

SERVICE IMPROVEMENT AND INNOVATION IN UNIVERSITIES CONFERENCE

19-20 OCTOBER 2017

PIER ONE SYDNEY HARBOUR

[Speaker Profiles](#)



Keynote Speaker Profiles



Ed Bernacki, Innovationalist, Canada

Ed Bernacki helps people develop a greater capacity to innovate. Whether he works as a part of team or an outside advisor, he is a source of ideas and inspires others to develop their skills and capacity to innovate.

Ed believes any team or organisation can be idea factory capable of creating new ideas anywhere and anytime to solve the challenges that it faces. This takes some new skills and perspectives to harness the creativity and conviction of people to act on their ideas.

He walks the innovation talk by creating innovative tools and models to help others be more creative. He has the skills to solve problems effectively and elegantly. His thinking goes beyond simple models and clichés. He shapes concepts into practical tools that prompt others to be more innovative in their thinking.

He has a great passion for public service. www.PSIdeaFactory.com Ed has helped numerous government departments with strategies and training. He wrote a guide on innovation for the Singapore Government. He has also written guides and provided the content for in-house innovation programs for SMEs.

Ed likes working inside organisations that need to enhance a culture of innovation with the skills for solving problems and creating opportunities. His expertise is also in cognitive diversity, starting with a simple question: do all people think alike? The answer is obvious yet do our management processes recognise and harness these differences?

Session details:

Thursday 19th October, 1:30pm – 3pm

Workshop 1: Know your style: innovation and problem solving

This workshop will focus on understanding your style of problem-solving using the Basadur Profile. Opportunities will be provided for participants to explore their strengths, discuss their thinking styles and then in groups, discuss this concept with 'like-minded thinkers'. Using the results from the profile, you will be given the opportunity to reflect on your participation in other group and team based tasks to provide insight on how your thinking style, and the nature of your participation, influences how you innovate.

Friday 20th October, 11am – 12:30pm

Workshop 2: Develop, critique and grow your ideas

This workshop will focus on the skills of developing ideas, judging ideas and communicating and presenting ideas. Using different tools and methodologies, participants will be asked to explore how they react to a good or bad idea, and learn how to identify the missing piece that makes an idea stronger. Participants will then choose an idea to develop further, and receive tips and tools on how to grow the idea and present it.

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Ray Fleming, Education Solutions Executive, Microsoft Australia

Ray Fleming is the Industry Solutions Lead for Education in Microsoft Australia, and has spent 30 years working within the education ICT industry. Ray moved to Australia in 2011 from Microsoft UK and has been a senior manager at a number of large Education IT companies. Much of Ray's work involves bridging the gap between the technology industry and education – helping each side to better understand the other, and creating stories that help both sides to discuss the impact that IT could have upon education in the future.

In the past, Ray has written for the Times Higher Education Supplement and written a column for the TES. Ray is a regular speaker at a range of educational conferences – focusing on the significance of IT, the role it will play in the digital transformation of education and the impact on students' future lives.

In the last year Ray has spoken at a number of conferences, including events run by Microsoft, such as the Australia Partner Conference, and external conferences including Business Improvement in Universities, Business Intelligence in Tertiary Education, University Student Retention, and conferences for University Library Directors and University IT Directors.

Session details:

Thursday 19th October, 9:30am – 10:30am

Opening Keynote: *"Insights, challenges and frameworks for future-proofing the Australian Higher Education Sector"*

Leading during Digital Transformation: The experts are predicting that the jobs of the future are going to be very different from the careers of today – and this will impact both universities and your students. Using data points and examples from the world around us right now, we will look at the impact that this will have on people and organisations, and then discuss how to lead through this the digital transformation and what technology and organisational change might mean. Ray will also share insights from Microsoft's own journey of change as the organisation set out to move from a product-led to a service-led world, and will reflect on the cultural change that accompanied the journey.

Friday 20th October, 11am–12:30pm

Workshop: *Turning theory into action: transformation guidance*

Effective Digital Transformation: Ray Fleming and Wayne Hart, Digital Transformation Adviser for Education in Microsoft's global consulting team, will lead this workshop through an interactive process that will illustrate what the potential digital transformation projects could be, using examples and case studies of universities within Australia and globally. They will discuss the ideation, planning and measurement mechanisms that are used in education and across other industries so that you can leave with a clearer picture of what best practice looks like, and how it may be adapted for your strategic needs. Wayne will also discuss how to get other stakeholders on board for the journey, and keep them with you throughout the implementation of any strategic plan.



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

Jane King joined the Australian Taxation Office in 2007 as Deputy Commissioner, Customer Service and Solutions where she managed the contact centre network (around 1500 seats across 8 sites) and oversaw the customer service strategy for the ATO. Jane managed the transformation of the ATO call centres into a multi-channel contact centre environment serving its customers with most inbound interactions.

In mid-2014, Jane was tasked with leading the ATO's Budget Response Program as well as being the project sponsor of a number of enabling reviews. Jane undertook the Chief Information Officer role for the ATO's Technology Group from November 2014 to December 2015. Jane has recently been appointed as the Deputy Commissioner for the Design and Change Management capability across the enterprise.

Prior to joining the ATO, Jane worked in senior roles in customer service for over 20 years with Telstra, the Brisbane City Council and various departments in the Queensland Government always driven by the belief that citizens deserve as good a service from government as they get from anywhere else.

Jane started her career as a teacher and is a graduate of the Australian Institute of Company Directors. Jane sits on a number of boards within the ATO and other federal agencies. She is also a non-executive director for Auscontact, the national industry body for customer experience in Australia.

Session details:

Thursday 19th October, 11:30am – 12:30pm

Panel Discussion: *The power of collaboration: breaking down silos to build stronger outcomes*

Thursday 19th October, 4:00pm - 5:00pm

Plenary Session: *"Transformational Leadership and Mindsets for the Future of Work"*



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

Having spent much of his early career as a professional outdoor instructor and guide, Darryl applied the many lessons he learnt to his work providing strategic business advice in leadership, strategy and transformational change to the private sector, government and community organisations.

Eventually becoming the CEO of the NZ Mountain Safety Council, Darryl led that national organisation on a seven year transformation journey delivering outdoor safety programmes and services (many on behalf of government) that continue today.

Darryl now leads the NZ Better Public Services Result 10 programme transforming citizens interaction with government. While positive progress is being made, the challenge of

integrating services based around citizen life events has only just begun – and so the next adventure begins.

Session details:

Thursday 19th October, 11:30am – 12:30pm

Panel Discussion: *The power of collaboration: breaking down silos to build stronger outcomes*

Friday 20th October, 9:00am - 10:00am

Plenary Session: *"Overcoming the challenges of digital transformation – lessons learned from the NZ Government"*



Professor Caroline McMillen, Vice-Chancellor, University of Newcastle

Professor Caroline McMillen joined the University of Newcastle as Vice-Chancellor and President in October 2011.

Professor McMillen has dedicated almost 30 years to the higher education sector, holding leadership roles across research, innovation and teaching. She holds a Bachelor of Arts (Hons) and Doctor of Philosophy from Oxford University, and completed her medical training at the University of Cambridge.

In 1983, Professor McMillen moved to Australia to lecture at Monash University. In 1992, she was appointed Professor, Chair and Head of the Department of Physiology at the University of Adelaide. In 2005, she accepted the position of Deputy Vice-Chancellor and Vice President: Research and Innovation at the University of South Australia, a position she held until her move to Newcastle.

As a biomedical researcher, Professor McMillen is internationally recognised for her work into the impact of the nutritional environment before birth on the risk of developing cardiovascular disease and obesity in adult life.

Her research group has been funded continuously for two decades by both the Australian Research Council and the National Health and Medical Research Council. She has published more than 200 publications and been invited to present at more than 70 international and national meetings. Professor McMillen is also currently the Chair of the Endocrinology, Reproduction and Development Commission of the International Union of Physiological Societies - the only Australian Chair on this international body.

Over her career, Professor McMillen has trained more than 50 Honours and PhD students who have gone on to win national honours and fellowships and made significant contributions in diverse careers, including research, industry, medicine, dentistry, veterinary science and education.

She has served on state government groups focused on: building innovation, climate change, manufacturing and the resources industry. Professor McMillen was a member of the Prime Minister's Science, Engineering and Innovation Council Working Group on Aboriginal and Torres Strait Islanders focusing on maternal and peri-natal health. She has served as Chair of the Australian Research Council and National Health and Medical Research Council's grant review panels.

Professor McMillen is committed to building collaborative partnerships between universities, government, industry and communities that directly contribute to the economic, environmental, social and cultural health of Australia.

Session details:

Friday 20th October, 3pm – 4pm

Closing Keynote: *“Australian Universities: Transforming and Transformational”*



Professor Philippa Pattison AO, PhD Melbourne, FASSA

Professor Philippa (Pip) Pattison was appointed Deputy Vice-Chancellor (Education) at the University in Sydney in June 2014.

As Deputy Vice-Chancellor (Education), Professor Pattison is responsible for the University's strategy and vision for teaching and learning and students' educational experience. She oversees institution-wide development of better support for student learning, including the University's approach to curriculum renewal, new thinking in pedagogy, learning and teaching analytics, e-learning and quality assurance for learning and teaching.

A quantitative psychologist by background, Professor Pattison began her academic career at the University of Melbourne, and has previously served as president of Melbourne's Academic Board and most recently as Deputy Vice-Chancellor (Academic).

The primary focus of Professor Pattison's research is the development and application of mathematical and statistical models for social networks and network processes. Recent applications have included the transmission of infectious diseases, the evolution of the biotechnology industry in Australia, and community recovery following the 2009 Victorian bushfires.

Professor Pattison was elected a Fellow of the Academy of the Social Sciences in Australia in 1995.

Professor Pattison was named on the Queen's Birthday 2015 Honours List as an Officer of the Order of Australia for distinguished service to higher education, particularly through contributions to the study of social network modelling, analysis and theory, and to university leadership and administration.

Session Details:

Thursday 19th October, 11:30am – 12:30pm

Panel Discussion: *The power of collaboration: breaking down silos to build stronger outcomes*



Dr Vernon Crew, Senior Honorary Fellow, LH Martin Institute and Principal, VSEC Consultancy

Vernon is a Senior Fellow of the L H Martin Institute, continuing a career in education at all levels and in a variety of contexts, working in the United Kingdom, Zambia, Hong Kong and Australia, all for substantial periods, together with short-term consultancies and secondments elsewhere in Africa, North America, Asia and the Pacific Rim. His experience includes teaching in schools, vocational and higher education institutions, long-term service as Principal of an international school in Zambia and as Head of the School of English at the principal teacher training institution in Hong Kong, founding Head of the Centre for International Education at the Hong Kong Institute of Education and Director, English Language and International Services at the University of New England. He holds a BA in Education and an MA and PhD in Applied Linguistics. His areas of interest are tertiary education leadership, governance

and management, with a particular interest in change capability development and institutional quality assurance, driven by substantial experience in auditing and working with tertiary institutions seeking to position themselves in the higher education space.

Session Details:

Thursday 19th October, 1:30pm – 3pm

Workshop 1: Reality Check: Are you equipped to be an effective collaborative partner?

This workshop will provide participants with the tools necessary to assess their own organisational ability and readiness to engage in and maintain beneficial collaborations.

Two quick case studies will be provided to set the scene and the opportunity then offered to participants to undertake a 'reality check' of their own organisational strengths and weaknesses and to share their learning with fellow participants.

While this is the first of two sequential workshops on the theme of the power of collaboration, it is also designed as a stand-alone event at the conference.

Friday 20th October, 11am – 12:30pm

Workshop 2: Collaboration: How to work with other entities to create value and support innovative thinking

This workshop will provide participants with an overview of alternative approaches to collaboration and real-life examples of how these tactics can be an effective driver of innovation.

Participants will have the opportunity to consider how tactics identified in the workshop, or indeed innovative tactics of themselves, might most usefully be deployed as part of a whole-of-institution strategy.

While this is the second of two sequential workshops on the theme of the power of collaboration, it is also designed as a stand-alone event at the conference.



Ms Carol Harding, Innovation/Design Practitioner and Principal, Innoversities

Carol has been Deputy Director of the Australian Innovation Research Centre (AIRC) for the past decade and has a deep passion for innovation and operating by design, not default. She is an innovation and design thinking practitioner, advisor, trainer and design sprint master. She has helped government, universities, business and community organisations - nationally and internationally - build capability in innovation, creative thinking, design thinking and the development of innovation programs. Carol's major focus is on professional staff in the tertiary education sector and she runs specifically tailored workshops and other innovation/design related events. She also helps people use design thinking to design and live their best life.

Carol is the Chair of the judging panel for the Association of Tertiary Education Management/Campus Review Best Practice Awards in the category of Excellence in Innovation and an assessor for the Australian Public Sector Innovation Awards.

Session Details:

Thursday 19th October, 1:30pm – 3pm

Workshop 1: *The fundamentals of design thinking and its power as a tool for organisational innovation and problem solving*

Friday 20th October, 11am – 12:30pm

Workshop 2: *The sneaky way to create a culture of innovation: using design thinking for personal/professional transformation and success*



Associate Professor David Bowser, Chief Executive Officer, Curio

David combines his strong analytical capacity, innate curiosity and enthusiasm to develop insights that can be embraced by organisations and readily implemented by staff. He advises clients in highly regulated sectors including education, financial services and healthcare specialising in strategy, marketing, product development, and organisational change engagements.

David is currently CEO and Founder of Curio, a collective of creatively inspired, intellectually curious advisors, educators and product developers. Working across education, health and financial service sectors, Curio seek opportunities to solve problems and help organizations make better decisions and design better client experiences.

Session Details:

Thursday 19th October, 1:30pm – 3pm

Workshop: *Creating Shared Solutions to Unique Problems*

Breakout Presenters



Neville Hiscox, Director, Student and Education Business Services, Monash University

Neville has worked in a number of operational and strategic roles most notably with large organisations including Ansett Australia, Air New Zealand, TESNA (KPMG) and Monash University. He is a senior executive with a passion for modern enabling technologies, collaboration, service excellence and leading multifaceted operational areas in complex organisations.

Neville is currently the Director, Student and Education Business Services and part of the senior management team at Monash University. His areas deliver enhancements to the student and staff experience, through simplifying and digitising processes and services, which extend right across the student life cycle and the entire university.



Reshmee Gunesh, Principal Specialist, Business Transformation, Monash University

Reshmee has worked in the higher education sector for over fifteen years. Starting as academic teaching Marketing in undergraduate and MBA Programs, Reshmee moved into higher education management and has since demonstrated knowledge and experience in the development and implementation of stakeholder engagement, change management, marketing and communications strategies in the sector.

Reshmee is currently Principal Specialist, Business Transformation at Monash University. The role provides thought leadership and advice to the senior management and influences the execution of transformation initiatives and projects for key services at Monash University.

James Phyland, Business Analyst, Business Analyst, The University of Melbourne

Dr James Phyland is a compulsive creative collaborator with many years of experience working with faculties and central university administrative teams to effect organisational improvement. Initially focussed on any project that saw the elimination of paper-based processing and the scourge of filing, he now collaborates with others to build sustainable work practices that are robust, documented and flexible.

Penelope Thomas, Project Manager – Applied Industry Research for Innovation, Australian Film, Television and Radio School

Penelope is Project Manager of Applied Industry Research for Innovation at the Australian Film Television and Radio School (AFTRS). She has managed a number of research projects including VR Noir, Biometrics for Audience Engagement, the AFTRS/CSIROData61 Portal, and Precipice: a binaural narrative podcast created in collaboration with Sydney Philharmonia Choirs, WNYC and BBC. Penelope's interest is in bringing together

global inclusive teams to explore technology for communication and art. Penelope has a BA in English Literature and Theatre Studies, Graduate Diploma in Education, Master of Arts in Applied Linguistics, Leading and Managing Research (LH Martin Institute), and is a Master of Arts by Research candidate (University of Sydney).



Andrea Read, Manager Community Relationships, Box Hill Institute

Andrea is Responsible for building strong community relationships to enable the BHI Group to strengthen its focus on being an educational leader and enhancing its scope of operations. This role underpins the enabling of educational relationships and achievement of commercial outcomes across all business arms and is responsible for liaising with schools, local community groups, community services providers and employers.

Andrea is passionate about education and has spent 17 years promoting and growing the secondary market and vocational training options for students in government TAFE programs. Currently Andrea is managing the Community Relationships for Box Hill in Lilydale, a role which awarded her the CEO award for Professional Excellence.

Steering Committee



Dr Stephen Weller, Chief Operating Officer and Deputy Vice-Chancellor, Australian Catholic University

The Chief Operating Officer & Deputy Vice-Chancellor is a member of the Senior Executive Group at Australian Catholic University. In this role Dr Weller leads the Corporate Services Portfolio which is critical to the achievement of the strategic and operational priorities of the University. The Portfolio includes infrastructure; information technology; properties; marketing and external relations; student recruitment & client services; student administration; human resources; finance; planning & strategic management; and governance & corporate services. Dr Weller is also responsible for providing effective corporate governance through the University Senate and Company in his role as Company Secretary.

With more than 20 years' experience in tertiary education across five universities in three states, Dr Weller brings a wealth of experience to ACU. He holds a PhD in Organisational Justice from Victoria University, a Master of Business Administration from the University of Technology, Sydney, a Master of Commerce, Employment Relations from the University of Western Sydney, and a Bachelor of Arts, Government and Public Administration from the University of Sydney.



Janet Beard, Senior Honorary Fellow, LH Martin Institute

Janet Beard is an experienced senior manager and leader with demonstrated capacity to design and implement improved organisational arrangements and services in the education sector, facilitate discussions to bring peoples' views together, and take people through major change.

Janet has a deep knowledge and understanding of all aspects of university management and administration from more than 30 years of experience in three Australian universities (Melbourne, La Trobe and Sydney). Her business improvement and change management expertise is informed by a successful track record in managing large and complex faculties as well as university-wide change programs.

She works as a consultant in the sector and has undertaken consultancies and reviews of administrative, technical and academic support services in universities, nationally and internationally including the South Pacific, New Zealand and Indonesia.



Professor Leo Goedegebuure, Director, LH Martin Institute

Director at the LH Martin Institute, Professor Leo Goedegebuure is active in the field of higher education policy research and management. Prior to his move to Australia in 2005 (University of New England, Centre for Higher Education Management and Policy), Leo was Executive Director of the Centre for Higher Education Policy Studies (CHEPS), at the University of Twente, Netherlands, Europe's largest research centre in this field.

Leo's research interests are in the areas of governance and management, both at the systems and institutional level, system dynamics including large scale restructuring policies, university-industry relationships, and institutional mergers. Most of his work has a comparative focus, both within and outside of Europe, which has resulted in a strong international network. He is an auditor for the Hong Kong Quality Assurance Council and has been a member and rapporteur for the OECD tertiary education review of New Zealand.

Leo has worked as an expert on governance and management in Central and Eastern Europe, the Russian Federation, Africa, South East Asia and South America on projects initiated by the European Commission, the World Bank and UNESCO.

During the period 1997–1999, Leo spent a 3-year term in institutional administration as deputy to the Rector Magnificus at the University of Twente, the Netherlands, with primary responsibility for the teaching & learning portfolio. In this capacity he restructured the university's education programs. This experience not only furthered his overall management skills, it also equipped him with the project management skills to successfully direct complex institutional change processes.



Suzanne Crew, Consultant, VSEC Consultancy and former Head, Academic Quality and Analytics, University of New England

Until recently Sue was Head, Academic Quality and Analytics at the University of New England (UNE). Previous to this she was Head, Strategy and Planning at the same institution. Over the last few months she has been advising new entrants to the higher education sector in relation to strategy, academic quality, and compliance.

Sue holds a Master of Tertiary Education Management from the University of Melbourne and has also recently completed a Specialisation in Design Thinking from the Darden Business School, University of Virginia, in the US. She is a mentor for both programs. She has an academic and practical interest in the nexus between quality and innovation in tertiary education, change

management in tertiary education and the applicability of behavioural science in developing student communication and engagement strategies, particularly in relation to conversions from application to enrolment.



Lakshmi West, Director, Service Improvement Group, Australian National University

Lakshmi has over 20 years' experience in various roles in the Management Consulting, Information Technology and Higher Education sectors.

Since joining the Australian National University in 2009, Lakshmi has led the delivery of several University wide end-to-end business transformational change projects aimed at increasing productivity and improving customer experience. Lakshmi has been a member of University executive level committees and has been Project Director for a number of service improvement flagship projects.

In 2014, Lakshmi was appointed to lead Digital Transformation at the ANU and has successfully established an agile centre of excellence, delivering key digitally transformed, streamlined, standardised and system integrated processes to a customer base of circa 30,000.

In 2017, Lakshmi has returned to lead the Service Improvement Group, delivering strategic initiatives across academic and professional service areas, embedding an organisation wide approach to service improvement.

Prior to joining the ANU, Lakshmi worked as a management consultant on various Accenture client projects in the areas of Superannuation, Banking, Shared Services and Telecommunications both in Australia and overseas.



Mr Stephen Paris, Executive Director Students, RMIT Vietnam

Steve Paris, Executive Director Students, joined the academic staff of RMIT Vietnam in 2002 as a teacher of information management and technology. Following periods managing the university preparation program and the undergraduate information technology program, in 2005 Steve assumed the role of Academic Registrar for the Vietnam campuses. As student numbers expanded from hundreds to thousands, Steve oversaw the expansion of student services including administration, counselling, sports and recreation, career centre, learning support, and the on-campus residential centre.

Prior to RMIT Steve held a number of roles at the intersection of technology and media, primarily in software and systems development. Experience in large television, weather information services, and computer service organisations was interspersed with co-founding technology companies.

Opportunities in South East Asia led Steve into business development and technology training roles, first in the Apple channel, and more recently co-founding and managing a web development operation in Vietnam.

Steve is a graduate of Victoria University of Wellington, New Zealand, and of RMIT University's Educational Leadership and Management program.