



National Local Government Customer Service Network Inc



Quarterly Meeting

Meeting and Christmas Lunch

To reserve your places, please book at [online](#)

The Network is fully subsidising this event for our members.

Event Duration

1 day

Date

Tuesday, 6 December 2016
9.00am - 2.45pm

Fee

Members: Free (# based on your membership level)
Non-Members: \$55pp incl. GST

Venue

Canada Bay Club
4 William Street, Five Dock 2046

Enquiries

events@csnetwork.org.au

Nearby Accommodation

- Waldorf Serviced Apartments
- Eboracum B&B
- Admiral Collingwood Lodge

Time	Activity	Speaker
9.00am - 9.30am	Registration and Networking	
9.30am - 9.40am	Welcome and overview of the day	Pauline Webb Manager, Customer Service City of Canada Bay Council President, NLGCSN
9.40am - 10.15am	Case Study: Process and Communications during a Customer Service Unit Restructure	Lee Wear Customer Service Coordinator Camden Council
10.15am - 10.35am	Toolkit: Developing a Communications and Engagement Strategy to assess the customer experience	Kate Woodbridge My Business App P/L
10.35am - 10.50am	Partner Presentation: National Relay Service	Deborah Fullwood and Michelle Malouf National Relay Service
10.50am - 11.10am	Networking and Morning Tea	
11.10am - 11.30am	Setting up a New Digital Centre through open communications	Peter Rugg The Connections Venue Manager City of Canada Bay Council
11.30am - 11.50am	2016 National Conference: Our delegate experience and what we have taken back to our Council	Seini Likio, Team Leader Lesina Haumono CSO Dianne Marks, CSO City of Canada Bay Council
11.50am - 12.05pm	Amalgamations Case Study	TBA
12.05pm - 12.20pm	Annual Conferences: A snapshot of 2016 & what to expect in 2017!	Pauline Webb
12.20pm - 12.35pm	Our Partnerships	Damien Robinson Senior Customer Services Advisor Blue Mountains City Council Secretary, NLGCSN
12.35pm - 12.45pm	Live Cross to Tasmania	
12.45pm - 2.30pm	Networking Christmas Lunch	
2.30pm - 2.45pm	Wrap Up	Pauline Webb

Executive Committee

President/Treasurer Pauline Webb
Manager Customer Services
City of Canada Bay Council

Vice President: Clare May
Group Manager Customer & Information Services
Canterbury-Bankstown Council

Secretary: Damien Robinson
Senior Customer Services Advisor
Blue Mountains City Council

Executive Members

Aravindh Mohan
Customer Centric Business Manager
Shoalhaven City Council

Beth Langley
Customer Service & Communications
Co-ordinator
MidCoast Council

Donna Evans
Team Leader Customer Service
Albury City Council

Lee Wear
Customer Service Coordinator
Camden Council

Naomi Wilson
Contact Centre Operations Leader
Lake Macquarie City Council

Nicole Merchant
Team Leader Customer and Business
Services
Bellingen Shire Council

Robbie Shafe
Customer Service Coordinator
Kingborough Council

Trevor Martin
Customer Service Supervisor
Cessnock City Council