



Riverina Chapter 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 Thursday 11 April 2019 9:00am – 2:30pm</p> <p>Fee Members: Free (# based on your membership level) Non-Members: \$95pp incl. GST</p> <p>Venue Albury City Council Ground Floor, 553 Kiewa Street, Albury</p> <p>Enquiries events@csnetwork.org.au</p>	9:00am – 9:45am	Registration and networking with your peers over coffee and light refreshments	
	9:45am – 10:00am	Welcome and Overview	Chairpersons Riverina Chapter Allister Brockley, Customer Service Team Leader, Albury City Council Meredith Hester, Team Leader Customer Service, Wagga Wagga City Council
		Update by the NLGCSN Executive Committee	Pauline Webb Senior Executive Officer
	10:00am- 10:45am	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	Allister Brockley Executive Member – Pauline Webb Senior Executive Officer
	10:45am- 11:15am	Morning Tea and Networking with your peers	Group Photo
	11:15am – 11:45am	Sponsor Presentation: Improving the Customer Service Experience Case Study: Albury City Council	Dave Callaghan Account Director livepro
	11:45am – 12:45 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
	12:45pm – 1:15pm	All on Board – working with others to get the best outcomes by introducing a proactive approach to improving working relationship across the Organisation This session will outline how Albury City Council developed and implemented the Customer Service Internal Strategy	Allister Brockley Team Leader Albury City Council
	1:15pm – 1:25pm	NLGCSN Annual Conference & Awards This session will outline the benefits of the awards for your team and your Council, providing some suggestions & assistance which may help your submission	Pauline Webb Senior Executive Officer NLGCSN
	1:25pm – 1:30pm	Meeting Wrap Up <ul style="list-style-type: none"> ● Riverina Chapter Roadmap ● Next Meeting 	Chapter Chairpersons
	1:30pm – 2:30pm	Lunch and Network with you Peers	All Delegates