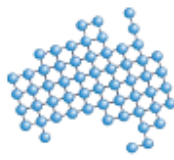


National Network Quarterly Workshop

	TIME	ACTIVITY	SPEAKER
<p>To reserve your places, please book online</p> <p>The Network is fully subsidising this workshop for our members.</p> <p>Event Duration 1 day</p> <p>Date Tuesday 30 April 2019 9:00am – 3:00pm</p> <p>Fee Members: Free (# based on your membership level) Non-Members: \$95pp incl. GST</p> <p>Host Council Lane Cove Council</p> <p>Venue Lane Cove Terrace Function Room, Lane Cover Community Hub. 1 Pottery Lane, Lane Cove</p> <p>Car Parking 200 spaces available in car park</p> <p>Enquiries events@csnetwork.org.au</p>	9:00am – 9:30am	Registration and networking with your peers over coffee and light refreshments	
	9:30am – 9:45am	Welcome and Overview	Damien Robinson, President Senior Customer Service Advisor, Blue Mountains City Council
		Official Opening	Craig Wrightson General Manager Lane Cove Council
	9:45am – 10:30am	Around the Grounds ‘What are you celebrating/ or what are you embarking on’ Your chance to share what other Councils are working on and or get ideas or offer advice.	Lee Wear, Vice President, Camden Council Michelle Berridge Executive Committee Member, Northern Beaches Council Bridget Vanderburg Executive Committee Member, Hawkesbury City Council
	10:30am-11:00am	Morning Tea and Networking with your peers	Group Photo
	11:00am-11:15am	Sponsor Presentation:	NEXA Solutions
	11:15am-11:45am	NLGCSN Annual Conference & Awards This session will bring the members up to date on 2019 Annual Conference and Awards, including: <ul style="list-style-type: none"> Overview of revamp Awards 2019 questions Process on the Awards Outline the benefits of the awards for your team and your Council Provide some suggestions & assistance which may help your submission 	Janelle Nisbett Managing Director Progress Training Systems / NLGCSN Awards Coordinator Pauline Webb NLGCSN Senior Executive Officer
	11:45am-12:30 pm	NSW Planning – Update on the Planning Portal This session will focus on the three online services that have been released by the Department and that have been adopted by Councils across the state, with the latter a mandatory service from 1 January 2020 <ul style="list-style-type: none"> Online complying development services Online Development Application Services Online concurrence & referral services 	Tanya O’Brien Director of ePlanning Policy NSW Department of Planning & Environment
	12:30am-1:00pm	Lunch and Network with your Peers	All Delegates
	1:00pm-1:15pm	Don’t Lead the horse to water, take the water to the horse	Fiona Cullen Marketing Manager Redman Solutions



		<p>Redman Solutions has helped hundreds of council teams implement digital transformation projects involving council planning, records and customer service teams</p> <p>In this presentation you will learn how to effectively engage people in a “change” conversation using our unique approach that will convert even the most stubborn change resisters into your strongest advocates</p>	
	1:15pm – 1:45pm	<p>Improving the Customer Experience at Lane Cove Council</p> <p>This session will focus on two of the new initiatives being implemented at LCC to realign the focus to become more customer centric. This includes</p> <ul style="list-style-type: none"> ● Customer Journey Mapping ● Introduction of new Customer Request Management system 	<p>Sara Howell Customer Service Manager Lane Cove Council</p>
	1:45pm- 2:45pm	<p>Interactive Workshop</p> <p>All aboard- Working with a multi-Generational Workforce To get the best outcomes for your team and organisation</p>	<p>Lee Wear Vice President</p>
	2:45pm- 3:00pm	<p>Wrap Up</p> <ul style="list-style-type: none"> ▪ Next meeting venue ▪ Next meeting topics 	<p>Damien Robinson Lee Wear</p>