



National Local Government Customer Service Network Inc



Tasmanian 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
9.15am - 2.15pm

Fee

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

Venue

Zeps Cafe
92 High St, Campbell Town 7210

Enquiries

events@csnetwork.org.au

Time	Activity	Speaker
9.15am - 9.30am	Registration and Networking	
9.30am - 9.40am	Welcome and overview of the day	Robbie Shafe Customer Service Coordinator Kingborough Council Tasmanian Chapter Chairperson
9.40am - 10.30am	Partner Presentation	Joseph Beady Nexa
10.30am - 10.50am	Networking and Morning Tea	
10.50am - 11.50am	livepro: the next step to customer self service 24/7	Dave Callaghan livepro
11.50am - 12.00pm	Annual Conferences: A snapshot of 2016 & what to expect in 2017!	Ashlie Perry Customer Service Team Leader Sorell Council
12.00pm - 12.35pm	Networking Christmas Lunch	
12.35pm - 12.45pm	Live Cross to NSW Meeting	
12.45pm - 2.00pm	General Discussion	
2.00pm - 2.15pm	Wrap Up	Chapter Executive Committee

National Executive Officeholders

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

Tasmanian Chapter Committee

Chairperson: Robbie Shafe
Customer Service Coordinator
Kingborough Council

Vice-Chairperson: Danielle Harvey
Customer Service Coordinator
Devonport City Council

Secretary: Ashlie Perry
Customer Service Team Leader
Sorell Council

Executive Members
David Banks, Hobart City Council
Jacqueline Leonard, Launceston City Council