

MINUTES – MIDROC CUSTOMER SERVICE SUB GROUP

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

TUESDAY 26 JULY 2016

9.30am – 1.30pm

Port Macquarie Hastings Council Meeting Room

Attendees	Bellingen - Nicole Merchant (NM) Port Macquarie Hastings – Sue Cleary (SC) Mid Coast - Desiree Bennett (DB) Kempsey – Cheryl Kaye (CK)
Apologies	Mid Coast - Susie Jones (SJ) Mid Coast – Leanne Jones (LJ) Coffs Harbour – Jay Kirkman (JK)
NLGCSN Representative	Mid Coast - Beth Langley (BL)

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 Sue Cleary and seconded by Nicole Merchant to approve the minutes of the 16 March 2016 meeting. • Group Customer Service Strategy – <ul style="list-style-type: none"> ○ Draft strategy distributed to group for input; decided that Key Area 1 (Training) will be prioritised and actioned at next meeting ○ Draft strategy to be amended and distributed to group with minutes ○ Existing leadership/induction training to be emailed to NM for distribution to group ○ Coaching worksheets to be emailed to group <p><u>Matters arising from last meeting:</u></p> <ul style="list-style-type: none"> • 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 for distribution to the group by NM 	<p>SC/NM</p> <p>ALL</p> <p>NM</p> <p>SC</p> <p>NM</p> <p>JK</p> <p>SC</p>
2. COUNCIL AMALGAMATIONS – MERGER CHALLENGES & CUSTOMER SERVICE MODEL (MID COAST COUNCIL)	<p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • 	
3. HOW TO EFFECTIVELY MARKET CUSTOMER SERVICE INTERNALLY	<p><u>Actions agreed at this meeting:</u></p> <ul style="list-style-type: none"> • Presentation notes to be emailed to NM for distribution to group 	<p>BL</p>

4. AGGRESSIVE CUSTOMER POLICY	<u>Actions agreed at this meeting:</u> <ul style="list-style-type: none"> • Great Lakes policy distributed to group members at the meeting; checklist to be emailed to NM for distribution to group 	BL
5. GROUP MEMBER'S PRESENTATION "8 Secrets of Success/ Success is a Continuous Journey" (SC)	<u>Actions agreed at this meeting:</u> <ul style="list-style-type: none"> • 	
6. GENERAL BUSINESS <ul style="list-style-type: none"> • Topics for next meeting: <ul style="list-style-type: none"> • Creation of training packages (ALL) • Conference Wrap Up (BL) 	<u>Actions agreed at this meeting:</u> <ul style="list-style-type: none"> • LGCSN Meetings: <ul style="list-style-type: none"> ○ Annual General Meeting Canada Bay 10 August 2016 ○ Conference Wollongong 19-21 October 2016 	
7. NEXT MEETING	Date: Wednesday 2 November 2016 Time: 10am Venue: Port Macquarie Hastings Council	