



# Ideaction.24

Building FM: From Theory to Reality

Pullman Melbourne On The Park  
2 - 4 September 2024



## Monday, 2 September 2024

3:00pm – 5:00pm	<b>Registrations Open</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
5:30pm – 7:30pm	<b>CHAIR'S WELCOME RECEPTION</b> <b>Venue:</b> Robert Flower Terrace, Melbourne Cricket Ground (MCG) <b>Address:</b> Gate 2, Lifts 5, 6, 7, to Level 4, Brunton Ave, Richmond VIC 3002 <b>Dress Code:</b> Casual Corporate
7:30pm – 9:30pm	<b>CHAIR'S AFTER PARTY</b> <b>Venue:</b> Committee Room, Melbourne Cricket Ground (MCG) <b>Address:</b> Gate 2, Lifts 5, 6, 7, to Level 2, Brunton Ave, Richmond VIC 3002 <b>Dress Code:</b> Casual Corporate

## Tuesday, 3 September 2024

7:00am – 8:30am	<b>Optional First Time Attendees &amp; New Members Sit Down Breakfast</b> <i>Pre-Registrations Only, LaTrobe Room, Pullman Melbourne On The Park Hosted by Geoff Parnell, George Stamas, Duncan Waddell, Trish Ferrier &amp; Stephen Ballesty</i>
7:00am – 5:30pm	<b>Registrations Open Day One</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
9:00am – 5:30pm	<b>IDEACTION.24 CONFERENCE DAY ONE</b> <b>Venue:</b> Level 1, Grand Ballroom, Pullman Melbourne On The Park <b>Address:</b> 192 Wellington Parade, East Melbourne VIC 3002 <b>Dress Code:</b> Corporate
9:00am – 9:10am	<b>Acknowledgement of Country &amp; Didgeridoo Performance</b> <i>Ganga Giri</i>
9:10am – 9:20am	<b>MC Welcome &amp; Housekeeping Announcements</b> <i>Dr Paul Callaghan, Master of Ceremonies</i>

9:20am – 9:30am	<b>Opening Address</b> <i>Ted Baillieu AO, Former Premier of Victoria</i>			
9:30am – 9:40am	<b>Ideaction.24 Conference Opening</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i> <i>Bryon Price, Chair, FMA</i>			
9:40am – 10:40am	<b>Opening Keynote Presentation: Leading on the Edge</b> <i>Rachael Robertson, Expedition Leader, Leadership &amp; Teamwork Expert, &amp; Best-Selling Author</i>			
10:40am – 11:00am	<b>MORNING TEA REFRESHMENTS &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park			
11:00am – 12:55pm	<b>Smart FM for Smart Buildings</b>	<b>Future FM Talent – Securing Skills</b> <i>*Sponsored by UNE Partnerships*</i>	<b>Aligning FM – Driving Value</b>	<b>Beyond Sustainability – Embracing ESG</b> (Environmental, Social & Governance)
Facilitators	Jennifer Longstaff	Simon Paxton	Kristy Megaw	Jodi Whelan
Length of Session	25 minutes:	25 minutes:	25 minutes:	25 minutes:
11:00am – 11:25am	Unleashing the Potential: A Journey Towards Digital Excellence in Facilities Management  <i>Jade Germantis, Project Director, Digital Estate, The University of Melbourne &amp; Tim Mumford, General Manager, Beca</i>	Digitalisation & Technological Innovation in FM  <i>Rogier Roelvink, Customer &amp; Industry Value Engagement Director, Oracle</i>	Gender Equality, Modern Slavery & Unfair Contract Terms: Beyond Lip Service - How to Practically Address the Latest Issues in FM Contracting  <i>Bree O'Connell, Special Counsel, Clayton Utz</i>	The Pending Extinction of ESG and Sustainability Management  <i>Hayley Jarick, CEO, Supply Chain Sustainability School Limited</i>
11:30am – 11:55am	Keeping FM Cyber Secure  <i>Blare Sutton, Partner, McGrathNicol</i>	Beyond the Poster: How Facilities Managers Can Support LGBTQIA+ Inclusion  <i>Charles Hammersla, Key Account Manager, ISS Facility Services</i>	How a Genuine Customer Focus Drives Real Value in Facilities Management  <i>Sue Pridmore, Managing Director, Platinum FM</i> <i>Jay Hong, Head of Asset Management, Platinum FM</i>	ESG, DE&I & the Importance of People  <i>Ralph Fallows, Head of Sales, Social Traders</i>
12:00pm – 12:25pm	Facilities Management Assets in the Future: New Asset Classes & Innovation  <i>Andre Klopper, National Facilities Manger, Healthscope</i>	Exploring Change for the Facilities Management Sector  <i>Jenny Sewell, Academic Director, UNE Partnerships</i>	Performance-Based Design in Fire Engineering - Friend or Foe?  <i>Marcus Royle, Leader Fire, A.G. Coombs Advisory</i> <i>Ben O'Brien, Technical Specialist (Fire Mode), A.G. Coombs Servicing</i>	Achieving "Sustainable FM" Via the ISO 41000 Series  <i>Stephen Ballesty, Director, In-Touch Advisory, FMA Life Member</i>

12:30pm – 12:55pm	Digital Overwhelm Vs Digital Transformation: How Less Apps Means More Efficiency In the New World of Facility Maintenance <i>Glenn Talbot, Managing Director, Verified</i>	Stakeholder Engagement: A Vital Key to Success in All You Do <i>Paul Sor, National Asset Manager, Australian Red Cross Society</i>	Investing in Property <i>Nadeem Hussain, Senior Portfolio Manager, AustralianSuper</i>	Staying Ahead in a Changing World <i>Greg Shoemark, Communications Manager, Australian Refrigeration Council</i>
12:55pm – 1:45pm	<b>LUNCH &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park			
1:45pm – 2:45pm	<b>Panel Discussion: Legislation &amp; Regulation is Important to Shift the Needle. What Impact Does Current Reporting Have &amp; Have we got the Right Balance?</b> <i>Alison Cleary, Policy &amp; Program Manager, Australian Sustainable Built Environment Council, Sara Levett, Acting Head of Market Transformation, National Australian Built Environment Rating System (NABERS) &amp; Fiona Sergi, Assistant Director, Commonwealth Sustainable Procurement Advocacy &amp; Resource Centre (C-SPARC). Hosted by Nicholas Burt, Chief Executive Officer, FMA</i>			
2:45pm – 3:10pm	<b>AFTERNOON TEA REFRESHMENTS &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park			
3:10pm – 3:55pm	<b>Important Trends in Politics and Economics: 2025 and Beyond</b> <i>Tom Elliott, 3AW Drivetime Morning Program Host, Financial Expert</i>			
3:55pm – 4:20pm	<b>Member Awards Announced</b> <i>Nicholas Burt, Chief Executive Officer, FMA Bryon Price, Chair, FMA</i>			
4:20pm – 4:30pm	<b>Closing Comments for Day One</b> <i>Dr Paul Callaghan, Master of Ceremonies</i>			
4:30pm – 5:30pm	<b>EXHIBITOR DRINKS</b> <b>Venue:</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park			

7:00pm – 10:30pm	<b>THE IDEACTION.24 CONFERENCE DINNER</b> <b>Venue:</b> Cargo Hall <b>Address:</b> 39 S Wharf Promenade, South Wharf VIC 3006 <b>Dress Code:</b> Dinner Attire (Standing Event, Comfortable Shoes Recommended) <i>If you have already registered for the conference &amp; would like to include a dinner ticket, please email <a href="mailto:isabella@alignmentevents.com.au">isabella@alignmentevents.com.au</a></i>
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Wednesday, 4 September 2024

8:00am – 5:00pm	<b>Registrations Open Day Two</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
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9:00am – 5:00pm	<b>IDEACTION.24</b> <b>CONFERENCE DAY TWO</b> <b>Venue:</b> Level 1, Grand Ballroom, Pullman Melbourne On The Park <b>Address:</b> 192 Wellington Parade, East Melbourne VIC 3002 <b>Dress Code:</b> Corporate
9:00am – 9:10am	<b>Welcome Day Two</b> <i>Dr Paul Callaghan, Master of Ceremonies</i>
9:10am – 9:30am	<b>FMA Update: Strategic Plan</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i>
9:30am – 10:30am	<b>Being a Better Leader: The Importance of Growth from An Aboriginal Perspective</b> <i>Dr Paul Callaghan, Founder/Chief Executive Officer, Callaghan Cultural Consultancy</i>
10:30am – 10:55am	<b>MORNING TEA REFRESHMENTS &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
10:55am – 11:55am	<b>Changing the Language of FM Professionals to Seek Engagement with Management</b> <i>Eric Dillinger, Vice President, Managing Director, Woolpert, Inc. &amp; Jeff Pesler, Program Director, Technology Services, Woolpert, Inc.</i>
11:55am – 1:00pm	<b>The Great Debate Panel: There is No Place for Unconventional Methods in Facilities Management, We Must Stick Strictly to Industry Standards</b> <i>Affirmative Team: Rogier Roelvink, David Chokolich, Leanne Cluley. Negative Team: Jennifer Longstaff, Dan Refeld &amp; Sam Pascoe. Hosted by Geoff Parnell, FMA Life Member.</i>
1:00pm – 1:45pm	<b>LUNCH &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
1:45pm – 2:15pm	<b>Gardens in Healthcare Settings, Much More than Just the Greenery Outside</b> <i>Steven Wells, Gardens &amp; Grounds Coordinator, Horticultural Therapist, Austin Health</i>
2:15pm – 2:35pm	<b>The Importance of AED Accessibility</b> <i>Greg Page OAM, Chief Executive Officer, Heart of the Nation</i>
2:35pm – 3:00pm	<b>FMA Update: Professional Recognition Program</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i>
3:00pm – 3:30pm	<b>AFTERNOON TEA REFRESHMENTS &amp; TRADE EXHIBITION</b> Level 1, Grand Ballroom Foyer, Pullman Melbourne On The Park
3:30pm – 4:30pm	<b>Thriving with AI and Embracing Future Technologies</b> <i>Amanda Johnstone, Multi Award Winning Futurist</i> <i>Sponsored by AG Coombs</i> 
4:30pm – 4:45pm	<b>Closing Comments &amp; Ideaction.25 Announced</b> <i>Nicholas Burt, Chief Executive Officer, FMA</i>

4:45pm – 5:00pm	<b>Exhibitor Prize Draw Announced &amp; Conference Close</b> <i>Dr Paul Callaghan, Master of Ceremonies</i>
5:00pm	<b>CLOSE OF IDEACTION.24</b>

Thursday, 5 September 2024

**OPTIONAL SITE TOURS**

9:00am – 12:00pm	<p><b>Site Tour One:</b> <b>Melbourne Cricket Ground</b> 9am – 11am, Thurs 5 Sep 2024</p> <p><b>Members:</b> \$60pp &amp; <b>Non-Members:</b> \$120pp  <b>Meeting Point:</b> Gate 2 (MCC Members)  <b>Wear:</b> Flat shoes for plenty of walking  <b>Time:</b> 9am – 11am  <b>Capacity:</b> 20 people</p>  <p>The ground was built in 1853 when the then 15-year-old Melbourne Cricket Club was forced to move from its former site because the route of Australia's first steam train was to pass through the oval. Since then the MCG has established a marvellous history that compares favourably with any other in the world, hosting international cricket including the first-ever Test and the 1992 World Cup final, countless VFL/AFL Grand Finals, and the 1956 Olympic Games.</p>	<p><b>Site Tour Two:</b> <b>ANZ Gothic Branch, 388 Collins Street</b> 11am – 12pm, Thurs 5 Sep 2024</p> <p><b>Members:</b> \$60pp &amp; <b>Non-Members:</b> \$120pp  <b>Meeting Point:</b> Foyer of the Gothic Branch  <b>Wear:</b> Flat shoes for plenty of walking  <b>Time:</b> 11am – 12pm  <b>Capacity:</b> 20 people</p>  <p>Following a two-year restoration project to return this Melbourne architectural icon to its former glory, ANZ's historic Gothic Bank has reopened. The project is a contribution to the community, our customers, and visitors to the city – offering a museum where you can bank.</p>
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