



REIWA

**CONNECT**

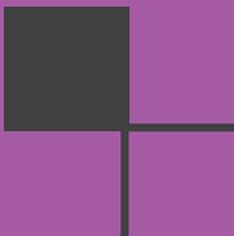
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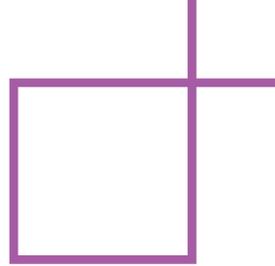
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PROGRAM  
OF EVENTS

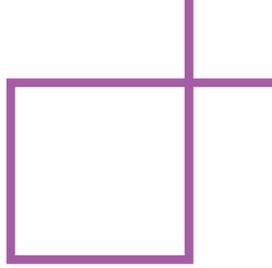
22 SEPTEMBER 2017  
CROWN PERTH, BURSWOOD



# MAJOR SPONSORS

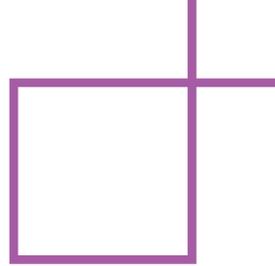


# EXHIBITORS



Thank you to all our sponsors and exhibitors who make this event possible.

# CONFERENCE PROGRAM



7:00am

## Registration

8.00am-8.15am

CROWN BALLROOM 3

## Official opening and industry update

**NEVILLE POZZI** REIWA CEO

8.15am-9.00am

CROWN BALLROOM 3

## Perth Airport developments

**STEVE HOLDEN** Chief Commercial Officer, Perth Airport

There are many exciting and innovative developments happening at our very own airport. Steve will discuss the:

- Property precinct development.
- Non-aero development – including the direct factory outlet and Airport West Retail Park, Ground Transport and Aviation Business Development.
- Other airport development.

9.00am-10.00am

CROWN BALLROOM 1 & 2

## Leadership, the importance of relationships with the customer

**THE HON JEFF KENNETT AC** Founding Chairman, *beyondblue*

Leadership is a vital ingredient to success whether it is in your personal or professional life. It is not just the responsibility of those who lead organisations, but for all of us. Not everyone is a leader, but we can all understand the ingredients that leadership requires.

During this session you will learn:

- How to establish a vision to work towards.
- How to conduct and structure responsibilities.
- How to identify your own and others strengths and weaknesses
- How to relate to those around you.

10.00am-10.30am

GRAND BALLROOM

## Morning tea and visit the trade exhibition

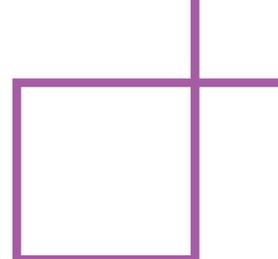
10.30am-11.00am

CROWN BALLROOM 3

## Road testing the Activity Centres Policy: What it means to you

**GREG ROWE** Principal and Managing Director, Rowe Group

This session will cover an update on the Activity Centres Policy which is being undertaken by the Department of Planning and other projects as they have progressed onsite, including construction costs, number of dwellings under construction, total floor space under construction and so on.



### 11.00am-11.30am

CROWN BALLROOM 3

#### Legal update

**TIM MORGAN** Partner, Lavan Legal

Hear about the ways in which legal changes will affect your business.

Tim will cover:

- FIRB – recent practices to be wary of and the consequences for real estate agents.
- Electronic contracts – the way of the future and how property transactions will be affected.
- Land compensation issues – the implications of the recent High Court decision in the South Regal Case.

### 11.30am-12.15pm

CROWN BALLROOM 3

#### Information is cheap: What to do when your customer is more informed than you are

**SIMON WALLER** Author & International Speaker

As the internet continues to democratise access to information, the role of commercial agents as 'information brokers' is under threat. In the face of more informed, time poor clients commercial agents need to start looking at how technology can counter a trend towards more transactional, cost driven business relationships.

### 12.15pm-1.45pm

GRAND BALLROOM

#### Lunch and visit the trade exhibition

### 1.45pm-2.30pm

CROWN BALLROOM 3

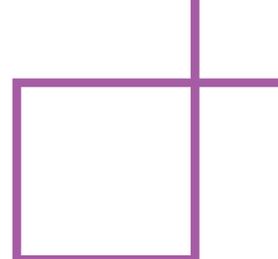
#### Perth commercial property market update: WA after the boom?

**DAMIAN STONE** Y Research

WA's commercial property markets continue to adjust post the resources boom.

In this session, Damian will:

- Detail the record level of development that occurred during the resources boom.
- Analyse the current state of office markets in the Perth CBD and surrounding suburbs, as well as metropolitan retail and industrial property markets.
- Highlight which suburbs and properties are performing best in current market conditions.
- Share which sectors will drive future employment and growth in your market in the years ahead.



### 2.30pm-3.15pm

CROWN BALLROOM 3

#### The impact of global, national and local economic trends on the commercial property sector in the face of rising global geopolitical tensions

**ALAN LANGFORD** Chief Economist, Bankwest

This session is all about where Western Australia is at in its journey on the other side of the construction phase of the resources boom.

There will be discussion on:

- Is the less labour-intensive, but nevertheless longer-lasting production/export phase of the resources boom receiving its proper due?
- Does the 'New World Disorder' present opportunities as well as threats? And if so, what and where might they be?
- What is the risk of a trade-war between Washington and Beijing? And if there is, will Australia suffer collateral damage?

### 3.15pm-4.00pm

CROWN BALLROOM 3

#### Future direction and network developments

**MAURICE CAMMACK** Director Budget and Investment Planning, Main Roads

Learn about the future direction and new network developments. Maurice will cover the financial challenges Main Roads WA face, the strategic direction and the significant construction coming up over the next four years.

### 4.00pm-5.00pm

CROWN BALLROOM 1 & 2

#### If Disney ran your business. Secrets to making the client experience magical!

**JOHN FORMICA** The "Ex-Disney Guy", America's Customer Experience Coach

Have you ever wondered how the Disney Company continues to produce a successful model of excellence, an effective culture and memorable customer experience? Just imagine how successful you could be if you knew their secrets and how you could apply them to create your own Disney-like brand and culture in the real estate industry today.

### 5.00pm

CROWN BALLROOM 1 & 2

#### Close and wrap

### 5.00pm-5.30pm

CROWN BALLROOM 1 & 2

#### Sundowner

# PERTH AIRPORT DEVELOPMENTS

**STEVE HOLDEN** CHIEF COMMERCIAL OFFICER, PERTH AIRPORT



Steve Holden is the Chief Commercial Officer at Perth Airport, where he has been employed for the past 12 years.

He is responsible for the airport's property, retail, ground transport and aviation business development teams, which combined, produce total revenues in excess of \$435 million.

He holds a Bachelor of Science in Building Surveying, is a chartered surveyor and a member of the Property Council's Industrial Land and Infrastructure Committee.

Prior to joining Perth Airport, Steve worked in various property roles in Australia and the UK during his 20 year property career.

# LEADERSHIP, THE IMPORTANCE OF RELATIONSHIPS WITH THE CUSTOMER

**THE HON JEFF KENNETT AC**



The Hon Jeff Kennett AC was an Officer in the Royal Australian Regiment, serving at home and overseas. He was a Member of the Victorian Parliament for 23 years, and was Premier of the State of Victoria from 1992 to 1999.

He is the founder and inaugural Chairman of beyondblue: the national depression initiative and remained Chairman from 2000 to June 2017. Jeff is also Chairman of The Torch, a program assisting incarcerated Indigenous men and women and a Director of the Equity Trustees Limited and Seven West Media Ltd.

Jeff is also currently Chairman of Open Windows Australia Proprietary Limited, Chairman of CT Management Group Pty Ltd, Chairman of Amtek Corporation Pty Ltd and Chairman of LEDified Lighting Corporation Pty Ltd.

Patron of a number of community organisations, in 2005 he was awarded the Companion of the Order of Australia.

# ROAD TESTING THE ACTIVITY CENTRES POLICY: WHAT IT MEANS TO YOU

**GREG ROWE** PRINCIPAL AND MANAGING DIRECTOR, ROWE GROUP



Greg Rowe is the founder and Managing Director of Rowe Group (town planning and urban design) and Proven Project Management.

A qualified architect and town planner, he holds a Bachelor of Architecture, Bachelor of Arts in Urban and Regional Studies and a Graduate Diploma in Urban and Regional Studies. With over 40 years experience in both the public and private sectors, Greg has worked to deliver outstanding results for his clients in the areas of town planning, design and project management.

Proven Project Management has delivered in excess of \$1 Billion of development projects over 25 years.

Greg also remains actively involved in major projects undertaken by Rowe Group, including the Garden City redevelopment, Karrinyup shopping centre, Kings Square and the former Emu Brewery Site.

# LEGAL UPDATE

**TIM MORGAN** PARTNER, LAVAN LEGAL



Tim Morgan is a partner in Lavan's Property Services Group. Tim acts predominantly for land developers and landlords handling the acquisition and disposal of land, land subdivision and development, joint ventures, the financing of projects and retail and commercial leasing. Tim also regularly advises on general commercial matters and GST and duty issues relevant to land transactions.

One of Tim's specialised areas of expertise is apartment and mixed use development. This includes site acquisition/due diligence, joint venture/funding arrangements, preparation of off the plan sale contracts and strata by-laws, project marketing arrangements, contract disputes, settlements and general Strata Titles Act compliance.

# INFORMATION IS CHEAP:

WHAT TO DO WHEN YOUR CUSTOMER IS MORE INFORMED THAN YOU ARE

**SIMON WALLER** AUTHOR AND INTERNATIONAL SPEAKER



Simon Waller is the author of two books, *The Digital Champion: Connecting the dots between people, work and technology* and *Analogosaurus: How to avoid extinction in a world of digital business*.

He developed his expertise working in business improvement and strategy development at Rio Tinto and holds qualifications in futures thinking, commerce and leadership.

Simon is an international speaker on the topics of digital disruption and the future of work. He has worked with numerous organisations in Australia, to help them incorporate digital tools in the workplace.

For Simon, digital technology is not just a catalyst for increasing business productivity, it is also an avenue to improving the quality of life for those who use it.

# PERTH COMMERCIAL PROPERTY MARKET UPDATE:

## WA AFTER THE BOOM?

**DAMIAN STONE** Y RESEARCH



Damian Stone is the Principal and Chief Problem Solver of Y Research - an independent West Australian property information and research firm.

Since its inception in 2010, Y Research has developed unique databases on Perth's office, retail, apartment, tourism and industrial property markets through on the ground property inspections. Y Research believes for data accuracy, there is no better substitute than looking at a property in person.

Damian produces a series of regular reports on these markets, provides consultancy and advisory services to a range of clients and is a featured industry commentator in the West Australian and WA Business News.

Prior to starting Y Research, he worked at the Property Council of Australia (WA Division) as the Manager – Research and Policy and Business Development Manager.

# THE IMPACT OF GLOBAL, NATIONAL AND LOCAL ECONOMIC TRENDS ON THE COMMERCIAL PROPERTY SECTOR IN THE FACE OF RISING GLOBAL GEOPOLITICAL TENSIONS

**ALAN LANGFORD** CHIEF ECONOMIST, BANKWEST



Alan Langford joined Bankwest from what is now the Chamber of Commerce and Industry of Western Australia (CCIWA) in March 1989 as an Economic Research Officer, and was appointed Economist in September 1990, just in time to grapple with the recession Paul Keating said we had to have.

The chief function of his role was to advise Bankwest and its clients on the implications of economic and financial market trends. His duties include the publication of Bankwest Economic Updates and presentations at industry seminars.

Alan has a degree in financial management and economics from Curtin University and has a graduate diploma in applied corporate finance and investment from Finsia, where he is also a senior fellow.

He is also a member of the Housing Industry Forecasting Group (HIFG) and the chair of the advisory board of the School of Economics and Finance at Curtin University.

# FUTURE DIRECTION AND NETWORK DEVELOPMENTS

**MAURICE CAMMACK** DIRECTOR BUDGET AND INVESTMENT PLANNING, MAIN ROADS



Maurice Cammack has been with Main Roads for over 35 years and has a broad range of experience across Main Roads' operations.

His past roles include regional asset management experience and responsibility for Main Roads' road safety policy and strategy, and has represented Western Australia on National and International committees in relation to road safety.

In his position as Director of Budget and Investment Planning, Maurice and his team have the responsibility for setting direction and providing advice on Main Roads future investment options for Government across the organisation's \$2 billion annual budget and program.

He also represents the State at a national level in relation to national road investment funding and proposals.

# IF DISNEY RAN YOUR BUSINESS:

## SECRETS TO MAKING THE CLIENT EXPERIENCE MAGICAL!

**JOHN FORMICA** THE "EX-DISNEY GUY", AMERICA'S CUSTOMER EXPERIENCE COACH



John Formica, "Ex-Disney Guy" and leading authority in the service industry, client satisfaction and organisational culture growth, is "America's Best Customer Experience Coach."

As a former successful Disney leader for many years, he will share his incredible experiences, best practices and proven Disney success strategies to help you create your own "magical" Disney-like client experience and culture, all in an inspiring and entertaining way.