

Gold Coast Exhibition
and Convention Centre
QUEENSLAND

FMA
FACILITY MANAGEMENT ASSOCIATION OF
AUSTRALIA



ideaaction

7-9 MAY

08

ENABLING SUSTAINABLE
COMMUNITIES



It is a pleasure to invite participants to the 19th National Conference of the Facility Management Association of Australia *ideaaction 08*. This engaging and thought-provoking program will focus on sustainability across a range of perspectives.

ideaaction 08: Enabling Sustainable Communities focuses on continuity of economic, social, institutional and environmental aspects of human society, as well as the non-human environment, and places emphasis on the fair distribution of benefits and costs between generations.

Of course, no conference is without its social program, and this year our fantastic social and networking opportunities have you enjoying the world-renowned beaches and balmy weather of the beautiful Gold Coast.

We look forward to seeing you in May.

David Duncan
Chief Executive Officer, FMA Australia

www.fma.com.au

CONFERENCE OFFICE
Think Business Events

Level 1, 299 Elizabeth Street, Sydney NSW 2000

Ph: 02 8251 0045 Fax: 02 8251 0097

E: ideaaction@thinkbusinessevents.com.au



SPEAKER HIGHLIGHTS



Dr Peter Ellyard, Futurist & Strategic Analyst

Dr Peter Ellyard is a futurist and strategist. Currently Chairman of the Preferred Futures Institute and the Preferred Futures Group, which he founded in 1991, he also chairs the Sustainable

Prosperity Foundation and two start up environmental companies. Peter is a former Executive Director for the Australian Commission for the Future. He held CEO positions in a number of public sector organisations and was also Chief of Staff for an Environment Minister in Canberra for 3 years.

Peter Ellyard has been a Senior Adviser to the United Nations system for more than 30 years including to the 1992 Earth Summit where he was a senior advisor on both the climate change and the biodiversity conventions. He is the author of the best selling book "Ideas for the New Millennium" (1998,2001) and "The Birth of Planetism."

Presentation: Peter will address the increasing demands for corporate accountability with respect to sustainability performance of their built assets. Greater understanding and awareness of sustainability issues such as climate change and depletion of natural resources has prompted the need for immediate action toward improved stewardship of our resources and communities.



Romilly Madew, Chief Executive, Green Building Council of Australia

Romilly is the Chief Executive of the Green Building Council of Australia. She has previously been a Board Member and Chair of the Urban Committee for the ACT Government's Land Development

Agency and has a background as ACT Division Executive Director of the Property Council of Australia and National Executive Director of Sustainability.

In 2006 she authored Australia's first cost benefit analysis of green buildings: "The Dollars & Sense of Green Buildings: The Business Case for Green Commercial Buildings in Australia".

Presentation: "Challenges and Opportunities for Creating Green Buildings in the new Kyoto Environment"

Signing the Kyoto agreement has created opportunities for green buildings in Australia. There is great capacity within the property sector to reduce its impact on the environment and to become the most significant contributor to Australia's efforts in dealing with climate change. The 4th International Panel of Climate Change report showed that globally, buildings represent the single biggest opportunity for greenhouse gas abatement, exceeding the energy, transport and industry sectors combined. Romilly Madew will outline these challenges and opportunities.



Keith Brewis, Director, Grimshaw Architects Australia

Keith Brewis has expertise in leading highly complex civic projects as demonstrated in Grimshaw's work at Paddington Station in London, Southern Cross Station in Melbourne, and the

Fundación Caixa Galicia in A Coruña, all landmark projects which included master planning and strategic management services. Having successfully secured the commission for the redevelopment of Spencer Street Station, Melbourne in 2002, Keith relocated to Australia to lead this project and to establish Grimshaw's Australian venture.

Keith Brewis is a UK registered architect, a member of the Green Building Council of Australia; sits on the Commission for Architecture and The Built Environment (CABE) advisory panel in the UK and on Property Council (VIC) Sustainability Committee and the recently formed industry group Steel: Framing the Future, sponsored by the University of Sydney.

Presentation: "Embedded intelligence"

Keith Brewis describes the Grimshaw practice philosophy, which embodies the phenomenon of "collective memory" characterised by structural legibility, innovation and rigorous approach to detailing and sustainability in their work.



Lindsay Bevege, Managing Director, Business Outlook & Evaluation

Lindsay Bevege is Managing Director of Business Outlook and Evaluation and is the co-author of several innovative studies that measured improvements in staff productivity in green

buildings. Lindsay has also developed market transformation, innovation and cultural change programs for a range of industries, including developing the City of Melbourne's Zero Net Emissions by 2020 strategy.

Presentation: Employee Productivity in a Sustainable Building

Lindsay will present a case study which describes a shift by two companies to sustainable office accommodation which led to improvements in a broad range of business productivity indicators. The shift delivered business gains that far exceed the cost of upgrading the Indoor Environment Quality (IEQ) of the offices.

IDEACTION '08 CONCURRENT SPEAKERS



Chris Mobbs, Senior Consultant, Woods Bagot

Chris is a member of the Workplace Consulting Team at Woods Bagot. He has over 15 years experience delivering organisational change and in particular helping clients understand, deliver

and transition into workplaces that deliver real business benefit. Chris has an excellent understanding of the breadth of scope to workplace projects and the many opportunities, issues and risks that corporations face when undertaking workplace change.

Presentation: "The Colour of Money: The Business Case for Environmentally Sustainable Development"

This presentation will include two case studies that demonstrate distinctly different drivers of Environmentally Sustainable Design. These include Corporate Social Responsibility, Recurrent cost reductions and balance of Opp-ex savings from an associated Cap-ex investment; Potential increased asset valuations; Tenant attractiveness and enhanced leasing potential; Marketing advantage; Ethical investments and Future proofing.



John Martin, CEO & Executive Director, Grazer P/L

John Martin is the cofounder of Grazer (2003) together with David Peters, a software engineer. John worked on the Chek Lap Kok airport runway lights in 1997, with the primary responsibility

to update the drawings and assist with the creation of the operation and maintenance manuals.

Upon returning to Australia, John worked on a contract with a South Australian energy transmission company called ElectraNet.



IDEACTION '08 CONCURRENT SPEAKERS (CONTINUED)



David Sag,
Founder & Executive Director, Carbon Planet

David is the co-founder and CEO of Carbon Planet, an innovative leader in carbon accounting, engineering, trading and offsetting. He began his career in information technology, was semi-finalist

in the GII Information Infrastructure awards in 1996 and in 1998 was awarded an Australia Day Council award for services to Australian business.

David's experience as an innovator in technology gives him the insight to guide clients through the rapidly evolving carbon market.

Presentation: "Technology Innovations Simplify Carbon Management"

A joint presentation between Grazer Pty Ltd and Carbon Planet will illustrate how two companies can join forces for the benefit of our environment.

Global Warming is the highest profile corporate responsibility issue business leaders face today. It is a global problem, with local solutions that no decision maker can safely ignore. In a combined effort this presentation will demonstrate a path to improved carbon management, securing your facility as we enter the carbon-constrained economy.



Lois Besnard,
Principal, Third Dimension Research

Lois Besnard is a facility manager and a social research and consultation specialist. Lois worked in the local government sector for 25 years where she managed the planning, development and

operations of social facilities, as well as undertaking social and strategic planning, social sustainability assessment, and community engagement and consultation

Presentation: "Practical Guide to Socially Sustainable Facilities"

This presentation will provide facility managers, not usually trained in the field of sociology and research methodology, with a practical guide to providing socially sustainable facilities and tips for pulling together hard data and translating the outcomes into measures that show the value to the organisations strategic directions.



Megan Antcliff, Associate, Woods Bagot

Over the past 5 years Megan has largely focused on strategic planning, site masterplanning (including City Central) and campus design for tertiary and vocational education and research organisations, often managing extensive

consultation processes and diverse stakeholder groups.

Megan has been an active leader in instigating sustainable development, and she is the Green Team leader (Woods Bagot's internal sustainability task force) for Adelaide.



Sean Coward, Researcher, Woods Bagot

Sean is a member of the Consulting Team at Woods Bagot. Having been awarded a PhD in Psychology for his research into task execution under pressure, Sean's primary role is to develop our understanding of how the physical workplace influences its

inhabitants, and he has conducted research into a range of environmental variables, including daylight, aspect and colour.

Presentation: "City Central: Post occupancy evaluation of a sustainable high performance workplace."

This presentation investigates how the sustainability initiatives of the Green Star Office Design Tool have influenced the performance of Tower 1 (the first completed building of the City Central development in Adelaide) as a world-class corporate office facility. There are numerous ways of measuring the environmental performance of buildings, but what many clients want to know is whether a sustainable building is better for their staff and their business.

Post occupancy evaluation (POE) is useful for client groups looking to review and validate strategic decisions about their workplace, and for building owners and managers in managing portfolios and procuring future office accommodation.



Beverley Honig,
CEO, Honeylight Enterprises P/L

Beverley Honig is a strategic manager and business developer, and a lawyer with qualifications and experience in Australia, England and Israel. Previously in General Management

at Coles Myer, she gained unique experience working with and growing an asset portfolio worth \$1.5 billion, with responsibilities for the redevelopment of 30 shopping centres around Australia. Since completing her MBA at Melbourne University, Beverley has been invited on many government, public and private boards to apply her people and property experience to enable business improvement and growth.

Presentation: "The Impact and Measurement of Change on People and Place"

The conundrum of measuring the impact of change in our built environment is growing.

In assessing the best way to approach this Beverley will focus on and discuss the

- Impact of Built Environment
- Innovation, knowledge management and corporate memory
- Productivity, empowerment risk management and attitudes
- Behaviour, motivation and resistance to change
- How to best manage it in the context of the built environment
- Local and global benchmarking a moving target
- Trends in managing and measuring change
- The impact of change on performance of property and facilities



Margaret Burchett, Adjunct Professor,
Department of Environmental Services,
University of Technology Sydney

Professor Margaret Burchett is a plant scientist with 40 years research experience, including over 25 years at UTS. Her research has focused

on plant responses to urban pollution, and the use of plants to ameliorate pollution, both indoors and out. One of these interests is in the use of foliage plants to reduce indoor air pollution and improve wellbeing of building occupants.

Presentation: "Interior Plants for Sustainable Facility Management and Workplace Productivity"

Indoor air quality (IAQ) is a global health concern with the World Health Organisation predicting that, by 2010, facility managers will have become accountable for urban IAQ. This review outlines the findings of UTS research and international studies on the significant contribution pot-plants can make towards achieving sustainability of the urban built environment. To enable achievement of the goal of sustainability of the urban built environment, satisfying the 'triple bottom line' of economic, environmental and social considerations, indoor plants can be expected to become a vital building element.



Chris Alcock,
Regional Director of DEGW Asia Pacific

Chris Alcock has been working with DEGW for over ten years, initially as a collaborating architect and subsequently as Director of Design Strategy. He has been involved in some of DEGW's most

significant projects in Asia Pacific. Appointed Managing Director of DEGW Asia Pacific in 2005, Chris provides DEGW's clients with a unique blend of conceptual thinking and project experience with skills that span strategic briefing, design and project strategy.

IDEACTION '08 CONCURRENT SPEAKERS (CONTINUED)



George Websdale,
General Manager, Stockland

George Websdale has over 15 years experience in the Australian commercial property market holding a variety of roles including asset manager and portfolio investment manager.

George's role as General Manager of Stockland's Office business means he is responsible for the investment performance and management of approximately \$3.1 billion of assets, approximately 600 tenants in 37 assets and over 720,000m² of commercial and office park space.

Presentation: "DEGW Strategic Brief for Stockland 'Stockholme' Workplace Revitalisation"

Stockland, Australia's largest diversified property group, recently relocated 600 employees to its new workplace- "Stockholme" at 133 Castlereagh Street, Sydney. This project was driven by Stockland's key corporate value- 'to show 'leadership in the context of sustainability' which manifested in the redevelopment of and existing building- Stockland's own Piccadilly Centre.

DEGW was engaged in conjunction with Bligh Voller Nield and Associates to develop the strategic brief and workplace concept for the move. This case study looks at DEGW's strategic approach in influencing the decision making process as a means to drive innovative outcomes.



Mark Kelly,
Director of Sustainability, WOODS BAGOT

Mark's twenty years of experience as an architect and designer include time spent in Australia and the United Kingdom. He has a broad range of design skills specifically in commercial, leisure,

residential and specialist buildings. Mark has developed a special expertise in highly serviced Medical Research and Laboratory facilities and the masterplanning and design of such facilities.

Presentation: "Sustainable Cultural Change"

The 'Green Team' is an initiative within the Woods Bagot Group that has 150 people involved across 600 space strong worldwide Woods Bagot group. They meet via teleconference every month and as a result of the initiatives have changed the specification writing, design tools, have added key hires to increase capability to learn and become carbon neutral. The Woods Bagot Studio was the first Global Architectural Design Practice to do this. This session will present the challenges and rewards of creating this cultural change within an organisation.



Tim Capelin, Managing Partner, Australian Business Lawyers

Tim has extensive experience in all industrial relations and employment law matters, specialising in providing strategic advice to major organisations on employee relations matters and

has particular expertise in advising clients in relation to enterprise bargaining negotiations. He is an experienced advocate and has represented employers in all relevant tribunals and courts.

Presentation: "What in the New IR Laws are Relevant to FM Entities"

This workshop will briefly summarise the key changes made to workplace law in the last 12 months, including the new dismissal liabilities to be imposed on most Australian businesses.

We will also outline the new obligations upon employers to provide conditions they did not have to previously provide. Eg: redundancy entitlements; twice the parental leave; offering part time work to full time employees.

However, it is not all bad news. There are opportunities within the new laws that will allow FM entities to intelligently use the laws to achieve efficiencies and minimise cost increases.



Steve Jones,
Director of Commercial and Facilities Division, Australian Sports Commission

Commercial and Facilities Division provides a range of internal services to other Divisions within the ASC and also to community users.

Steve has also filled a number of appointments in Government and private enterprise mainly involved in facilities management and planning for the Australian Government overseas estate. Steve has a degree in civil engineering and is a Member of the Institution of Engineers, Australia. He is also a Member of the Facility Management Association of Australia and is an elected member of the FMA Australia Board.

Presentation: "Case Study: Exploring opportunities to apply sustainability practices to an existing multi function campus"

The AIS site at Bruce, ACT, has a mixture of buildings and infrastructure that have been constructed over a period that spans 25 years, including some that have been completed in the latter half of 2007. These newer buildings include aspects of ESD that were not part of designer considerations when the original buildings were constructed in the early 1980's.

The challenge for this site, but which equally applies to a range of facilities on any site, is to apply sustainable capabilities that are consistent and provide real value to the organisation. This presentation will consider these challenges.



Glen Brumby,
Director, Building Codes Queensland

As director of Building Codes Queensland, Glen has overseen a significant review of the operations of BCQ as well as a range of water and energy efficiency and safety initiatives for the built environment.

BCQ projects include the second stage of the Sustainable Housing Project encompassing water and energy savings in new and existing homes, the ongoing Building Fire Safety program, standards for Temporary Accommodation, the Building Certification Review and expanded use of treated greywater.

Presentation: "Sustainability in Building Regulation"

With building codes firmly in the climate change spotlight there is an imperative for all sectors to contribute to adaptation solutions. Moreover, buildings are an immediate focus because the efficiency gains possible in new buildings are comparatively low cost when compared to the possible gains in other sectors. Ultimate success of the policy objectives behind the codes and the real financial impacts on the building community will depend on what happens after approval. This presentation attempts to identify building maintenance policy priorities, from a regulator's perspective.



Doug Smith,
CEO, Village Green Environmental Solutions

Doug Smith is an environmental entrepreneur, with over 25 years experience in the small business sector. His award-winning business, Village Green Environmental Solutions, leads the field in sustainable

business practice based on the quadruple bottom line.

In his spare time, he lectures Environmental Pollution Management at the Royal Melbourne Institute of Technology (RMIT) and holds a Masters of Sustainable Practice.

Presentation: "The Process Involved in Managing Buildings in a Sustainable Manner"

The process involved in managing buildings in a sustainable manner is a new and emerging industry that requires a specialised approach in terms of data collection, collation and reporting techniques. Village Green has developed a unique software package (IWAS) which allows building owners and managers to be able to report on areas where improvements can be made in terms of energy, waste and water usage within a building.



**Dick Lister,
Principal, R.C.Lister Engineering Consultancy**

Dick Lister has over 35 years experience working as a professional engineer in building services. In 2005 he was made a Fellow of the Australian Institute of Refrigeration, Air Conditioning and Heating, recognising his contributions to the industry.

Dick initially worked in design and construction of major projects for the Federal Government, moving from that role, to provide specialist advice in fire technology, building acoustics, energy management and project costing. The resulting intimate involvement with architecture, structures and quantity surveying produced competencies embracing all aspects of construction. Dick currently works as an independent consultant providing advice on building services, energy management, life cycle costing and fire technology.

Presentation: "Realising the Full Potential of Life Cycle Costing"

This presentation presents an overview of the work carried out in developing a robust methodology to apply Life Cycle Costing to all phases of the life of a facility, from the project's inception through feasibility study, design development, documentation, tendering, construction, commissioning, to operation and maintenance.

The methodology enables Facility Managers to better manage the relationships between architects, engineers, contractors, service providers and building owners, ensuring that all parties are fully engaged in the process of maximising functionality and minimising the whole of life cost of a facility.



Sayed Khan, Executive Coordinator Planning Services, Gold Coast Water

As a Water Resources Engineer, he has 20 years of professional experience in both government and private industries in the areas of water resources planning, waterfuture strategies,

integrated urban water cycle management, water supply and sewerage planning, stormwater management, water sensitive urban design and development of policies and strategies in water management.

Presentation: Pimpama Coomera Waterfuture Master Plan

Traditional management practices for the supply of water and wastewater services in the urban environment are no longer sustainable. The influence of climate change and subsequent rainfall variability coupled with increasing populations have highlighted the vulnerability of water sources supplying our nations' cities. As one of the fastest growing regions in Australia, the Gold Coast has had to face one of its most significant challenges in recent years – securing our water supply. This presentation will showcase how the Gold Coast City Council, and Gold Coast Water have responded by developing many strategies to ensure the sustainability of the city's water supply, both now and in the future.

Panel "The Role of Facility Ecology for Quantitative Productivity, Performance and Wellbeing Gains in Buildings"

The panel will comprise the following experienced leaders in their fields who will give a short presentation of their achievements according to the topics below:

- Lisa Crowley, Research Coordinator, Sustainability Victoria
- Dr Vut Garnys, CEO, Cetec Pty Ltd
- John Holm, Research Consultant, Woods Bagot Architects
- Karen Lyon-Reid, Executive Director, Queensland Government Accommodation Office
- Marshall Morrison, Director, Policy and Planning Group, Queensland Government Accommodation Office

This session will provide guidance for a protocol for Facility Ecology productivity measurements. Including:

- International and Australian trends for indoor environment effects on productivity based on attended conferences and updated literature study;
- The worth to the Australian economy of productivity gains from good design and facility management;
- The Australian experience from productivity studies in new or refurbished sustainable and green buildings;
- Comparison of comparable overseas and Australian productivity studies;
- Recommendations for future Australian studies for quantitatively assessing productivity from IEQ design and management; and
- The importance of synergistic business, facility and human relations management in achieving optimal Facility Ecology.

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ISS Facility Services is one of the world's largest facility services companies. It has a global workforce of over 435,000 personnel in 50 countries and annual turnover in excess of AU\$15 billion.

ISS employs 20,000 people locally within Australia, has a turnover of AU\$720 million and operates from branches in every state and territory.

With over 100,000 business-to-business customers, ISS supplies a wide range of services to a varied range of industries. These include supply of property services, security, fumigation, hygiene, cleaning, pest control, grounds maintenance, catering and hospitality.



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CONFERENCE PROGRAM

WEDNESDAY 7 MAY 2008 – SITE VISITS

9.00am	SITE VISITS – Coaches depart (from Brisbane hotels) for Site Visit 1: Millenium Arts Complex – BRISBANE – Coaches depart (from Gold Coast Convention Centre) for Site Visit 2: Desal Plant/Marine Precinct – GOLD COAST	
11.30am	SITE VISITS – Coaches depart (from Gold Coast Convention Centre) for Site Visit 3: Carlton Brewhouse Lunch and Site Tour	
12.15pm	Coaches start to arrive for lunch and site tour at Carlton Brewhouse	
3.30pm	SITE VISITS – All coaches depart Carlton Brewhouse for Gold Coast	
4.00pm	Coaches arrive in Gold Coast	
6.30pm – 8.30pm	Welcome Reception	Dress code: Smart Casual

THURSDAY 8 MAY 2008 – CONFERENCE DAY 1

8.00am	Registration and Exhibition Opens		
9.00am	Opening Address: David Duncan, CEO, FMA Australia Keynote Address: Dr Peter Ellyard, Futurist and Strategic Analyst		
10.30am – 11am	Morning Tea/Exhibition		
11.00am – 11.45am			
Concurrent 1	Concurrent 2	Concurrent 3	
Title: <i>The Colour of Money. The Business Case for Environmentally Sustainable Development</i> Presenter: Chris Mobbs	Title: <i>Technology Innovations Simplify Carbon Management</i> Presenters: John Martin & David Sag	Title: <i>Practical Guide to Socially Sustainable Facilities</i> Presenter: Lois Besnard	
11.50am – 12.35pm	Concurrent 4	Concurrent 5	Concurrent 6
Title: <i>City Central: Post-occupancy Evaluation of a Sustainable High Performance Workplace</i> Presenters: Megan Antcliff & Sean Coward	Title: <i>The Impact and Measurement of Change on People and Place</i> Presenter: Beverley Honig	Title: <i>Interior Plants for Sustainable Facility Management and Workplace Productivity</i> Presenter: Margaret Burchett	
12.35pm – 1.30pm	Lunch – Networking/Exhibition		
1.30pm – 3.00pm	Facilitator: Terry Laidler		
Hypothetical: <i>Sustainable FM – Been There, Done That</i>			
3.00pm – 3.30pm	Afternoon Tea/Exhibition		
3.30pm – 5.00pm			
3.30pm – 4.30pm	Closing Keynote: <i>Challenges and Opportunities for Creating Green Buildings in the New Kyoto Environment</i> Romilly Madew, Chief Executive, Green Building Council of Australia		
4.30pm – 4.45pm	FM Action Agenda Presentation		
4.45pm – 5.00pm	Closing Day 1: Andrew McEwan, Chair, FMA Australia		
7.00pm	Conference Dinner – Conrad Jupiter's Grand Ballroom		Dress code: Lounge Suit

Friday 9 MAY 2008 – CONFERENCE DAY 2

8.00am	Registration and Exhibition Opens		
9.30am – 10.15am			
Concurrent 7	Concurrent 8	Concurrent 9	
Title: <i>DEGW Strategic Brief for Stockland "Stockhome" Workplace Revitalisation</i> Presenters: Chris Alcock & George Websdale	Title: <i>Sustainable Cultural Change</i> Presenter: Mark Kelly	Title: <i>What in the New IR Laws are Relevant to FM Entities?</i> Presenter: Tim Capelin	
10.20am – 11.00am			
Keynote Address: <i>Embedded Intelligence</i> – Keith Brewis, Director, Grimshaw Architects Australia			
11.00am – 11.30am Morning Tea/Exhibition			
11.30am – 12.15pm			
Panel: <i>Enabling Sustainable Communities – The Integration of Urban and Facility Planning.</i>			
12.20pm – 1.05pm			
Concurrent 10	Concurrent 11	Concurrent 12	
Title: <i>The Role of Facility Ecology for Quantitative Productivity, Performance and Wellbeing Gains in Buildings</i> Panel Discussion	Title: <i>Case Study: Exploring Opportunities to Apply Sustainability Practices to an Existing Multi-function Campus</i> Presenter: Steve Jones	Title: <i>Sustainability in Building Regulation</i> Presenter: Glen Brumby	
1.05pm – 2.00pm Lunch/Networking/Exhibition			
2.00pm – 2.45pm			
Concurrent 13	Concurrent 14	Concurrent 15	
Title: <i>Realising the Full Potential of Life Cycle Costing</i> Presenter: Dick Lister	Title: <i>The Process Involved in Managing Buildings in a Sustainable Manner</i> Presenter: Doug Smith	Title: <i>Pimpana Coomera Waterfuture Master Plan</i> Presenter: Sayed Khan	
2.45pm – 3.00pm Refreshment Grab			
3.00pm – 4.30pm			
3.00pm – 4.00pm	Closing Keynote: <i>Employee Productivity in a Sustainable Building</i> – Lindsay Bevege, Managing Director, Business Outlook & Evaluation		
4.00pm – 4.30pm	Global FM Presentation and Launch of ideaction 09.		
4.30pm	Close of Conference & Networking Drinks		

SITE TOURS – WEDNESDAY 7 MAY 2008

SITE TOUR ONE: MARINE PRECINCT/DESAL PLANT (DEPARTS GOLD COAST)

(Includes lunch and site tour at Carlton Brewhouse)

MARINE PRECINCT:

The Gold Coast City Marina is Australia's world class working marina providing the best facilities to service boats up to 150 tons. This is a true working marina incorporating sixty-four purpose designed marine factories providing five star facilities for boat building, boat maintenance and service plus ancillary marine industries.

This site tour will showcase the unique business model operating at the site – with the integration of the various business entities and service providers to the Marine Industry Sector.

Participants will be given an understanding of the elements that drive projects from 'concept' to 'operating marina' and an overview of the various legislative frameworks that govern operations and impact viability.

DESAL PLANT:

The Gold Coast Desalination Project is a joint initiative between the Queensland State Government and Gold Coast City Council to construct the first large scale water desalination plant on Australia's eastern seaboard by November 2008.

This site tour will present the challenges of community and environmental hurdles of obtaining fresh water from the ocean – a modern 'water into wine' miracle! This will provide an overview of the elements of the Alliance and the delivery, ownership and operational models that support the facility. Other interesting aspects will include operational cycles, budgeting cycles and forecasting of repairs and maintenance.

SITE TOUR TWO: MILLENIUM ART CENTRE/CARLTON BREWHOUSE (DEPARTS BRISBANE)

(Includes lunch and site tour at Carlton Brewhouse)

Take a 'back of house' tour through one of Queensland's most architecturally and environmentally significant developments. The project has been awarded numerous industry accolades, including the 2007 Professional Excellence in Building Award and the Building of the Year Award by Queensland's Australian Institute for Building.

To meet the project's strong focus on environmental sustainability, integrated leading edge initiatives were implemented including a chilled beam air conditioning system and a river cooling system. This site tour will take in the technical aspects of the management of the complex's buildings and state of the art environmentally awarded operational systems.

SITE TOUR THREE: CARLTON BREWHOUSE (INCLUDES LUNCH)



Experience one of Australia's largest breweries and discover how your favourite beer brands are made! See the speed of the bottling line and state of the art brewing and packaging technology in action.

This recently refurbished venue is surrounded by one of Australia's largest breweries which hosts state of the art brewing and packaging technology.

This site tour will be of special interest to Facility Managers as it showcases 'just in time' facilities, the forecasting of production needs, the management of staged maintenance and manufacturing shut downs in an 24hr facility as well as an award winning water management system.

After the one hour tour, return to the Brewhouse to enjoy a sumptuous barbecue lunch accompanied by all your CUB favourites in the beer garden.

For more information on site tours including costs, times and departure locations, please visit the [ideaaction 08 website at www.fma.com.au](http://www.fma.com.au)

SOCIAL PROGRAM

WELCOME RECEPTION

The Welcome Reception will be a perfect opportunity to catch up with colleagues and peers under the stars at Kurrawa Surf Club, Broadbeach. Enjoy tropical cocktails and beachside entertainment whilst taking in the relaxed seaside vista. The ideal way to kick start your *ideaaction* '08 Gold Coast experience!

Date: Wednesday 7th May 2008
Time: 6.30pm – 8.30pm
Location: Kurrawa Surf Life Saving Club
Tickets: \$88 members
\$105 non members

Dress code: Smart Casual

GALA DINNER

(inclusive in conference registration fee)*

Join us for an evening of fun and entertainment as you enjoy sumptuous food and then dance the night away! The Gala Dinner will also incorporate the presentation of FMA Australia Excellence Awards.

Special presentation by Phil Ruthven, Chairman, Open Family Australia.

Date: Thursday 8th May 2008
Time: 7pm – late
Location: Jupiters Ballroom
Tickets for partners and guests
(inclusive for conference delegates*)
\$199 non members
\$215 members

Dress code: Lounge Suit

Tables of ten guests can also be purchased at a reduced rate of \$1790. This represents a saving of over 10%.

*excludes Student and Day Registration

HOW TO REGISTER

Those who wish to attend the Conference should access the Conference website at www.fma.com.au and complete the online registration form or download the registration form from the website, and mail or fax to the conference office. Online registration is strongly recommended.

REGISTRATION FEES

CONFERENCE REGISTRATION	FEES
Standard FMA Australia Member Full Registration	AUD \$1 725
Standard Non Member Full Registration	AUD \$2 125
Day Registration FMA Australia Member	AUD \$1 050
Day Registration Non-Member	AUD \$1 295
Student^ FMA Australia Member Registration (must be full time student)	AUD \$495

SITE VISITS

SITE VISITS	FEES
Full Day FMA Australia Member – Millenium or Marine Park/Desal Plant inc CUB Lunch Visit	AUD \$1 25
CUB Lunch Visit – FMA Australia Member	AUD \$90
Full Day Non Member – Millenium or Marine Park/Desal Plant inc CUB Lunch Visit	AUD \$1 75
CUB Lunch Visit – Non Member	AUD \$1 20

^ Student and Day Registration excludes attendance at the Gala Dinner. Student id is also required for verification upon collection of name badge at the conference.

ACCOMMODATION

The Conference Office has selected hotels and apartments in the Broadbeach area, at competitive rates, to suit a range of budgets. These are easily accessible to the conference venue, and provide a comfortable and enjoyable stay for delegates.

The conference rates quoted can only be guaranteed when delegates book through the conference registration facilities. For more information on accommodation or to book rooms, please visit www.fma.com.au

SPONSORSHIP AND EXHIBITION

The ideaction 2008 conference is widely recognised as the premier FM learning event and includes valuable networking opportunities. It will give you valuable access to corporate and government FM professionals interested in sustainability in many different contexts and across a range of perspectives.

The Sponsorship and Exhibition Prospectus is available for download on the Conference website www.fma.com.au or alternatively please contact us at ideaction@thinkbusinessevents.com.au or phone + 61 2 8251 0045 for further information.

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KEYNOTE SPEAKER



CONCURRENT ROOMS DAY 1 & 2



SITE VISIT LUNCH



WELCOME RECEPTION



SUPPORTERS



FMA AUSTRALIA AWARDS FOR EXCELLENCE

Nominations are open for the 2008 FMA Australia Awards for Excellence, which will be presented at the conference gala dinner. Please take the time to nominate yourself, a colleague or a project in one of these four categories:

- FMA Australia & Rider Levett Bucknall Industry Award
- FMA Australia & Culligan Water Facility Manager of the Year Award
- FMA Australia & Transfield Services Environmental Achievement Award
- FMA Australia & Tungsten Young FM Practitioner Award

This will ensure that high achievers in the industry get the recognition they deserve as well as helping to raise the profile of facility management. You only have until 5.00pm on 31 March to nominate, for more details on the awards categories and criteria or to nominate please go to www.fma.com.au

www.fma.com.au

CONFERENCE OFFICE

Think Business Events

Level 1, 299 Elizabeth Street, Sydney NSW 2000

Ph: 02 8251 0045 Fax: 02 8251 0097

E: ideaction@thinkbusinessevents.com.au



CONFERENCE REGISTRATION FORM

TAX INVOICE

Facility Management Association of Australia Ltd
 ABN 57003551844

This form allows you to register to attend the *ideaction 08: Enabling Sustainable Communities* Conference. Please print in block letters and keep a photocopy for your records. One form per person please.

Note that all prices quoted are in Australian dollars (AUD) and inclusive of Goods and Services Tax (GST).*

**Please note that GST of the accommodation deposit will be included in the final balance of accommodation paid on check out.*

By completing this registration form you have read, understood and agree to both cancellation policies and the privacy statement as stated on the form and on the website.

Date: __ / __ / ____

For further information regarding this registration please contact the Conference Organisers at:

Conference Office - Think Business Events
 Ph: +61 2 8251 0045 Fax: +61 2 8251 0097
 Email: ideaction@thinkbusinessevents.com.au

The preferred method of registration is via the online form at: www.fma.com.au

Otherwise, please complete this form.

Contact Details

Mr / Mrs / Ms / Miss / Dr / Professor / Other (please specify): _____

Surname _____ First Name _____

Organisation _____

Position _____

Address _____

Suburb/Town _____ State _____ Country _____ Zip/Postcode _____

Bus Telephone _____ Bus Fax _____

Mobile Telephone _____ Home Telephone _____

Email: _____ **Member No:** _____

Conference Registration (AUD \$ inc GST)

Registration Type	Standard Fee
FMA Member Full Registration	<input type="checkbox"/> AUD\$1725
Non Member Full Registration	<input type="checkbox"/> AUD\$2125
FMA Member Day Registration <input type="checkbox"/> Thurs <input type="checkbox"/> Fri	<input type="checkbox"/> AUD\$1050
Non Member Day Registration <input type="checkbox"/> Thurs <input type="checkbox"/> Fri	<input type="checkbox"/> AUD\$1295
Student FMA Member Registration (full time student)	<input type="checkbox"/> AUD\$495
TOTAL:	

^ Student Registration and Day Registration excludes attendance at the Gala Dinner. Student id is also required for verification upon collection of name badge at the conference.

Introduction to Green Star Presentation

For full details refer www.fma.com.au

Ticket Price	Number of Tickets	Total Cost
@ \$AUD44		

Social Program – inclusive

For full details refer www.fma.com.au

Gala Dinner (Thursday 8 May 2008)

This function is **included** in the cost of the Full Conference Registration fee (except for students and day registration). For catering purposes, please indicate if attending:

I will be attending	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Additional tickets

Please indicate if you would like to purchase tickets to have partners or guests attend.

Ticket Price	Number of Tickets	Total Cost
@ \$AUD199 (member)		
@ \$AUD215 (non member)		
Guests' Names		

Tables of ten can also be purchased at the Gala Dinner at a reduced rate: please complete below

Ticket Price	Number of Tables	Total Cost
Table of ten @ \$AUD\$1790 (FMA members /non members)		

Social Program - optional

For full details refer www.fma.com.au

Welcome Reception (Wednesday 7 May 2008)

The Welcome Reception is **not** included in the cost of the Conference Registration fee. Please indicate if you would like to purchase tickets for yourself and/or any guests.

Ticket Price	Number of Tickets	Total Cost
@ \$AUD88 (FMA member)		
@ \$AUD105 (non member)		

Guests' Names		

Site Visits (Wednesday 7th May 2008) For full details refer www.fma.com.au

Site Visit	Tickets Required	FMA Member	FMA Non Member	Total Cost
Millennium Arts Centre, Brisbane (inc CUB Lunch visit) (Full day)		<input type="checkbox"/> @AUD\$125	<input type="checkbox"/> @AUD\$175	
Marine Park/Desal Plant, Gold Coast (inc CUB Lunch visit) (Full day)		<input type="checkbox"/> @AUD\$125	<input type="checkbox"/> @AUD\$175	
CUB Lunch Visit (Half day)		<input type="checkbox"/> @AUD\$90	<input type="checkbox"/> @AUD\$120	

Dietary Requirements

Please indicate special dietary requirements that are not catered for in standard buffet selections.

Vegetarian <input type="checkbox"/>	Vegan <input type="checkbox"/>	Gluten Free <input type="checkbox"/>	Halal <input type="checkbox"/>	Kosher <input type="checkbox"/>
Allergy to:				

Guest:

Vegetarian <input type="checkbox"/>	Vegan <input type="checkbox"/>	Gluten Free <input type="checkbox"/>	Halal <input type="checkbox"/>	Kosher <input type="checkbox"/>
Allergy to:				

Accommodation For full details refer www.fma.com.au.

The Conference Office has secured competitive rates for delegates at selected hotels and apartments on the Gold Coast, to suit a range of budgets and preferences. Accommodation facilities are easily accessible to the conference venue and will provide a comfortable and enjoyable stay for delegates. Rooms can be booked through the Conference office up until **1 April 2008**. After **1 April 2008** bookings are subject to availability.

Please mark your 1st and 2nd preference numerically in sequential order. To secure a hotel accommodation booking, a deposit of one night's tariff is required, which must accompany the registration form.

Hotel Name	ROOM TYPE	RATE – Room Only
Conrad Jupiters 5 ☆ (3 minutes walk)	<input type="checkbox"/> Superior King <input type="checkbox"/> Superior Twin <input type="checkbox"/> Superior Corner Room <input type="checkbox"/> Executive Single <input type="checkbox"/> Executive King <input type="checkbox"/> Executive Twin	<input type="checkbox"/> \$210.00 per room per night <input type="checkbox"/> \$210.00 per room per night <input type="checkbox"/> \$225.00 per room per night <input type="checkbox"/> \$255.00 per room per night <input type="checkbox"/> \$300.00 per room per night
Sofitel Gold Coast 5 ☆ (6 minutes walk)	<input type="checkbox"/> Superior Single <input type="checkbox"/> Superior Twin <input type="checkbox"/> Superior Double	<input type="checkbox"/> \$230.00 per room per night
Beach Haven Broadbeach 4 ☆ (10 minutes walk)	<input type="checkbox"/> 2 Bedroom Apartment (minimum 3 night stay)	<input type="checkbox"/> \$190.00 per room per night (minimum 3 night stay)
Ultra Broadbeach 4 ½ ☆ (10 minutes walk) (minimum 3 night stay)	<input type="checkbox"/> 1 Bedroom Apartment <input type="checkbox"/> 2 Bedroom Apartment <input type="checkbox"/> 2 Bedroom Executive Apartment <input type="checkbox"/> 3 Bedroom Apartment	<input type="checkbox"/> \$175.00 per room per night <input type="checkbox"/> \$210.00 per room per night <input type="checkbox"/> \$240.00 per room per night <input type="checkbox"/> \$270.00 per room per night
Accommodation Sub Total:		



NB: if greater occupancy per room is required than stated above, additional fees may apply. Please forward written requests to the conference office.

Refer to the Accommodation section at www.fma.com.au for full details.

Arrival Date: /05/2008	Arrival Time (check in 3.00pm onwards):
Departure Date: /05/2008 (check out approximately 10:00am)	

Early/Late Arrival: Most hotels allow you to check in from **3pm**. If you wish to check in earlier, additional charges may apply. Depending on requested check in time prior to 3pm an additional day's charge may apply. Please indicate here if you wish to check in prior to 3pm. I wish to check in at __/__/__ at __ hours.

If you will be arriving after 6pm, please notify the Conference Office. Failure to advise late arrival may result in your room being released.

Accommodation Requirements

Special Requirements _____

I have arranged to share with _____

No I do not need accommodation booked for me, as I have made other accommodation arrangements.

I am staying at _____ (name of hotel)

Friends/family live locally

Accommodation bookings must be secured by minimum payment of one night's tariff, which must accompany the registration form. Upon check out from the hotel, delegates must settle the balance of their account. The deposit for the first night is non refundable if the reservation is cancelled on or after 1 April 2008 or if you do not arrive on the date specified on your booking. If cancelled within 14 days of arrival, the full rate per room per night cancelled will be charged. Rates listed are per room per night and include GST*. Room rates do not include breakfast unless otherwise stated.

*The rates per room per night are inclusive of GST. However, the GST will be on charged by the hotel, as we will forward this deposit to the hotel on your behalf.

Change of booking

Changes to bookings must be forwarded in writing to the Conference Office, not directly to the hotel.

Refund/Cancellation

Cancellations must be received by 1 April 2008. Otherwise the accommodation deposit will be forfeited in all instances. **PLEASE NOTE:** 14 - 0 days prior to your arrival date, all rooms cancelled will incur 100% cancellation fee of all rooms cancelled for each night cancelled

Payment Details

All payments must be made in Australian dollars only and must include the GST component. Charges paid by credit card will appear as *Think Business Events* on your credit card statement.

Please transfer all sub totals from the sections above and check your calculations carefully.

Conference Registration	AUD\$
Additional/Optional Social Function Tickets	AUD\$
Site Visit	AUD\$
Accommodation	AUD\$
GRAND TOTAL	



Method of Payment:

Cheque Bank Draft (Cheques/bank drafts payable in AUD\$ to FMA Australia Ltd)

Credit Card: MasterCard Visa American Express Diners

Cardholder's Name: _____ Expiry Date: ____ / ____

Card No.: _____ Signature: _____

All amounts in this brochure are in Australian dollars (AUD\$) and include 10% Goods and Services Tax (GST) unless otherwise stated.

Privacy and Cancellation Policies

Privacy Statement

ideaction 08: Enabling Sustainable Communities (the Conference) is bound by, and committed to supporting, the National Privacy Principles (NPPs) set out in the Privacy Amendment (Private Sector) Act 2000.

The Conference will collect and store information you provide in this Registration Form for the purposes of enabling us to register your attendance at the Conference, to assist with administrative and planning purposes and for future planning and development of the Conference and other events, to facilitate your requirements in relation to the Conference and to allow the compilation and analysis of statistics relevant to the Conference.

The information that you provide in the Registration Form and information provided at any other time during the Conference, including without limitation any feedback obtained during the Conference, will be used by the Conference to offer, provide and continue to improve its Conferences and other services. The Conference may disclose some of the information that is collected in the Registration Form such as your name, organisation and its location and your email address to other Conference delegates and (unless you object in writing to us) to Conference sponsors and exhibitors for marketing purposes.

The Conference will not otherwise, without your consent, use or disclose your personal information for any purpose unless it would reasonably be expected that such purpose is related to the offer, provision and improvement of the Conference or where such purpose is permitted or required by law.

Cancellation Statement

Cancellations received in writing at the Conference Office by 1 April 2008 will be accepted and all fees refunded less an AUD\$100 administrative fee. Cancellations received after this date cannot be accepted and will not be refunded, however transfer of your registration to another person is acceptable. The full name and details of the person that will replace you must be advised in writing to the Conference Office prior to the Conference. No refunds will be made for non-attendance at the Conference.

Contact Details

Please complete and return this form to: ***ideaction 08: Enabling Sustainable Communities***
Conference Office - Think Business Events
Level 1, 299 Elizabeth Street
Sydney, NSW 2000
Fax: +61 2 8251 0097

If you require additional information contact: Website: www.fma.com.au
or
Conference Office - Think Business Events
Ph: +61 2 8251 0045
Fax: +61 2 8251 0097
Email: ideaction@thinkbusinessevents.com.au