



## National Local Government Customer Service Network Inc

The Executive Committees of the National Local Government Customer Service Network and Tech One National User Group are joining forces to present this special workshop

# Meeting the Challenges of Amalgamation

To reserve your places, please book via email [events@csnetwork.org.au](mailto:events@csnetwork.org.au).

Both associations are subsidising this event for our members.

### Date

Tuesday, 5 April 2016  
10.00am - 3.00pm

### Participant Fees

Members: Free  
Non-Members: \$55 pp incl. GST  
Includes Lunch

### Venue

Canada Bay Club  
4 William Street  
Five Dock NSW 2046

### Enquiries

[events@csnetwork.org.au](mailto:events@csnetwork.org.au)  
**RSVP by 1 April 2016**

### Suggested Accommodation

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

### National Local Government Customer Service Network

W [www.csnetwork.org.au](http://www.csnetwork.org.au)  
E [executive@csnetwork.org.au](mailto:executive@csnetwork.org.au)

### TechOne National User Group

W [www.techoneusergroup.com](http://www.techoneusergroup.com)  
E [info@techoneusergroup.com](mailto:info@techoneusergroup.com)

Time	Activity	Facilitator
10.00am - 10.30am	Registration, Light Refreshments and Networking	
10.30am - 10.45am	<b>Opening Remarks:</b> Mr McMahon and Mr Sawyer share their journey on how the City of Canada Bay, Burwood and Strathfield Councils are working together on the challenges and opportunities in which the pending mergers present.	<b>Michael McMahon</b> General Manager Burwood Council  <b>Gary Sawyer</b> General Manager City of Canada Bay Council
10.45am - 12.00pm	<b>Group Workshops focused on providing practical outcomes for participants:</b> <ol style="list-style-type: none"> <li>1. Centralising the Contact Centre</li> <li>2. Transitioning Corporate Systems</li> <li>3. Streamlining Record Management</li> <li>4. Developing a new Positive Culture</li> <li>5. Strategies to ensure the customer's 1st 10 days experience isn't negatively impacted</li> <li>6. Tools and Tips to developing new Customer Service Strategic and Tactical Plans for transitioning through the 3 phases</li> </ol>	<b>Executive Committee Representatives</b>  <b>National Local Government Customer Service Network</b> <ul style="list-style-type: none"> <li>• <b>Pauline Webb, President</b></li> <li>• <b>Clare May, Vice-President</b></li> <li>• <b>Damien Robinson, Secretary</b></li> </ul> <b>Tech One National User Group</b> <ul style="list-style-type: none"> <li>• <b>Steven Pogorelec, Chairperson</b></li> <li>• <b>Diane Shaw, Vice-Chairperson</b></li> </ul>
12.00pm - 12.30pm	Lunch and Networking	
12.30pm - 2.00pm	<b>Partner Presentations:</b> Short presentation on how our our partners can assist you in transitioning	<b>Network and User Group Partners</b>
2.00pm - 2.45pm	<b>Ideas:</b> Workshop Groups to provide a summary of their deliberations	
2.45pm - 3.00pm	Wrap Up and Close	<b>Pauline Webb</b> Manager - Customer Services, City of Canada Bay Council <i>President, NLGCSN</i>  <b>Steven Pogorelec</b> Team Leader - Business Applications, City of Canterbury Council <i>President, TechOne National User Group</i>