

MINUTES – MIDROC CUSTOMER SERVICE SUB GROUP

(National Local Government Customer Service Network Mid North Coast Chapter)

WEDNESDAY 16 MARCH 2016

10am – 2pm

Port Macquarie Hastings Council Meeting Room

Attendees	Bellingen - Nicole Merchant (NM) Coffs Harbour – Jay Kirkman (JK) Port Macquarie Hastings – Sue Cleary (SC) Gloucester – Leanne Jones (LJ)
Apologies	Clarence Valley – Tim Howarth / Tracey Connell Gloucester - Susie Jones (SJ) Greater Taree - Desiree Bennett (DB) Great Lakes - Beth Langley (BL)
NLGCSN Representative	

ITEM	DETAILS	BY WHO
1. MATTERS ARISING <ul style="list-style-type: none"> • Group Project List Collaboration Update <ul style="list-style-type: none"> ○ Group Customer Service Strategy 	<p><u>Matters for this meeting:</u></p> <ul style="list-style-type: none"> • Adoption of minutes <p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • Motion made by Leanne Jones and seconded by Nicole Merchant to approve the minutes of the 25 November 2015 meeting. • Group Project List Collaboration Update: <ul style="list-style-type: none"> ○ Group Customer Service Strategy – <ul style="list-style-type: none"> ▪ proposed content to be compiled and distributed to group for input ○ Forms/Style Guide – <ul style="list-style-type: none"> ▪ Corporate Branding policy/guidelines to be emailed to NM for distribution to group ▪ Discussion with IT re putting form templates on separate tab in Word 	<p>LJ/NM</p> <p>NM</p> <p>JK</p> <p>SC</p>
2. ELECTION OF NEW CHAIRPERSON/SECRETARY	<p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • Motion made by Sue Cleary and seconded by Jay Kirkman to combine the positions of Chairperson/Secretary and elect Nicole Merchant to the position (upon resignation of previous Chairperson Tenneale Clark from Kempsey Shire Council). 	<p>SC/JK</p>
3. COFFS HARBOUR CITY COUNCIL CUSTOMER SERVICE FRAMEWORK	<p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • Presentation documents emailed to group members on the day 	<p>SC</p>
4. FIT FOR THE FUTURE AMALGAMATIONS – GROUP DISCUSSION	<p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • Brochure on LGCSN workshop emailed to Gloucester on the day 	<p>SC</p>

5. GROUP MEMBER'S PRESENTATION "What's Your Story?"(NM)	<u>Actions agreed at this meeting:</u> <ul style="list-style-type: none"> • Copy to be emailed with minutes to the group 	NM
6. GENERAL BUSINESS <ul style="list-style-type: none"> • Topics for next meeting: <ul style="list-style-type: none"> • How to Effectively Market Customer Service Internally & Externally (BL) • Group Members Presentation 8 Secrets of Success (SC) • Process Mapping 	<u>Actions agreed at this meeting:</u> <ul style="list-style-type: none"> • 2016 Meeting Dates: <ul style="list-style-type: none"> ○ Wednesday 22 June 2016 ○ Thursday 6 October 2016 ○ Wednesday 7 December 2016 • LGCSN Meetings: <ul style="list-style-type: none"> ○ Disaster Management/Recovery Lake Macquarie 14 June 2016 ○ Conference Wollongong 28-29 October 2016 	ALL
7. NEXT MEETING	Date: Wednesday 22 June 2016 Time: 10am Venue: Port Macquarie Hastings Council	