

2019 | **HRD**  
**National HR Summit**  
A U S T R A L I A

26-27 March • Luna Park Sydney



**TURIA PITT**  
*Humanitarian, Athlete,  
Motivational Speaker*



**ROSS SPARKMAN**  
*Head of Strategic  
Workforce Planning  
Facebook*



**LUCINDA GEMMELL**  
*Group Executive,  
People Virgin Australia*



**STEVEN WORRALL**  
*Managing Director  
Microsoft Australia*

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# Welcome to the National HR Summit

## HR SUMMIT

The main conference will suit your whole HR team. Join 300+ HR professionals to hear from award-winning HR directors and industry thought leaders on an array of topics at the top of the people management agenda.



## HR DIRECTORS FORUM

Designed exclusively for HR Directors and senior decision makers. Join 80+ HR leaders to hear valuable insight from CHROs and C-suite executives on business strategy and HR leadership.



## HR SUMMIT EXPO

Meet the best product and service providers in the industry. Attend workshop sessions. Hear interviews with HR leaders and network with 1000+ HR professionals. Plus, your chance to win \$10,000 in the Grand Prize Draw.



8:00am Registration opens

9:00am Introduction from the Chairperson

**Anneli Blundell**  
*Professional People Whisperer*  
Anneli.Blundell.com

9:10am Welcome from the Principal Partner

9:15am **KEYNOTE: Be the Leader of Your Life**

Turia Pitt is living proof that, with the right mindset, anything is possible. Caught in a grassfire while competing in a 100km ultramarathon in 2011, Turia suffered full thickness burns to 65% of her body. But surviving is the least of her achievements. One of Australia's most admired and widely recognised people, Turia has gone on to become a bestselling author, two-time Ironman and humanitarian - raising well over a million dollars for not-for-profit Interplast.

In her keynote address, Turia will share some of her biggest achievements, the strategies that helped her rebuild her life, achieve seemingly "impossible" goals and create a thriving business. Told with her trademark wit, and raw honesty, Turia's story proves that with the right mindset, anything is possible.

**Turia Pitt**  
*Humanitarian, Athlete,  
Motivational Speaker*

10:15am **HR SPOTLIGHT: This is the future of HR**

Technological advances and demographic shifts are changing the way that people work and HR operates.

- What will the future workforce look like?
- How is AI changing the way we work?
- How HR itself must change
- Should HR be afraid of technology?

**Nicolette Barnard**  
*Head of Human Resources  
Australia & New Zealand  
Siemens*

10:30am Morning refreshments and networking break

11:00am **CASE STUDY: Leading organisational capability and workforce strategy in the public sector**

Hear how Mercy Health is building a world-class public sector through its focus on people strategy.

- Creating a diverse and inclusive values-based culture
- Building internal capability for leadership, resilience and responsiveness to change
- Expanding staff engagement and two-way communication across the Department
- Targets for women and minorities in senior roles

**Kate McCormack**  
*Executive Director People  
Learning & Culture  
Mercy Health*

11:45am **LEGAL UPDATE: Practical guidelines for discipline, termination and personal grievances**

This session will draw on real-life scenarios to discuss procedurally fair and compliant discipline and termination procedures to apply in your workplace.

- Procedural requirements for conducting disciplinary meetings
- How many warnings should be provided prior to dismissal?
- Common mistakes that employers make during the disciplinary process
- How to avoid constructive dismissal claims
- Step-by-step guide to handling personal grievances that are lodged during disciplinary proceedings

**Joydeep Hor**  
*Founder & Managing Principal  
People+Culture Strategies*

1:00pm **Networking lunch**

2:00pm

**PANEL DISCUSSION: Diversity and inclusion in a post #metoo world**

The world has changed over the last two years and HR is changing with it. We are now seeing unprecedented levels of workforce diversity in terms of gender, ethnicity, culture, religion and sexual identification.

- How has the #metoo movement changed the way we think about gender and accountability?
- Widening the diversity lens beyond gender issues
- Diversity strategies to incorporate Culturally and Linguistically Diverse (CALD) groups
- What makes a successful GLBTIQA+ and pride initiative?
- Disability inclusion programs and Disability Action Plans (DAP)
- Bias-free recruitment processes
- Creating an inclusive culture where everyone is comfortable being who they are

**Panelists:**

**Sophie Halse**  
Group Manager, Diversity and Inclusion  
AGL Energy

**Chris Lamb**  
Global Head of Organisational  
Development  
Lendlease

**Kristy Macfarlane**  
Head of Diversity & Inclusion  
National Australia Bank

**Moderator:**

**Mariam Veiszadeh**  
2016 Daily Life Woman of the Year  
2015 Westpac Woman of Influence

3:00pm

**Fresh perspectives on employee experience in a changing landscape**

Leading companies recognise the importance employee experience (EX). How can we reimagine the role of HR to create a culture of regular and open communication, especially during times of change in leadership management.

- What role does HR play in management of change and supporting the employee experience?
- Embracing new leadership and management expectations
- Overcoming change resistance across a large and diverse workforce
- Creating a seamless employee experience that is defined by engagement, culture and performance management
- Delivering personalised and meaningful experiences for employees
- Driving engagement, retention and productivity in your workforce throughout the change journey

**Gayle Phillpotts**

GM  
People & Performance  
Sydney Airport

3:15pm

**Afternoon refreshments and networking break**

3:45pm

**PANEL: Securing support for HR programs from all levels**

A successful HR program starts with buy-in from the leadership team and succeeds with support from all levels throughout the organisation. But in many organisations, the HR team is still working on securing credibility and high-level support.

- Gaining credibility from managers as a true business partner and not a 'policy policeman'
- Being taken seriously during decision-making discussions
- Why are we sometimes still seen as police officers or firefighters?
- Navigating situations where you have a seat at the table but not the credibility to influence
- Bringing line managers on the journey towards people management excellence

**Panelists:**

**Alicia Purtell**  
People & Culture Director  
Lion

**Kate Tones**  
Group People Experience Manager  
Merivale

**Robert Tanti**  
Director People and Capability  
Hydro Tasmania

**Sally Park**  
Head of People  
Krispy Kreme Australia

**Moderator:**

**Lexie Wilkins**  
Director  
Lexie Wilkins Consulting

4:30pm

**Networking Event**

9:00am	Opening remarks from the Chairperson	<b>Anneli Blundell</b> <i>Professional People Whisperer,</i> Anneli.Blundell.com
9:15am	<b>KEYNOTE:</b> The New World of Work 2019	<b>Ross Sparkman</b> <i>Head of Strategic Workforce Planning</i> Facebook
10:00am	<b>CASE STUDY:</b> <i>Managing a changing workforce</i> The workplace is changing and HR is changing with it. As the contingent workforce of contractors, mobile workers and freelancers grows, HR teams need to change their approach to employee engagement. <ul style="list-style-type: none"><li>• Strategies to engage remote workers, gig workers and contractors</li><li>• Managing HR programs across a multi-site workforce</li><li>• Driving cultural initiatives and social norms with off-site workers</li></ul>	<b>Gillian Davie</b> <i>Chief People Officer</i> NetComm Wireless
10:30am	<b>KEYNOTE INTERVIEW:</b> <i>View from the top: building a strong people strategy</i> At Bunnings, they believe team members are the heart and soul of their business. With the guiding principles of integrity, respect, teamwork, achievement and innovation, hear how these principles are the keys to corporate culture and to achieving success. In this interview, hear from the Managing Director of Bunnings Group Limited on their people strategy and why it matters to overall business strategy.	<b>Michael Schneider</b> <i>Managing Director</i> Bunnings Group Limited
10:45am	Morning refreshments and networking break	
11:15am	<b>CASE STUDY:</b> <i>Inside Unilever's performance &amp; employee experience strategy</i> Performance management needs to help employees adopt new behaviours in the face of change, while delivering a positive employee experience (EX). <ul style="list-style-type: none"><li>• Digital tools and technologies that transform performance management</li><li>• Focusing on individual engagement and growth</li><li>• How performance management can help employees adapt their skills to stay relevant</li><li>• Customised coaching experiences</li><li>• Continuous performance management</li></ul>	<b>Anish Singh</b> <i>Head of HR- Australia &amp; New Zealand</i> Unilever
11:45am	<b>PANEL:</b> <i>Insights from Australia's top HR directors</i> <ul style="list-style-type: none"><li>• Aligning goals and outcomes between business strategy, centres of excellence and HR business partners</li><li>• Being a commercial, pragmatic and a personable leader</li><li>• Inspiring leaders to do the right thing</li></ul>	<b>Panelists:</b> <b>Alana Howe</b> <i>Head of HR</i> Nova Entertainment <b>Rebecca Gravestock</b> <i>People and Performance Director AU &amp; Asia</i> XERO <b>Erin Cramlet</b> <i>Senior Director, Human Resources</i> Stryker <b>Ceri Ittensohn</b> <i>Chief People &amp; Culture Officer</i> TAL Ltd

12:30pm	<p><b>Reward and recognition at McDonald's Australia Limited</b>          Leading employers today understand the importance of a customized, individual rewards program that reflects the needs and preferences of their diverse workforces.</p> <ul style="list-style-type: none"> <li>• Taking a personalised approach to employee rewards</li> <li>• Recognising, inspiring, connecting and empowering employees</li> <li>• Reinforcing and celebrating positive behaviour and activities</li> <li>• Creating a recognition culture in your company</li> </ul>	<p><b>Lisa Apthorpe</b>  <i>Director of People and Culture</i>          McDonald's Australia Limited</p>
1:00pm	<p><b>Networking lunch</b></p>	
2:00pm	<p><b>CASE STUDY: Next level learning and development at AccorHotels Australia</b>          As workplaces and jobs continue to change, HR departments need to take a different approach to learning, moving away from traditional L&amp;D towards ongoing, experiential capability building.</p> <ul style="list-style-type: none"> <li>• Reimagining the concept of workplace learning and lifelong education</li> <li>• Workplace learning that helps employees keep up with the pace of change</li> <li>• Micro-learning in action</li> <li>• Creating future-focused and innovative learning experiences</li> <li>• Continuous self-directed learning and development</li> <li>• Using technology to recommend, find and deliver learning</li> </ul>	<p><b>Sarah Derry</b>  <i>Vice President Talent &amp; Culture</i>          Australia          AccorHotels</p> <p><b>Kay Goodman</b>  <i>Director, Academie Australia</i>          AccorHotels</p>
2:30pm	<p><b>PANEL: HR technology and the future of work</b>          HR technology is advancing at a rapid pace. The way we work is becoming increasingly augmented by technology, which frees up our capacity for higher-order cognitive tasks such as leadership coaching. Or does it?</p> <ul style="list-style-type: none"> <li>• Artificial intelligence, chat bots and machine learning in HR</li> <li>• Using HR technology for continuous learning, real-time feedback and performance management</li> <li>• Overcoming the challenges of HR technology implementation</li> <li>• Emerging HR technologies – what does the future hold?</li> </ul>	<p><b>Panelists:</b>  <b>Lauren Trethowan</b>  <i>Head of HR, Technology</i>  <i>People and Culture</i>          Australia Post</p> <p><b>Susan Pettifer</b>  <i>Director, Workforce &amp;</i>  <i>Information Services</i>          City of Sydney</p> <p><b>Nikki Symonds</b>  <i>Group Manager Corporate &amp; Enterprise IT</i>          Origin</p> <p><b>Darren Fewster</b>  <i>Executive Director,</i>  <i>Transformation and People</i>          Telstra</p>
3:45pm	<p><b>GRAND PRIZE DRAW - \$10,000 PRIZE GIVEAWAY</b>          Held on the Expo stage</p>	
4:00pm	<p><b>Event concludes</b></p>	

8:00am Registration opens

9:00am Welcome address from the Chairperson

**Amanda Sheard**  
*Managing Director*  
Version Two

9:10am Opening remarks from the Principal Partner

9:15am **HR SPOTLIGHT: This is the future of HR leadership**

We are in the middle of a seismic shift in terms of the way that organisations manage their people and HR leaders are at the centre of this transformation.

- Proactively preparing talent strategies for future needs
- Thriving in a world of increasing and rapid change
- Challenging commonly-held assumptions about business and culture

**Lucinda Gemmell**  
*Group Executive*  
People Virgin Australia

9:45am **KEYNOTE: Bold leadership from the top: Exclusive interview with a powerhouse HR champion**

Forward-thinking leaders understand the critical importance of HR directors in inspiring people to carry out strategic initiatives. In this session, the Managing Director of Microsoft Australia will share his insights with our HRD editor.

The session will cover:

- The importance of empowering HR team to carry out people programs
- The traits that CEOs and the board value in HR leaders
- The key to authentic, bold HR leadership in the boardroom
- How HR can impact bottom-line revenue and performance

**Steven Worrall**  
*Managing Director*  
Microsoft Australia

10:30am Morning refreshments and networking break

11:30am **WORKSHOP: Authentic HR leadership**

This interactive workshop will help you to create a culture that is respectful, dynamic and resilient, while drawing strength from diversity.

- Ensuring that the senior management team possess and display the integrity, commitment and values that the organisation promotes and instils in its workforce
- Setting and modelling the culture, values and behaviours under which the entire organisation will operate
- Dealing with challenging ethical dilemmas and scenarios that test your leadership

**Nadine Castle**  
*Co-Founder & Director*  
The Culture Group

1:00pm Networking lunch

2:00pm

**LEGAL UPDATE:** Investigating bullying and harassment allegations & conducting effective workplace investigations

The #MeToo movement and high profile sexual misconduct allegations have elevated the profile of bullying and harassment in Australian workplaces. What HR policies and procedures will effectively prevent sexual harassment in the workplace?

- Balancing pressure to 'believe the women' with employee rights to procedural fairness
- Step-by-step guide to investigating sexual harassment and bullying complaints
- How to handle confidentiality requests from complainants during workplace investigations
- Dealing with false accusations – what penalties should apply?
- Can HR professionals conduct sexual harassment investigations in the absence of an official complaint?

**Joydeep Hor**  
*Managing Principal*  
 People + Culture Strategies

2:45pm

**BUSINESS STRATEGY:** the forces of change shaping Australian business

Today's HR leader is facing powerful forces that are changing our workforces and workplaces forever. What does the future hold for Australian workplaces?

- The exponential advance of technology
- The rise of the gig-economy and its impact on HR leadership
- What does the future of work look like, and what are the implications for individuals, organisations public institutions?
- People strategies that deal mitigate the risks of the unpredictability of the business environment

**Vaughan Paul**  
*Vice President-Human Resources & Chief Digital Officer*  
 Optus

3:15pm

Afternoon refreshments and networking break

3:45pm

**PANEL:** The rise of the fearless CHRO

Successful HR leaders need to balance partnership and support with a measure of provocative action in the c-suite. What value should we be bringing to the table in today's executive teams?

- Agitating, disrupting and challenging thinking to promote good decision making
- Being courageous with calling out toxic behaviours
- Knowing when to cooperate and when to bring dysfunctional relationships to the surface

**Panelists:**

**Liam Hayes**  
*Chief People Officer*  
 Aurecon

**Kerryn Dillon**  
*Chief Human Resources & Industrial Relations Officer*  
 TLC Healthcare

**Cathy Doyle**  
*Group Executive,*  
*Human Resources CHRO*  
 Rabobank

**Erica Traicos**  
*Chief People & Culture Officer*  
 GMHBA

**Moderator:**

**Ricky Nowak**  
*Author, Executive Coach*  
 Ricky Nowak & Associates

4:30pm

Networking Event

9:00am	<p>Opening remarks from the Chairperson, Day 2</p>	<p><b>Amanda Sheard</b> Managing Director Version Two</p>
9:10am	<p><b>CASE STUDY: The Vital Role HR plays in Mergers: Lessons learnt from the Tabcorp and Tatts Merger</b> HR professionals play an active role in the change process by offering their interventions to help ensure a successful merger. Merged together, Tabcorp and Tatts have started a new chapter and are one of the world's largest gambling-led entertainment groups with more than \$5 billion in annual revenues. The merged company is powered by more than 5,000 people and has a presence at more than 9,000 retail outlets – the largest retail footprint in Australia. Hear best practices in change management including:</p> <ul style="list-style-type: none"><li>• Assist employees with embracing change and culture</li><li>• Identify leaders from both the companies for effective people strategy</li><li>• Train managers on the nature of change</li><li>• Orientation programs on policies and procedures and performance management</li><li>• Identify the skills of people and mapping them appropriately</li><li>• Town halls &amp; Team building activities</li></ul>	<p><b>Merryl Dooley</b> Chief People Officer Tabcorp</p>
10:00am	<p><b>Leading a Winning Performance Management Regime: The Performance Partnership Process</b></p> <ul style="list-style-type: none"><li>• Aligning your workforce to achieve businesses priorities and stretch goals</li><li>• Driving Accountability for continuous improvement in business performance</li></ul>	<p><b>Sally Kincaid</b> Global Head of HR Performance and Delivery QBE Insurance</p>
10:45am	<p>Morning refreshments and networking break</p>	
11:15am	<p><b>HR LEADERSHIP: hustling for results</b> CHROs need to be prepared to step up, apply new thinking solve business problems. This powerful talk will give you fresh insights into the role of the HR leader today.</p> <ul style="list-style-type: none"><li>• Should we wait to be given a seat at the table?</li><li>• Taking charge and championing cultural change</li><li>• Looking to the market, looking within and creating people solutions that add business value</li></ul>	<p><b>Eileen Burnett-Kant</b> Group Executive, Human Resources Orica Limited</p>
12:15pm	<p><b>Big data and analytics at CBA</b> The use of data and technology in HR has expanded exponentially over the last year. Workforce analytics can now tell us more about people than ever before.</p> <ul style="list-style-type: none"><li>• Using HR data to tailor recruitment strategies</li><li>• Infrastructure that helps to analyse data from multiple sources</li><li>• Monitoring external industry and business trends using big data</li><li>• Predicting future trends and behaviour through predictive analytics</li><li>• Talent and workforce planning tools that provide a clear line of sight into changing workforce</li><li>• Using workforce data to concentrate resources on 'big ticket' HR programs</li></ul>	<p><b>Philip Gibbs</b> Head of Workforce Analytics Human Resources, Group People Services Commonwealth Bank Australia</p>
1:00pm	<p>Networking lunch</p>	

2:00pm

**WORKSHOP: Business strategy - building the strategic roadmap ahead**

The pace of technological change, globalisation, and the rise of new competitors is rapidly driving the need for organizational transformation to ensure sustainability.

- Moving away from short-term thinking driven by quarterly performance
- Expanding the leadership team's horizons
- Scenario-planning techniques
- Cultivating an open minded culture in the c-suite the leverages diverse perspectives
- Adapting to rapid changes in the business environment

**Sonia La Penna**

*Director*  
HR Synergy Consulting

2:45pm

**PANEL: Driving cultural change from the c-suite down**

Many boards are concerned about changing the "real culture" of their companies. HR can play a key role in driving these cultural change conversations at the highest level.

- Delivering the strategic, structural and program-level change agenda for business
- Leading and executing talent management strategies that support cultural change
- Providing leadership, support and direction for change initiatives
- Empowering team members to drive change within the business
- Ensuring that the culture continues to permeate through the organisation

**Panelists:**

**Cherie McGill**

*Executive Director - Human Resources*  
Mantra Group

**Heidi Beck**

*Chief People Officer*  
Pacific National

**Sharon Stanford**

*HR Director & Global Head HRBP,*  
*Global Technology*  
NASDAQ

**Amy Rixon**

*Chief Brand,*  
People & Culture Officer ARQ Group

**Rebecca Nash**

*Group Executive,*  
People & Perpetual Limited

3:30pm

Directors Forum concludes

3:45pm

**GRAND PRIZE DRAW - \$10,000 PRIZE GIVEAWAY**

Held on the Expo stage

4:00pm

Event concludes



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Name \_\_\_\_\_ Job title \_\_\_\_\_  
 Company \_\_\_\_\_ Industry \_\_\_\_\_ No. of employees \_\_\_\_\_  
 Postal address \_\_\_\_\_ Suburb \_\_\_\_\_  
 State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Email \_\_\_\_\_ Business phone number \_\_\_\_\_

## ADDITIONAL DELEGATES

First name _____	First name _____	First name _____
Surname _____	Surname _____	Surname _____
Job title _____	Job title _____	Job title _____
Phone _____	Phone _____	Phone _____
Email _____	Email _____	Email _____

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