Government Change Management

Change Leadership and Transition Management

EXPERT SPEAKERS:

- Jill Divorty, Executive Director Share Services, ACT Government
- Kim Barton, Manager Stakeholder and Community Engagement, Capital Metro Agency, ACT Government
- Dr David Schmidtchen, Group Manager Human Capital Research and Evaluation Group, Australian Public Service Commission
- Kate Romanova, Change Director, NSW Department of Family and Community Services
- Cathy Tiller, Director, People and Culture, Geoscience Australia
- Mina Podbereski, Regional Director NSW/ACT, Comcare
- Arkellah Hall, Principal Policy Officer, Participation and Partnerships, Strategic Engagement and Communications, Department of the Premier and Cabinet, South Australian Government
- Karen Pegler, Director of Corporate and Community Services, Paroo Shire Council
- Professor Henrik Bang, Convenor of the Democracy, Citizenship and Participation Research Program, ANZSOG Institute for Governance, University of Canberra
- Michael Young, Managing Director, Transformed
- Kevin Dwyer, Managing Director, Change Factory
- Rohan Lane, Organisational Change Consultants, Canberra Consulting
- Kylie Watson, Director, Corporate Success
- Julia Burns, Principal, Julia Burns Consulting
- Roseanne Gannon, Organisational Change Consultants, Canberra Consulting
- Brad Rilatt, Senior Consultant, Academy Global

KEY BENEFITS OF ATTENDING

- Prepare for changes in Government and policy direction
- Drive transformational and sustainable change in your organisation
- Develop skilled transitional change leaders
- Implement Machinery of Government and Whole of Government policy changes
- Engage shareholders and develop communication plans and post change evaluations
- Understand, communicate and map the impact of a change in Government

WHAT OUR PAST DELEGATES HAVE TO SAY

“A worthwhile investment and appreciate the learnings to prepare me into the future.”
Director Plant Biosecurity and Product Integrity, Biosecurity Queensland

“I thought I would walk away with some new processes for implementing change, but I got so much more. A completely new way of thinking about change.”
Systems Administrator, AEMC

“Excellent presentation of social and behavioural change frameworks and models. This was new material for me that was very relevant to my scope of work.”
Director Council Governance and Chief Medical Officer, St Vincents Health Network Sydney
DAY ONE: WEDNESDAY, 15th OCTOBER 2014

8:00  Registration opens
9:00  Opening remarks from the chair
Kylie Watson, Director, Corporate Success

CHANGE LEADERSHIP
9:10  CASE STUDY
From change management to change governance
• How policy change is made in different governments
• Spotlight on Denmark’s model
• Examining different policy models
Professor Henrik Bang, Convenor of the Democracy, Citizenship and Participation Research Program, ANZSOG Institute for Governance, University of Canberra

9:50  The challenge of managing transformational change
• Managing change in a complex environment
• Embedding long lasting change
• Transformation management strategies
Kevin Dwyer, Managing Director, Change Factory

10:30  Morning Tea

11:00  Australian Public Service Commission on change
• Building a change, change ready organisational culture
• Insights from the Australian Public Service Commission
• Setting the tone for transformation
Dr David Schmidtchen, Group Manager Human Capital Research and Evaluation Group, Australian Public Service Commission

11:40  CASE STUDY
Cultural change to promote participative engagement
• Innovative techniques and programs to facilitate engagement: Citizen jury and open data online programs
• Training and events focused to inspire leadership
Arkellah Hall, Principal Policy Officer Participation and Partnerships, Strategic Engagement & Communications, Department of the Premier and Cabinet, South Australian Government

12:20  Luncheon

1:20  CASE STUDY
Examining the value of cultural audits
• Providing a fair and safe forum for issues to be raised
• Allowing staff to be a part of the solution
• Assisting people to better understand the perspectives of others
Cathy Tiller, Director, People and Culture Corporate Services, Geoscience Australia

2:00  CASE STUDY
Planning stakeholder engagement
• Assessing impacts to various stakeholders and communicating change
• Change resilience: Importance of resilience and flexibility in the context of change
• Look into the strategies that need to run in parallel to champion organisational change
• Addressing the issue of communication in implementing change
Kim Barton, Manager Stakeholder and Community Engagement, Capital Metro Agency, Light Rail Network for Canberra, ACT Government

2:40  Afternoon Tea

3:10  CASE STUDY
Change and the Shared Services opportunity
• Developing solutions for government agencies that foster new ways to working and resultant efficiencies
• Delivering value for money and cost effective outcomes
• Change leadership required for effective implementation of shared services
Susan Monkely, Deputy Chief Executive Officer and Chief Information Officer, Shared Services Centre, Department of Education | Department of Employment

3:50  Successfully managing a complex portfolio of change
• Managing multiple change projects as a part of enterprise wide transformation
• How to manage multiple projects concurrently
• Managing a portfolio of change
Michael Young, Managing Director, Transformed

4:30  End of conference day one

DAY TWO: THURSDAY, 16th OCTOBER 2014

8:00  Registration opens
9:00  Opening remarks from the Chair
Rohan Lane, Organisational Change Manager, Canberra Consulting

TRANSITION MANAGEMENT
9:10  Are we nearly there?
• More frequent and more intense change across government: where to from now?
• Being resilient, agile and positive in dynamic environments
• Preventing change fatigue
Julia Burns, Principal, Julia Burns Consulting

9:50  CASE STUDY
Change in local government remote locations
• Change at a small scale
• Managing change with limited resources and networks
• Overcoming resistance
Karen Pegler, Director of Corporate & Community Services, Paroo Shire Council

10:30  Morning Tea

11:00  Australian Public Service Commission on change
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Kim Barton, Manager Stakeholder and Community Engagement, Capital Metro Agency, Light Rail Network for Canberra, ACT Government

2:40  Afternoon Tea

3:10  CASE STUDY
Participative decision making
• Decisions where clients and customers decide on budget
• #changesCGGcommunity project case study
• Participatory Budgeting: open up decision making processes on budgets to the wider community
Brad Rilatt, Senior Consultant, Global Academy
11:40  CASE STUDY
Identifying and tracking transformation activities
- Better portfolio pipeline management
- Improving cost management through optimum resource allocation
- Linking benefits analysis to ensure doing the rights things for the right return
Kate Romanova, Change Director, NSW Department of Family and Community Services

12:20 Luncheon

1:20  CASE STUDY
A shared services model of major cultural change
- Moving from a traditional service provider approach to a 'partnership' approach with client agencies
- Simplifying agreements
- Simplifying billing arrangements
Jill Divorty, Executive Director Shared Services, ACT Government

2:00  CASE STUDY
Large scale government change process
- An award winning Machinery of Government change
- Gaining recognition for your change management processes
- Examining a range of large scale change processes, including strategic and functional reviews, response to commission of audit, business process re-engineering and ICT transitions
Kylie Watson, Director, Corporate Success

2:40 Afternoon Tea

3:10  CASE STUDY
Organisation change management
- Leadership and change management
- Building capability and improvement
- Exploring state and federal leadership models
Roseanne Gannon, Organisational Change Manager, Canberra Consulting

PREVENTING CHANGE FATIGUE

3:50 Prevention of psychological injury in the workplace
- Focusing on WHS risks during times of change and the potential impact on the psychological health and wellbeing of workers
- Importance of effectively managing WHS risks during change management
- Practical strategies and tools for identifying and assessing risk factors during workplace change
Mina Podbereski, Regional Director NSW/ACT, Comcare

4:30 End of conference day two and conference adjourns

POST-CONFERENCE WORKSHOPS:
DAY THREE: FRIDAY, 17th OCTOBER 2014

WORKSHOP A: 9:00 - 12:30
How to increase your leadership influence and impact
- Improve your awareness of the various tools to build rapport, trust, commitment and satisfaction
- Appreciate the various predictable stages in a negotiation
- Building trust, engagement and resilience to adapt to future change opportunities
Brad Rilatt, Senior Consultant, Academy Global

Brad has more than 25 years global experience developing leadership and management capabilities across commercial and public sector organisations. His expertise is in the fields of organisational design, change leadership, community & corporate dialogue, group facilitation, corporate training design & delivery, executive & team coaching and project leadership.

WORKSHOP B: 1:30 - 5:00
Organisational change management (OCM)
- Identify the drivers of change through the desired outcomes
- When and how to measure change program’s success
- Evaluating and measuring the success of your change management program
- Practical methods and tools to track progress and get feedback
- Using feedback to improve your next change initiative
- Measuring the effectiveness of the project
Roseanne Gannon, Organisational Change Manager, Canberra Consulting

Canberra Consulting maintains a discrete business unit dedicated to the practice of organisational change management within the public sector. Canberra Consulting offers both PROSCI and Change Management Institute accredited practitioners. Canberra Consulting maintains their own change management methodology that has been developed from several years of successful software development experience in the specific APS environment.

Morning / Afternoon Tea and Lunch are provided for all delegates
**GOV03 REGISTRATION FORM**

### REGISTRATION FEE (Including GST)

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<tr>
<td>Conference Only</td>
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### Early Bird Discount

1. **EARLY BIRD DISCOUNT.** Register and pay by a deadline indicated above to achieve up to 20% SAVINGS on the Standard Rate. Registrations received without payment are ineligible for an Early Bird Discount and will be charged at the Standard Rate.

2. **TEAM DISCOUNT.** (i) Register 3 delegates and receive a $1000 DISCOUNT off the Standard Price  
(ii) Register 4 delegates and receive the 5th ticket FREE off the Standard Price

All group registrations must be from the same company, at the same time and for the same event. Registrants must choose between the most advantageous discount option.

**Only one discount is available at the time a registration is made.**

### DELEGATE DETAILS (Please complete in block letters)

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### EASY PAYMENT OPTIONS

- ☐ EFT: Transfer your payments to Akolade Pty Limited at Commonwealth Bank of Australia BSB 062 099 Account No. 1068 5915. Please quote GOV03 on the EFT.
- ☐ CHEQUE: Please make out cheque to Akolade Pty Limited. Please quote GOV03 on the cheque.
- ☐ CREDIT CARD: Please charge my ☐ VISA ☐ *DINERS ☐ MASTERCARD ☐ *AMEX
  
  * A credit card fee of 2.5% will apply for Diners or Amex in the amount of $__________

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### IMPORTANT NOTE:

Attendance will only be permitted upon receipts of full payments. Please note that programme and speakers are subject to change without notice. Akolade will not be responsible for any event re-scheduled or cancelled.

### CANCELLATION POLICY:

Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Akolade regrets that no cancellations will be refunded, conference documents, however, will be sent to the delegates. For an event cancelled by Akolade, registration fees are fully refundable. Akolade will not be responsible for any event alterations, re-schedules, or cancellations.

### PRIVACY POLICY:

Please note that a portion of the data for this mailing was supplied by third party sources. If you would no longer like to receive promotional mail from Akolade, please opt-out by confirming in writing and forwarding your letter to marketing@akolade.com.au. Please note all opt-out re-quests will be processed within 30 business days from the date of receipt.

5 EASY WAYS TO REGISTER

- Phone: 61 2 9247 6000
- Fax: 61 2 9247 6333
- Email: registration@akolade.com.au
- Online: www.akolade.com.au

**DATES & VENUE**

(Please tick)

- ☑ CANBERRA

15th - 17th October 2014
Crowne Plaza
1 Binara St
Ph: +61 2 6247 8999

ABN 96 149 066 991