

CONTINGENT WORKFORCE CONFERENCE

# THE RISE OF THE GIG WORKFORCE

SYDNEY 27 - 28 SEPTEMBER 2016



**dtc**  
events & media

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## CWF Conference Day 1: Tuesday 27th September, 2016

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7:30am - 8:30am      **Registration**

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8:30am - 9:00am      **Conference Day 1 Welcome Remarks - Conference MC's**  
**Shane Little**, Managing Director Australia/NZ, Hays Talent Solutions *and*  
**Kevin Wheeler**, Founder & Director, Future of Talent Institute

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9:00am - 9:45am      **Alan Wilkerson**, Strategic Procurement Manager, Cleanaway

**KEYNOTE SESSION**      ***Establishing and Evolving Contingent Workforce Models***

Alan Wilkerson is a Strategic Procurement Manager who has developed, implemented and evolved Contingent Workforce Models at the NAB and now Cleanaway. Over the past eight years Alan has seen new Contingent Workforce Models and technologies emerge. This session will discuss the different approaches that Alan has taken and importantly outline the key lessons learnt. By understanding these lessons, you can improve or fast track the implementation of your organisations Contingent Workforce Solution.

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9:45am - 11:15am      **World Café Roundtables**  
**Facilitator: Trevor Vas**, Director, ATC Events & Media

**WORLD CAFÉ  
SESSION**

3 x 20 minute rounds  
15 minute wrap up

The World Café is a great way for delegates to network and create relationships. It provides an open forum for delegates to have their say, share their ideas and gain a practical understanding of the subject matter via a series of intimate roundtable discussions.

**How does it work?**

Each topic will be hosted on a separate table and participants are encouraged to select and move around to a table of their choice at their own discretion, or at the end of each round. There will be 3 x 20 min rounds and a wrap-up.

1. A recruiterless recruitment agency. Are we ready for the world of digital hiring platforms that remove the recruiter and put the power back in your hands?
  2. Using Technology to Manage SOW and Outsourcing
  3. Building your Contingent Workforce Business Case
  4. Establishing Contingent Workforce Metrics and KPIs
  5. Mitigating Risk in a Contingent Workforce
  6. Turning Analytics into Insight and Insight into Action
  7. The Is Statement of Work a challenge or an opportunity? Practical solutions to understand and manage SoW spend
  8. The Evolving Role of MSPs - From Managing Programs to Offering Strategic Advice
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11:15am - 11:45am      **Morning Tea Break** *Sponsored by Nvoi*

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**11:45am - 12:30pm**      **Warwick Absolon**, Innovation & Technology Manager - ANZ, AECOM *and*

**GENERAL SESSION**      ***Using your contingent workforce to create a sustainable competitive advantage - AECOM Connect***

Warwick Absolon is the Innovation and Technology Manager at AECOM - ANZ. Warwick is championing a project to improve the way that AECOM views and engages its contingent workforce. New systems, processes and behaviours are allowing AECOM to stay aligned with market and customer expectations. Warwick is building diverse, fit-for-purpose project teams by embracing flexible engagement models to attract and engage valuable workforce segments, including return-to-work mothers, older workers and part timers.

Warwick will share the opportunities and pitfalls common when adopting new workforce practices within a large enterprise. This session will discuss AECOM's partnership with Adepto, the current "pilot project" and key lessons learnt so far. You'll receive real time insight from someone driving change from within.

**12:30pm - 1:15pm**      **Charles Cameron**, Chief Executive Officer, RCSA  
**Duncan Hills**, Head of Recruitment, Freelancer.com  
**PANEL SESSION**      **Rohan Geddes**, Partner, PwC Australia  
**Thomas Amos**, CEO & Co-Founder, Sidekicker

***Maximising the Benefits and Minimising the Risks of the Gig Workforce***

There are both risks and benefits for organisations in using the Gig workforce. There are also a number of different mediums that can be used to access this workforce. This panel of experts will discuss the value of different approaches and then discuss potential issues and considerations.

**1:15pm - 2:15pm**      **Networking Lunch** *Sponsored by Nvoi*

**2:15pm - 4:15pm**      **Unconference Streams - Foundation and Advanced**

In 2016, sessions at CWF will be split into two streams - Foundation and Advanced. Pick the sessions that are aligned to your business needs.

FOUNDATION STREAM	ADVANCED STREAM
This stream is suited for delegates who do not have a solution, or are just beginning to manage their contingent workforce.	This stream is suited for delegates who already have a contingent workforce solution, and are looking for ways to improve and create a competitive advantage.

FOUNDATION STREAM	ADVANCED STREAM
<p><b>2:15pm - 2:55pm</b></p> <p><b>Liz Aitken</b>, Associate, TressCox Lawyers</p> <p><b><i>Minimising Contingent Workforce Risk</i></b> Legal risk is a key consideration in employing the contingent workforce. This session will examine the key risk and provide advice on how to avoid them.</p>	<p><b>2:15pm - 2:55pm</b></p> <p><b>Susan Entwisle</b>, Executive Director / Distinguished Technologist, Hewlett Packard Enterprise</p> <p><b><i>How organisations can augment their workforce by accessing the gig economy quickly</i></b> Dr. Susan Entwisle of HPE Enterprise Services will discuss how platforms such as UpWork, Freelancer, and Toptal provide quick access to the gig economy and allow organisations to scale their workforce, be agile, and access high-quality talent at competitive cost.</p>
<p><b>2:55pm - 3:35pm</b></p> <p><b>Nick Jones</b>, Talent Acquisition Lead, Viva Energy Australia</p> <p><b><i>The Future of Contingent Workforce Management, Today. A Case Study from CXC Global and Viva Energy</i></b> With a vision to streamline costs, management and remuneration accuracy of their contingent workforce, Viva Energy moved to a strategic contractor management solution. Powered by CXC Global's vendor neutral VMS, the result for Viva have been impressive. In this session, you will hear from Nick Jones and learn about the power of Viva Energy's quantifiable, efficiently managed contingent workforce.</p>	<p><b>2:55pm - 3:35pm</b></p> <p><b>Antonia Mochan</b>, Director, Policy &amp; Communication, Freelance Australia</p> <p><b><i>Making workplaces more freelance-friendly</i></b> Work is changing. The gig economy brings with it both challenges and advantages. Freelance Australia is an NGO whose mission is to represent the collective interests of Australian freelancers, contractors and independent workers and help a smooth transition to a new Future of Work. Co-founder Antonia Mochan will talk about how Freelance Australia is working to fulfil this mission, and in particular outline their ideas on making workplaces more freelance friendly.</p>

<p><b>3:35pm - 4:15pm</b></p> <p><b>Bridget Loudon</b>, Chief Executive Officer, Expert360</p> <p><b><i>Top talent, on-demand: Justifying your just-in-time workforce</i></b></p> <p>The gig economy is reshaping businesses and it's our role to plan and respond accordingly in order to keep up. Retaining the status-quo is not an option!</p> <p>But how do you explain the new future of work to your company, know what is right for your organisation and justify the tools and processes needed in order for you to succeed? In this session, Bridget will share with you:</p> <ul style="list-style-type: none"> <li>• How to determine the right level of 'on-demand' talent for your organisation</li> <li>• How to create a Business Case to justify your new on-demand workforce</li> </ul>	<p><b>3:35pm - 4:15pm</b></p> <p><b>Matthew Dickason</b>, Global Managing Director, Hays Talent Solutions</p> <p><b><i>Wembley Stadium Partners with Hays and TempBuddy on a Massive Contingent Project</i></b></p> <p>Matthew Dickason the Global Managing Director for Hays Talent Solutions is a global subject matter expert on all things Contingent. Recently Matthew's team at Hays Talent Solutions, used TempBuddy to staff a massive contingent project at Wembley Stadium. This is the way many large contingent volume projects will operate in the future. Matthew will talk about why TempBuddy and the difference this technology made as well as the lessons learnt from this project.</p>
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**4:15pm - 4:45pm**      **Afternoon Tea Break** *Sponsored by Nvoi*

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**4:45pm - 5:30pm**      **Nicholas Duggal**, Partner, TressCox Lawyers *and*  
**Liz Aitken**, Associate, TressCox Lawyers

**GENERAL SESSION**

***The law and the on-demand economy workforce: day of reckoning***

Technology has revolutionised how consumers can engage labour. Drivers, couriers, handymen and food delivery are now only a tap away. The law is now ready to render its judgement on this workforce.

Several groundbreaking test cases locally and internationally are scheduled to test whether workers such as Uber drivers or Deliveroo riders are employees at law. This raft of decisions will have profound implications for the on-demand economy.

This presentation will provide a crucial update on how the law is now approaching on-demand economy workers. The presentation will contain crucial information on how to best engage labour in the on-demand economy, and the inherent risks and what to expect in the future. Join us for this timely, informative and robust debate with seasoned legal professionals who have dedicated expertise in this specialised area of law.

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**5:30pm - 5:45pm**      ***Conference Day 1 Closing Remarks - Conference MC's***  
**Shane Little**, Managing Director Australia/NZ, Hays Talent Solutions *and*  
**Trevor Vas**, Director, ATC Events & Media

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**5:45pm - 6:45pm**      **Networking Reception** *Sponsored by Nvoi*

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## CWF Conference Day 2: Wednesday, 28th September 2016

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7:30am - 8:30am      **Registration**

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8:30am - 8:45am      **Conference Day 2 Welcome Remarks - Conference MC's**  
**Shane Little**, Managing Director Australia/NZ, Hays Talent Solutions *and*  
**Trevor Vas**, Director, ATC Events & Media

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8:45am - 9:30am      **Mark Rowlands**, Founder & Executive Director, Nvoi

**GENERAL SESSION**      ***There's no longer a war on talent. It's now a race.***  
With the rise of the independent worker comes rise of the skills economy, where organisation:  
can manage top talent on demand.

You don't need a middleman to order you a taxi. In the new world of work, a 40 day  
turnaround won't cut it either.

Are you ready for the new world of work? Meet Nvoi. We make work flow.

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9:30am - 10:15am      **Gemma Allen**, Head of Organisational Development, Medibank *and*  
**Peter Oreb**, Director, CXC Global A/NZ

**GENERAL SESSION**      ***A well-managed, cost-efficient contract workforce: Don't believe it's possible? Hear what CXC Global and Medibank have achieved.***  
Medibank had started to make changes to how they managed their contingent workers but they knew there was room for improvement. In this session Gemma Allen, Head of Organisational Development of Medibank, along with Peter Oreb from CXC Global, will discuss how engaging CXC Global's MSP solution, has seen Medibank achieve significant cost savings across their entire contractor population, amongst a host of other benefits.

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10:15am - 10:45am      **Morning Tea Break** *Sponsored by Nvoi*

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10:45am - 11:45am      **Trevor Vas**, Director, ATC Events & Media

**GENERAL SESSION**      ***Crowdsource Think Tank***  
The Crowdsourc Think Tank is a series of small interactive workshops to crowd source contingent workforce issues. You can join any discussion that interests you. The discussions will include:

- Developing simple business rules for when to use the Contingent Workforce
- Best metrics to measure the effectiveness of your Contingent Workforce
- Developing best practice SOW briefs and measuring performance against specifications
- Moving your Contractor Management to Best Practice
- Choose your own adventure

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**11:45am - 12:30am**     **Richard Barnett**, National Client Solutions Director A/NZ, Hays Talent Solutions *and* **Darren Morris**, Director of Client Services A/NZ, CXC Global

**PANEL SESSION**

***Managed Service Provider(MSP) versus Contractor Management Outsourcing (CMO)***

MSP and CMO are both outsourced contract workforce models. The MSP model takes full responsibility for the end-to-end procurement and management of the contingent workforce. The CMO leaves the procurement up to you. It provides technology and management of the contingent workforce. This panel will discuss the attributes and benefits/issues associated with both models.

**12:30pm - 1:30pm**     **Networking Lunch** *Sponsored by Nvoi*

**1:30pm - 2:30pm**     **Workshop - Foundation and Advanced**

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<p><b>1:30pm - 2:30pm</b></p> <p><b>Rohan Geddes</b>, Partner, PwC Australia</p> <p><b><i>Avoiding surprises through better employment tax planning</i></b></p> <p>Having your workforce audited by the Commissioner for Payroll Tax or the ATO is no fun. Or telling your CEO that your organisation is up for a significant fine. This session will look at ways you can avoid this situation and sleep better at night.</p>	<p><b>1:30pm - 2:30pm</b></p> <p><b>Stan Rolfe</b>, Sifu Talent and Former Resourcing Manager, Barmenco</p> <p><b><i>How an Engineering Firm Saved \$500K p.a Implementing a New Contingent Model</i></b></p> <p>Stan Rolfe carefully researched and implemented a new Contingent Workforce model at Barmenco. However, due to changes in economic factors that impacted the model the RPI and results were different from initial expectations. While the model saved \$500K it could have been more successful. This workshop will provide some invaluable lessons on how you can implement a new model and anticipate and avoid potential issues.</p>

**2:30pm - 3:00pm**     **Afternoon Tea Break** *Sponsored by Nvoi*

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**3:00pm - 3:45am**      **Kevin Wheeler**, Founder & Director, Future of Talent Institute

**GENERAL SESSION**      ***Looking Back On The Workforce, Looking Forward to The Workforce***

Over the next five to ten years, the future of work will be quite different to the one we know today, and very different from the world we knew in 2012. Kevin will close the conference with a look back on the predictions he made back in 2012 and give an insightful perspective of the workforce trends set to shape organisations in 2022. This is one session you won't want to miss!

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**3:45pm - 4:00pm**      ***Conference Day 2 Closing Remarks - Conference MC's***  
**Shane Little**, Managing Director Australia/NZ, Hays Talent Solutions *and*  
**Trevor Vas**, Director, ATC Events & Events

Shane and Trevor will summarise the key takeaways from the conference, and leave you ready to drive change within your organisation.

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**4:00pm**      **END OF THE 5th ANNUAL CONTINGENT WORKFORCE CONFERENCE 2016**

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