

SERVICE IMPROVEMENT AND INNOVATION IN UNIVERSITIES CONFERENCE

19-20 OCTOBER 2017

PIER ONE SYDNEY HARBOUR



CONFERENCE OVERVIEW

Building on last year's successful event in Brisbane, the third Service Improvement and Innovation in Universities conference will take place in Sydney in 2017.

This year, we're adding new meaning to our motto 'by the sector, for the sector', as we introduce a new and exciting format to the conference. As the true experts, we will encourage participants to focus their learning by selecting a Major and a Minor to study over the two days. Keynote sessions and in-depth workshops will explore the conference's main themes, and detailed breakout sessions will be split across all four streams.

— Conference features

- An interactive format along four themes.
- Keynotes at the start and end of the conference and practitioner-led workshops with opportunities for peer-to-peer learning.
- Speakers from outside and within the higher education sector, providing diverse insights into service innovation.
- A networking dinner on the first night.

— Conference themes

Innovation Powered by Skills

We are often asked, "but what is innovation?" or "how do I innovate?" This theme challenges the way we think about innovation and what that means in different contexts within the sector, our lives and our work. Participants will explore different concepts of innovation, and learn new skills for innovation.

Collective Buying Power

With budget cuts a reality for the sector, how can we as institutions improve the efficiency and effectiveness of procurement practices to gain the best value for money? This theme explores the concepts behind and methods for shared procurement within the sector and what savings can be made when we harness our collective buying power.

The Power of Collaboration

The nature of universities is traditionally characterised by competition. However, collaborating and sharing knowledge and information is crucial in innovation and the effectiveness of individual organisations. So what can we learn from others? This theme will walk through how universities partner with other universities, state and local governments, and industry and community organisations.

Powerful Communities

What is the value of reaching out? This theme builds on the notion of collaboration to look at the broader socio-economic impact brought about when strong universities partner with local stakeholders, fostering inclusiveness and a sense of community beyond the campus borders.

Benefits of attending

- Gain valuable insights from leaders and peers in the sector who have successfully carried out transformational change, big and small.

- Have the opportunity to discuss key issues affecting your institution and the sector as a whole.
- Bring back ideas on how to establish a service innovation initiative in your institution or extract more value from a current one.
- Learn how to think outside the square, create focus on people and culture and translate these into results for your institution.
- Enhance your institution's chances of future success through an increase in service quality.
- Have the chance to network with peers and participate in interactive group sessions that will capture new thinking and better practices.

— By the sector, for the sector

This conference is held by the LH Martin Institute and led by a steering committee made up of leaders and senior managers in Australian universities who have gone through or spearheaded the implementation of change and service improvements in their own institutions. Read about who is on the steering committee on our website.

Our goal is to provide a truly innovative and value-for-money event for the sector, by the sector, through our line up of speakers and contemporary themes. We have set a modest fee with discounts compared to commercially-run conferences which are run for profit.



CONFERENCE DETAILS

— Who Should Attend

Faculty or school executives, directors, managers and officers responsible for service improvement.

Below are examples of position titles:

- General Manager or Executive Director
- Project Director or Manager
- Director, Manager or Coordinator of Business Improvement
- Director, Manager or Coordinator of Change
- Director, Manager or Coordinator of Administration
- Director, Manager or Coordinator of Planning
- Director, Manager or Coordinator of service units (e.g. Student Services, Research, HR, Finance and IT).

— Key presenters

Mr Ray Fleming Education Industry Solutions Executive, Microsoft Australia

Professor Caroline McMillen Vice-Chancellor, University of Newcastle

Mr Darryl Carpenter Manager Integrated Services & Better Public Services Result 10, Department of Internal Affairs, New Zealand

Ms Jane King Deputy Commissioner, Design and Change Management, Australian Taxation Office

Professor Philippa Pattison AO Deputy Vice-Chancellor (Education), University of Sydney

Ed Bernacki Innovationalist (Canada)

Dr Vernon Crew Senior Honorary Fellow, LH Martin Institute

Ms Carol Harding Innovation/Design Practitioner

Dr David Bowser Chief Executive Officer, Curio

— Fee

Full conference **\$1800**
Full conference attendance and dinner

Conference only **\$1500**
Does not include dinner

Fee includes meals during the conference sessions and conference dinner on the first evening. It does not include travel and accommodation. Information on accommodation will be available on the LH Martin Institute website.

— Dates and venue

Conference opens (registrations):
8.30am, Thursday, 19th October 2017

Conference closes:
4.30pm, Friday, 20th October 2017

Note: times are indicative pending final full conference program, which will be available on the LH Martin Institute website.

Venue:
Pier One Sydney Harbour
11 Hickson Road, Walsh Bay
Sydney, NSW 2000.

— Registration

Registration closing date is Friday 29 September 2017.

Individuals

Register online via the LH Martin Institute website:

➤ lhmartininstitute.edu.au



Groups

Groups of five or more individuals from a single organisation are eligible for a 10% discount. To organise a group registration, or for more information, please contact Melissa Hendicott (see enquiries/contacts).

— Get involved

Not sure you want to present a full breakout session?

Volunteer for one of our flipped classroom sessions. Put together a mini PechaKucha, join the discussions on MindHive or join a panel session. See the General Information Pack or website for more details.

— More information

Accommodation

Please download the general information pack from the website for full details on special rates, venue maps and pre-conference materials.

General enquiries

Please contact **Melissa Hendicott** at:

✉ hendicott.m@unimelb.edu.au

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“The conference got me thinking about more than service improvement and innovation. The keynote speakers, all of them, were excellent. All in all, an excellent conference”

– **Mark Robinson, Director of LEAN,**
St Andrew College, Scotland

“Thought Provoking and interesting – thanks for a great conference”

– **2016 Participant**

“Excellent and high quality speakers and a good sense of collegiality amongst conference attendees”

– **2016 Participant**

ABOUT THE LH MARTIN INSTITUTE

The LH Martin Institute for Tertiary Education Leadership and Management was established in 2007 with the vision to create a nationally and internationally recognised hub of teaching and research on tertiary education leadership and management. Our mission is to develop more effective governance as well as leadership and management

capacity in tertiary sector institutions so that they may fulfill their missions more successfully. We do this by providing an integrated set of research, programs, events and projects tailored to the needs of the sector's academic and professional leaders. The LH Martin Institute is based at the Melbourne Centre for the Study of Higher Education.

— Find out more

👉 lhmartinstitute.edu.au

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✉ martin-institute@unimelb.edu.au

🌐 [Join the LH Martin Institute for Tertiary Education Leadership and Management discussion group](#)

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📘 facebook.com/lhmartininstitute

ABOUT THE MELBOURNE CENTRE FOR THE STUDY OF HIGHER EDUCATION

The Melbourne Centre for the Study of Higher Education, or Melbourne CSHE, conducts research and development in the fields of higher education teaching and learning, research, engagement and leadership and management.

We aim to deliver quality and innovation in each of these fields through our signature research themes, distinctive projects, practical professional development programs and special events. The Centre is part of The University of Melbourne.

— Find out more

👉 melbourne-cshe.unimelb.edu.au

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