

Morning Session

8am: Registration & Trade Exhibition Opens - Foyer

OPENING AND WELCOME AUDITORIUM

- 9.00am: Expo Open and Welcome **Darren Isenberg** *Master of Ceremonies*
- 9.05am: Welcome to Country **Donna Ingram** *Metropolitan Local Aboriginal Land Council member*
- 9.10am: HealthShare NSW Board Representative **Brendan O'Reilly** *Board Chair, HealthShare NSW*
- 9.15am: Chief Executive Presentation **Michael Walsh** *Acting Chief Executive, HealthShare NSW*
- 9.35am: Platinum Sponsor Address **Stewart Montgomery** *General Manager, Sales Australia/ New Zealand, Axis Pacific*
- 9.45am: The Power of Creativity **Todd Sampson** *Chief Executive Officer, Leo Burnett*

10.30am: Morning Tea & Trade Exhibition - Foyer

CUSTOMER AND OPERATIONAL INNOVATION AUDITORIUM

- 11.00am: Understanding Customer Value **Tony Braxton-Smith** *Deputy Director General, Customer Experience, Transport for NSW*
- 11.40am: Stop, Collaborate and Listen! **Vera Fiala** *Director, Customer Service & Corporate Governance, HealthShare NSW*
- 11.50pm: Operations: Insight and Innovation **Conrad Groenewald** *Chief Operating Officer, HealthShare NSW*

12.30pm: Lunch & Trade Exhibition - Foyer

Afternoon Session

E-HEALTH AND INNOVATION IN TECHNOLOGY AUDITORIUM

- 1.30pm: Social Media Engagement for Government & Customer Service **Laurel Papworth** *Chief Executive Officer, The Community Crew*
- Facilitated Session by: Greg Wells** *Chief Information Officer, NSW Health:*
- 2.30pm: E-Health NSW: Changing Patient Trajectories - the role of e-health in supporting patient safety
Dr Peter Kennedy *Deputy Chief Executive Officer, Clinical Excellence Commission*
- 2.50pm: Electronic Medication Management **Dr Teresa Anderson** *Chief Executive Officer, Sydney LHD*
- 3.10pm: Linkages: GP-Hospitals-Commonwealth **Dr Will Reedy** *Nautilus Health*

3.30pm: Afternoon Tea & Trade Exhibition - Foyer

4.00pm: HealthShare NSW Service Awards

4.45pm: First State Super Cocktail Reception - Foyer