

2009

MARKET

connections

FORUM

Monday 30th November, 2009 | Alto, Melbourne

FUTURE DREAMING

3.00pm Afternoon Tea

3.30pm **Open** – *Glenn Osborne, Executive Director, Sales, Telstra Wholesale*
Welcome – *Paul Geason, Group Managing Director, Telstra Wholesale*

3.40pm **Bring on the Golden Age!** – *Tony Pearson, Managing Director, Futurenomics*
How will minerals, our dependence on Asia, wireless technologies and the movement of the centre of influence shape the future economic climate? Tony Pearson will provide an update on where the economy is heading.

4.20pm **Delivering Customer Service Excellence** – *Brett Whitford, Executive Director, Customer Service Institute of Australia*
Brett Whitford will outline the cost of delivering bad customer service and provide us with an understanding on how to maximise end-to-end customer relationships.

5.00pm **Looking for the Mouse!** – *Chris Winter, Manager New Services, Strategic Development Group, Australian Broadcasting Corporation*
Future audiences will want to be engaged in ways we can only dream of! Chris Winter will share his perspectives on the interactions the consumers of the future will demand.

5.40pm Q+A

6.00pm Drinks and Networking (partners arrive)

6.30pm Dinner

TELSTRA WHOLESAL - 2009 MARKET *connections* FORUM

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Tony Pearson has extensive experience speaking on economic issues across Europe, Asia, US and Australia. Tony began his career with Australia's central bank, the Reserve Bank of Australia, and over 17 years worked in economic research, market operations, international, and including a year in London as European Representative. In 1997 Tony joined National Australia Bank and enjoyed seven years as Global Head of Economics in the Markets Division. Tony joined ANZ as Head of Australian Economics in April 2005 and was promoted to Deputy Chief Economist in April 2008. In January 2009 he established his own economics consultancy. Tony is co author of a book on International Financial Markets which is recommended by the Australian Bankers Association and formerly had his own economics commentary slot on Channel 7's Sunrise program, appropriately titled the Pearson Report.



Brett Whitford is the founder and an Executive Director of CSIA and is the author of five best selling business books on technology, best practice and customer service. His business experience is extensive, including joint ventures with International Prentice Hall. Brett is currently completing his new book on customer service, showcasing some of Australia's top organisations.



Brett founded Beaumont Publishing House at 22 and listed his consulting, certification and publishing company, eTick, on the Australian Stock Exchange in December 2000. His experience and expertise makes him a highly sought after speaker and he often lectures for universities, international conferences, radio and television. He was a keynote speaker at the 2006 Local Government Professional (LGPro) Conference in Victoria.

Brett, along with selected CSIA members, recently wrote Australia's first Strategic Customer Service Management MBA unit for Deakin University.

Brett is considered Australia's leading customer service consultant. He has worked with some of Australia's, and the world's top companies and government departments such as IBM, Nokia, Johnson & Johnson, Defence Housing Authority, Medicare Australia, Aurora Energy, Optus, Telstra, Manitoba Telecommunications Services, Energex, Queensland Rail, Brisbane City Council, Maningham City Council, Warrnambool City Council, Service Essentials, Westpac, ANZ, AAMI, Yarra Valley Water, Ergon Energy, Fone Zone, Colorado Ltd., and numerous other organisations.

Chris Winter is with the Strategic Development group in the ABC's Innovation Division, following three years as the establishing manager of the ABC's digital television service ABC2. Chris has a long background in new media – iTV, multi-platform projects, the recent datacasting and mobile TV trials, digital TV and iTV industry policy groups and assisting the NSW Film & TV Office with its online presence and the establishment of their digital FX traineeship scheme.



Chris comes from a background in radio and resources management in the ABC, including several years as international marketing manager for an ABC-developed non-linear audio editing system sold to some of the biggest radio newsrooms in the world.

He is a member of the Australian Interactive Media Industry Association, the Music Council of Australia, and the International Academy of Digital Arts and Sciences; has contributed to the annual conferences of the Screen Producers Association of Australia since 1999, and participated in every XMediaLab held in Australia.

In 2004 Chris was the joint recipient of an ARIA Award for Best Music DVD for his production work on Midnight Oil's Best of Both Worlds, and in March 2007, was presented with AIMIA's 2007 Outstanding Contribution Award.

Naomi Johns Born in Perth, Naomi began her classical voice training fourteen years ago, at age nine. After completing a year of Music Theatre at the Western Australian Academy of Performing Arts, Naomi moved to Sydney in 2004, where she commenced a Bachelor of Music Performance at the Sydney Conservatorium of Music, majoring in voice. Naomi has performed in junior, senior and solo recitals and appearances for the Royal School of Music Club W.A., the Lieder Society W.A., and the Joan Sutherland Society. Naomi's performances have been broadcast on ABC Classic FM and on 2MBS-FM, where she was the featured soloist in a progressive new composition, Ocean Sensuale, as well as a finalist for the 2008 Young Performer of the Year Award. Naomi has also appeared in Jonathan Mills' opera-film, Eternity Man, in the Ilythian Ensemble at the Seymour Centre, and in Opera Australia's new production of *My Fair Lady*.



Jem Harding holds an L.Mus.A and studied piano performance at the Sydney Conservatorium of Music. He has won a number of competitions at State level, the National Eisteddfod, Australia in 2005 and was a finalist in the international piano competition, *The Concours D'Andora* in Spain in 2006.



Jem has developed an enviable reputation as an accompanist, repetiteur and orchestral pianist working with numerous Sydney Companies, the Sydney Conservatorium and South Australian State Opera and Opera Australia. Over the past two years with Pacific Opera he has been accompanist, repetiteur and conductor for many of the corporate and concert performances and the 2007 production of *The Barber of Seville*. In 2008 he has been repetiteur and orchestral pianist for South Australian Opera's production of *Ainadamar* at the Adelaide Festival and toured internationally with St. Andrew's Cathedral School.

Katie Connor Originally from Canberra, Katie found her love for opera singing through her first vocal teachers Marie van Hove and David Parker. She completed a Bachelor of Music at the Sydney Conservatorium in 2005, during her time at the Conservatorium she studied under both Jane Edwards and Anthea Moller. She performed in the chorus of the Conservatorium's production of *La fedeltà premiata* (Haydn) and performed at the opening of the Margaret Preston 'Art and Life' exhibition at the Art Gallery of NSW. Katie reached the finals of the National Operatic Aria Competition 2005, received second place in both the Cowra and Ryde Eisteddfods, and she was a finalist in the Opera & Arts Support Group Scholarship 2008. In 2009 Katie sang in Pacific Opera's *La sonnambula*. She is continuing her vocal training with Glenn Winslade and in the coming year hopes to continue her studies overseas.



PACIFIC OPERA PERFORMANCE PROGRAMS

Performance One

Naomi	Ain't it a pretty night	(<i>Susannah</i> – Floyd)
Katie	Song to the Moon	(<i>Rusalka</i> – Dvorak)
Katie & Naomi	Barcarole	(<i>Tales of Hoffman</i> – Offenbach)
Naomi	Les Filles des Cadix	(Delibes)

Performance Two

Katie	Senza Mamma	(<i>Suor Angelica</i> – Puccini)
Naomi	Si, mi chiamano Mimi	(<i>La boheme</i> – Puccini)
Katie & Naomi	Lakme Duet	(<i>Lakme</i> – Delibes)
Katie	I dreamed a dream	(<i>Les Mis</i> – Schonberg)
Naomi	The Girl in 14G	(Tesori)