

Visit & Learn about *INNOVATIVE* *ORGANISATIONS*

First GBN International Study Mission, 6-10 October, 2014. Australia Melbourne & Sydney Detailed Draft Program & Registration

How do I express my interest & secure my seat?

To express your interest and/or register to secure your seat, please click on [My interest/registration](#) to enter in your details

What are the terms, testimonials, cost benefits, pricing and discounts?

All this and more are described in detail [HERE](#) including participation FREE of fees for you, if you can attract groups of 10 or more your customers to participate across all 5 days plus they will each receive a 25% discount.

What if I can't participate across the whole Study Mission program?

This Study Mission, is structured for your choice of participation where you can attend one day, some days or all days

What are the benefits for me and my organisation?

- Learn about the BEST PRACTICES
- Participate in 'Think-tank' interactive leadership discussions
- Network formally and informally with new friends on the tour from other learning organisations
- Comprehensive study tour manual for all delegates
- Receive Memory Jogger Notes of the proceedings
- Delegate and speaker contact list provided
- Learn about what you 'need to know' as well as about what you 'didn't know you needed to know'
- Action Planning session to help you commence implementation of your learnings

Our benchmarking **Code of Conduct** protects confidentiality and privacy.

Who is this Study Mission for?

Any organisation seeking new and different ways of doing business to transform and reach their FULL potential – Manufacturing, Service, Government, Not-for-Profit

- Senior Process Owners/Practitioners of Innovation, Senior Business and line Management Leaders
- Decision makers, key influencers for shaping and changing/improving business performance
- Quality and Business Improvement/Excellence Managers and practitioners

Check out the
detailed program
below



Detailed Program

GBN International Study Mission

Innovative Enterprises

October 2104 - Australia

Briefing - Sunday 5th October, Melbourne

6.00PM

GBN delegates and their key customers will arrive into Melbourne Tullamarine International Airport. As each GBN member will arrive at different times from various countries, please pick up your bags and connect directly by taxi or Skybus(own costs) directly to our Hotel TBA on Sunday 5th October. Delegates arriving before 6PM will meet for a restaurant meal and participant briefing. Manuals and name badges will be distributed. The briefing will include: program structure, logistics, event management, relief activities and focused facilitation and discussion of expectations and learning needs from delegates, if not already submitted.

DAY 1 - Monday 6th October, Melbourne

7.15AM

Breakfast.

8.00AM

Coach transport from our hotel to South East Water, 20 Corporate Drive Heatherton.

South East Water *an innovative good practice & previous business excellence winning organisation*

South East South East Water is one of Melbourne's three water retailers owned by the Victorian Government. They are a **previous Winner of the Australian Business Excellence Gold Award** providing Water, Recycled water, sewerage and trade waste treatment for more than 1.65 million people in an area spanning over 3,640 square kilometres from Port Melbourne to Portsea. The organisation manages and maintains \$3.4 billion in assets including 23,000 kilometres of pipes, 80 water pump stations, 255 sewage pump stations. South East Water is known throughout the industry for being early adopters of technology and developing new in-house, cutting-edge solutions.

Our role is to bring water to customers and adapt it to meet their needs. That means providing a reliable supply of quality water for home and business. It means fixing problems quickly. It means providing efficient and reliable sewerage and trade waste services. It means innovating in areas such as recycling and in the ways that we can solve your water and sewerage related needs. In a world of uncertainty, our role is also to help our customers make the right choices about water. We are creating a **next generation water** business with a team of forward-thinking people. This means agility and technology will be at the heart of everything we do in anticipating customers' needs and delivering beyond expectations

8.45AM

Arrival at South East Water. Thankyou to South East Water. Identification of Day 1 learning needs, facilitated by the Australian and UK GBN facilitators.

9.00AM

Opening, warm welcome, and organisational overview by the CEO/Senior Executive, to be advised.

- 9.20AM **Cultural Engagement.** South East Water is on a journey to become a next generation water business. To help achieve this it is continuing to align its workforce culture and capability with the company's strategic aspiration. During 2015 the majority of its workforce will be relocated to new location and they are introducing a comprehensive change management program. Q&A encouraged.
- 10.10AM Morning tea
- 10.30AM **Innovation.** South East Water is committed to innovative research and development of new markets, new ideas, emerging needs and total customer value and experience, specifically they are maximising the use of all water sources. Rainwater, Groundwater, Seawater, and stormwater. They are making their services smarter, faster, more flexible in design and construction. Their development of clever technology such as underground 3d imaging, new ways to detect leaks and better ways to track water quality all add to a better customer experience. Remote control of Operations and advanced real time monitoring across their region help them solve problems before they develop. These innovations ensure they deliver the best service possible. Q&A encouraged.
- 11.10AM ***Workshopping Handy Hints – facilitated by the Australian and UK GBN facilitators***
- Workshop Groups of delegates address:*
- what are the key messages and ideas from the visit and the presentations?
 - what ideas are coming from the other workshop delegates?
 - what are the opportunities for you to take action?
- 11.40AM **Customer Service.** South East Water has been an industry leader in Customer Service over the last 2 decades with several industry awards and recognised by Benchmarking Partnerships from detailed benchmark and comparative analysis to be in the top 3% of all Australian Contact Centres with over 140 contact centres. In 2011 South East Water received an International Customer Service Professionals (ISCP) Medium business silver service award and this year received an Honorary Mention at the Shared Services and Outsourcing Network (SSON) Australasian Awards for excellence in customer service. South East Water was the first water utility in Australia with a fully automated self-service portal and mobile app. They will share their customer journey and insights.
- 12.20PM Networking Lunch
- 1.00PM Site Tour – Site tour of South East Water facilities plus interaction with Contact Centre leaders/staff. Reconvene for discussion and Q&A.
- 2.00PM **Engineering.** South East Water continues to invest in new technologies ahead of the market such as digital metering, and self serve customer interfacing and reporting. They also have a strong history of providing specialist services to regional authorities. South East Water will share their engineering story on a current partnership with a regional water authority for sewerage services that will provide capital saving of around 20%.
- 2.40PM ***Workshopping Handy Hints – facilitated by the Australian and UK GBN facilitators***
- Workshop Groups of delegates address:*
- what are the key messages and ideas from the visit and the presentations?
 - what ideas are coming from the other workshop delegates?
 - what are the opportunities for you to take action?
- 3.00PM Afternoon tea

3.30PM

External Speaker, Jason Cotton – International Innovation Thought Leader & Practitioner. *‘Innovation is a Discretionary Behaviour’*

In this conversation, Jason will share observations and thoughts from over 20 years experience in the Innovation space.

Over this time, one common factor that Jason has observed in organisations who are striving to get their staff to think more innovatively is the importance of enabling Leadership behaviours. The notion that Innovation is a Discretionary Behaviour means that no matter how many innovation metrics, KPI's, processes or performance management systems you introduce, if you don't have a workplace environment that encourages, nurtures and values the exercising of Innovative Thinking, your staff are unlikely to engage in the Innovation agenda. We will discuss this Leadership challenge and cases studies of best practice from organisations around the globe.

4.20PM

Reflection of Day 1 by all, review opportunities from lessons learnt for improvement and action planning by delegates

4.45PM

Thankyou to our host and presenters, depart via coach. Reflection and learning will continue on the coach back to our hotel

7.15PM

Meet in the hotel foyer for a restaurant meal nearby, informal networking. Preview of Day 2.

DAY 2 -Tuesday 7th October, Melbourne

7.30AM

Breakfast by participants.

8.00AM

Coach transport from our hotel to LeasePlan Australia, Level 7, South Wharf Tower, 30 Convention Centre Place, SOUTH WHARF Melbourne.

LeasePlan Australia *an innovative good practice & previous business excellence winning organisation*

LeasePlan LeasePlan Australia is one of the country's leading fleet management organisations.

Established in The Netherlands in the 1960s, LeasePlan revolutionised the industry with its Open Calculation approach, and has since grown to become the world leading provider of fleet management services, active in 32 countries.

LeasePlan employs more than 6,500 people and is owned by the Volkswagen Group headed by Volkswagen AG (50%) and Fleet Investments B.V. (50%), an investment company owned by German banker Friedrich von Metzler.

Australia became the 12th LeasePlan operation when it opened in 1988 with four ambitious staff and one computer. Today, LeasePlan Australia employs some 350 staff and manages almost 80,000 vehicles for clients across all industry sectors - corporate, government and small business.

8.30AM Arrival at LeasePlan Australia. Identification of Day 2 learning needs, facilitated by the Australian and UK GBN facilitators.

LeasePlan Australia, a previous winner of the Australian Business Excellence award has been on a continuous improvement journey over many years, is currently in the process of ramping up a 'continuous improvement' program.

As part of this journey, critical collaboration, critical thinking and critical communications cultural programs have been introduced. Considered to be Innovative in many ways, this program compliments LeasePlan's existing LEAN thinking and A3 problem solving processes.

The role of A3 in LeasePlan's Continuous Improvement change process deals with the problem background/current situation, goals and target condition/root cause analysis, collaboration and cost benefit analysis.

LeasePlan's self managed project team process encourages structured thinking and quick communication through well integrated tools, diagrams and simple graphics contributing to deeper understanding of any problem, its root cause and best-value solution

The day's agenda will include a welcome and opening by the CEO/senior executive, presentations, interactive discussions of the innovations/continuous improvement program, strategies, people engagement with tools combined with walk through's/ site visit of real projects in action. Morning, afternoon tea and lunch provided.

3.00PM **External Speaker – to be announced**

4.15PM ***Workshopping Handy Hints – facilitated by the Australian and UK GBN facilitators***

Workshop Groups of delegates address:

- what are the key messages and ideas from the visit and the presentations?
- what ideas are coming from the other workshop delegates?
- what are the opportunities for you to take action?

4.45PM Thankyou to our host and presenters, depart via coach. Reflection and learning will continue on the coach back to our hotel

7.15PM Meet in the hotel foyer for a restaurant meal nearby, informal networking. Preview of Day 3.

DAY 3 -Wednesday 8th October, Melbourne

7.30AM Breakfast by participants.

8.00AM Experience Melbourne's Tram transport from our hotel to a leading telecommunications and information services company in Melbourne.

A leading telecommunications and information services company (TBC) *an innovative good practice organisation*

8.30AM Arrival at a leading Telecommunications Company (TBC). Identification of Day 3 learning needs, facilitated by the Australian and UK GBN facilitators.

This host organisation will share their Innovation Centre role, strategies and mentoring support structures, and wider company engagement for building an innovative culture

1.45PM Lunch & ***Workshopping Handy Hints – facilitated by the Australian and UK GBN facilitators***

Workshop Groups of delegates address:

- what are the key messages and ideas from the visit and the presentations?
- what ideas are coming from the other workshop delegates?
- what are the opportunities for you to take action?

2.15PM Thankyou to our host and presenters, depart via coach to CSIRO.

CSIRO(Commonwealth Scientific & Industrial Research Organisation)

a 2013 Australian business award winner - Innovation

The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is Australia's national science and industrial research agency. It was founded in 1926 and employs approximately 6,600 staff.

The primary roles of CSIRO is to meet the objectives set by the Australian Federal Government, being to find new ways benefit the Australian community and the economic and social performance of industry through research and development.

A specialist SME Engagement Centre operates to undertake applied R&D and transfer this intellectual property to the SME client by placing the researcher inside the business. As at June 2014, over 100 of these Researcher in Business projects have been completed, generating wealth for SMEs and new jobs for the national interest.

CSIRO's SME Engagement Centre, proudly won the Australian Business Award- Innovation in 2013

2.45PM Arrival at CSIRO in Clayton. Identification of learning needs, facilitated by the Australian and UK GBN facilitators.

Delegates will meet with Jim Grigoriou, SME Engagement Manager for Victoria and Tasmania.

Jim will briefly outline what CSIRO offers industry, particularly small and medium sized firms, followed by a tour of laboratories where applied R&D is being developed in collaboration with industrial partners. Delegates will see the latest in the flexible printing of photovoltaic cell technology, titanium 3D printing and new materials development.

5.00PM Thankyou to our host and presenter/s, depart via coach to Melbourne domestic airport. Reflection of lessons learnt from CSIRO on coach

6.15PM Arrive Melbourne airport, depart flight TBC. Dinner on flight. Arrive Sydney 8PM. Reflective learning also on the flight.

8.30PM Coach pick up to take us to our Hotel in Sydney CBD area TBC, preview of DAY 4 and check into hotel.

DAY 4 -Thursday 9th October, Sydney

7.30AM Breakfast

8.30AM Coach transport to SummitCare, 2-8 Brookhollow Ave, Baulkham Hills, Sydney

SummitCare (Australia) *business excellence winner (gold, 2012)*

SummitCare (Australia) has provided quality residential aged care in Sydney for more than 40 years.

With a model that strives beyond regulatory mandates, SummitCare's dedication to delivering superior facilities and service has seen each of its homes fully accredited and externally verified as living the essence of 'continuous improvement'.

Its Quality Management Framework embraces and prioritises feedback from residents and relatives which is regularly canvassed through reviews, satisfaction surveys and complaints.

SummitCare plans for business excellence. Its strategies link effectively to key objectives and deliver on current and future stakeholder demands. Aligned to overall strategy, local plans undergo regular monitoring against performance measures while external benchmarking is used to form an objective view of the organisation.

SummitCare is characterised by principled leadership, a keen focus on residents and their families and a desire to construct an open, collaborative and continuous improvement culture.

Employees display passion, professionalism, and an understanding of their contribution to SummitCare's goals. The building of capability is supported by formal and informal education programs and achievement of qualifications is routinely recognised.

Environmental considerations are reflected in monitoring of energy and water use and in major upgrades of facilities and development of new sites.

SummitCare is proactive in its efforts to positively influence the direction of aged care at federal and state government levels while management and staff actively share knowledge and experiences via participation in industry and professional forums.

10.00AM Arrival at SummitCare. Thankyou to Summitcare. Identification of Day 4 learning needs, facilitated by the Australian and UK GBN facilitators

10.30AM Interactive agenda with senior management and process owners at SummitCare to share:

1. Overview, & cultural engagement
2. Operational excellence assessment(OEF) sop
3. Values based role clarity
4. SummitCare Star system
5. Innovative Integrated Quality system
6. Simplicity of integrated Balanced scorecard
7. Opportunity for a site tour with delegates included

3.00PM Afternoon tea

3.30PM ***Workshopping Handy Hints – facilitated by the Australian and UK GBN facilitators***

Workshop Groups of delegates address:

- what are the key messages and ideas from the visit and the presentations?
- what ideas are coming from the other workshop delegates?
- what are the opportunities for you to take action?

5.00PM Thankyou to our host and presenter/s, depart via coach back to our hotel.

7.15PM Meet in the hotel foyer for a restaurant meal nearby, informal networking. Preview of Day 5.

DAY 5 -Friday 10th October, Sydney

6.30AM Breakfast by participants and checkout of hotel if transferring to Sydney International Airport tonight.

7.30AM Coach transport to directly to AMP, 50 Bridge Street, Sydney.

AMP *an innovative good practice organisation*

The AMP was founded on a simple yet bold idea - that every individual should have the power and ability to control his or her life.

For more than 160 years, we've dedicated ourselves to making this possible. And while we've grown and changed over the decades, one thing has remained the same - our unwavering sense of purpose to help people own tomorrow.

Today we are the leading independent wealth management company in Australia and New Zealand, helping more than four million customers with:

- financial advice
- superannuation, retirement income and other investment products for individuals
- superannuation services for businesses
- administration, banking and investment services for self-managed super funds
- income protection, disability and life insurance
- selected banking products, and
- investments in shares, fixed interest, property, infrastructure, multi-manager and multi-asset funds.

Some facts: AMP has the largest financial advice network in Australia and New Zealand with 4,406 aligned and employed financial advisers and planners. We are helping more than 4.3 million customers in Australia and New Zealand. We manage A\$197 billion in assets for our customers. We have around 850,000 shareholders. 5,913 employees around the world help support our financial planners, customers and shareholders

8.45AM Arrival

9.00AM Welcome, mutual introductions, context and run-through programme and format - Annalie Killian, Director Innovation, supported by various members of the Innovation Board as hosts

- 9:20AM Commence World-café format with 4 rotations of 25 minutes (10 minutes talking, 10 minutes Q&A, 5 mins rotation between floors)
- Amplify Festival (Annalie Killian, CQ 25 Board Dining Room)
 - Crowd-sourced Innovation and Innovation Lab (Lee-Anne Walker and Alex Kotova CQ24 Innovation Lab)
 - Human-Centred Design – (Munib Karavdic and Alex Cheek In CQ1)
 - The Future of Work, (Lou Pagano, Lisa Harvey CQ2)
- 11:00AM Morning tea/ coffee (CQ25)
- 11:15AM Paul Sainsbury, Chief Customer Officer AMP - Why does a business need a Chief Customer Officer? (CQ25)
- 11:45AM Close and wrap-up followed by Q&A over a light lunch and Social Networking (Innovation Board members, presenters and members of AMP leadership team, Warwick Angus)
- 12.30PM ***Action Planning from best practices learnt during the Study Mission – facilitated by the Australian and UK GBN facilitators***
- Workshop Groups of participants & speakers address:*
- what are the key messages and ideas from the visit and the presentations?
 - what ideas are coming from the other workshop delegates?
 - what are the opportunities for you to take action?
 - Facilitated action planning for EACH delegate, your next steps, what else do you need to know
- 4.00PM Wrap-up summary of Study Mission by the GBN facilitators. Thank you to all. Presenter gifts and certificate of thanks to host. Drinks, cheese and networking, before luxury coach transport return to Sydney international airport. Delegates choosing to stay over in Sydney another night at their own costs will be coached back to their hotel.