

**PLEASE PROVIDE COMMENTS ON THE FOLLOWING:**

**CHAIRING/ SPEAKERS/ PANELS**

- High quality throughout.
- Excellent.
- Friday session after lunch was the key session of the conference.
- Good to great.
- Very well organised.
- All very good.
- Jim Phills was great but should have had greater freedom.
- Interesting variety.
- Firm, intelligent, clear.
- Keynotes excellent.

**CHAIRING/ SPEAKERS/ PANELS cont.**

- Excellent – great variety.
- Very impressed with presenters from Stanford.
- Excellent (especially style of Professor Sheldrake).
- Very high quality.
- By and large good. Phills and Aubry terrific.
- High class.
- Excellent. Representation and quality is very impressive.
- Really, really excellent.
- High quality and disciplined.
- Circus Oz, Panels +++, Mark Yettica Paulson, Alec Marr fantastic.
- High calibre in almost every case.
- Excellent speakers, particularly from Stanford.
- The 'lessons from the Sector' was very powerful.
- Very knowledgeable in their field.

**ROOM FOR IMPROVEMENT**

- Gender balance absent in speakers and panels.
- The hypothetical was a bit forced.

## FEEDBACK FROM DELEGATES

- Hypothetical – script could have been tighter.
- Australian Tourism – waste of space and time.
- Watching the time could have been tighter.
- Panel sessions to some extent frustrating – some very good people did not get a chance to make as useful a contribution as they could have (eg Martin Stewart-Weeks), while others got equal air time to read out their slides. A programming issue, not really a speaker issue. The hypothetical was a brave and original idea. For me it didn't work that well. The scenario was set up as a bit of a one toad joke. A waste of great speakers like Tim Costello.

## FEEDBACK FROM DELEGATES

### LEADERS CIRCLES

- An excellent and brave strategy.
- Worthwhile.
- Second and third – good.
- Really good.
- Good.
- Informative.
- Good discussion.
- Learning circles worked really well.
- Chaotic but with good outcomes.
- Good networking.
- Great to get to know others.
- Very good – robust discussion.
- Good debate.
- Excellent sharing opportunity.
- Interactive – well lead.
- Made me think.
- These warmed up progressively.
- Stimulating.
- Great – Leadership Victoria are to be complimented.
- First day bad – but we took a more flexible approach after that which worked really well.
- Took a while to warm up. Improved over the three days.

### ROOM FOR IMPROVEMENT

- Not worth doing.
- I couldn't hear so didn't attend.
- Need more space – noise interference.
- First day it was difficult to hear.
- Poor. The diversity of participants was too great to have meaningful dialogue.

**LEADERS CIRCLES cont.**

**ROOM FOR IMPROVEMENT cont.**

- Outcomes of these depend on good facilitator and inclusion of provocateur.
- Too much to cover.
- Don't think they really worked well – had to do with room.
- Went flat on second day.
- So so.
- Not productive.
- Not necessarily needed.
- Variable.
- Day 1 – inadequate space hampered exchange.
- Would have liked to have been in different group each time. Place Leadership Victoria in the groups and have group appoint their leader. Questions needed to be more focused.
- Average. Facilitation not always the best and best minds weren't present. Should have mixed groups around more.
- Disappointing facilitation and structure of discussion.
- Less time – overworked some of the topics and issues.
- Not strong – although I couldn't attend much.
- Small group rooms too open. Too noisy.
- Didn't attend.
- Day One Questions were a bit basic.
- Leaders circles did not work well.
- Not focussed.
- Waste of time.
- Questions in Session One were not well structured.
- One speaker not a good facilitator.
- Difficult given the need to shout. Disappointed with the facilitator.
- Original brief was poor. Better with free agenda.
- Hard going sometimes – questions loose.
- Poor.

## FEEDBACK FROM DELEGATES

### SUMMIT AGENDA / MATERIAL

- Good
- Flowed.
- Excellent.
- Very Good.
- Comprehensive.
- Rewarding and valuable.
- Insightful.
- Professional.
- Broad ranging but well linked to topics.
- Excellent, descriptive, well targeted.
- Great.

### ROOM FOR IMPROVEMENT

- Hard to find on web – no link from MSSV or MSSA.
- Would like to see some writing paper and handouts of material presented – at least be advised at start of Summit what is happening in this regard.
- Some sessions a bit long.
- Should provide copies of powerpoints.
- Material very disappointing. This is my only real complaint about the event. The registration fee was very good value. Few, if any, participants would have dropped out had the cost been \$100- \$200 higher. Conference materials should be made available as part of the whole package, without additional payment. Also, DVD or video is not a practical tool to reinforce learning or serve as a reference. Printed handout of presentations are the best thing to provide. Very annoyed that this has not been done.
- Bags too big to manage.
- Delegates should not need to pay extra for copies of presentations.
- Conference notes should be made available.
- Better briefing of speakers – tended to wander.
- Some powerpoints unreadable. Black text on blue or 10pt font.
- Program should have been sent out prior.
- Hope to receive the papers!
- Not interested in CD's / DVD's – only powerpoint presentations.

## FEEDBACK FROM DELEGATES

### SUMMIT AGENDA / MATERIAL cont.

#### ROOM FOR IMPROVEMENT cont.

- Prefer a workbook with detailed case studies.
- Would have preferred presentation hand outs.

#### SUMMIT OUTCOMES

- Useful.
- Clear and articulated.
- Positive.
- Excellent personal outcomes.
- Networking, empowering.
- Useable and effective information.
- Valuable/ useful.
- Check in two years time!
- I have many points to take back as suggestions, to my community.
- Still to be seen!
- Good interaction and stimulation.
- Provision of tools to work more effectively.
- Networks, Stanford course.
- Lots of ideas, productive networking.

#### ROOM FOR IMPROVEMENT

- Paper available would have been good.
- Outcomes could be a CD included in pack.
- Not as conclusive as I expected.

## FEEDBACK FROM DELEGATES

### VENUE/ LOGISTICS

Excellent 42.5%      Great 7.5%      Very good 15%      Good 35%

### COMMENTS

- Worked well.
- Perfect.
- Wonderful venue.
- Great choice – easy to access.
- Excellent – very slick and professional.
- Well organised – good venue.
- High standard and well managed.
- Excellent time keeping.
- Worked well – good move to separate workshops to smaller, less crowded venues.
- Very good – better than previous (Park Hyatt).
- Very impressed.
- Audio visual fantastic – staff and venue great.

### ROOM FOR IMPROVEMENT

- A bit cold at times!
- Seats hard on backs.
- Too cold!
- Small group rooms too open, too noisy.
- Should get parking discount and conference pass to parking for locals.
- Lunch could be better.

## FEEDBACK FROM DELEGATES

### OVERALL FEEDBACK

- Well done! (Judy Stenmark, Osteoporosis Australia)
- Thank you. I found it a particularly valuable experience. (Sue Tait, YWCA Victoria)
- Thank you to the organisation and staff for a most wonderful, professional and rewarding experience – well done! (Malcolm Boyd, Dunbar Stewart Pty Ltd)
- A wonderful experience, relevant material, the best organised conference I have ever attended. (Jan Cullis, The Bronte Foundation)
- Well worthwhile. (Robbie Costmeyer, MS ACT)
- A terrific conference. (Licia Kokocinski, ADEC).
- Really enjoyed the Summit – very good speakers and interesting subject matter. (Louise Ingram, Object)
- This was a good experience and one of the better conferences. (Brian Conway, Diabetes Australia)
- Great! (Hugh Morrow, SEEEN)
- Invigorating and reflective. (Jicane Matinga)
- Well done to the team. You are very impressive! (David Pugh, St Lukes Anglicare)
- I found the overall conference to be very rewarding and valuable. It was very well presented, professional and organised. (Laura Hopkins, North Australian Aboriginal Legal Aid Service, Darwin)
- Very enjoyable. (Tracey Gibson, Kilmany UnitingCare)
- Interesting to hear 'high level' issues from my perspective as a state level activist looking to take on national board responsibility. (Paul Tant, Amnesty International)
- Great experience – will definitely benefit our organisation. (David Peterson, St Lukes Anglicare)
- Very, very well done. Best three days I have ever spent at a conference. (Kevin Crestly, Gawith Villa Inc)
- This has been one of the best conferences I have ever attended. I am re-energised and motivated. (John Winkett, Charities Aid Foundation)
- I found the Summit stimulating and of highly practical perspectives. (David Bates, Care Options Inc)
- Very well done. (Roger Boot, The Smith Family)
- Enjoyed it. (Liz Gillies, Helen McPherson Smith Trust)
- A really worthwhile event. (Gerlinde Schultz, University of Melbourne)
- Positive, provocative. (Alan McLean, Crimestoppers Victoria)

## FEEDBACK FROM DELEGATES

### OVERALL FEEDBACK cont.

- The conference was really excellent. I have learnt far more than I expected to. Very thought provoking too. (Katherine Ellis, The Reach Foundation)
- A great opportunity to be challenged and share experiences and ideas. (Kylie Britcliffe, Australian Foundation for Mental Health Research)
- Great experience. (Marie Bennett, Lifeline Canberra)
- Excellent. Thank you. Congratulations. (Annette Wood, Consultant)
- Well done. (Alison Smith, The Invergowrie Foundation)
- A good range of speakers and topics. (Claire Cotta, Cando4Kids, Townsend House)
- I am very grateful to the MS Society and sponsors. (Marjorie Cresp, Porphyria Association)
- Fabulous all round! Thank you for a highly professional conference in every sense. Gala dinner – entertaining, inspiring, moving. (Martin Hanna, CRS Australia)
- Good opportunity to meet others. (Andrew Harvey, Cancer Council Victoria)
- Extremely professional, well organised, outstanding speakers, excellent format. (Jan Owen, SVA)
- Good opportunity to network and learn. (Glenn Rees, Alzheimers Australia).
- There was much value. (A Hewison, Outdoor Education Group).
- Valuable for a new player in the not for profit field. (Maria Mercurio, RSPCA Victoria).
- Job well done! Great contacts, quality speakers. (Richard Johnston, Sapience Consulting).
- Very good, beneficial, cost justified. (Michael Howard, Motor Neurone Disease Association Victoria)
- A very successful conference. (Don Laird, Marriott Support Services).

## FEEDBACK FROM DELEGATES

### ROOM FOR IMPROVEMENT

- Less reliance on US experiences would be better.
- Attendance numbers were disappointing – why did we lose so many people after Day One?
- Annual event but only two days.
- Dinner – two speakers and entertainment too much following an intensive and busy day.
- Could you please provide all the overhead slides on the MS website?
- Perhaps desirable to have slightly more emphasis on the positive, rather than the 'problems'.
- Pricing, consider non-profit and corporate registration fees.
- Shame summit material is so expensive. Printed format still personal choice.
- Mentoring groups could be formed. Perhaps special interest groups/ programs.
- Where were the environmental groups?
- For the cost of the Summit, speakers notes should have been provided.
- Organisation titles on name tags.
- As a sponsor it would have been nice to have some recognition/ contact (eg the dinner) or an opportunity to present – not advertorial – but participate in a serious way. (Christine Charles, Newmont Australia)
- Not handing out copies of slides is poor and the high price to get them is a dishonest, opportunistic grab for cash.
- As a sponsor and group of 27 companies you did not use us well! (Bronwyn Lewis, Bill Express).
- On first day a traditional (indigenous) welcome should have started the proceedings. Bangarra Dance would be a good case study and for international guests.
- More support material.
- Put names of the organisation and state on name badges.