



# SafeZone

## APAC Conference 2019 Program

### September 9 & 10, 2019

At Sea World Conference Centre, Gold Coast QLD  
(Followed by AUCSO conference on September 11 & 12)

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# SafeZone

## APAC 2019 Conference Program Day 1

### Day One September 9<sup>th</sup>

08:15-08:55 Coffee and Registration – *takeaway coffee is available from the Shoreline restaurant or the Lobby Lounge*

09:00-9:15 Welcome **Julian Spencer, Sales Manager ANZ CriticalArc**

09:05-9:15 Opening Address – **Glenn Farrant, CEO CriticalArc**

09:15-10:00 Keynote: Addressing Sexual Assault & Sexual Harassment  
**Matt Smith, Associate Director, Facilities Management, UTAS**

10:00-10:15 Morning Tea

10:15-11:15 **SafeZone Innovations & Roadmap** **Jahmai Lay CTO & Dom Barnsley**  
**Director of Product Development, CriticalArc**

11:15-12:00 Workshop One (details page 6)

A **Travellers & Lone Workers** **Shane Corker, RAA**

B **Security Control Room: Setup and S.O.P.** **Yin Tint, UQ**

12:00-13:00 Lunch at the Shoreline Restaurant

13:00-13:45 **Benchmarking Customer Success in Australia** **Darren Chalmers-Stevens**  
**CriticalArc**

13:45-15:00 **Safety and Security in a Complex Operating Environment** **Shane**  
**Dennis, ANSTO**

15:00-15:15 Afternoon Tea

15:15-16:00 Workshop Two (details page 6)

C **Optimising Building Evacuations** **Kris Brown, Locatrix**

D **Lockdown Across a National Footprint** **Sean Peckover, National**  
**Manager Workplace Health & Safety, CQU**

16:00-16.45 **SafeZone Product Feedback & Voting** **Jahmai Lay CTO & Glenn Farrant**  
**CEO, CriticalArc**

16:45-17:00 **Wrap up and overview of evening activities** **Julian Spencer, Sales**  
**Manager ANZ CriticalArc**

18:30-21:30 Gala dinner and Awards sponsored by RAA *Please join us in the*  
*Melrose room for dinner*



# SafeZone

## APAC 2019 Conference Program Day 2

### **SITE TOURS: Village Roadshow Theme Parks**

Back of house safety, security & emergency management tours at Movie World and Sea World

07:30	<b>Bus departs for Movie World tour</b>
08:00-10:00	<b>Sea World tour (on site)</b>
10:00	<b>Bus returns from Movie World</b>

### **Day Two September 10<sup>th</sup>**

**10.00-10:15** Morning Tea

**10:15-10:30** ASIS Young Professionals *Brenna Guiney*

**10:30-11:15** Global *Best Practice in Security & Safety*

*Glenn Farrant, CEO CriticalArc*

**11:15-12:00** Workshop Three (details page 6)

**E** *Emergency Response & Crisis Communications Shane Dennis, ANSTO*  
**F** *Tip Reporting & Two-Way Messaging Jahmai Lay CTO & Dom Barnsley Director of Product Development, CriticalArc*

**12:00-13:00** Lunch at the Shoreline Restaurant

**13:00-13:45** International Travel & Operations – *Darren Chalmers-Stevens, CriticalArc*

**13:45-14:30** Workshop Four (details page 6)

**G** *Safer Communities Initiatives Dineke Nolan, USC*  
**H** *Indoor Positioning Jahmai Lay CTO & Glenn Farrant CEO ARUBA, POLSTAR, CISCO & LOCATRIX*

**14:30-14:45** Afternoon Tea

**14:45-15:45** Active Threat Preparedness *Darren Chalmers-Stevens, CriticalArc*

**15:45-16:30** Wrap up and Q&A *Glenn Farrant, CEO CriticalArc*

**19:00-20:30** Canapes at Waterfall Café Sea World *Please join us for canapes*

**NOTE: AUCSO Conference follows on September 11-12**  
**See page 4 for AUCSO contacts**





# SafeZone

## APAC 2019 Related Activities

### Welcome – 8<sup>th</sup> Sept

For those of you who are arriving at the hotel ahead of the conference on Sunday 8<sup>th</sup>, please join us for at 6:30pm for canapes Waterfall Café, Sea World.

### SITE VISITS

Village Roadshow Theme Parks – WHS + Security tours

- Choice 1. 08:00-09:00 **Movie World** (bus leaves Sea World at 7.30am)
- Choice 2. 08:00-10:00 **Sea World** (Walking tour, adjacent to conference)

### AUCSO Event - September 11<sup>th</sup> & 12<sup>th</sup>

Note that AUSCO will be running its inaugural APAC Regional meeting in the two days following SafeZone APAC at the Sea World Conference Centre Ocean Room.

More info: [AUCSO website](#) Event organisers are:

- Garry Tyler (UQ) [g.tyler@pf.uq.edu.au](mailto:g.tyler@pf.uq.edu.au)
- Nick van Poos (QUT) [nick.vanpooss@qut.edu.au](mailto:nick.vanpooss@qut.edu.au)
- John Skinner (Bond) [j Skinner@bond.edu.au](mailto:j Skinner@bond.edu.au)

### TRAVEL – Getting there from Coolangatta or Brisbane airports

- Coolangatta Airport Drive 26 km 45 min, Pub trans 1hr 30min ([Google Maps](#))
- Brisbane Airport Drive 85 km 1 hour, Pub trans 2hr 30min ([Google Maps](#))
- Parking Free parking onsite at the Sea World North Carpark ([Google Maps](#))

### ACCOMMODATION ALTERNATIVES

Sea World Resort has a special rate (\$198 including breakfast) ph. 1300 139 677

Alternatives, see: <https://www.destinationgoldcoast.com/where-to-stay/>

Or search Google Maps for [Gold Coast Hotels](#)

#### Nearby SafeZone sites:

• Central Queensland University (Brisbane campus)	77 km
• Queensland University of Technology (Kelvin Grove)	79 km
• University of Queensland (St Lucia)	83 km
• Australian Catholic University (Brisbane campus)	88 km
• University of the Sunshine Coast (Sippy Downs)	170 km
• University of Southern Queensland (Toowoomba)	186 km

# Benefits of taking part in SafeZone APAC 2019

## LOCAL and INTERNATIONAL SPEAKERS

- Best Practice in Response Operations
- Sexual Assault and Sexual Harassment
- Response Collaboration: External & in-house response teams
- Supporting Equity and Diversity in Emergency Response
- Best Practice in Critical Incident Management



*Click to play video*

## DISCUSSIONS and CASE STUDIES

Attend presentations covering a diverse range of topics, all aimed at helping you to improve organisational efficiency and effectiveness in Security, Safety and Emergency Management.

## WORKSHOPS

Share what you've done with others and learn from best practice in Australia, the UK and USA.

- Travelers & Lone Workers
- Security Control Room Set up & SOP
- Optimising Building Evacuations
- Emergency Response & Crisis Communications
- Tip Reporting & Two-Way Messaging
- Case Study Safer Communities Initiatives
- Indoor Positioning

## OPERATIONAL EFFICIENCY

Learn about ways to make amazing efficiency gains from SafeZone and how to optimise operational practices

## NETWORKING & AWARDS

We're holding our first Awards night at this year's gala conference dinner, to which all attendees are invited



# SafeZone

## APAC 2019 Workshops

Workshops		
Topic		Details
A	<b>Travellers &amp; Lone Workers</b>	Fulfilling Duty of Care and Protecting your personnel travelling and working in remote environments, interstate or overseas
B	<b>Security Control Room: Setup and S.O.P.</b>	Control room technology, Standard Operational Protocols and Optimizing Control Room efficiency during all incident types
C	<b>Optimising Building Evacuations</b>	CASE STUDIES: Building evacuation, Team coordination, Crisis communication
D	<b>Customer Case Study CQU</b>	CQUniversity is based in Rockhampton with 33,000 students and staff at 26 campuses in 5 states. In 2015 CQUniversity launched SafeZone as part of its Emergency Notification and Alert System (ENAS). The university has integrated 5 different systems together to produce arguably the most comprehensive and accessible emergency management capability currently in Australian universities.
E	<b>Emergency Response &amp; Crisis Communications</b>	Establishing a permanent available crisis management control room, organising and readying critical incident teams. Team operations, accountability, business continuity and return to BAU.
F	<b>Tip Reporting &amp; Two-Way Messaging</b>	Getting the most out of Tip Reporting and taking messaging to a new level – secure multi-way messaging and location-targeted messaging
G	<b>Case Studies "Safer Communities" Initiatives</b>	The rapidly growing Safe Community movement in Australia has seen universities create radical changes to their philosophy on student care, with University of the Sunshine Coast completely revamping multi-disciplinary teams and co-locating these into a single central space that keeps the Safe Community message front-of-mind, delivering a cohesive service to all campus users.
H	<b>Indoor Positioning</b>	Leveraging indoor positioning for optimal incident response in personal or large-scale emergencies

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