

# ANZSOG Annual Conference 27–28 July 2011 Conference program

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<b>Day One</b>			<b>Putting Citizens First: What have we been doing? What's exciting? Are we there yet?</b>
7.45am	<b>Registration and arrival Tea and Coffee</b>		Pre-function Area
8:30am	<b>Introduction</b> Welcome Conference Overview	<b>Facilitator: Peter Thompson</b> , ANZSOG Fellow, ANZSOG <b>Prof Allan Fels AO</b> , Dean, ANZSOG <b>Prof Evert Lindquist</b> , Chair in Applied Public Management Research (2010-11), ANZSOG Research Program, Director and Professor (on leave 2011), School of Public Administration, University of Victoria, Canada	Grand Ballroom
9:00–9.45am	<b>Keynote One Setting the Stage</b> Can Westminster Co-exist with Meaningful Citizen-Centric Engagement? Progress and Challenges	<b>Prof Gerry Stoker</b> , Professor of Politics and Governance, School of Social Sciences, University of Southampton	Grand Ballroom
10.00–11.00am	<b>Keynote Two Engaging Citizens on Policy and Service Design</b> Engaging Citizens on Policy: Can this be meshed with input from experts, stakeholders and other governments?	<b>Christian Bason</b> , Director, Mindlab ■ Via teleconference	Grand Ballroom
11.00–11.20am	<b>Morning Tea</b>		Pre-function Area
11.20–12.30pm	<b>Innovations: Citizen-Oriented Service Delivery: Interactive Concurrent Workshop Session 1:</b>		
	<b>1.1 Citizen Orientated Social Services</b>	<b>John Kilner</b> , National Manager, Service Delivery Reform Implementation, Dept of Human Services & <b>Lauren Murray</b> , Deputy Director General, Dept of Ageing, Disability and Homecare NSW	Ballroom 1
	<b>1.2 Regional and Environmental</b>	<b>Mark Chmielewski</b> , Manager Indigenous Agriculture, Dept of Agriculture & Food WA, & <b>Jenny Pequignot</b> , Director Natural Resource Programs, Dept of Sustainability and Environment VIC	Ballroom 2
	<b>1.3 Singapore–comparative practice</b>	<b>Ang Bee Lian</b> , Chief Executive Officer, National Council of Social Service, Singapore	Ballroom 3
12:30–1.15pm	<b>Lunch</b>		Pre-function Area & Ballroom 4
1.15–2.15pm	<b>Keynote Three From Citizen-Centred Service Delivery to Measuring Citizen Satisfaction</b> Citizens, Customers, Clients or Unwilling Clients: Different and Effective Strategies for Citizen-Centric Delivery?	<b>Lynelle Briggs</b> , Former CEO, Medicare Australia – Strategy and Design, Dept of Human Services	Grand Ballroom
2.15–3.15pm	<b>Keynote Four From Citizen-Centred Service Delivery to Measuring Citizen Satisfaction</b> Measuring Citizen Feedback: What is Citizen Satisfaction? What is the State of the Art?	<b>Bette-Jo Hughes</b> , Assistant Deputy Minister – Service BC, Province of British Columbia, Canada	Grand Ballroom
3.15–3.30pm	<b>Afternoon Tea</b>		

3.30–4.30pm	<b>Progress with Citizen Surveys: Interactive Concurrent Workshop Session 2:</b>		
	<b>2.1 Challenges in engaging citizens as partners</b>	<b>Vance Kerslake</b> , Principal Advisor, Research, State Services Commission, NZ with <b>Shane Chisholm</b> , Customer Service Manager, Housing NZ Corporation & <b>Yehudi Blacher</b> , Secretary, Department of Planning and Community Development VIC	Ballroom 3
	<b>2.2 Building citizen feedback into program redesign</b>	<b>James Mowat</b> , Manager, Regulatory Frameworks & Processes, Land Information NZ & <b>Jim Scully</b> , Principal NZ, Think Place NZ	Ballroom 2
	<b>2.3 New ways of engaging citizens in service delivery</b>	<b>Nicole Pietrucha</b> , National Manager, Co-design, Dept of Human Services & <b>Jo Sammut</b> , Senior Project Manager, Service Delivery Integration South West Sydney Metro Region, Dept of Family and Community Services, NSW	Ballroom 1
4.30–4.45pm	<b>Short break – open walls</b>		Pre-function Area
4:45–5.30pm	<b>Armchair Dialogue:</b> Citizen-Centric Governance in the Future: What Progress Have We Made and Why? Where Do We Need to Go?	<b>Chair: Prof Evert Lindquist</b> , Chair in Applied Public Management Research (2010-11), ANZSOG Research Program, Director and Professor (on leave 2011), School of Public Administration, University of Victoria, Canada <b>Helen Silver</b> , Secretary, Department of Premier and Cabinet, VIC <b>Ang Bee Lian</b> , Chief Executive Officer, National Council of Social Service, Singapore <b>Prof Don Kettl</b> , Dean, School of Public Policy, University of Maryland and non resident senior fellow at the Brookings Institution <b>Bette-Jo Hughes</b> , Assistant Deputy Minister – Service BC Province of British Columbia, Canada	Grand Ballroom
7.00pm	<b>Pre dinner Drinks and Registration</b>		Pre-function Area Heritage Ballroom, Level 6, GPO
7.30pm	<b>Dinner</b> Citizens, Government and Technology: What are the Unrealized and Emerging Possibilities?	<b>George Megalogenis</b> , Senior Writer, The Australian Sponsored by KPMG	Heritage Ballroom, Level 6, GPO

<b>Day Two Engaging Citizens – Pushing the Boundaries: How Far &amp; Fast Should We Go?</b>			
6.45am	<b>Breakfast Registration</b>		Pre-function Area
7.15–8.30 am	<b>Breakfast</b> Restoring Trust in Government	<b>Chris Eccles</b> , Director General, Department of Premier & Cabinet, NSW	Ballroom 4
8.00am	<b>Conference Registration</b>		Pre-function Area
8.45–9.00am	<b>Recap and the Day Ahead</b>	<b>Prof John Wanna</b> , Sir John Bunting Chair in Public Administration, ANZSOG <b>Prof Evert Lindquist</b> , Chair in Applied Public Management Research (2010-11), ANZSOG Research Program, Director and Professor (on leave 2011), School of Public Administration, University of Victoria, Canada	Grand Ballroom
9.00–9.45am	<b>Keynote Five Setting the Stage</b> Citizens and Governments: More Connected or More Disconnected – are we getting closer or further apart	<b>Rolf Alter</b> , Director, Public Governance and Territorial Development Directorate, Organisation for Economic Co-operation and Development (OECD)	Grand Ballroom
9.45–10.45am	<b>Keynote Six Engaging Citizens on Policy and Service Design</b> Facilitating Choice, Letting Go: Are Governments Really Willing to Let Citizens and Communities Determine Policy Choices and Service Mixes?	<b>Prof Don Kettl</b> , Dean, School of Public Policy, University of Maryland and non resident senior fellow at the Brookings Institution Sponsored by PWC	Grand Ballroom
10.45–11.15am	<b>Morning Tea</b>		Pre-function Area

11.15–12.15pm	<b>Engaging Citizens: Interactive Concurrent Workshop Session 3:</b>		
	<b>3.1 Improving Indigenous access</b>	<b>Adrienne Gillam</b> , Manager, SA Regional Operations Centre, APY Regional Office and Indigenous Housing. FAHCSIA SA & <b>Ian Mackie</b> , Assistant Director-General, Indigenous Education and Training Futures, Dept of Education and Training QLD with <b>Michael Hansen</b> Principal, Cairns West State School	Ballroom 3
	<b>3.2 Dilemmas of engagement – seriously empowering our community</b>	<b>Senior Sergeant Dr (Gaetano) Joe Ilardi</b> , Victoria Police & <b>Deb Symons</b> , Associate, Cube Management Solutions	Ballroom 2
	<b>3.3 Information Technology and New Media as tools of engagement</b>	<b>Mary Craig</b> , Deputy Commissioner, Corporate Services with <b>Dr Gail Kelly</b> , National Manager Research Corporate Strategy, Inland Revenue NZ & <b>Martin Stewart-Weeks</b> , Senior Director, Public Sector (Asia-Pacific) Internet Business Solutions Group, CISCO Systems Inc	Ballroom 1
12.15–1.00pm	<b>Keynote Seven Engaging Citizens in Co-Producing Service Outcomes</b>	<b>Professor John Alford</b> , Professor of Public Sector Management, ANZSOG	Grand Ballroom
1.00–2.00pm	<b>Lunch</b>		Pre-function Area & Ballroom 4
1.20–1.50pm	<b>Lunchtime Case Study Spot light on 2011 practice: stakeholder engagement in 22 Departments in Australia</b>	<b>Dr Dahle Suggett</b> , Principal Fellow, Education Faculty, University of Melbourne	Ballroom 1
2.00–3.00pm	<b>Engaging Citizens in Co-Producing Service Outcomes: Interactive Concurrent Workshop Session 4</b>		
	<b>4.1 Health &amp; Education</b>	<b>Nicola Dunbar</b> , Program Manager, The Australian Commission on Safety and Quality in Health Care (ACSQHC) & <b>Karen Sewell</b> , Secretary for Education and Chief Executive of the New Zealand Ministry of Education	Ballroom 1
	<b>4.2 Law – Collaboration with our stakeholders</b>	<b>Richard Funston</b> , Executive Director, Legal AID NSW & <b>Neil Twist</b> , Director, Appropriate Dispute Resolution Directorate, VIC	Ballroom 2
	<b>4.3 Mobilising Volunteers</b>	<b>Peter Houghton</b> , Manager, State Reserves Strategy, NSW & <b>Fiona Rafter</b> , Acting Assistant Director-General, Department of Community, QLD	Ballroom 3
3.00–3.15pm	<b>Afternoon Tea</b>		Pre-function Area
3.15–4.00pm	<b>Keynote Eight Pulling it All Together for Capability; Addressing the Next Challenge</b> Serving/Engaging Citizens and Public Sector Capability: How Can Public Sector Organizations Move Forward?	<b>Professor Clare Martin</b> , Fellow, Northern Institute of the Charles Darwin University	Grand Ballroom
4.00–5.00pm	<b>Paterson Oration</b>	<b>Mr Terry Moran</b> AO, Secretary, Department of the Prime Minister and Cabinet	Grand Ballroom
5:00–5.15pm	<b>Conference Closing: Acknowledgements</b>	<b>Prof Allan Fels</b> AO, Dean, ANZSOG	Grand Ballroom

Make sure you check the ANZSOG website regularly for updates on speakers.