



Program Abstracts

How to create engaging video content for social media (10:50 - 11:40, Room 1)

Over the last two years there has been a pivot to short-form video content on social media. So how do we make sure that the video content we produce is optimised for social platforms and audiences?

While videos made for websites can technically be cross posted to social media, it's not best practice and typically underperforms when compared to videos crafted with social audiences and platforms in mind. The great news is you don't need big budgets to make it work and you can start crafting video content yourself, even if you have no video editing experience.

This session will show you some examples and give you practical tips on social media content creation that you can start using today. It will also help you to understand how to best plan for and contribute to the development of an audio-visual content in conjunction with specialist teams at the University.

Presenter Bio: Lep Beljac

Lep has worked in social media for over 8 years and has a strong understanding of social media in the higher education sector, how to distil and translate complex information into social-friendly content, and how to create compelling content with small budgets. Part of Lep's role at the University is adapting the social strategy to ever-changing algorithms to ensure an audience-first approach that delivers meaningful engagement. In recent years, this has meant an increased output of short-form video, within existing resources and budgets.

Managing incidents and emergencies at the University of Melbourne - a team effort (10:50 - 11:15, Room 1)

Behind the scenes, several teams across the University are responsible for managing the health, safety and security of our community - 24 hours a day, seven days a week, 365 days a year. Hear from representatives from the University's Security and Emergency and Business Resilience teams about how incidents and emergencies are managed on a daily basis - from the planning and preparedness stage to incident response, through to the standing-up of the University's Critical Incident Management Team (CIMT) and ending with the return to business-as-usual (BAU) following as disruptive event. In this interactive session, we'll work through a mock scenario (with audience participation) involving use of the new SafeZone app to kick-off a full walk-through of the incident response process. By the end of the session, you'll not only leave with a much greater understanding of the planning and processes in place to keep our community safe but will also have the opportunity to consider how you might like to be part of that effort: by downloading the setting-up the new SafeZone app, becoming an emergency warden or first aider, or by applying to join the CIMT.

Presenter Bios: Nicky Haslinghouse & Andrew King

Nicky Haslinghouse: Nicky is the Manager of Emergency and Business Resilience in the University's Health and Safety Services team - her team is responsible for coordinating emergency management, business continuity management and critical incident management for the organisation.

Andrew King: Andrew is the Investigations and Communications Coordinator for the University's Security team within Campus Management and is responsible for overseeing all aspects of security incident prevention, response, and investigation for the organisation.



Mental Health First Aid Training in the Workplace: Reflection from Professional Staff perspective [in RIC] (11:15 - 11:40, Room 2)

In today's fast-paced and demanding work environment, the well-being of employees is paramount. Mental Health First Aid (MHFA) training has emerged as a vital resource to equip professionals with the knowledge and skills necessary to support their own mental health, as well as that of their colleagues, friends, and family. Fifteen professional staff members were nominated to represent the Research Innovation and Commercialisation portfolio and undertook the MHFA Australia training in September 2022 over 2 days. Following the 2-day training, the participants became an Accredited MHFAider by completing a short, online Accreditation Assessment. This allowed these staff members to demonstrate that they had mental health first aid knowledge and skills and could be appointed as a Mental Health First Aid Officer in the workplace. The MHFA Australia course offered an in-depth exploration of mental health issues including common disorders, signs of distress, and strategies for intervention. Participants gained valuable insights into effective communication techniques, active listening, and crisis management, equipping them with the knowledge and skills to provide immediate support to those in need and refer onto appropriate professional services. A network of mental health first aiders was established within our department. Staff members can contact these trained individuals confidentially, seeking support or guidance on mental health concerns. This forms part of an accessible support system, providing an option for professional staff to access assistance when needed and fostering a mentally healthy workplace. In conclusion, MHFA training provides professional staff with the knowledge, skills, and resources to support mental health within the workplace and beyond. In completing this course, individuals contribute to the well-being of their colleagues, friends, and family, while enhancing their own personal and professional growth.

Establishing a supportive and mentally healthy work environment is essential, and MHFA training plays an important role in achieving this goal.

Presenter Bio: Helen Osborne (she/her) & Anne Coco (she/her)

Helen is a dedicated Research Ethics Officer, working in the Office of Research Ethics and Integrity, with over four and a half years of experience in her field. She supports both the Animal Ethics Committees to carry out ethical review of applications and the research community to navigate the submission and review process. Helen loves connecting with stakeholders throughout the University and building positive working relationships. In addition, to her role as an ethics officer, Helen has participated in the Green Impact program and sits on the organising committee for the RIC Bring Your Dog to Work Day wellbeing initiative.

Anne is an experienced research professional who has worked in the sector for over 20 years. As the Associate Director (Pre-award) within Research Innovation and Commercialisation at the University of Melbourne, she leads teams in delivering high-quality research grant support. Anne oversees the submission of approximately 2000 grant proposals annually and manages large-scale projects involving multiple stakeholders. Anne enjoys building productive relationships and creating innovative solutions to improve processes. Her aspiration is to lead a research support service that sets the global benchmark and fosters an environment that enables colleagues to achieve excellence in their work.



Place-Based Partnerships: lessons from the frontline (10:50 - 11:15, Room 3)

Humanity faces several significant challenges arising from a changing climate, the loss of biodiversity and increasing inequality brought on by the poor distribution of wealth and power. This challenge is nowhere more evident than in our cities, towns and communities. Addressing these challenges requires a systems approach to transformation in which traditional distinctions between public, private and civil sector responsibilities must give way to new hybrid forms of agency. Place-based partnerships are arguably the most potent way of achieving this and Universities such as ours are playing a leading role. This presentation will introduce the type of skills and knowledge which underpin the development of complex place-based partnerships, discussing concrete examples of place-based partnerships working and how it can help create opportunities for UoM to advance its core business.

Presenter Bio: Fiona Smolenaars & Ingo Kumic

Fiona is a highly skilled regional community leader, facilitator and strategic planning specialist, she has over 25 years' professional experience and an outstanding track record of success in community development roles in regional Victoria. Passionate about working with regional communities; she's committed to achieving greater economic success and recognition for these regions. Her Bachelor's Degree in Agricultural Studies and Masters in Agricultural & Rural Development led her to diverse roles in agriculture, community development, arts leadership and project management. Building trust, nurturing relationships and partnerships has been central to her success designing innovative actions with strong shared outcomes.

Ingo is a partnership broker and 'strategic design' practitioner with extensive experience in the development of cross-sector partnership responses to the "wicked problems" facing cities. He has qualifications in applied science, design and the humanities including a PhD which examined the spatial political economy of cities-as-brands. After 25yrs of working with everyone from community groups in China through to multilateral interests such as the UN and EU, he'd like to reinforce that the greatest design challenge facing humanity today lies not in "the solution" itself but in enabling and empowering the human will to implement "the solution".

Creating Value: How to build things people love (10:50 - 11:40, Room 4)

Value is in the eye of the beholder but how do you see through their eyes? Join the team from the Melbourne Entrepreneurial Centre to learn how to methodically map out a value proposition, letting you plan out how your product or service addresses your user's pains, gains, and needs. The Value Proposition Canvas is a visual tool that we use with startup founders to help them map the problems or desires they are trying to solve in a way that helps align their product with the expectations of their customers.



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

But why should entrepreneurs have all the fun? This easy-to-use framework isn't just for starting a business, it is useful any time you are trying to match something you are doing to a customer or user's need.

Whether you are helping students, supporting other staff, or dealing with external partners, this tool can help you find the things that really matter to your users and customers.

So come along and exercise your entrepreneurial muscles and as a special bonus, you will learn about how to hire a milkshake to do a job.

Presenter Bios: Rory McNeice, Marina Chelak, Andrew Rowse & Bonnie Zhang

Rory has spent most of his professional life in innovation and entrepreneurship, working with startups, corporates, universities, and small businesses to develop new products and services and embrace new ways of thinking. As a business consultant and advisor, Rory has helped startups and small businesses in Australia and the UK identify and improve their product-market fit, build and refine their business plans, and secure private and grant funding to bring their innovations to market.

Marina is a firm believer in the untapped power of communities. She has experience in building community through various events, including Pitch X Night competitions for aspiring entrepreneurs, and managing programs that bring the community together to help its members grow and achieve their goals in a safe and supportive environment. Marina has lived in Europe and travelled around the world, spending a lot of time with people from diverse cultures and backgrounds and learning the value of exchanging ideas and experiences with each other.

Andrew is the Director of Programs at the Melbourne Entrepreneurial Centre, overseeing the MAP and TRAM programs and working with the program teams. He is constantly iterating and innovating, practicing what we preach to make improvements and find ways around problems. Andrew is also a startup founder and a faculty member at the Wade Institute for Entrepreneurship, facilitating the Up School program. Andrew graduated from the University of Melbourne with an undergraduate degree in mechanical engineering before returning to complete a Master of Entrepreneurship at the Wade Institute.

Bonnie's role as TRAM Track Manager is to facilitate the space for researchers at the University of Melbourne to discover what problem their research can solve and who exactly needs their solution to guide them towards creating real-world impact with their research. With a background in research and experience working at the Peter MacCallum Cancer Centre prior to joining TRAM, Bonnie possesses a unique insight into the minds of researchers, anticipating thoughts like "What's next with my findings?" It is this exact empathy and understanding that makes her an invaluable member of our program team.

Empowering strategic change: Insights from leading and implementing sustainability strategy at the University (11:50 - 12:15, Room 1)

Across the University, professional staff need to develop and implement strategy and create change. But this can have its challenges: How can we bring about sustained change over time? How can we generate buy-in and ownership among partners and stakeholders? How can teams maximise their effectiveness with limited resources?

In developing and implementing the University sustainability strategy Sustainability Plan 2030, sustainability staff and key partners from across the University have developed effective new ways of working to engage, enrich, empower and partner with stakeholders. They are keen to share strategies, learnings and advice on bringing strategy to life, empowering others at the University to lead change and advance our broader strategic goals.

The session will include a brief introduction, setting the scene for strategy design and implementation at the University (5 mins), followed discussion and audience Q&A (20 mins). Panellists will provide insights based on their experiences of sustainability strategy development and implementation across the University:



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

- Establishing the right foundations to translate strategy into action
- Leveraging governance structures to drive strategic change
- Building effective partnerships between professional and academic staff
- Fostering creativity, innovation, and ownership in strategy implementation

Presenter Bios: Katie Mee & Sue Hopkins

Katie Mee is Associate Director, Sustainability, in the Corporate Finance, Property and Sustainability team (COO Portfolio). An experienced business leader with a passion for sustainability, environment and climate, Katie leads the Sustainability Strategy team in coordinating the implementation of the University's Sustainability Plan 2030. Leveraging her broad experience in the corporate sector, including energy, renewables and carbon emissions, Katie partners with Faculties and Portfolios across the University to embed sustainability into all functions of the organisation. With her unique perspective on developing and implementing the University's sustainability strategy, Katie can offer valuable insights to professional colleagues about driving change and bringing strategy to life.

Sue Hopkins is Manager, Sustainability in the Sustainability Team, Campus Management (COO Portfolio). Sue brings over 20 years of experience in sustainability operations and engagement to her role, including 10 years focused on sustainability within tertiary education institutions. In her current role, Sue is responsible for addressing the operational and engagement targets of the Sustainability Plan 2030, including energy, waste, water, engagement, transport, sustainability on campus and more. Sue led the implementation of the Green Impact program at the University the first of its kind in Australasia - which has mobilised hundreds of staff and students to undertake positive environmental actions since 2017.

Green Impact: Empowering Change to make a positive and sustainable impact at the University (12:15 - 12:40, Room 1)

In a time where increasing sustainable actions and changing behaviours is crucial to ensuring the long-term health of our planet, empowering professional staff at the University of Melbourne to make a positive impact is essential. This session aims to inspire and equip staff with the necessary tools, resources, and confidence to learn more about sustainability and about how individuals and teams can drive more sustainability-based initiatives within their

departments and faculties. The session will delve into what the Green Impact program is and how this is the University's leading sustainability engagement program, the significance of empowering staff in achieving our sustainability

goals and fostering a culture of environmental responsibility. We will explore how providing staff with the knowledge and skills to understand and address sustainability challenges can amplify their contributions both to their own

personal lives and the University. From energy conservation to waste reduction, from sustainable procurement to health and wellbeing, participants will gain practical insights and strategies for making a tangible sustainable impact and how they can get recognised for their efforts through an end-of-year awards ceremony.

Drawing on successful case studies and best-practices from past years programs, the session will showcase innovative approaches to empower staff in championing sustainability. We will also discuss how staff can get access to resources, training, and networking opportunities. Attendees will leave this session equipped with actionable strategies to

empower their departments, ready to directly contribute to the University's Sustainability Plan 2030. By leveraging the collective potential of staff, we can drive transformative change, accelerate progress towards sustainability goals, and create a greener future for our university and communities. Join us in this session to explore how we can create a culture of sustainability, harness the power of collective action, and pave the way for a greener and more sustainable future.



Presenter Bio: Raveena Grace

Raveena is the Sustainability Engagement Officer in The Sustainability Team, Campus Management, and has been working at the University for five and a half years. In her current role, she is responsible for addressing the Community of Sustainability Learners and Practitioners targets of the Sustainability Plan 2030. This includes leading the implementation of the University leading sustainability engagement program, Green Impact. The University was the first organisation in Australasia to pilot the program, an innovative sustainability engagement program, which has mobilised hundreds of staff and students to undertake positive actions to improve the environmental

Professional growth and advancement at University Research Centres (11:50 – 12:15, Room 2)

Do you know what happens in university research centres and what roles are there for professional staff? What could you contribute and how can you progress your career working in a research centre? OPTIMA Business and Operations Manager, Charlotte Hurry talks about the types of research centres there are in the universities. She will discuss her own and others' career pathways into working in research centres. This session aims to assist professional staff, and those leaving academia, to see how their skill set may match what is needed in these centres. It will expand your thinking about what professional staff opportunities there are in the university sector. It will also give you ideas about how you can upskill, rebrand and remove barriers. Charlotte has a unique perspective on how you can leverage your current skills and upskill to work in a diverse and interesting research centre.

Presenter Bio: Charlotte Hurry, OPTIMA Business and Operations Manager.

I am a results-oriented researcher and higher education professional with 20 years of university experience. My experience includes operational and strategic management, research administration, financial management, KPI and financial reporting, research project development, event management, industry engagement, outreach, communications, public speaking, equity, diversity and inclusion, governance, project management and delivery. I am a strategic leader, a highly effective communicator, and passionate about developing relationships and building new networks that foster research collaboration.

Fostering career preparation through student employment and peer-led engagement (12:15 - 12:40pm, Room 2)

Students@Work and the Student Peer Leader Network (SPLN) are two programs within Student Success that support the empowerment and enrichment of students through meaningful employment that equips them with success beyond their time at the University. S@W facilitates on campus employment for students, enabling them to develop employability skills whilst giving the University access to a bright workforce with invaluable knowledge and experience of the University. S@W offers student employment services via S@W Internship Program, as well as through on-campus casual recruitment. S@W has been flagged as a key program in the ASE Strategy under a renewed focus on experiential learning and career readiness. S@W has also been recognised in AAGE's Top Intern Programs 2023. SPLN is a group of approximately 20 casual student-staff who deliver a range of services, programs, and events to support the student community. The Peer Programs team oversees SPLN and offers extensive training in skills acquisition and capacity building to meaningfully engage with their peers and facilitate peer knowledge transfer. The Peer Programs team will showcase examples of how, as thought partners and co-creators, we entrust peer leaders with the responsibility for creating activities which enable student connection, transition, and workplace readiness through collaboration with student groups and professional service teams across the University. Our proposed session will model the format of a panel discussion consisting of stakeholders of both programs. Questions will be posed to the panel tying into the themes of 'Empower' and 'Enrich', including questions around student motivation to seek work at the University, the benefit to teams in engaging student staff, how the programs cultivate leadership skills, as well as



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

launch the pathway to future career success. The audience will be asked to contribute their own understandings and experiences of paid student involvement and the value creation of paid student-engagement.

Presenter Bio: Stefania Garth and Tianna De Silva

Stefania Garth Stefania Garth has over 20 years experience working across various sectors including retail, legal and education. Stefania has focused her career in the learning and development space working for private training organisations and currently in the tertiary sector. Stefania has combined her skills and experience to coordinate the Students@Work program at the University of Melbourne. Drawing on her own experiences as a University student, Stefania is passionate about developing the employability skills of students to ensure they are successful in their career journey.

Tianna has lived experience of the value of working as a student-casual at the University whilst pursuing her Master of Management degree in 2021. She worked with the Students@Work program on a casual basis for one year; following her graduation, she consolidated her theoretical Human Resources knowledge and skills accumulated from 12 years of working across three industries in a role with the Peer Programs team overseeing 20 casual student-staff members. Tianna is passionate about supporting students in building their professional skillsets and strengthening their confidence to pursue successful careers.

Energise, enrich, and empower through University communities (11:50 - 12:15, Room 3)

Join our interactive panel discussion on how workplace communities connect us all through shared threads. Explore how inclusive, safe, and welcoming communities of practices and interests create space for growth and empowerment for everyone at the University. Be inspired by how each community shapes their members' experience of working at the University, and how you can find your place in this tapestry of togetherness, joy, and continuous learning.

Presenter Bios: Gabriela Warner Behrens (she/her), Graeme Hairsine (he/him), Raveena Grace (she/her),

Gabriela Warner is a Chilean designer with a Masters in Education from Monash University. In her 12 year career she has explored how design as a method, tool and philosophy can be used to enhance the learning experiences of children and adults and has participated in public, private and non-profit projects that address this issue. For the past 6 months she has been working as a Designer in the Digital Design and Service Experience (OPG) team, developing human-centred design to improve the experiences that students and staff have in their interactions with the University. While onboarding, she discovered opportunities to improve the onboarding experience and develop stronger networks within the University; these ideas motivated her to create a Latin American professional staff community to explore common goals, challenges, and opportunities.

Graeme: As Director of Information Governance for the University I care passionately about how we collect and protect information, particularly the personal information of our colleagues and our students. My team provides expert advice on University records, information privacy and the release of documents via freedom of information requests. We also monitor the global privacy landscape as the University expands its horizons to engage internationally. I use Viva Engage for many things, from communicating out to colleagues about all things data and information management, to consuming useful tips from Rina in the Microsoft 365 feed and chatting about my favourite Boardgames in the Tabletop Gamers community. Something for everyone!

Raveena has been working at the University for 5 years in the Sustainability Team, Campus Management. Currently holding the position of Sustainability Engagement Officer, her role is responsible for achieving the engagement targets set forth in the University's ambitious Sustainability Plan 2030. In her capacity as Sustainability Engagement Officer, Raveena spearheads the implementation of the Green Impact program, a cutting-edge sustainability engagement initiative, which has successfully mobilised numerous staff and students, inspiring them to take positive actions that enhance the environmental performance of their respective areas of influence. In addition to her work with Green Impact, Raveena actively organises events, waste education workshops, and coordinates the University's Sustainability Volunteer Program. She is dedicated to fostering a culture of sustainability and environmental responsibility



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

throughout the University community and is passionate about influencing and helping people make tangible difference.

The Melbourne Indigenous Professional Employment Program- Growth and Change (12:15 - 12:40, Room 3)

The University's Melbourne Indigenous Professional Employment Program (MIPEP) is a well-established Indigenous entry-level traineeship program which has been offered since 2013. With trainees supported by many dedicated supervisors and mentors from different faculties, schools, and departments the program was first managed through Murrup Barak by the (then) Indigenous Employment Officer and is now under the direction of Margot Eden, Director of Indigenous Strategy. The program is managed by a dedicated Program Manager- Julie Matricardi-Old, and Program Coordinator- Lucy Powell. 'MIPEP' has produced some extraordinary talent and is set to grow; having undergone a strategic review addressing some historical and more contemporary barriers to participation and success, the new iteration of MIPEP will launch late 2023-early 2024 with some exciting new features and initiatives.

Presenter Bios: Julie Matricardi-Old (she/her) & Lucy Powell (she/her)

Julie Mtricardi-Old: Proud Yorta Yorta woman and Manager of the Melbourne Indigenous Professional Employment Program, Julie came to the University of Melbourne in 2022 with a long professional history in Industry, Business management, and Secondary and Tertiary (Vocational) education. Holding a BA majoring in Business from Australian Catholic University, Julie is also a passionate Career Development Practitioner who is committed to increasing the representation and professional growth of our Indigenous staff at UOM through sustainable education and employment programs.

Lucy Powell: A proud and strong Awabakal woman, Lucy joins the Melbourne Indigenous Professional Employment Program team as Program Coordinator after successfully completing her Diploma of Business with the 2021 MIPEP cohort. Bringing previous leadership experience from her early childhood education career in the childcare industry, Lucy's lived experience in MIPEP allows her to support our current and future cohorts throughout the MIPEP journey from a participant's perspective. Outside of her MIPEP responsibilities, Lucy's contributions to the Indigenous Staff Network include publishing the monthly ISN Newsletter and organizing social and enrichment events.

Work-life balance: Developing your blueprint (11:50 - 12:40, Room 4)

Work life balance is often viewed as a seesaw where an equilibrium has to be reached and once it is, we just set and forget. But life doesn't occur in a vacuum. Despite our best efforts, many things are out of our control. Work life balance, therefore, is more like riding a bike where you must be constantly vigilant and recalibrating to stay upright and on course.

We are all different people who respond to different experiences in different ways at different times in our lives. There is no one blueprint for work-life balance that works for everyone and one that worked for you previously may not work for you now. The key is to figure out how to craft your own blueprint for yourself at any time.

If you're looking for a work life balance prescription, this is not the session for you. During this session you will be supported to identify what you need to do to start moving towards living the kind of life that leaves you feeling fulfilled personally and professionally. You will do the work necessary to articulate actionable steps to which you will be held accountable.

Presenter Bio: Jordan Bryan

Jordan Bryan has been working as a professional staff member at universities for more than 20 years. She is passionate about personal and professional development which led her to obtain postgraduate qualifications in Organisational Coaching as well as teaching credentials in Vinyasa and Yin Yoga. She has spent much of her working life trying to find the magic formula that would be the key to finding work-life balance. After trying countless different techniques, plans and journals, she eventually realised that she was the only person who knew what would work for her.



Everyday leadership: Coaching skills (13:45 - 14:10, Room 1)

Coaching is a great skill to have in any professional's toolkit, particularly for leaders, and coaching skills can be learned and improved over time. Our session "Everyday leadership: Coaching skills" aims to showcase leaders at the University who have a coaching approach and have them share their experiences in building their coaching skills.

In this panel discussion session, participants will have the opportunity to hear how leaders have experienced coaching themselves and how they have built coaching skills into their interactions with their teams. We will finish the panel discussion by sharing a simple coaching tool with our audience.

Presenter Bio: Disha Sabharwal (she/her) & Izabella Szabo (she/her)

Disha: Organization Development Manager in the Strategic People Initiatives Team with 8+ years of experience in Learning, Talent and Leadership Development. Currently involved in designing and delivering University-wide development initiatives. These include co-designing, creating awareness of and delivering the various Leadership Development Programs, Coaching offerings as well as LinkedIn Learning.

Izabella: Associate Director, Strategic People Initiatives. Leads various University-wide Leadership and Learning programs in the Strategic People Initiatives Team. Currently leads the Advancing Leadership Program, Academic Leaders Program, Executive Recruitment, BetterUp Coaching, LinkedIn Learning, as well as design and delivery of University-wide learning and development initiatives.

Courageous and Respectful Conversations (14:10 – 14:35, Room 1)

"Courageous and Respectful Conversations" is one of the topics being explored through the Respect Education Program. In our diverse University community, the ability to engage in courageous and respectful conversations is crucial for fostering understanding, empathy, and creating positive change. To further embed and sustain the initiative to eliminate sexual misconduct, the Respect Education team have developed a "Toolbox" resource to specifically designed to support staff in exploring and facilitating these important conversations within their teams. During this interactive session, participants will have the unique opportunity to experience the toolbox in action. They will engage in dynamic discussions, explore case studies, and participate in practical exercises that promote active listening, empathy, and open-mindedness. Facilitated by experienced trainers, the workshop will create a safe and inclusive space for participants to share their perspectives, challenge assumptions, and learn from one another. The session aims to equip participants with the necessary knowledge, skills, and inspiration to effectively implement the courageous and respectful conversations toolbox within their own teams. Participants will gain practical tips and strategies for creating an environment conducive to open dialogue, addressing sensitive topics, and managing potential conflicts constructively. The toolbox resource will be showcased and explained in detail, offering valuable insights into its structure, content, and customisable features. Join us in this transformative workshop to enhance your communication skills, build stronger relationships, and contribute to a more harmonious and respectful work environment. Together, let's empower change through the art of courageous and respectful conversations.

Presenter Bios: Scarlet Barnett (she/her) & Helena Kuo (she/her)

Scarlet Barnett is a passionate advocate for behaviour change and social justice. As a dedicated member of the Strategic People Initiatives team in the Office of the Provost, she has made significant contributions to creating a safer and more inclusive environment. With a particular focus on eliminating sexual misconduct, Scarlet has contributed to impactful Respect Education initiatives that have empowered individuals and fostered a culture of respect and consent.



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

Recognising the importance of cultural education, she has also played a supporting role in the development of an Indigenous cultural education program, promoting understanding, appreciation, and reconciliation.

Managing Director at Enmasse, Helena is an Executive HR professional with extensive experience at HR Director level leading HR teams in global and national firms. Her areas of focus include strategy development, diversity, equity and inclusion, and employee relations, including managing complex workplace relations. Helena blends her clinical background with her HR expertise to develop programs that support workforce sustainability through initiatives that drive psychologically safe, respectful and inclusive workplaces. She has provided input into the Diversity Council of Australia's gender equality and cultural diversity programs.

Student voice - Students at the heart of everything that we do. (13:45 - 14:10, Room 2)

Advancing Melbourne 2030 sets out the University's aspiration to have 'students at the heart of everything we do'. There is growing evidence that working together in partnership with students increases the relevance, efficacy, quality and satisfaction of university programs for both students and staff. Student partnerships contribute to a relationship-rich institutional culture where connection and engagement are central to education and the student experience. During the presentation, you will have the opportunity to learn about a variety of different models of student voice for different purposes. You will hear from students and staff about some exciting examples of student voice work currently happening at the University, and you will have the opportunity to brainstorm how these types of approaches might apply to your own work.

Presenter Bio: Joli Price (she/her)

Joli works as a Project Manager in the Office of the Provost. Joli's work focuses primarily on student voice initiatives, that aim to place students at the heart of university strategy and decision making.

Enriching learning and teaching through cross-functional partnerships: insights from FlexAP. (14:10 - 14:35, Room 2)

The FlexAP team is celebrating five years of successful partnerships in learning and teaching innovation. In this session, we will explore how the Learning Environments teams and academic partners have collaborated in the Online, Blended, and Alternative Mode Delivery stream to co-design, develop, and implement excellence and innovation in subject design. We will share the strategies, processes, and collaborative environment that led to lasting change in technology-enhanced learning and teaching. The 60+ projects in this stream encompass a range of initiatives, including blended delivery implementations, subjects delivered in multiple modes including semester-long and intensives, and large-scale redesigns to enrich the quality and flexibility of our educational offerings for our students.

Our presentation will focus on the co-design process that we have developed to foster creativity and innovation in technology-enhanced learning and teaching. We will show how the Learning Environments team has integrated project management methodologies and learning design approaches to enable our project partnerships to achieve project goals, and to create a robust and sustainable process for educational innovation.



We will share insights into the complex cross-functional teamwork required for educational innovation, illustrate the project life-cycle and discuss the ways in which we have supported academic teams in working within unfamiliar project modes to ensure success. We will also hear from academic partners who share their experience of working with us on their subjects. Through these collaborative partnerships and a robust and sustainable co-design process, we will share how this project has enriched the learning experience for our students, built capabilities in academic partners and professional teams, and transformed our definitions of best practice in technology-enhanced learning and teaching.

Presenter Bios: Annabel Orchard (she/her) & Catherine Manning (she/her)

Annabel Orchard is a Senior Learning Designer in Learning Environments and is currently working on the FlexAP project. She has a professional passion for transforming capability in teaching and assessment in universities, and for building organisational capacity for technology-enhanced learning and teaching. Annabel has worked in Australian universities since 2000 in various roles, including Tutor, Lecturer, Subject Coordinator, Program Convenor, Researcher, Research Centre Administrator, E-Learning Coordinator, Educational Designer and occasional voice-over artist – but not, to date, Chancellor.

Catherine Manning is the Manager teaching and learning support in Learning Environments at the University of Melbourne. With nearly a decade of experience at the university, she has a deep understanding of pedagogies and teaching solutions that leverage educational technologies to foster innovative learning experiences. Catherine leads a dynamic team of learning designers and teaching and learning with technology specialists.

Working closely with faculty members, the team actively collaborates on the FlexAP initiative to enhance student learning experiences. Through a co-designed approach, they effectively implement enhancements and innovations in subject design, applying research-based best practices.

From Ordinary to Extraordinary: Elevating FFAM's Curriculum Development Process through Service Improvement (13:45 - 14:10, Room 3)

Discover how the Faculty of Fine Arts and Music redesigned their curriculum development process through collaborative service improvement between multiple teams. Join us as we unveil the secrets behind their success, sharing valuable insights and practical tools to rethink complex cross-functional work processes. Learn how workshops, interviews, and validation sessions among other activities are used to uncover hidden opportunities and transform operational processes for continuous improvement.

Presenter Bio: Sally Cattell (she/her) & Adam Downs (he/him)

Sally is a service improvement specialist with a proven track record of evaluating and resolving intricate process challenges. Her passion for driving positive change and fostering collaboration has led to significant operational enhancements and elevated stakeholder experiences within the government and university sectors.

Adam is the Student and Academic Programs Manager in the Academic Support Office at the Faculty of Fine Arts and Music. Throughout his career, Adam has led several continuous improvement projects and found the most interesting results always come from collaboration with colleagues.



Reflecting to enable improvement: how to get the most out of retrospectives (14:10 - 14:35, Room 3)

A retrospective session supports continuous growth and is a chance for any team to reflect on their ongoing work or a specific project. Although its theory comes from Agile Methodology it's a practice adopted by many and varied teams in tech and corporate sectors.

It's a time to identify opportunities for improvement and celebrate wins and progress. Running or even being part of a retrospective can be daunting at first. We will show you how to create a safe space for all involved, set up boundaries and take you through each step of running a retrospective session that will help the group work better together and identify opportunities for improvement.

The session will cover: Overview of retrospectives and their purpose; Setting the scene and boundaries; Running the retrospective; Next steps and outcomes; Face-to-face and virtual retrospective options.

Whether you're running an event, part of a small or large admin project, a campaign, or almost any other endeavour, you will benefit from running a retrospective session with your team. Let's get ready to RETRO!

Presenter Bios: Lauren Prince (she/her) & Elena Ksefteris (she/her)

Lauren Prince is Marketing Manager, Alumni and Donors within the University's Communications Marketing team. Lauren joined the University in 2021, working closely with Advancement to develop and deliver integrated marketing communications strategies to drive global reputation, advocacy, revenue, and engagement outcomes for alumni and donor audiences. Lauren has over 16 years of experience in marketing, with more than half of that time in the not-for-profit sector. Skilled at implementing Agile methodologies for non-technical audiences, Lauren is passionate about empowering her team to succeed through knowledge sharing and cross-disciplinary collaboration.

Elena Ksefteris is a marketing specialist and leader with 15 years of education marketing experience under her belt in both public and private institutions. Elena's current role at the University is Content Marketing Manager, Research and Advancement within the University's Communications and Marketing team. Elena's role helps bring the amazing work of researchers, alumni, and donors of the University to life and ensures they are amplified and peppered through the various stages of the constituent journey to drive strategic outcomes. Elena's passionate about creating a positive team environment and working collaboratively with others to achieve positive results.

Stop 1: Innovation on the Frontline (15:00-15:25, Room 1)

Stop 1 is the one-stop destination for student services at the University of Melbourne, assisting students with a range of enquiries across multiple channels. Over the last 12 months the Stop 1 teams have gone through a major transformation of services in order to adapt to new enquiry demands and student behaviour.

Through this session we will take staff through a journey of Stop 1 as it emerges into a post-COVID landscape. In particular, we will focus on how key student facing teams adapted their service delivery in direct response to student feedback and changes in priorities. This will be demonstrated through various reporting methods used to discover how students wish to interact with student services.

The session will explore a number of different case studies and examples from both the In Person Support and Contact Centre teams within Stop 1. Firstly, we will look at the ways that the Contact Centre redesigned the focus of their services to align with their core values. The result of which contributed to drastic reduction in call wait times and increase in student satisfaction.



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

Secondly, we will look at the way that the In Person Support team adapted their booked appointment model to respond to student behaviour and increase the overall number of students that the team was able to assist. Lastly, we will put a spotlight on an innovate new pilot team has been introduced to respond to resourcing gaps in Stop 1 and allow the team to engage in a more proactive and pre-emptive approach to trending enquiries.

This session will show how creativity and a willingness to embrace change allowed these teams to trial new approaches, whilst also highlighting the challenges and benefits of working in this type of environment.

Presenter Bios: Marsha Navolnyeva & Sophia Ravenscroft

With nearly 5 years of experience working within the frontline Student Services space, Marsha is a subject matter expert in understanding the student experience. Marsha has a wide array of tertiary experience, working across In Person Support, Student Equity & Disability, Service Operations, Scholarships, and the Contact Centre. This experience has informed her leadership positions within the In Person Support team, and recently her new role as Service Coordinator at the Stop 1 Contact Centre. Marsha brings a wealth of knowledge regarding how students interact with Stop 1, and how we can empower staff to provide a world-class service.

Sophia has over 5 years of experience at the University of Melbourne, offering expert knowledge across her leadership positions at the Stop 1 Contact Centre, In Person Support, Service Operations and Course Planning teams. Within her most recent role as Operations Lead for Student Services, Sophia has used her breadth of experience to inform service and process improvements for multiple student-facing teams. Sophia excels in creative problem-solving, which has resulted in improved service offerings for students. In addition, Sophia has paved the way for encouraging collaboration across Student Services teams to provide positive outcomes for both students and staff.

The "Do's" and "Don'ts" of partnership management: navigating and leveraging the University Machine (15:25 – 15:50, Room 1)

Our partnerships motivate and challenge us. They direct our research toward urgent problems, they enrich our students' learning experience, they help translate our innovations to commercial outcomes and our ideas to broader societal benefit. As a university, we are well positioned to convene partners and strengthen the relationship between our students and their future industry. Although highly rewarding, implementing and sustaining multifaceted, strategic partnerships can be challenging in a complex university landscape. At this session the Engagement and Partnerships team from the Faculty of Engineering and Information Technology will showcase their learnings from onboarding to executing the delivery of the University of Melbourne's strategic partnerships with Telstra and Airwallex. These partnerships are uniquely formed to enhance student pathways into the technology sector and enhance the diversity of the STEM workforce. They challenge us to implement new ways of working and position us to consider how we partner with industry to progress our shared ambitions to put students at the heart of our collaborations. Through the Telstra and Airwallex case studies our presenters will share their learnings regarding the "do's" and "don'ts" of partnership management. This will include tips for building your internal network for success, assessing partnership growth opportunities and leveraging the diverse activities and expertise from within the University for mutual benefit.

Presenter Bios: Prudence Brew (she/her), Sarah Kenny (she/her) & Olivia Dennis (she/her)

Prudence Brew (she/her) - With relationship management experience spanning across the corporate and tertiary sectors, Pru has worked with a diverse range of students, clients, industries and organisations throughout her professional career. Her experience includes developing commercial partnership and engagement strategies, building graduate talent pipelines, team and project management, large scale event production and coordinating the logistics of a post-graduate professional qualification. She has a passion for process improvement, stakeholder engagement and project implementation in complex working environments.



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

Sarah Kenny (she/her) - Sarah is a partnerships manager with extensive experience across the tech and higher education industries. She is known for her expertise in designing and developing programs that impact graduate employability and bridging the gap between education and industry. As the FEITs Airwallex Partnership Manager, she is responsible for managing the execution of the pivotal partnership between the University and Airwallex. In this role, she is successfully building and maintaining relationships with key internal and external stakeholders, developing and implementing strategic initiatives, and delivering measurable results.

Olivia Dennis (she/her) - Olivia has worked with industry across the Arts, STEM, and Business sectors to support their student talent programs and helping them to develop their graduate employability pipeline. As a Partnerships Coordinator in the Faculty of Engineering and Information Technology, Olivia contributes to both the Airwallex and Telstra strategic partnerships. She brings with her expertise and unique insights into tertiary partnership best practice procedures.

Disability 101 (15:00 - 15:25, Room 2)

"Disability" seems like such a simple idea, but it's really not. An overview of what "disability" means, the different ways people can be disabled, the different ways this affects their lives, the different ways they deal with it, and how everyone else can help.

Presenter Bio: David Cameron Staples

Working IT in the Uni for over twenty years: leaning into the autistic stereotype before it was a thing.

The big picture of empowering disability at work (15:25 – 15:50, Room 2)

56% of Australians with disability have a tertiary qualification and the vast majority of us are just as capable as any other worker. Sometimes, we just need to do things a little differently. Due to social barriers like stereotyping, discrimination and lack of cultural awareness, Australians with disability face double the unemployment and underemployment rates of the general population. There is a huge, missed opportunity to play a bigger role in our vibrant society and University community. Disability inclusion is a complex and multifaceted topic.

This session will present the big picture of disability in Australia and uncover new perspectives of what people with disability can achieve in the workplace. Cultural insights will be accompanied by tips for practical action we can all take to make the University a more inclusive and empowering workplace.

Presenter Bio: Andrew Dunstan

Andrew acquired a disability in 2015, requiring an adapted approach to work, life, and learning. He has since completed a Master of Media degree and worked in startups, government, and higher education. Andrew is completing a part-time MBA at Melbourne Business School and is Program Manager of the University of Melbourne Researcher Development Unit. As a 2022 Hult Prize Global Finalist, Andrew represented the University at the Clinton Global Initiative in New York City, where he spoke about disability employment. He is the current Research Chair for Australian Mensa. Disability friendly employment has made Andrew proud to live a productive and independent life. He hopes to share his insights and lived experience to facilitate greater inclusion in Australian society.



2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER. Realising Our Future

Blended Pilates – A session using the chair to assist with stability in standing exercises and moving through a sequence of seated exercises throughout this session. It helps to improve balance by challenging the muscles with assisted bodyweight and coordination. Focusing on the breath to activate core, keeping us focused and present.

Presenter Bio: Ange La Scala

Group Fitness Coordinator at Melbourne Uni Sport for 20 years. Most of my adult life has been devoted to being a caring Fitness professional delivering and coordinating programs and activities I truly believe in.

Creative Wellbeing (15:00 - 15:50, Room 4)

The workshop session will encourage the creative freedom to try out different forms of expressions and various forms of multimodality as we attune to a specific moment in time. There will be opportunities for listening and being heard, as well as personal retrospection and reflection. We will slow down, focus our attention and be present to what emerges. Opportunities to create, be creative, and inspire creativity as a form of therapeutic arts practice will be the main theme of the session.

Presenter Bio: Magdalena Joanna Sliwinska (she/her)

Magdalena is a sessional tutor at the Melbourne School of Design, who has been teaching subjects across disciplines of architecture, landscape architecture, and interiors. Magdalena has recently completed Masters of Therapeutic Arts Practice (Community Arts & Health) from MIECAT Institute and has been offering free therapeutic arts sessions in Semester 1, 2023 as part of her placement.