



# Inaugural Northern NSW Chapter Workshop

<p>To reserve your places, please book <a href="#">online</a></p> <p>The Network is fully subsidising this workshop for our members.</p> <p><b>Event Duration</b> 1 day</p> <p><b>Date</b> Thursday 28 March 2019 8:30am – 2:30pm</p> <p><b>Fee</b> Members: Free (# based on your membership level) Non-Members: \$95pp incl. GST</p> <p><b>Venue</b> Opal Cove Resort Opal Boulevard Coffs Harbour 2450</p> <p><b>Accommodation</b> Please contact directly to Opal Resort to organise your booking Network rate is \$153.00 per room including breakfast</p> <p><b>Accommodation Reservations</b> All members to reserve their own rooms via Quote National Network 'NLGCSN' at <a href="mailto:res3@opalcove.com">res3@opalcove.com</a> or phone 02 6651 0516</p>	TIME	ACTIVITY	SPEAKER
	8:30am - 9am	<b>Registration and networking with your peers over coffee and light refreshments</b>	
	9am - 9:10am	<b>Welcome and Overview</b>	<b>Nicole Merchant</b> Chairperson Northern NSW Chapter
		<b>Official Opening</b> Inaugural Northern NSW Chapter	<b>Liz Jeremy</b> General Manager Bellingen Shire Council
	9:10am - 9:45am	<b>Around the Grounds</b> "What are you celebrating /or what are you embarking on" - Your chance to share what other Councils are working on and or get ideas of offer advice	<b>Nicole Merchant</b> <b>Lee Wear</b> Vice President NLGCSN Customer Relations Coordinator Camden Council
	9:45am - 9:55am	<b>Network Benefits for your Council</b> <ul style="list-style-type: none"> <li>Roadmap of Network</li> <li>Highlights of the past 12mths</li> <li>Webpage /Forums/online training</li> <li>Annual Conference and Awards</li> </ul>	<b>Damien Robinson</b> President NLGCSN Senior Customer Service Advisor Blue Mountains City Council
	9:55am - 10:15am	<b>Sponsor Presentation:</b> Improving the Customer Service Experience	<b>Dave Callaghan</b> Account Director livepro
	10:15am - 10:30am	<b>Morning Tea and Networking with your peers</b>	<b>Group Photo</b>
	10:30am - 11:15am	<b>Interactive Workshop:</b> All aboard – Working with a Multi-Generational Workforce to get the best outcomes	<b>Lee Wear</b> Vice President NLGCSN Customer Relations Coordinator Camden Council
	11:15am - 12pm	<b>NSW Planning -Update Planning Portal</b> <ul style="list-style-type: none"> <li>3 released online services</li> <li>Online Complying Development</li> <li>Online Development Applications</li> <li>Online concurrence &amp; referral services</li> </ul>	<b>Tanya O'Brien</b> Director - ePlanning Policy NSW Dept. Planning & Environment
	12pm - 12:15pm	<b>NLGCSN Annual Conference &amp; Awards</b> This session will outline the benefits of the awards for your team and your Council, providing some suggestions & assistance which may help your submission	<b>Pauline Webb</b> Senior Executive Officer NLGCSN
	12:15pm - 1pm	<b>General Manager Panel Forum</b> Interactive session where each General Manager will be asked questions relating to the role of customer service within their Councils.	<b>Damien Robinson</b> <b>Panel Members</b> <b>Liz Jeremy</b> General Manager, Bellingen Shire Council <b>Craig Swift-McNair</b> General Manager, Port Macquarie-Hastings Council <b>Steve McGrath</b> General Manager, Coffs Harbour City Council
	1pm-1:15pm	<b>Northern NSW Chapter Roadmap</b>	<b>Damien, Nicole and Lee</b>
	1:15pm – 2:30pm	<b>Lunch and Network with you Peers</b>	<b>All Delegates</b>