MARINE13 DETAILED PROGRAM MONDAY 29 APRIL 2013

	Boating Business	Marinas	Boating Safety	
0800 - 1015	Plenary Session			
Room	Parkside Auditorium			
Chairperson		Tim Stackpool		
0800 - 0810	1 Marine13 Conference Opening and Welcome to Country <i>Tim Stackpool - Master of Ceremonies;</i> <i>Millie Ingram</i>			
0810 - 0820	2 Ministerial Welcome The Hon. Duncan Gay MLC - Minister for Roads and Ports, NSW			
0825 - 0905	3 Achieving new heights Catherine DeVrye - Motivational Speaker			
0910 - 0940	4 Societal change and consumer trends Benjamin Pedley - Head of Investments, UBS Wealth Management			
0945 - 1015	5 Engaging boaters of today and tomorrow Thom Dammrich - President, National Marine Manufacturers Association, USA			
1015 - 1045	MORNING TEA IN EXHIBITION			
1050 - 1215		Concurrent Sessions		
Room	Parkside A	uditorium	Parkside 110B	
Chairperson	Darrer	Vaux	Neil Patchett	
1050 - 1130	Boating F Ross Kilborn - Sport Developme Malcolm Page - Olympic Champion	6 Boating Promotion Ross Kilborn - Sport Development Director, Yachting Australia; Malcolm Page - Olympic Champion and Discover Sailing Ambassador;		
1135 - 1215	Thom Dammrich - President, National N Kevin Ketchum - Principal/Chief Open Graham Raspass - Managing Directo Anthony Gelfius - Director, Boal	ating Officer, California Yacht Marina; r, SailTime Australia & New Zealand;	8 Striking the balance: Education VS Regulation Howard Glenn - Chair, Australian Recreational Boating Safety Committee	
1215 - 1330	LUNCH IN EXHIBITION			
1335 - 1415		Plenary Session		
Room	Parkside Auditorium			
Chairperson		Tim Stackpool		
1335 - 1415	9 Online world: What it means for the boating industry Bill Owens - Independent Company Director, Technology Strategy & Risk			

1420 - 1545	Concurrent Sessions				
	Parkside Auditorium	Parkside 110A	Parkside 110B		
Chairperson	Glen Jones	Andrew Chapmen	Neil Patchett		
1420 - 1500	10 Changing face of retail: Showroom or virtual - Do you need to adapt? John Winning - CEO, Winning Group	11 Case studies - Best proven marina profit ideas David Randall - Facilities Manager, Royal Prince Alfred Yacht Club; Darrell Barnett - Marina Manager, Soldiers Point Marina; Nicola Walsh - Regional Director, Marina Developments Limited; Anthony McCann - Operations Manager, Fremantle Sailing Club	12 Risk management in boating Jean Murray - Chair, Canadian Safe Boating Council, Canada		
1505 - 1545	13 Professional service workshops: Generate greater profits from your service departments lan Mayer - CEO, Chatswood Toyota	14 How much should you spend on marina maintenance? Brett Bolton - General Manager, Horizon Shores Marina; John Hogan - CEO, Superior Jetties; John Leman - Director, International Marina Consultants; John Spragg - Director, Bellingham Marine Australia	15 Marine safety communications Peter Pokorny - Specialist Maritime Communications, Vessel Traffic & Pilotage Services, Navigation Safety and International Division, Australian Maritime Safety Authority		
1545 - 1615	AFTERNOON TEA IN EXHIBITION				
1620 - 1700	Concurrent Sessions				
	Parkside Auditorium	Parkside 110A	Parkside 110B		
Chairperson	Karen Baldwin	Mike Harvey	Neil Patchett		
1620 - 1700	16 Customer service and relationships: Repeat business is the secret to success	17 Disaster strikes - Is your business ready to respond and survive? Greg Kelly - Managing Director, GKA Investigations Group;	18 Fast craft case study Peter Keyes - Manager - Commercial Vessels, Marine and Safety Tasmania		
	Catherine DeVrye - Motivational Speaker	Tony Loughran - Director, Zero Risk International	Mark Thompson - Maritime Officer, Maritime New Zealand		
1705 - 1745	Catherine DeVrye - Motivational Speaker				
1705 - 1745 Room	Catherine DeVrye - Motivational Speaker	Tony Loughran - Director, Zero Risk International			
	Catherine DeVrye - Motivational Speaker	Tony Loughran - Director, Zero Risk International Plenary Session			
Room		Tony Loughran - Director, Zero Risk International Plenary Session Parkside Auditorium	Mark Thompson - Maritime Officer, Maritime New Zealand		
Room Chairperson		Plenary Session Parkside Auditorium Tim Stackpool 19 Accepting the challenge Tim Stackpool - Master of Ceremonies; Richard Stanning - General Manager, McConaghy Boats;	Mark Thompson - Maritime Officer, Maritime New Zealand		

MARINE13 DETAILED PROGRAM TUESDAY 30 APRIL 2013

	Boating Business	Marinas		Boating Safety	
0800 - 1015		Concurren	t Sessions	Parkside 110B	
Room		Parkside Auditorium			
Chairperson	Andrew Chapman			Tim Stackpool	
0800 - 0845	20a (25min) Speaking up for small business within government Yasmin King, NSW Small Business Commissioner 20b (20min) Economic value of boating – Launch of the Australian Boater Survey Andrew Chapman - President, Marina Industries Association; Steve Jenkins - General Manager Coastal Infrastructure, Department of Transport WA; Nathan Nichols - Director, Cruise Craft			21 Marine Rescue: A volunteer story Stacey Tannos - Commissioner, Marine Rescue NSW; Pierre Brugnon - Head of Mission: Prevention at Société Nationale de Sauvetage en Mer, France; Peter Chennell - Sea Safety Manager, Royal National Lifeboa Institution, UK	
Room	Parkside Auditorium	Parkside 110A	Parkside G04	Parkside 110B	
	Don Jones	Steve Sammes / Stuart Walton	Andrew Chapman	Tim Stackpool	
0850 - 0930	22 Empowering women in boating: Who really makes the decisions? Jeni Bone - Editor, Marine Business World Karen Phillips - Managing Director, Karen Phillips Corporate Communications Darren Finkelstein - Dealer Principal, St Kilda Boat Sales	23 Upland boat storage: Optimising your asset Andre Vaan Heerden - Chief Executive, RotaDock; Peter Meares - Principal, Storage King Batemans Bay; David Blackwell - Director, Urbris Trevor Fong - Head of Marina Me Hospitality Mana	Capitalising on emerging markets: SWOT analysis China, Korea, Thailand, South East Asia Trevor Fong - Head of Marina Management, Keppel Land Hospitality Management; Kenny Kang - CEO, CKIPM;	25 Useless Lifejackets Peter Chennell - Sea Safety Manager, Royal National Lifeboa Institution, UK	
0935 - 1015	26 Caught in the Trap Simon Cook - CEO, IC Frith (to lead a panel of colleagues from IC Frith and independent specialists)	27 Marinas 3.0 - Engaging new technologies Darren Wilkinson - General Manager, M-Tech; David Harris - Managing Director, Patron Power	Scott Finsten - Harbour Master, Ocean Marina Yacht Club Zhenan Zhang - Chief Executive Manager, Qingdao City Construction Investment Group, China	28 National system: Commercial vessels John Fladun - General Manager, Regulatory Affairs, Australian Maritime Safety Authority	
1015 - 1045		MORNING TEA			
1050 - 1215			t Sessions		
Room	Parkside Auditorium	Parkside 110A	Parkside G04	Parkside 110B	
	Simon Cook	Darren Vaux	lan McAndrew	Neil Patchett	
1050 - 1130	29 Customer engagement at shows: Making the most of your boa show investment Andrew Williams - CEO, AWTonomy Consulting	30 Accelerated development - Fast tracking your marina upgrade or redevelopment Brian Eastoe - Principal, Eastoe Consulting; William Loader - Project Manager, d'Albora Marinas; Julian Urquhart - Development Director, Australand	31 Insurance - Risks you need to be aware of Neil Myhre - Product Manager: Marine, Allianz Australia Ltd	32 Online boating education Kerry Moher - V.P. Business Development , Fresh Air Educators Inc., Canada	
1135 - 1215	33 How to use viral video marketing for the marine industry Billy Kirkley - Chief Digital Strategist, Clicks2Orders Optional follow up workshop in G07B 1405 - 1530		34 Boatyards & workshops: 10 ways to improve your bottom line Andrew Fenwick - Fenwicks Marina Anthony McCann - Operations Manager, Fremantle Sailing Club; Steve Sammes - Marina Manager, Gold Coast City Marina	35 Passive craft Peter Corcoran - Director of Maritime Safety, Transport Safety Victoria	
1215 - 1315	LUNCH IN EXHIBITION				
1320 - 1400	Plenary Session				
Room	Parkside Auditorium				
Chairperson		Suzanne Davies			
1320 - 1400	36 Apps and the power of social networking: Getting the message out Stephen Forth - Managing Director, SapientNitro				

1405 - 1530	Concurrent Sessions				
Room	Parkside Auditorium	Parkside 110A	Parkside G04	Parkside 110B	
Chairperson	Andrew Warner	Andrew Chapman	Karen Baldwin	Neil Patchett	
1405 - 1445	37 Consumer law and trade practices: navigate the legal maze Marcel Vaarvon-Morel - Managing Director, VM Legal	38 (60mins) Strategies to keep your marina full Mick Bettesworth CMM - Chief Commercial Officer, MDL Marinas Group PLC; Kevin Ketchum - Principal/Chief Operating Officer, California Yacht Marina Mark Robertson - Managing Director, Scarborough Marina		40 Ocean weather forecasting Alasdair Hainsworth - Assistant Director Services, Bureau of Meteorology, Australia	
1450 - 1530	41 Value chains: Working collaboratively to boost productivity Andrew King - Associate, Capstone Partners	42 (20mins) Research Case Study: "Hillaries Boat Harbour- more than a place for boats" The social impact of a marina Donna West - Manager Coastal Facilities, Coastal Infrastructure Business Unit, Department of Transport WA		43 Safety Systems: experiences and lessons to be learned Margaret Prendergast - General Manager, NSW Centre for Road Safety	
1530 - 1600	AFTERNOON TEA IN EXHIBITION				
1605 - 1645	Concurrent Sessions				
Room	Parkside Auditorium	Parkside 110A		Parkside 110B	
Chairperson	Glen Jones	Ian McAndrew		Neil Patchett	
1605 - 1645	44 Hiring & retaining top performers: Techniques for securing the talent you need Kevin Chandler - CEO, Chandler HR	45 The future is coming: Will your marina measure up? Everett Babbit - President & CEO, Bellingham Marine; Mick Bettesworth CMM - Chief Commercial Officer, MDL Marinas Group PLC; Greg Shaw - CEO, Ardent Leisure (incl. d'Albora Marinas)		46 Personal responsibility - PWC case study Rob Shehadie - TV personality/comedian	
1650 - 1715	Plenary Session				
Room	Parkside Auditorium				
1650 - 1715	47 Vision for boating 2020 / Concluding remarks Andrew Chapman - President, Marina Industries Association; Howard Glenn - Chair, Australian Recreational Boating Safety Committee; Darren Vaux - Chairman, Boating Industries Alliance Association				