

CROSSROADS

fresh thinking on
complaints management

SYMPOSIUM 2020 SNACK SIZE

ENJOY SYMPOSIUM SNACK SIZE

UNUSUAL TIMES CALL FOR UNUSUAL METHODS.

You are invited to a special SOCAP Symposium event for 2020.

SYMPOSIUM SNACK SIZE, six keynote speakers, delivered virtually, live and on demand from July to November 2020.

All the quality, collaboration, and key industry insights you expect from Symposium, yet **SNACK SIZE**. Each keynote presentation is delivered in a convenient, accessible, and practical way to meet the new operational needs of SOCAP members.

Six Snack Size Symposium keynotes to keep you moving through the Complaints Management Crossroads.

In a year of unprecedented upheaval and change for all, managing escalating consumer complaints and increasing customer vulnerabilities, stay informed on how you can deliver best practice service for your consumers, your team and yourself.

Six one hour keynotes

GET THE SIX PACK, OR BUY A SINGLE SERVE

SIX PACK \$1540

per Corporate ticket registering up to 4 team members from one company attending all six sessions

SINGLE SERVE \$199

per person attending one single session

Book online



KEYNOTE 1: Wednesday 22 July, 2020, 3.00pm

TOPIC:

COMPLAINT PROFESSIONALS ADAPTING FOR THE DIGITAL AGE: LEVERAGING SELF WORTH TO ADD VALUE

SPEAKER: Mark Carter

SESSION OVERVIEW

As SOCAP and members acknowledge 30 years of professional complaints management it is also worth posing the question, where to for the next 30? The digital age brings fresh challenges and areas of focus for the current and future role of the complaints professional. We are submerged with tech stacks and digital accesses yet we remain firmly rooted in the experience economy. Where human connection, EQ and human touch are more critical than ever. In this session Mark Carter will take you on a visceral journey that will include:

- Identifying a 5 facet framework contextualising value and worth that all people relate to: both personally and professionally
- Sharing 4 initial strategies on how you can make a difference and add value to the customer and the business in the experience economy
- Honing in on 3 aspects of EQ and human connection that are in increased demand due to the changing nature of business and consumers.

BONUS ONLINE LEARNING ACADEMY ACCESS FOR SYMPOSIUM SNACK SIZE DELEGATES

As a learning and development professional for over 20 years Mark Carter has spent significant periods creating development capabilities for critical business pillars including leadership, operations, sales, customer experience, culture and change. He has applied this knowledge to custom build his own learning academy and as part of the SYMPOSIUM SNACK SIZE, all delegates to this session will gain 12 month access to a selection of curated modules, tools and value added extras within the academy. These will be aligned with themes covered in the SYMPOSIUM SNACK SIZE keynote session and also include the global audio version of Mark's first book 'Ignite Your Potential.'



Mark Carter

Mark Carter is an author, director, sought after international speaker and a regular media contributor. As a learning and development professional, with over 20 years' experience in more than 40 countries, he is also the founder of a unique academy and learning management system. Mark delivered his first TEDx talk in 2019 and his 2nd book 'ADD VALUE' is being released this year. Mark's style of delivery is via a unique, signature style: sensory submersion, storytelling and practical, bite size strategies that all participants can take away and implement.

Book online



KEYNOTE 2: Wednesday 19 August, 2020, 10.30am

TOPIC:

CROSSROADS FOR COMPLAINTS HANDLING - WHAT IS THE NEW NORMAL AFTER COVID-19?

SPEAKER: Bernard Salt, AM

SESSION OVERVIEW

What is the new thinking for consumer relationships? What happens at the crossroads for complaints management and consumer service? Which way do we need to go? What have we learnt from COVID-19 and its long term impacts on business and consumer interaction?



Bernard Salt, AM

Bernard Salt is widely regarded as one of Australia's leading social commentators by business, the media and the broader community. Bernard heads The Demographics Group which provides advice on demographic, consumer and social trends for business. Prior to that Bernard founded KPMG Demographics. He writes two weekly columns for The Australian newspaper and is an adjunct professor at Curtin University Business School. Bernard is one of the most in-demand speakers on the Australian corporate speaking circuit. He is well known to the wider community for his penchant for identifying and tagging new tribes and social behaviours such as the 'Seachange Shift', the 'Man Drought', 'PUMCINS' (pronounced pumkins) and the 'Goats Cheese Curtain'. He is perhaps best known for popularising the phrase "smashed avocado" globally. Bernard was awarded the Member of the Order of Australia (AM) in the 2017 Australia Day honours.

SYMPOSIUM
2020 SNACK SIZE
BOOK
ONLINE
NOW!

[Book online](#)



KEYNOTE 3: Wednesday 16 September, 2020, 1030am

TOPIC:

AI AND ETHICS - HOW CUSTOMERS CAN NAVIGATE GOOD AND BAD ROBOTS!

KEYNOTE: Dr Catriona Wallace

SESSION OVERVIEW

Artificial Intelligence is currently the fastest growing tech sector in the world and will accelerate rapidly post COVID-19. With few laws and regulations governing this powerful technology key questions are: how are customers going to navigate this invasive technology and what recourse is there when a poor or biased decision is made by an AI against them? This presentation will discuss the 8 principles of Ethical AI and then walk through how customers may respond when a robot goes bad. This is essential listening for all business people as we truly enter the human+machine era.



Dr Catriona Wallace

Dr Catriona Wallace has been recognised by the AFR as Australia's Most Influential Woman in Business & Entrepreneurship. Based between Australia and the US, Catriona is the Founder of consulting practice, Ethical AI Advisory and is the Founder & Director of Artificial Intelligence company Flamingo Ai – the second only woman led business ever to list on the Australian Stock Exchange.

As an Adjunct Professor at the AGSM and having recently been inducted into the Royal Institution of Australia, recognising her excellence in scientific achievement, Catriona is one of the world's most cited experts on Artificial Intelligence, Ethics & Human Rights in Technology and Women in Leadership. Catriona has also established herself as the innovative go-to expert for optimising customer experience in the context of emerging technologies. As a result, she is the most natural authority to consult with when looking at ways to introduce new technologies into business.

Catriona, sits on the Board of Responsible Technology Australia, is a philanthropist, human rights activist and ... mother of five.

**Six one hour
keynotes**
**GET THE SIX
PACK, OR BUY A
SINGLE SERVE**
**BOOK ONLINE
NOW!**

Book online



KEYNOTE 4: Wednesday 14 October, 2020, 10.30am

TOPIC:

THE CEO PANEL - WORKING THROUGH COVID 19 TO BUILD A BETTER BUSINESS

SPEAKERS: Michelle Bagnall CEO, RACQ Bank, Gary Dransfield, CEO Suncorp Insurance, Linda Mellors, Managing Director and CEO, Regis Aged Care

SESSION OVERVIEW

Hear from Chief Executives, from banking, aged care and insurance, on how the pandemic has changed their operating rhythm and what they have done differently to reshape their business for the new-normal of 2020 and beyond.



Michelle Bagnall

As Chief Executive Officer of RACQ Bank since early 2018, Michelle brings over 25 years of financial services experience in Australia and internationally, and a strong commitment to building a sustainable, member-owned bank which offers competitive products within a place of member trust. Michelle is driven by a deep respect for people and the power of the collective – under her leadership, RACQ Bank has grown its assets by 37% to over \$1.93bn, increased member numbers by 14%, upgraded its core banking system and digital platforms, automated and streamlined lending and payments operations, and renewed the bank leadership team with a continued focus on performance culture.



Gary Dransfield

Gary Dransfield is Suncorp's Chief Executive Officer Insurance. He joined Suncorp in 2009 and has held various positions on the Senior Leadership Team including Chief Executive Officer Customer Platforms, Chief Executive Officer Personal Insurance and Chief Executive Officer Vero New Zealand. Before joining Suncorp, Gary worked for 25 years in the retail financial services industry. He is the President of the Insurance Council of Australia and Chairman of the Board, and is a past President of the Insurance Council of New Zealand.



Dr Linda Mellors

Linda Mellors commenced as Managing Director and Chief Executive Officer of Regis Aged Care in September 2019, bringing with her over 15 years executive experience in health and aged care across government, denominational and not-for-profit services. Linda also has a range of non-executive director Board experience across health, community and social services. Linda has a PhD in cardiac physiology, Bachelor of Science with first class Honours, Bachelor of Arts and is a Graduate of the Australian Institute of Company Directors.



KEYNOTE 5: Wednesday 11 November, 2020, 10.30am

TOPIC:

UNDERSTANDING THE BACK STORY TO CHANGE LIVES AND SUPPORT VULNERABLE CONSUMERS

SPEAKER: Inspector Corey Allen, QLD Police

SESSION OVERVIEW

Understanding your consumer's backstory with respect, to show how you can make a difference and change lives.



Inspector Corey Allen, APM

Inspector Allen joined the Police Service in November 1986 and has served in a wide range of areas. He is currently appointed as the manager of Operational Training Services at the Qld Police Academy providing oversight to the development and implementation of operational skills training for all police.

He was formerly the Officer in Charge of Queensland's largest station – Brisbane City and had performed duties as OIC at Fortitude Valley, OIC Indooroopilly Division, Operations Tactician for Brisbane West District, a team leader with the Public Safety Response Team and a team leader in the Tactical Crime Squad. He has lectured at the Qld Police Academy, worked at Brisbane Mobile Patrols and served at several suburban stations.

In 2011 Corey travelled overseas on a Churchill Fellowship studying police engagement of young homeless and rough sleepers. He worked and lived in difficult areas where homelessness is high in New Zealand, United States, United Kingdom and Northern Ireland. This experience helped develop local programs engaging young homeless persons in Brisbane successfully diverting young people from homelessness using cultural and community of origin connections.

Inspector Allen was awarded the Australian Police Medal in January 2020.

SYMPOSIUM
2020 SNACK SIZE

BOOK
ONLINE
NOW!

Book online



KEYNOTE 6: Wednesday 25 November, 2020, 10.30am

TOPIC:
COVID-19 RECOVERY STEPS FOR BUSINESS
AND CONSUMERS

SPEAKER: Victoria Whitaker, Partner, Risk Advisory, Deloitte

SESSION OVERVIEW

As we close out a tumultuous year, what are the strategic business pathways we need to bring us beyond our 2020 crisis and recovery thinking, and through to a future forward position? How can practices of social license set us up for 2021 and beyond, and what role does customer care and complaints handling have in strategic decision making?



Victoria Whitaker

Victoria leads Deloitte's Risk Culture and Ethics practice and brings 19 years of expertise in ethics, cultural integrity, and corporate responsibility. Throughout her career, Victoria has helped organisations in Australia and globally understand and address ethical challenges, minimise risks, maintain trust with stakeholders, and reduce social and environmental impacts. Victoria's consulting and commercial experience has seen her lead multi-disciplinary teams, predominately servicing financial services, higher education, energy & resources, consumer and government, amongst other sectors.

**Six one hour
keynotes**
**GET THE SIX
PACK, OR BUY A
SINGLE SERVE**
**BOOK ONLINE
NOW!**



SYMPOSIUM SNACK SIZE

Six Pack – Corporate ticket for four team members attending all six keynotes

Member \$1540

Non Member \$1740

Single Serve – One person attending one keynote session

Member \$199

Non Member \$399

Book online now

TERMS & CONDITIONS

Society of Consumer Affairs Professionals (SOCAP) in Business Australia Inc. ABN 20 058 477 017. All prices include GST. All transactions are processed in AUD. Tax invoices are available from SOCAP Australia upon request. **REGISTRATION DEADLINES** Registration and payment for Six Pack attendance must be received by 5pm 21 July 2020. Six Pack sessions purchased after this date, may only have access to live sessions delivered after the commencement of the series. Registration and payment for Single Serve attendance must be received by 5pm the day prior to each Single Serve dated session. **PROGRAM CHANGES** SOCAP Australia reserves the right to make changes, amend or cancel any of the above details at any time. All details were correct at time of publishing. SOCAP Australia reserves the right to make changes in programs and speakers or to cancel programs if enrolment criteria are not met or when conditions beyond its control prevail. Every effort will be made to contact each delegate if a program is cancelled. If a program is not held for any reason, our liability is limited to the program fee only. **SOCAP AUSTRALIA'S SYMPOSIUM SNACK SIZE CANCELLATION POLICY** All cancellations must be made in writing (via email to socap@socap.org.au) to the SOCAP Australia Office. Substitutions will be gladly accepted at no charge until July 8, 2020. A \$110 fee will be charged on any substitutions made after July 8, 2020. A full refund less a \$195 processing fee will be made for cancellations received to 30 June 2020. A 50% refund less a \$195 processing fee will be made for cancellations received to 8 July 2020. No cancellations or refunds after 8 July 2020. No split tickets available on Six Pack Corporate tickets. Each Six Pack Corporate ticket includes registration access to the six keynote sessions in SYMPOSIUM SNACK SIZE for four (4) designated team members from one organisation. The same four people are assigned to each session. Additional tickets for additional team members can be purchased through additional Six Pack tickets, or Single Serve tickets. Registration transfers to future SOCAP Australia events will not be accepted. **Photography Notice:** Be aware that by participating in **SOCAP AUSTRALIA'S SYMPOSIUM SNACK SIZE** you are automatically authorising the Society of Consumer Affairs Professionals (hereinafter "SOCAP") and its employees, agents and assigns to use your name, photograph, voice or other likeness for purposes related to the mission of SOCAP, including but not limited to publicity, marketing, websites, other electronic forms of media, and promotion of SOCAP and its various programs. **Delegate Booklet:** Be aware that by participating in **SOCAP AUSTRALIA'S SYMPOSIUM SNACK SIZE** you are automatically authorising the Society of Consumer Affairs Professionals (hereinafter "SOCAP") and its employees, agents and assigns to use your name, photograph, voice or other likeness for purposes related to the mission of SOCAP, including but not limited to publicity, marketing, websites, other electronic forms of media, and promotion of SOCAP and its various programs, through the listings in the SOCAP Symposium Delegate Attendee Booklet. Please note your name and attendance may appear on screen during broadcast of sessions delivered via a virtual technology platform for the delivery of this event. **DELIVERY OF SYMPOSIUM SNACK SIZE PRIVACY POLICY** SYMPOSIUM SNACK SIZE will be delivered as a virtual event, via Zoom, and may also be broadcast as a livestream event on YouTube. All registered delegates will receive personal access details to log into the event session. Please note your name and attendance may appear on screen during broadcast of sessions delivered via a virtual technology platform for the delivery of this event.