

RMHC 2010 APMEA CONFERENCE CONFERENCE PROGRAM

Tuesday 19th October



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|----------------|--|
| 7:30am - 12pm | RADAR Training (Chapter/Program Staff only) |
| 9:30am - 10am | Tour of Ronald McDonald House Hobart (Optional) |
| 10:30am - 11am | Tour of Ronald McDonald House Hobart (Optional) |
| 12:30pm - 5pm | RADAR Training (Chapter/Program Staff only) |
| 1pm - 1:30pm | Tour of Ronald McDonald House Hobart (Optional) |
| 2pm - 2:30pm | Tour of Ronald McDonald House Hobart (Optional) |
| 6pm - 7:30pm | Welcome to Hobart Function Venue: Hobart Town Hall |

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Wednesday 20th October



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| 8:30am - 9:45am | Opening Session | | |
| 9:45am - 10:30am | BIG Words, BIG People, BIG Partnerships Robyn Moore Robyn will shake up your perceptions of the power of the word and the power of partnerships and reveal new possibilities to create a BIG future in all areas of your life. | | |
| 10:30am - 11am | Morning Tea | | |
| 11am - 12:30pm | Improve the Way you Communicate and Support Others Tanya Harris True Colours will help you gain a better understanding of yourself, what makes you tick and what ticks you off and in the process you will also discover and value how other people differ in their approach to the same circumstances. The True Colours model provides you with insights into different motivations, actions and communication approaches so you can improve the way you communicate, support and work with others. | | |
| 12:30pm - 2pm | Lunch & Service Awards | | |
| 2pm - 3:30pm | Elements Required for Successful Fundraising Adele McIntosh For newcomers to the Fundraising scene or those simply interested in Fundraising, this session is for you. We will examine the Foundations of Fundraising and the factors likely to influence it's success. Core fundraising pillars, practices, behaviours and tips will also be covered. | Organisational Leadership Health Check Lucy Rowe Come and discover how to create and build on your organisation's Leadership Architecture. What leadership mindset might you embed within your organisation and how can you create the conditions that enable success for all? Bring along your innovative thoughts and wacky ideas. | Better Than Sitting on a Bull Ant's Nest Robyn Moore A prerequisite for working in a Ronald McDonald House - this interactive workshop will celebrate the healing power of laughter. |
| 3:30pm - 3:45pm | Afternoon Tea | | |
| 3:45pm - 5:15pm | Creating a Pro - Volunteer Culture Martin Cowling Why is a volunteer culture important? Join this session to discover how to develop and maintain a vibrant volunteer culture and maximise the benefit of volunteers to your program. | Creating a Leadership Pipeline that Enables Remote Leadership Lucy Rowe Is everyone in your organisation displaying leadership and operating at the right level of the leadership pipeline? If not, why not? Let's discover how to ensure leadership is occurring at every level and better understand how you can fully unlock your organisational capacity. | Confidence to Care Tim Rogers This session will assist participants to provide quality support to individuals and families facing the stresses of serious illness. Aimed at "accidental counsellors" (people who are not professional counsellors) the session works on the theory that we all have the ability and responsibility to provide quality support. Participants will learn key skills and knowledge so they are confident and competent to care. |
| 6pm - 7:30pm | Cocktail Party Venue: Hotel Grand Chancellor | | |

Legend: A guide to the potential audience for a session

Program Staff

Board Members, senior Program staff and Chapter staff

Volunteers

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Thursday 21st October



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| 8:30am - 11:15am | Mission Based Management Peter Brinckerhoff Please note this session is compulsory for Board Members and Senior Program Staff. Other Chapter/Program Staff welcome Learn about Mission-Based Management from the author of the book! In this session, Peter Brinckerhoff will share his predictions for nonprofits, his list of key characteristics of success and discuss the best practices of governance. | | Volunteer Excursion (Volunteers Only) (8:30am - 12:30pm) |
| 11:15am - 11:45am | Morning Tea | | |
| 11:45am - 1pm | Confidence to Care (repeated) Tim Rogers This session will assist participants to provide quality support to individuals and families facing the stresses of serious illness. Aimed at "accidental counsellors" (people who are not professional counsellors) the session works on the theory that we all have the ability and responsibility to provide quality support. Participants will learn key skills and knowledge so they are confident and competent to care. | Capital Campaign - Where Do I Start? Adele McIntosh Although practices, structures and beliefs differ when running a Capital Campaign, there are universal principles that remain the same. In this session we will cover these principles from the RMHC Global Capital Campaign Guide and hear from a panel of individuals about their recent experiences and learnings. | |
| 1pm - 3pm | Lunch & Market Place | | |
| 3pm - 5pm | The 5 Secrets of Resilience and the 8 Secrets of Happiness Michael Carr-Gregg Modern psychology has spent the last decade trying to figure out what makes people happy and resilient. This presentation summarizes this research and will leave participants with a clear set of principles to use in their day to day dealings with people at a Ronald McDonald House and other RMHC programs. | | |
| 5pm - 5:30pm | Tour of Ronald McDonald House Hobart (Optional) | | |
| 6:30pm - 10:30pm | Gala Dinner Venue: Hotel Grand Chancellor | | |

Legend: A guide to the potential audience for a session

Board Members and Chapter/Program Staff

Program Staff

Board Members, senior Program staff and Chapter staff

Volunteers

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Friday 22nd October



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| 8am - 10:30am | <p>Strategic Planning Peter Brinckerhoff</p> <p>Drill down into the differing roles of management and governance, with particular emphasis on strategic planning and decision making.</p> | <p>Customer Service: Small Changes Make Big Differences Kate Domeney (9am - 10:30am)</p> <p>Our volunteers already make big differences in the lives of families. In this presentation, we will look at the small and satisfying ways we can do better together to support our families.</p> |
| 10:30am - 11am | Morning Tea | |
| 11am - 12:30pm | Plenary Session Surprise Guest Speaker | |
| 12:30pm - 1:30pm | Closing Session | |
| 1:30pm - 3pm | Light Lunch | |
| 2pm - 2:30pm | Tour of Ronald McDonald House Hobart (Optional) | |

Legend: A guide to the potential audience for a session

Board Members and Chapter/Program Staff

Program Staff

Board Members, senior Program staff and Chapter staff

Volunteers