



# South East Qld Chapter Workshop

To reserve your places, please book <a href="#">online</a>	TIME	ACTIVITY	SPEAKER
<p>The Network is fully subsidising this workshop for our members.</p> <p><b>Event Duration</b> 1 day</p> <p><b>Date</b> Wednesday 1 May 2019 10:00am – 3:00pm</p> <p><b>Fee</b> Members: Free (# based on your membership level) Non-Members: \$95pp incl. GST</p> <p><b>Venue</b> Logan City Council</p> <p><b>Enquiries</b> <a href="mailto:events@csnetwork.org.au">events@csnetwork.org.au</a></p>	9.00am	<b>Registration and networking with your peers over coffee and light refreshments</b>	
	9:30am - 9:45am	Welcome to Country  Welcome to Logan City Council	<b>Bronwyn Mapusua</b> , PA to Director of Innovation and City Transformation Logan City Council <b>Silivo Trinca</b> , Acting Chief Executive Officer, Logan City Council <b>Katie Barton-Harvey</b> , Director Community Services, Logan City Council
	9:45 am - 10:15 am	Customer Experience and Digital Innovation	<b>Logan City Council</b>
	10.15am - 10:30am.	NLGCSN Annual Conference & Awards	<b>Cath Harding</b> , Western Downs Regional Council
	10:30am - 11:00 am	<b>Morning Tea &amp; Networking with your Peers</b>	<b>Group Photo</b>
	11:00am-12:30 pm	<b>Session 1 - Beyond Service to Experience</b> <ul style="list-style-type: none"> <li>A presentation and workshop that looks at the wider context of service and how to move beyond the baseline</li> <li>Deliver a common framework for thinking + provokes thought</li> <li>Cover the seven (7) principles to enable Councils to go beyond transactional service to a valued experience</li> </ul>	<b>Peter Turner</b> , Partner of Customer Frame
	12:30pm - 1.15pm	<b>Lunch and Networking with peers</b>	<b>All Delegates</b>
	1:15pm - 2.45pm	<b>Session 2 - Meaningful Measurement Starts with the Customer</b> <ul style="list-style-type: none"> <li>Extending on the concepts delivered in part 1</li> <li>We explore the three factors behind tracking performance in a meaningful way, by using customer-valued metrics and reframing what is actually important.</li> <li>Delegates leave armed with a new sense of how to refocus measurement efforts and target in on what matters most to delivering a continuous improvement cycle</li> </ul>	<b>Peter Turner</b> , Partner of Customer Frame
	2:45pm - 3:00pm	<b>Wrap up meeting</b> <b>General Business</b> <b>Next meeting date and venue</b>	Chapter Chairperson <b>Margie Jackson</b> <b>Cath Harding</b>

## Executive Committee - Office Holders

**President Damien Robinson**  
Senior Customer Service Advisor  
Blue Mountains City Council

**Vice President / Secretary: Lee Wear**  
Customer Relations Coordinator  
Camden Council

**Treasurer: Pauline Webb**  
Senior Executive Officer  
National Local Government Customer Service Network