

# SUMMARY REPORT

## Sandwich Workshop Innovative Technology

**Thursday 26 October 2017**  
**12.30pm - 2.00pm**

### **Moderator**

**Professor Ian Atkinson**, Professor & Director eResearch Centre, James Cook University

### **Panellists**

**Jimmy Doukas**, Consulting Solution Specialist - Public Sector, Telstra

**Kristy Simpkin**, Director, Clients & Strategy - Priority Segments, PwC

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## Workshop Summary

The predominant theme from the 2017 Queensland Futures Institute Innovative Technology Workshop focused on the role of innovative technology in Queensland.

The discussion specifically highlighted the impact of innovative technology in Queensland and Australia. Moreover, it stressed the opportunities and threats that come along with these disruptive technologies, such as unintended consequences, and skills that will be needed for future jobs.

The workshop discussion allowed the audience to delve further into the topic of how we foster Innovative Technology, raising a number of critical issues as detailed in the graph below.

### Key comments by moderator and panellists

#### Professor Ian Atkinson, Professor & Director eResearch Centre, James Cook University

- Has observed the introduction of many innovative technologies in Brisbane, such as Riverside Expressway, first tramline and more. Brisbane and Queensland has changed enormously
- Technology is anything that was not around you when you were a child
- We are in an era of disruption, socially, politically and economically – what is role of technology in this change?

#### Jimmy Doukas, Consulting Solution Specialist - Public Sector, Telstra

- Integrating innovation in the agenda of Telstra
- Empower the voice of employee
- Building new capabilities
- Telstra's role is to be a facilitator, not a dictator
- Focus on why we are doing, what we are doing? Social impact and improvement.
- Technology is an enabler.
- It can create opportunities in education and international investment for Queensland.

#### Kristy Simpkin, Director, Clients & Strategy - Priority Segments, PwC

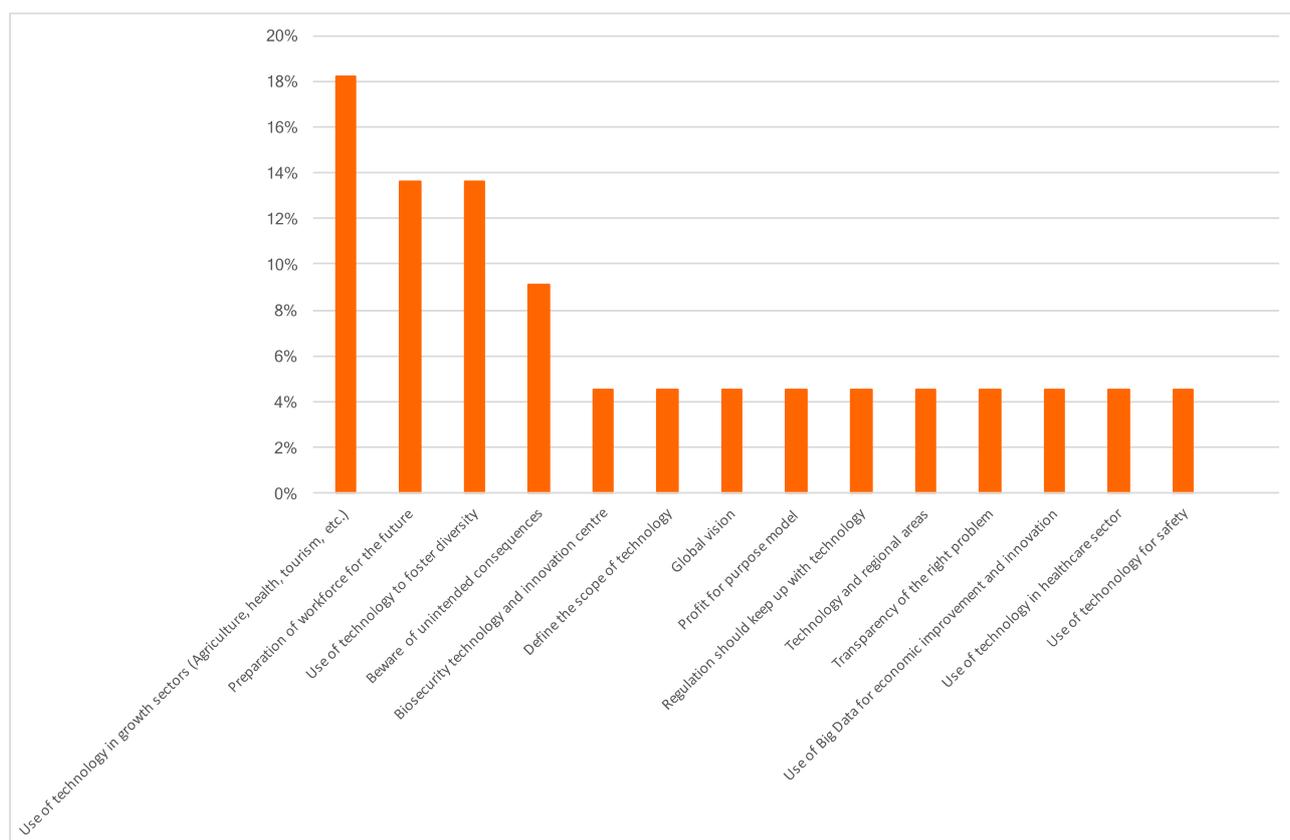
- Three perspectives:
  - Education that grows children with growth mind-set; problem solving and skills that they need
  - Embrace diversity and create a culture of inclusiveness
  - Companies need to be more agile – adjust quickly, fail quickly, and move on.
- Technology is helping us solve problems. It is the next revolution after the industrial revolution. It speeds things up, and I see the good in it.
- Intersection of science and technology is an opportunity for Queensland, e.g. Healthcare sector.

### Summary of Workshop Comments

- Vision, passion: new way of looking at things.
- Technology is destroying entry level jobs. How do we change this or we will have social issues?
- Technology is driving bigger-gaps between winners and losers. Need to find balance or social cohesion will loosen.
- Case studies and real-life examples are most interesting on panels – particularly interstate and international ones
- Abstract questions like “what is technology?” are pointless and time waster
- Check out Sandy Blackburn-Wright as a future keynote
- Build flexibility and agility → the future is complex and uncertain Scenario planning and projecting is limited as the future is unknowable: need to create environment, role of government in shortening the time to translation. – concept of “successful failure” – start where you are and go from there → don't overthink it.

- Technology is push. They talk what are the surface based solution or your problem. Unless you are aware of the problem, you are in danger of tech-push.
- Lots of great ideas and innovation, but we need to look at it how to take opportunities not just on a national scale but interstate.
- How can government step out of these services to create the environment for tech businesses to create the innovation and deliver those services?
- Ability to respond to difficult situations quickly (disaster and crisis).

## Summary of Ideas



The Queensland Futures Institute acknowledges the support of the UQ Business School and Masters student Samira Nazar for her excellent recording and analysis of the Workshop.

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