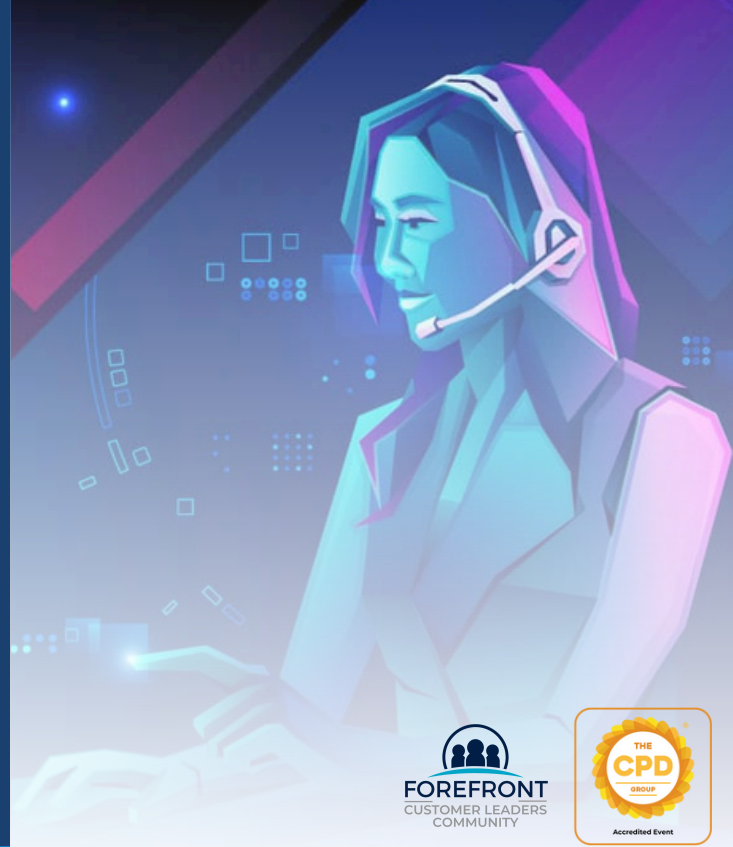


# CONTACT CENTRE SUMMIT NSW

EVOLVING CUSTOMER SERVICE WITH CHANGING CUSTOMER & EMPLOYEE NEEDS

THURSDAY 13TH FEBRUARY 2025  
DOLTONE HOUSE, DARLING ISLAND  
SYDNEY



## SPEAKERS



JARROD HOWARD

Deputy Chief Executive Officer  
Customer Service Delivery



MAHDI BEHARDIEN

Emergency Services Call Centre  
Manager



Domain

GABRIJELA JUEL

Director Customer Experience  
Operations



LAURENCE FONSDITURI

Head of Customer - New ventures



ROAD  
TRAVEL  
REWARDS

NICOLE DOLLIN

General Manager, Customer  
Contact & Distribution



MICHAEL DOMINISH

Head of Customer Experience

## KEY TOPICS

- Envisioning the contact centre of the future
- Revolutionising Self-Service Delivery: How much is too much?
- The Employee Era: Managing employee burn-out & mental health concerns
- Creating an emergency response plan & the mentality behind vulnerable calls

## WHO WILL ATTEND?

- Head of Contact Centre
- Head of Customer Service
- Head of Customer Engagement
- Head of Customer Support
- Head of Customer Operations
- Head of Customer Experience

# SUMMIT AGENDA

THURSDAY 13TH FEB 2025

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## 8:30 REGISTRATION, COFFEE & NETWORKING

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## 9:00 WELCOME REMARKS FROM THE CHAIR

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### 9:10 OPENING KEYNOTE: LEARNINGS FROM SERVICES AUSTRALIA'S CONTACT CENTRE

 **Jarrold Howard**, Deputy Chief Executive Officer  
Customer Service Delivery, Services Australia

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### 9:40 PANEL DISCUSSION ENVISIONING THE CONTACT CENTRE OF THE FUTURE

- Transforming contact centre strategy & structure with the customer in mind
- Diversifying contact channels for customer satisfaction
- Adopting remote and hybrid working models in contact centres

**Michael Dominish**, Head of Customer Experience, McDonalds

**Nicole Dollin**, General Manager, Customer Contact & Distribution, NRMA

**Taimoor Khan**, Director of Customer Experience, Mad Paws

**Bronwyn Riley**, Head of Core Customer Services, Commonwealth Super Corporation

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### 10:20 Reimagining Customer Interaction: AI Powered Contact Centres Paving the Way

**Donny Chai**, Senior Solutions Engineer, Dialpad

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## 10:50 MORNING TEA & NETWORKING

 **11:20 INTERACTIVE: EFFECTIVE RESOLUTION STRATEGIES IN HIGH-PRESSURE SCENARIOS**

### 11:40 PANEL DISCUSSION REVOLUTIONISING SELF-SERVICE DELIVERY: HOW MUCH IS TOO MUCH?

- The importance of human connection
- Replace v Assist: The practical application of emerging tech to transform contact centres
- How age demographic changes the way people interact with customer service
- Self service efficiencies to reduce costs & increase revenue

**Gabrijela Juel**, Director Customer Experience Operations, Domain

**Patricia Occelli**, Director Community & Customer Experience, Woollahra Municipal Council

**Angela Grayson**, Associate Director Customer Care, HelloFresh

Moderator: **Ben Hancock**, Manager - Digital, Analytics & AI, NICE

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### 12:20 The Age of Cheap Talk: Rethinking Customer Conversations

**Cameron Adams**, Head of GTM & Strategy: Webex Customer Experience - APJC, Cisco

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## 12:50 LUNCH & NETWORKING

### 1:30 INTERACTIVE WORKSHOPS

- Transforming from reactive to proactive service to reduce cost to serve
- The role of secure communications in modern contact centres
- Transforming customer engagement with Enterprise AI & automation
- Ensuring data privacy & security in contact centers to increase customer trust
- Remote work & virtual contact centers to improve staff flexibility & retention

### 2:10 PANEL DISCUSSION THE EMPLOYEE ERA: MANAGING EMPLOYEE BURN-OUT & MENTAL HEALTH CONCERNS

- How leaders can support contact center teams through tough customer interactions
- Quality training to ensure that employees are adequately equipped
- Navigating burn-out & mental health concerns in your team
- Investing in career development & growth opportunities

**Laurence Fonsdituri**, Head of Customer - New ventures, Coles

**Aneta Field**, Senior Manager, Customer Support, Honey Insurance

**Cindy Dent**, Director Customer Experience, AirTasker  
Moderator: **Phil Heys**, Enterprise Sales Director, Hudson

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### 2:50 Driving Omnichannel Excellence: Integrating Digital Channels for Unified Customer Experiences

## 3:20 AFTERNOON TEA & NETWORKING

### 3:40 KEYNOTE: THE PSYCHOLOGY BEHIND MANAGING VULNERABLE CALLS & THE IMPACT ON MENTAL WELL-BEING

**Mahdi Behardien**, Emergency Services Call Centre Manager, Triple Zero

**Diane Barnett**, National Operations Manager, Triple Zero

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## 4:10 CLOSING REMARKS

## 4:20 NETWORKING DRINKS

## 5:20 EVENT END

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