



# Delegate Programme

## Tuesday 23 March 2021

09.00 am

WELCOME

09.15 am

KEYNOTE PRESENTATION – YVETTE ADAMS



**Yvette Adams** is a businesswoman, serial entrepreneur and a multi-award-winner including the ICT Woman of the Year at the iAwards in 2013 and the Commonwealth Bank Business Owner category at the Telstra Businesswoman's in Queensland in 2010.

Yvette has started six businesses, two of which she has since sold. She lived and worked around the world for a seven-year period from 1998 to 2004, with stints working for magazines and newspapers, including a yearlong travel writing round-the-world assignment. In just her first year of business she won the Queensland Small Business Champions Young Entrepreneur Award and has since gone on to win or be a finalist in numerous other local, regional and national business awards.

Her level of expertise and delivery style has been recognised by Government and has seen her develop and deliver webinars, workshops and programmes for numerous Government departments. The most notable is the GetUpToSpeed programme that has upskilled thousands of people with essential digital skills, also enabling her company's participation in the Access & Digital Skills Award at the ANZIAs in 2014 (Australian New Zealand Internet Awards).

Yvette is a twice published author and she is widely recognised as one of Australia's leading female entrepreneurs and as such is regularly called on to inspire and motivate female audiences. Yvette is a strong advocate for diversity and female leadership. Yvette is a firm believer in the power of leading in an authentic manner in line with her core values including kindness and the wellbeing of the whole person and has many stories of how she has demonstrated this in her career and being challenged on it.

10.15 am

BREAK



10.30 am CONFIDENCE AND HOW TO BE SEEN

Kristie Fankhauser, Natalie Wilde, Alison Smith

**Session Overview:** Every one of us has preferences for communication and our own ways of building connection. For some, face-to-face is great, others like the anonymity of email and while your colleague shines in a video conference, you who are confident in person, disappear into the back of the gallery view on Zoom. The new methods can make it more difficult to combat the dominance of those who speak the loudest or talk the most. In a world that now demands we connect across different mediums, how can you build confidence to be seen in all? And how can you ensure that your confidence is recognised and your expertise shines through?

**Kristie Fankhauser** is a strategic marketing director with over 25 years' experience in marketing, business development, branding, bids and tenders and communication strategies.



Wearing a few hats (most covered in flowers), Kristie is currently CMO at Queensland Tertiary Admissions Centre (QTAC), Principal at Kanvas 4 Consulting (a boutique marketing consultancy) and Founder and Managing Director at Material Difference - an online retail fabric store.

Throughout her career Kristie has developed all main components of marketing – from establishing the marketing function, building the brand, media and advertising campaigns, profiling raising programs (through sponsorships and strategic partnerships) to client relationship management programs. Along the way, she has developed organisations' internal capabilities (people and systems), to ensure marketing can be applied by everyone, not just a core few in a central group.

Degree qualified in law and accounting, Kristie is focused on ensuring that any marketing and business development efforts improve a business' financial position.

Her roles have included head of marketing and BD roles at Focused Marketing, Davidson Workplace Performance, McCullough Robertson, DibbsBarker, Youngcare, and Norton Rose Fulbright. Her clients include arts organisations, professional services firms, retailers, food producers, agritech and agribusiness companies.

A self-described 'partnership curator', Kristie believes that collaboration, generosity and an open mind are key to success both professionally and personally.



**Natalie Wilde** is the Deputy Director-General Local Government. She has over 20 years' experience in the public service at both State and Local Government levels. During this time Natalie has specialised in leading policy and legislation reform in the areas of local government, planning, building, infrastructure and property.

Since being appointed as the Deputy Director-General, Local Government in 2018, Natalie has led the government's commitment to deliver positive and sustainable outcomes for local governments and their communities.

Natalie has also held General Manager positions in Property Queensland and in Infrastructure Policy and Planning in the Department of State Development, Manufacturing, Infrastructure and Planning. Natalie has qualifications in public health and business and has completed the Australian Institute of Company Directors course.

**Alison Smith** is the Head of Advocacy at Local Government Association of Queensland. She commenced in this role in November 2020 following five years with the Star Entertainment Group. Within Star, Alison was the Group Executive External Affairs and the General Manager of Corporate Affairs Queensland. For four years she was the Media and Communications Manager at Rio Tinto Coal before heading up Media and Corporate Relations at Rio Tinto Energy for three years.



Alison's wealth of experience also includes a host of advisory and consultancy positions along with media, journalism and reporting roles.

She has completed the Australian Institute of Company Directors course and has a Masters of Business Administration from UQ Business School.

12.00 noon      Close of sessions – networking available



### Wednesday 24 March 2021

09.00 am WELCOME BACK

09.15 am CEO Panel

Rachel Cooper, Victoria MacKirdy, Leanne Mash

**Rachel Cooper** is the CEO of North Burnett Regional Council. Rachel has been instrumental in leading organisations to achieve measurable results in growth and efficiency, through a combination of creative problem solving, sound governance and strong commercial acumen.

Rachel's experience covers an array of sectors, including all tiers of Government: Water Infrastructure; Asset Management; Economic Development; Tourism; Community; Aged & Disability Services; Sport and Recreation; Major Projects; Urban Planning and Intergovernmental Relations.

She has a Masters of Law; an MBA; Graduate Certificate in Management; AICD course; Bachelor of Management (Marketing) and has completed an Executive Masterclass in influencing Human Behaviour.

Rachel has extensive Board experience including: Western Local Automotive Transition Taskforce, Victorian State Government; Treasurer, YWCA Board and the Optometry Board of SA.



**Victoria MacKirdy** is currently the Chief Executive Officer of the City of Victor Harbor. She has over 27 years' experience in Local Government having worked with a number of Councils across South Australia, along with the Local Government Association of SA. Victoria's expertise and interests are in the areas of strategic planning, community engagement, economic development, governance and organisational development.

Victoria has been a Board Member of Local Government Professionals SA for over 9 years and served as President in 2014, she has also been National Director for Local Government Professionals Australia since 2015. Victoria was endorsed as National President of Local Government Professionals Australia at a National Board meeting on 26 July 2020. Victoria's commitment to LG Professionals is a true reflection of her passions for the Sector and for





developing, supporting and showcasing the skills, expertise and opportunities within Local Government.

Victoria is a Director on Country Arts South Australia, Chair of the Governance and Finance Committee for Country Arts SA, State Director for Regional Arts Australia, Deputy Chair for Regional Development Australia (Adelaide Hills, Fleurieu & Kangaroo Island) and very proudly a board member of Chief's for Gender Equity representing Local Government.



**Leanne Mash** describes herself as passionate about being of service and leading through outcomes focused on people, with engagement, collaboration, impact and effect top of mind. Making things happen in local government since the late 90s, Leanne sees her CEO roles as getting stuff done, leading change, making a difference and going the hard yards to make a decent contribution.

Having worked as a CEO in local governments in NSW, Queensland and NZ, Leanne considers herself to be good with cultural change, people development and adding value to what works well already, while exiting the administrative detritus and accumulated junk that doesn't. Her highly developed ability to work with elected representatives and board members and translate their vision into strategy and operational action has made her a valuable and respected leader.

With a mix of city, urban, rural and remote environ experience, Leanne has a broad base of exposure to strategic and operational projects, programs, human services delivery, governance, leadership roles and the day-to-day management of organisations. Before joining local government, Leanne worked in the private sector in tourism and hospitality, both at a senior management level and as an owner operator.

With energy, vision and empathy Leanne has bought a collaborative and solutions focused approach to her roles that creates win-win outcomes. "One of my main aims is to work hard to enhance the credibility and success of the organisations I lead", she said, "with a sense of humour and occasional f bomb as required."

10.30 am

BREAK



10.45 am CONNECTIONS

Brett de Chastel, Melinda Eades, Katrina Houghton

**Session Overview:** Your busy life does not always allow you to put what you think is the optimal time into building the networks needed. The challenge is to identify what you need and who can support you in meeting those needs.



**Brett de Chastel** is the inaugural Chief Executive Officer of Noosa Shire Council. He has held senior management roles in local government for over 25 years throughout South East Queensland. He has experienced plenty of local government change in that time including two amalgamations and now a “start-up” Council. Brett has also had five years in the private sector operating a boutique local government consulting business. During this time, he provided local government consultancy services to over 25 Councils across Queensland.

Brett holds a number of qualifications including a Bachelor of Arts, a Bachelor of Law, a Masters of Business Administration and an Australian Institute of Company Directors Diploma. Brett is also a fellow of the Australian Institute of Company Directors, a fellow of Local Government Managers Australia and is President of LGMA.

In his down time, Brett can be found staying fit by paddling on the Noosa River or doing surf patrols on Noosa Main Beach.

**Melinda Eades** is the Executive Officer of the Torres Cape Indigenous Council Alliance (TCICA), commencing in the role in early 2019. Melinda has significant public and private sector experience, having worked for peak regional bodies, Federal Parliamentarians, and most recently for Queensland Treasury, where she worked with senior executives to manage the State’s engagement in the Commonwealth’s northern Australia development agenda.



Having lived and worked in Far North Queensland for many years, Melinda has a strong understanding of issues impacting Indigenous peoples and communities, as well as tourism, regional development, investment attraction, and economic and social policy matters. She is focused on working with regional leaders and stakeholders to drive sustainable economic, social and cultural development for the Far North and deliver more equitable outcomes for remote and disadvantaged

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communities. Melinda holds a Bachelor of Law from CQU and a Graduate Certificate of Environmental Management from ANU.



**Katrina Houghton** joined .id in 2016 after almost 10 years working in Economic Development and Community Engagement teams within Local Government. Bringing that experience to .id, Katrina currently works with more than 100 local government and regional development clients across Australia to help them build their stories of economic place, and to bring an evidence base to their decision making.

With a passion for regional development Katrina prides herself on bringing high-level strategic information and training to even the smallest of regional communities. Katrina holds an Economics Honours Degree and Masters Degree in Social Science. She is a passionate advocate for Regional Australia, and you will often find her on the road helping to build the economic story of all parts of Australia.

Katrina also owns her own business KYK The Label providing pocketed fashion for Breast Cancer warriors and survivors all over the world.

12.00 noon

Close of sessions – networking available



## Thursday 25 March 2021

09.00 am THE BALANCING ACT: SO MUCH TO DO & SO LITTLE TIME

Lisa Hamilton

**Session Overview:** Managing your life is not unlike the art of weaving threads together to make something beautiful. You have to select exactly how much of each thread or colour you want to use and then weave it into exactly the right place. Daily 'busyness' means that sometimes it is the threads that are closest to us or the most garish colours that get used first. In this discussion, learn how to pick the right threads for the right time to give yourself space to fit in the things that are important to you in building a career and a satisfying life.



**Lisa Hamilton** experienced a rewarding career within the hospitality, tourism and event sectors. She held managerial positions within major hotel chains in Brisbane, Sydney and Perth. Her key responsibilities included: staff management and training, sales and marketing, business development, financial management, food and beverage operations and event management. She enjoyed leading and managing teams and had direct reports of up to ten staff and indirect reports for approximately 50 operational staff.

Eager to share this knowledge, Lisa went on to study Education and Training to pursue a teaching career including blended learning environments and delivering certificate and diploma courses and programmes to diverse customer bases ranging from high school students, young adults and mature age learners. Based at TAFE Queensland, Lisa's ten years of teaching involved training needs analysis; design, development, implementation and evaluation of various accredited programs; training administration and reporting; assessment; development and delivery of learning materials for distance, online and face to face delivery as well as compliance.

Since 2016, Lisa has worked as the Programme Facilitator for Local Government Managers Australia (Queensland). She manages the events and sponsorship as well as designing, delivering and facilitating professional development and training. Currently she is focusing on in-house programmes for local government and the annual Propeller Programme.

Qualifications include: Certificate IV in Training and Assessment; Diploma and Advanced Diploma of Events; Diploma of Hospitality Management and a Bachelor of Further Education and Training.



09.45 am            GETTING YOUR FOUNDATIONS IN ORDER

Victoria Goyen, LGIASuper

**Session Overview:** Failing to build the right financial foundations can impact your quality of life after work. One roadblock for women achieving their ideal retirement lifestyle is the superannuation gender gap. To protect your superannuation savings, you need to ensure you have the right strategies in place against disruptions and shocks. Learn about what steps you can take to build the best future possible.

Topics we will cover include: growing your superannuation through effective contributions, capitalising on those contributions by ensuring your investment strategy is in line with your goals, considering what we need in retirement and finally, protecting our biggest asset, ourselves, through tailoring our insurances.



**Victoria Goyen** has been working with LGIASuper as a financial adviser for over 3 years and has been in the superannuation industry since 2015. In that time, she has helped thousands of members build their retirement wealth through contributing to their superannuation effectively.

She has expertise with LGIASuper products and specialises in assisting members with their contribution arrangements and investment options. Her experience is complemented by the following qualifications: A Bachelor of Economics with Honours, a Master of Professional Accounting, and an Advanced Diploma of Financial planning.

In Victoria's words, *"There is nothing more rewarding than helping members experience the 'light bulb moment' in relation to planning their financial future".*

10.30am            BREAK

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10.45am

KEYNOTE PRESENTATION – ANGELA LOCKWOOD



**Angela Lockwood** draws upon her years of experience as an Occupational Therapist, Corporate and Business Mentor, and sees one thing that unites everyone... they are all in desperate need to learn how to switch off! The skill of disconnection is lacking in an over connected, overstimulated and overwhelming world.

Angela Lockwood is a renowned presenter and author of *Switch Off* and *the Power of Conscious Choice*. She has shared her work on Channel 9's Today EXTRA, The Australian Financial Review, Good Health magazine, Fitness First, Mamamia, Radio 2UE and The Daily Telegraph to name a few.

Her health education company assists organisations, individuals and schools to prioritise health and well-being, with the aim of creating space to have a successful professional, personal and family life. Angela provides real-world tools for making positive changes to disconnect, re-energise and refocus.

Angela's infectious energy and relatable open approach has captivated audiences across a variety of sectors leaving delegates more energised, focused and motivated (personally and professionally) than ever before.

11.45-12.00

CLOSE

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