



# 2024 NATIONAL CONFERENCE

SHERATON GRAND MIRAGE RESORT  
GOLD COAST

8-10 NOVEMBER 2024

## LEADING THE GAME

INNOVATION, INSPIRATION,  
COMMUNICATION & INFLUENCE

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MC - MARK LEVY



DALLAS ORCHARD



DANE ELDRIDGE



DR GREGORY P. SMITH OAM



CHRIS HELDER

This year's conference delves into how technology and artificial intelligence (AI) are shaping operations in the hospitality sector, we explore gaming and diversification developments, and we touch on key community initiatives making waves in our industry.

## FRIDAY 8 NOVEMBER

8.00am - Tee off for the Great Northern Golf Challenge at Links Hope Island

3.30pm - Conference Registration Sheraton Grand Mirage Reception area

6.00pm - Welcome Cocktail Party

## SATURDAY 9 NOVEMBER

### CONFERENCE SESSION - GRAND BALLROOM - DAY ONE

8.50am **Leagues Clubs Australia – Annual General Meeting**

9.30am **Hennessy Coffee | Morning Tea sponsored by** 

9.50am **Opening - Don Hammond, CEO**

10.00am **Your MC - Mark Levy**

Mark Levy is the host and lead commentator on 2GB's long running rugby league program 'The Continuous Call Team' and nightly sports show 'Wide World of Sports'. Mark is described as one of the radio industry's "all-rounders" with his ability to switch between sport and politics when filling in for the likes of Ray Hadley and Ben Fordham. 'Levy' has just opened his own restaurant 'Pronto Sylvania' which is family friendly and affordable in the Sutherland Shire.

10.10am **Welcome to Country - Uncle John Graham**

10.15am **Welcome & Opening Comments by Conference Sponsor IGT – Dallas Orchard, COO, IGT APAC**

10.40am **Dane Eldridge (B Comp Sci, GAICD) - Beyond the Hype: Harnessing AI for Genuine Business Impact**  
Founder and Non-Executive Chairman, 4mation Technologies Coach & Strategic Advisor.

Dane has over 20 years of experience helping innovative Australian companies build a competitive edge using technology. Under his leadership, 4mation has won multiple awards as one of the best places to work in Australia, attracting a team of specialists passionate about low-code software development, AI, and user experience design. Dane now helps ambitious founders of tech-enabled businesses to get clarity and bring order to the chaos so they can spend more time on what matters.

11.25am **Dr Gregory P. Smith OAM - Homeless to PhD**

Dr Gregory P Smith OAM, is a senior lecturer and research fellow at Southern Cross University. He is a consultant to governments, health departments and not for profits on the importance of involving lived experience and expertise in policy and program development. Dr Smith has lived experience/expertise in child abuse, out-of-home care, juvenile justice, substance abuse/addiction, homelessness, poverty and successful life planning and career management. Dr Smith is co-chair and Director for the End Street Sleeping Collaboration which is a New South Wales Premiers Priority Project to make street sleeping rare, brief and non-reoccurring. He is also a global consultant for the Institute of Relational Health for CareSource and Pale Blue in the USA. He is the Patron for Signal Flare in Queensland and several not-for-profit organisations addressing some of the needs of the more vulnerable across several states in Australia. He is a co-founder of Voiceup Australia which provides a safe space for people traumatised as children to speak their truth. Dr Smith is the author of 'Out of the forest' (2018) and 'Better than Happiness: The True Antidote to Discontent' (2023) both published by Penguin Random House. He also has a TEDx talk which has had more than 1 million views.

12.10pm **Lunch sponsored by** 

12.35pm **Gaming Panel**

1.30pm **Keynote speaker Chris Helder (Communication & Influence)**

In this keynote presentation, Chris offers a dynamic and engaging approach to re-igniting teams during challenging times, outlining the crucial steps for success. Through compelling storytelling, humour, and high energy, Chris leads audiences through the process of acceptance, taking radical responsibility, gaining perspective, fostering engagement, and achieving clarity. He emphasizes the importance of moving past denial and blame, towards ownership and embracing change, while encouraging teams to shift from self-loathing to a positive outlook. By focusing on excellent customer engagement and breaking free from resigned attitudes, Chris empowers organizations to reignite their inner spark and thrive in the face of adversity.

2.30pm **Close**

7.00pm **Conference Dinner - Sponsored by**   
Dinner Entertainment  
Eric Grothe & The Gurus  
Murray Hartin – Banjo Paterson with a modern spin

10.30pm **Conference Dinner Finish**



DAVID TRODDEN






GLENN OTTAWAY



FRANK PONISSI

## SUNDAY 10 NOVEMBER CONFERENCE SESSION GRAND BALLROOM - DAY TWO

- 8.00am **Morning Coffee sponsored by** 
- 8.15am **Industry Diversification Panel**
- 9.00am **NSWRL Update – David Trodden, CEO**
- 9.30am **QRL Update – Glenn Ottaway, GM Pathways & Performance**
- 10.00am **Morning Tea sponsored by** 
- 10.20am **NRL Update**
- 10.50am **Alan Wilson interview with Frank Ponissi**  
Frank Ponissi is Melbourne Storm's Director of Football and has been with the club since November 2007. Frank has enjoyed success in both coaching and administration here in Australia and overseas, in a career spanning 35 years. He was on the coaching staff for the Australian Kangaroos and Manly-Warringah Sea Eagles under Bob Fulton in the 1990's, he spent five years based in Europe as a Rugby Union defensive coach, and he was a consultant for the South African Springboks during the 2003 World Cup. During his 17 years at the Storm, Frank has been a part of four NRL premierships, seven Grand Final appearances, six Minor Premierships, and 12 Preliminary Finals. In 2024, Frank has driven the establishment of the Melbourne Storm Pathways Program to ensure the future success of the club. Also in 2024, Frank was Manager of the NSW State of Origin Team coached by Michael Maguire, that became only the third Blues team in Origin history to win a decider at Lang Park.
- 11.30am **Rugby League Panel Discussion**  
Expert panel discussing all things Rugby League.  
Moderated by Alan Wilson
- 12.10pm **Leagues Clubs Australia Closing Remarks – Don Hammond, CEO**
- 12.20pm **Conference Lunch or take away lunch boxes sponsored by** 
- 1.15pm **Coaches depart Sheraton Mirage for the airport**

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## Our Corporate Partners

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## Great Northern Golf Challenge



Friday 8 November | \$190.00 per person

Coaches depart the Sheraton Grand Mirage at 7.00am sharp for the Great Northern Golf Challenge to be held at Links Hope Island

**Format:** 4 person Ambrose event shot gun start at 8.00am (Max. 18 Handicap for men & 36 for women - unless AGU handicap)

**Dress:** Standard Golf Attire (soft spikes only)

**Inclusions:** Electric shared cart, breakfast & lunch

MEMBER / CORPORATE PARTNERS: \$1195.00 | PARTNER PACKAGE: \$595.00

## ACCOMMODATION

Sheraton Grand Mirage, Gold Coast

All rates are per room per night including breakfast

- Standard room - Single Occupancy \$355 per night including breakfast for one
- Standard room - Either Double or Twin Share \$380 per night including breakfast for two

### Accommodation Terms & Conditions

Check in time: 3.00pm | Check out time: 11.00am

Should you cancel your room within 30 days prior to arrival - 100% cancellation fee applies

Between 60 & 30 days prior to your arrival - 90% cancellation fee applies. Substitutions are welcome

### Conference Terms & Conditions

Between 60 & 30 days prior to your arrival - 90% cancellation fees apply

30 days or less prior to your arrival - 100% cancellation fees apply

## FLIGHT OPTIONS

Please contact Janelle Brown or Jodie Tipping at Total Travel Management for your flight options

Email: janelle@totaltravelmanagement.com.au | Mobile: 0425 251 207

Email: jodie@totaltravelmanagement.com.au | Mobile 0416 130 202

## Airport Transfers

*A coach will depart the Sheraton on Sunday 10 November at the completion of the conference to Gold Coast Airport.*

