## Sunday 31 May 2020

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>3.00pm – 4.30pm</td>
<td>Registrations Open</td>
<td>Darwin Convention Centre, Ground Floor, Hall 1, 10 Stokes Hill Rd, Darwin City</td>
</tr>
</tbody>
</table>
| 5.00pm – 7.00pm | **CHAIRMAN’S WELCOME RECEPTION**                                                        | **Venue:** Wharf One Food and Wine  
**Address:** 3/19 Kitchener Dr, Darwin Waterfront NT  
**Dress Code:** Smart Casual |
| 7.00pm – 10.00pm | **CHAIRMAN’S AFTER PARTY**                                                              | **Venue:** Coco Republic Darwin  
**Address:** 3/19 Kitchener Dr, Darwin Waterfront NT  
**Dress Code:** Smart Casual |

## Monday 1 June 2020

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7.00am – 8.30am</td>
<td><strong>First Time Attendees &amp; New Members Breakfast</strong> – Pre-Registrations Only</td>
<td>Darwin Convention Centre, Ground Floor, Meeting room 4</td>
</tr>
<tr>
<td>7.00am – 5.45pm</td>
<td>Registrations Open</td>
<td>Darwin Convention Centre, Ground Floor, Hall 1</td>
</tr>
</tbody>
</table>
| 9.00am – 4.30pm | **IDEACTION.2020 CONFERENCE DAY ONE**                                                   | **Venue:** Darwin Convention Centre  
**Address:** 10 Stokes Hill Rd, Darwin City NT  
**Plenary Room:** Ground Floor, Hall 1  
**Dress Code:** Smart Casual |
| 9.00am – 9.10am | Welcome to Country                                                                       |                                                                         |
| 9.10am – 9.20am | **Welcome to Ideaction.2020**                                                            | **Paul Callaghan, Master of Ceremonies**                                 |
| 9.20am – 9.35am | **Official Conference Opening**  
*Nicholas Burt, Chief Executive Officer, FMA  
Bryan Price, Chair, FMA* |
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<tbody>
<tr>
<td><strong>9.35am – 9.40am</strong></td>
<td><strong>Conference Supporter Welcome</strong></td>
</tr>
</tbody>
</table>
| **9.40am – 10.30am** | **Opening Keynote: Wellbeing and Leadership – and the Two Shall Become One**  
*Paul Callaghan, Founder/Chief Executive Officer, Callaghan Cultural Consultancy* |
| **10.30am – 10.55am** | **MORNING TEA REFRESHMENTS & POSTER PRESENTATIONS**  
Darwin Convention Centre, Ground Floor, Hall 1 |
| **10.55am – 12.10pm** | **Defining the FM Future**  
Facilities Design and Operation: Evolution by Natural Selection Driven by Real World Data; A Darwinian Model?  
*Andrew Smith, Leader - Building Technologies, A.G. Coombs*  
**Building Momentum in FM**  
Understanding Infrastructure Performance Using the Digital Footprint of Buildings  
*Dr Jan Dethlefs, Associate Director Facilities Service Standards, University of Melbourne*  
**Standards & Regulations**  
Industrial Manslaughter and Contractor Management  
*Sue Bottrell, Director, ContractorSAFE*  
**Social Responsibility in FM**  
Australian Workplaces are Becoming More Diverse. Facilities Management Must Embrace an Inclusive Workforce to Remain Competitive  
*Anna Town, Head of Marketing and Communications, Asia Pacific, Cushman & Wakefield* |
| **Length of Session** | **15 minutes**  
**15 minutes**  
**15 minutes**  
**15 minutes** |
| **10.55am – 11.10am** | **Defining the FM Future**  
Facilities Design and Operation: Evolution by Natural Selection Driven by Real World Data; A Darwinian Model?  
*Andrew Smith, Leader - Building Technologies, A.G. Coombs*  
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| **Length of Session** | **15 minutes**  
**15 minutes**  
**15 minutes**  
**15 minutes** |
| **11.15am – 11.50am** | **Metrics that Matters**  
Walter Rafin, Australasian Head of Sales, JLL  
**Harnessing Client Data to Deliver Real-Time Insights and Enable Strategic Portfolio Decisions**  
*Brad Robbins, Director of Defence, BGIS*  
**Managing Property Risk and Compliance**  
*David Hauser, Team Manager, Greencap*  
**Indigenous Pathways: My Experience as an Indigenous Trainee**  
*Yemurraki Egan, Project Assistant, Student, University of Melbourne* |
| **Length of Session** | **15 minutes**  
**15 minutes**  
**15 minutes**  
**15 minutes** |
| **11.35am – 12.10pm** | **The Evolutionary Journey of Data Flow from Design & Construction into FM**  
*Melanie Binks, Senior Digital Project Manager, DBM Vircon*  
**To Digitise, Humanise**  
*Rogier Roelvink, Customer Strategy Director, Oracle*  
**Taking the Heat Out of Contractor Management**  
*Sue Leak, Director, Client Solutions - BGIS*  
**Sustainability and Behaviour Change: How to Engage a Diverse Audience**  
*Milly Phipps, Project Officer, University of Melbourne* |
| **Length of Session** | **15 minutes**  
**15 minutes**  
**15 minutes**  
**15 minutes** |
| **11.55am – 12.10pm** | **Evolving an Icon, Brisbane’s Riverside Centre: Future Ready, Life Cycle Reset**  
*Clint Francis, National Manager, Building Services, The GPT Group*  
**The Evolving Customer**  
*Steve Taylor, Executive Chairman & Chief Executive Officer, GJK Facility Services*  
**Emergency Preparedness & Response: A Smarter Way to Handle Modern Threats**  
*Sam Rigby, National Manager - Emergency Planning, Hendry*  
**Breaking the Stigmas Associated with Mental Health**  
*Cameron Gardiner, Tenant Advisor, Cushman & Wakefield*** |
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
</table>
| 12.10pm – 1.00pm | LUNCH & TRADE EXHIBITION  
Darwin Convention Centre, Ground Floor, Hall 1 |
| 1.00pm - 1.45pm | **Keynote: A Territory Business Journey; Identifying and Nurturing the Strengths Within**  
Karen Sheldon AM, Managing Director, The Karen Sheldon Group and Saltbush Social Enterprises |
| 1.50pm – 3.05pm | **Defining the FM Future**  
**Building Momentum in FM**  
**Standards & Regulations**  
**Sustainability & FM Opportunities** |
| Length of Session | 15 minutes  
15 minutes  
15 minutes  
15 minutes |
| 1.50pm – 2.05pm | Security, Beyond 2020  
*John Gellel, General Manager & Director, Kastle Systems Australia*  
*Carl Agar, Senior Consultant - Assets & Facilities, A.G. Coombs*  
*Andrew Sun, Senior Manager, Asset Management Property Services, RMIT*  
*An Energy Management Solution that provides both Cost Assurance, and Operational Visibility*  
*Nicole Butler, Manager, Sustainability Solutions, Cushman & Wakefield* |
| Length of Session | 15 minutes  
15 minutes  
15 minutes  
15 minutes |
| 2.10pm – 2.25pm | The Asset Management Triangle: A System Model for Asset Information  
*Peter McCarthy, Director, DC2O*  
*More information coming soon...*  
*Louise Rowe, Director, Pinpoint Property Recruitment*  
*What is Being Done to Solve the Grenfell Tower Challenge?*  
*Corey Gray, Founder, Chief Executive Officer, & Global Smart City/IoT Lead, LVX Global*  
*The Value of a ‘Digital Twin’ for Facilities, Management and Asset Optimisation at The University of Melbourne*  
*Jeff Robinson, Technical Director, Built Environment, Aurecon Group* |
| Length of Session | 15 minutes  
15 minutes  
15 minutes  
15 minutes |
| 2.30pm – 2.45pm | Ownership of Big Data in Real Estate  
*Liam Murray, Director, Building-Performance*  
*Should FM and AM Intercept?*  
*Domenic Fonte, Chief Executive Officer, AssetFuture*  
*Performance Based Fire Protection Systems: Does your Facility Have a Problem?*  
*Marcus Royle, Project Engineer, A.G. Coombs*  
*Performance Management Frameworks that Drive Compliance and Performance in FM*  
*Bree O’Connell, Senior Associate, Clayton Utz* |
| Length of Session | 15 minutes  
15 minutes  
15 minutes  
15 minutes |
| 2.50pm – 3.05pm | Your Employees and Super  
*John Simpson, QLD Stakeholder & Account Manager, AustralianSuper*  
*Big Data and Artificial Intelligence Has Changed the Game in FM*  
*Saurabh Jain, Chief Executive Officer, Urbanise*  
*FMA Education Updates & Opportunities*  
*Trish Ferrier, Education Specialist, Facility Management Association of Australia*  
*AS3500 Hydraulic Regulatory Obligations*  
*Jimmy House, National Operations Manager, CAB Plumbing* |
| 3.05pm – 3.30pm | AFTERNOON TEA REFRESHMENTS & TRADE EXHIBITION  
Darwin Convention Centre, Ground Floor, Hall 1 |
| 3.30pm – 4.15pm | **Keynote: Purpose, Partnerships and the Power of Authenticity**  
Tony Burns, Chief Executive Officer, Helping People Achieve |
| 4.15pm – 4.30pm | **Closing Comments**  
Paul Callaghan, Master of Ceremonies |
| 4.30pm | **CONFERENCE CLOSE DAY ONE** |
**THE IDEACTION.2020 CONFERENCE DINNER**

**Venue:** Mini Mindil Beach Markets  
**Address:** Mindil Beach, Maria Liveris Dr, The Gardens NT  
**Dress Code:** Casual/Beach Theme

Buses will be departing the Darwin Convention Centre at 5.45pm sharp to Mindil Beach Markets and will be returning throughout the evening.

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**Tuesday 2 June 2020**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</table>
| 8.00am – 5.30pm | Registrations Open  
Darwin Convention Centre, Ground Floor, Hall 1, 10 Stokes Hill Rd, Darwin City |
| 9.00am – 2.15pm | IDEACTION.2020  
CONFERENCE DAY TWO  
**Venue:** Darwin Convention Centre  
**Address:** 10 Stokes Hill Rd, Darwin City NT  
**Plenary Room:** Ground Floor, Hall 1  
**Dress Code:** Smart Casual |
| 9.00am – 9.10am | Welcome Day Two  
*Paul Callaghan, Master of Ceremonies* |
| 9.10am – 10.20am | STAY TUNED.... SESSION TO BE ANNOUNCED! |
| 10.20am – 11.00am | MORNING TEA REFRESHMENTS & TRADE EXHIBITION DRAW  
Darwin Convention Centre, Ground Floor, Hall 1 |
| 11.00am – 11.50am | STAY TUNED.... SESSION TO BE ANNOUNCED! |
| 11.50am – 12.30am | Keynote: The Power of Perspective  
*Michael Crossland, International Best-Selling Author* |
| 12.30pm – 1.15pm | Offsite Lunch  
*The Precinct, 7 Kitchener Drive, Darwin* |
| 1.15pm – 2.00pm | Keynote: The Power of Perspective Continued  
*Michael Crossland, International Best-Selling Author* |
| 2.00pm – 2.10pm | Chief Executive’s Closing Comments  
*Nicholas Burt, Chief Executive Officer, FMA* |
| 2.10pm – 2.15pm | Conference Close  
*Paul Callaghan, Master of Ceremonies* |
| 2.15pm | CONFERENCE CLOSES |
Offsite Activity One
Airborne Solutions
Departures at 2.30pm, Tues 2 June 2020

Inclusions @ $160pp
- 10-minute Darwin Cyclone Flight
- Helicopter to depart from Darwin Aviation Museum Heli pad
- Transfers provided from Conference Venue
- Don’t forget to bring your sunglasses, a bottle of water & camera!

maximum weight allowance 136kg per person
Availability subject to weight restrictions and aircraft availability.

Offsite Activity Two
Nautilus Aviation
Departures at 2.30pm, Tues 2 June 2020

Inclusions @ $440pp
- 30-minute Scenic flight of Darwin City, Northern Beaches, Madora Bay, Port of Darwin & Hidden Valley
- Helicopter to depart from Charles Darwin Nature Reserve
- Transfers provided from Conference Venue
- Don’t forget to bring your sunglasses, a bottle of water & camera!

maximum weight allowance 136kg.
Availability subject to weight restrictions and aircraft availability.

Offsite Activity Three
Cage of Death
From 3.30pm, Tues 2 June 2020

Inclusions @ $199pp, or $350 for 2ppl
- Tickets sold at $199 for singles (1 person), or $350 for double (2 people)
- 15-minute swim in Cage of Death with a crocodile
- Full day entry to Crocosaurus Cove
- Crocosaurus Cove is walking distance from the Conference Venue
- Don’t forget to bring your swimmers, towel, identification, water bottle & camera!

Subject to availability when registering.

Offsite Activity Four
Military Segway Tour
2.30pm – 6.30pm, Tues 2 June 2020

Inclusions @ $175pp
- Tour of Military Museum and Defence of Darwin Experience, followed by Segway of East Point Military Precinct
- All equipment and personal safety equipment is provided
- Segway’s depart from Darwin Aviation Museum
- Transfers provided from Conference Venue
- Don’t forget to bring your closed flat shoes, sunglasses, a bottle of water & camera!

Subject to availability when registering.

THE IDEACTION.2020 CLOSING FUNCTION
Venue: Six Tanks Brew Co.
Address: 4/69 Mitchell St, Darwin City NT
Dress Code: Casual
If you have already registered for the conference and would like to include a closing function ticket, please email isabella@alignmentevents.com.au
### Wednesday 3 June 2020 Opportunities

<table>
<thead>
<tr>
<th>From 7.30am</th>
<th>Offsite Activity Five</th>
<th>Offsite Activity Six</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jumping Croc Tour</strong></td>
<td>7.30am – 11.30am, Wed 3 June 2020</td>
<td><strong>Darwin Airboats</strong></td>
</tr>
<tr>
<td>Inclusions @ $145pp</td>
<td>- Get up close to see the reptiles in their natural habitat on the Adelaide River</td>
<td>Inclusions @ $195pp</td>
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<tr>
<td></td>
<td>- Fully air-conditioned return transfer from Darwin City to The Original Adelaide River Jumping Crocodile Cruise</td>
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<td></td>
<td>- 1hr Adelaide River Queen Jumping Crocodile Cruise</td>
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<tr>
<td></td>
<td>- Don’t forget to bring your sunglasses, hat, sunscreen, insect repellent, camera and money to purchase souvenirs and some morning snacks if you get hungry</td>
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</tbody>
</table>

*Subject to minimum numbers and availability.*

### Site Tours, Wednesday 3 June 2020

<table>
<thead>
<tr>
<th>9.00am – 11.00am</th>
<th>Site Tour One</th>
<th>Site Tour Two</th>
</tr>
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<tbody>
<tr>
<td><strong>Darwin Convention Centre</strong></td>
<td>9am – 11am, Wed 3 June 2020</td>
<td><strong>Darwin Airport/Emergency Centre</strong></td>
</tr>
<tr>
<td><strong>Site Tour One</strong></td>
<td><strong>Site Tour Two</strong></td>
<td>9am – 11am, Wed 3 June 2020</td>
</tr>
<tr>
<td><strong>Members:</strong> $60pp &amp; <strong>Non-Members:</strong> $90pp</td>
<td>Members: $60pp &amp; <strong>Non-Members:</strong> $90pp</td>
<td><strong>Meeting Point:</strong> Terminal Control Centre, adjacent Gate A, Ground Floor, Down Corridor Opposite Giancarlo Coffee Shop, Darwin Airport</td>
</tr>
<tr>
<td><strong>Meeting Point:</strong> Darwin Convention Centre (DCC) Registration Desk, 10 Stokes Hill Rd</td>
<td><strong>Time:</strong> 9.00am – 11.00am</td>
<td><strong>Time:</strong> 9.00am – 11.00am</td>
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<tr>
<td><strong>Time:</strong> 9.00am – 11.00am</td>
<td><strong>The Darwin Airport Site Tour will include back house tours of the:</strong></td>
<td>The Darwin Airport Site Tour will include back house tours of the:</td>
</tr>
<tr>
<td>As a facility, the DCC meets unique challenges from the extreme humidity as a large open space, to being built on reclaimed land. This is managed with technology old and new including state of the art Honeywell IoT platforms.</td>
<td>- Airport Terminal</td>
<td>- Airport Terminal</td>
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<td>- Aviation Rescue and Fire Fighting Station</td>
<td>- Aviation Rescue and Fire Fighting Station</td>
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<tr>
<td></td>
<td>- Air Traffic Control Tower</td>
<td>- Air Traffic Control Tower</td>
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</tbody>
</table>
Site Tour Three
Living Lab in Darwin
9am – 11am, Wed 3 June 2020

Members: $60pp & Non-Members: $90pp
Meeting Point: Information to be provided
Time: 9.00am – 11.00am

The CSIRO Darwin Living Lab is a 10-year collaboration to assist Darwin towards a Thriving, Cool Capital of the North. This educational walking tour will show the experimental side of Darwin as it explores its future liveability, sustainability and resilience. Don't forget to bring:
- Walking Shoes
- Hat
- Sunscreen

Site Tour Four
Darwin High Security Site Tour
9am – 11am, Wed 3 June 2020

Members: $60pp & Non-Members: $90pp
Meeting Point: Information to be provided
Time: 9.00am – 11.00am

A unique tour of a high-profile secure facility for a limited number of participants is being arranged on an EOI, first come first serve basis.

MASTERCLASS, WEDNESDAY 3 JUNE 2020

Working in Partnership with Aboriginal Agencies - Including Effective Employment and Retention of Aboriginal Staff
Members: $550pp & Non-Members: $650pp

Many government contracts now encourage organisations to partner with Aboriginal agencies in addition to employing Aboriginal people. Often this leads to superficial arrangements that waste opportunities and leaves Aboriginal people frustrated and cynical.

This workshop will provide attendees with:
- An increased understanding of the importance of culture in providing quality services to Aboriginal people
- Greater insight into the benefits of partnering with Aboriginal agencies
- An increased understanding of the importance of culture in providing quality services to Aboriginal people
- Increased cultural insights and competence including a better understanding of what has created the current socio-economic disadvantage many Aboriginal people face in their day to day lives
- Insights into how to build effectively engage with Aboriginal agencies
- Insights into the effective employment and retention of Aboriginal staff