**Capacity:** 20 People



TAFE Queensland's Robina Campus, which opened in July 2022, is Australia's first vocational education and training campus designed to be sustainable in building, fit-out, procurement, curriculum, operations, and culture. The Robina Campus was awarded Silver in the Sustainable Goals Category in 2023 and the Construction Category for 2022 at the World Federation of Colleges and Polytechnics World Congress Awards. The campus encourages students to reflect on their commitment to sustainability, build awareness of global issues, and develop the skills required to work towards a more sustainable future.

### Site Tour Two: Pacific Fair

9am – 11am, Wed 6 Sep 2023

**Members:** \$60pp & **Non-Members:** \$120pp  
**Meeting Point:** Buses depart The Star Gold Coast, 1 Casino Drive  
**Time:** 9.00am – 11.00am  
**Capacity:** 20 People



Pacific Fair is a major shopping centre in Broadbeach Waters on the Gold Coast, Queensland, Australia. It is Queensland's second-largest shopping centre and the fifth largest nationally.