



# 2018 NATIONAL CONFERENCE AND AWARDS

17 - 19 OCTOBER 2018  
RYDGES SOUTH BANK, BRISBANE

**DISCONNECT TO RECONNECT**

## ABOUT THE NATIONAL CONFERENCE

This year's conference focuses on case studies and a comprehensive four hour workshop across two days.

Key outcomes for members to take back to their Councils include:

- Learning through the case studies presented
- Understanding your social / engagement style
- Equipping your team and yourself to disconnect and think outside-of-the-box resulting in reconnection, renewed energy and innovation

## ABOUT THE NATIONAL AWARDS

The National Local Government Customer Service Network understands the importance of recognising, rewarding and showcasing the achievements of customer service professionals and Councils and in 2015 launched the prestigious National Local Government Customer Service awards.

### 2018 AWARDS ARE NOW OPEN AWARD CATEGORIES INCLUDE:

- National Customer Service Excellence
- Customer Service Team of the Year
- Innovation in Customer Service Delivery
- Customer Service Strategy
- Customer Experience Excellence
- Customer Service Team Leader of the Year
- Customer Service Individual of the Year

**Submissions close on 3 August 2018. Winners will be announced at the Awards Gala Dinner on 18 October 2018 at Rydges South Bank.**

## KEYNOTE SPEAKER, STEVEN BRADBURY

'Last Man Standing' Steven Bradbury is an inspiration to all, achieving Winter Olympic Gold, Steven's story is one that must be heard.



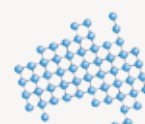
Steven Bradbury is one of the world's most colourful Olympic champions. Steven has an impressive career as an Olympic athlete that has been driven by determination, sacrifice and most importantly a will to succeed.

## KEYNOTE SPEAKER, ROBYN MOORE

Robyn Moore is a highly in-demand self-empowerment presenter. The focus of her keynote presentation is to encourage our delegates to: Re-Engage, Re-Align, Re-Invent, Re-Generate, Re-Mind and Re-Store.

## PROGRESS TRAINING SYSTEMS WORKSHOP

Join Janelle Nisbet, Managing Director, Progress Training Systems as she facilitates the Intro to Social Styles workshop. The workshop will be conducted over 2 interactive sessions and it's a chance to DISCONNECT from your 'busyness' and RECONNECT with yourself and your team.



**National  
Local Government  
Customer Service  
Network Inc**

[events@csnetwork.org.au](mailto:events@csnetwork.org.au)

[www.LGCustomerServiceAwards.com.au](http://www.LGCustomerServiceAwards.com.au)

# CONFERENCE DRAFT AGENDA

SUBJECT TO CHANGE

## Wednesday, 17 October 2018

11am - 1pm	<b>Conference Registration</b>
12pm - 1pm	<b>Networking Buffet Lunch</b> @ Podium Room, Rydges South Bank
1pm - 1.15pm	<b>Conference Welcome</b> <i>Pauline Webb, President, National Local Government Customer Service Network and Manager, Customer Services, City of Canada Bay</i> <b>Welcome by Conference Facilitator</b> <i>Damien Robinson, Secretary, National Local Government Customer Service Network and Senior Customer Service Advisor, Blue Mountains City Council</i>
1.05pm - 1.15pm	<b>Official Conference Opening - TBA</b>
1.15pm - 2.15pm	<b>Keynote Speaker: Steven Bradbury</b> 'Last Man Standing' Just like in sports, work is about showing up everyday and giving it your best. When your moment to shine comes, will you be in position, and prepared "to DO A BRADBURY".
2.15pm - 2.30pm	<b>Case Study: Customer Experience (CX) Assurance Program</b> <i>Kirrilly Rowan, Manager - Customer Service, Toowoomba Regional Council</i>
2.30pm - 3pm	<b>Case Study</b> presented in partnership with Platinum Sponsor, livepro
3pm - 3.15pm	<b>Afternoon Tea and meet with our Sponsors</b>
3.15pm - 5.15pm	<b>Social Styles Workshop Part I</b> <i>Facilitated by Janelle Nisbet, Managing Director, Progress Training Systems</i>
5.15pm - 6.15pm	<b>Networking with Sponsors over pre-dinner wine and cheese</b>
7pm - 10pm	<b>Welcome BBQ</b> @ Southbank Beer Garden

## Thursday, 18 October 2018

7am	<b>Breakfast and Networking</b> @ Bacchus Restaurant, Rydges South Bank
7.30am	<b>Conference Registration</b> For people yet to register
8am	<b>Facilitator Overview of the Day</b> <i>Damien Robinson, Secretary, National Local Government Customer Service Network</i>
8.15am - 9am	<b>Keynote Speaker: Robyn Moore</b> Re-Action into Action: unfolding distinctions and communication skills
9am - 9.30am	<b>Case Study</b> presented in partnership with Platinum Sponsor, Enghouse Interactive
9.30am - 9.45am	<b>Case Study: Establishing a Centralised Contact Centre</b> <i>Jeffrey Graham, Manager Corporate Services, City of Greater Geraldton Council</i>
9.45am - 10.15am	<b>Group Photo plus Morning Tea and meet with our Sponsors</b>
10.15am - 12.15pm	<b>Social Styles Workshop Part II</b> <i>Facilitated by Janelle Nisbet, Managing Director, Progress Training Systems</i>
12.15pm - 1pm	<b>Networking Buffet Lunch</b> @ Podium Room, Rydges South Bank
1pm - 1.30pm	<b>Surprise - not to be missed!</b>
1.30pm - 2pm	<b>Case Study</b> presented in partnership with Platinum Sponsor, Redman Solutions
2pm - 2.30pm	<b>Guest Speaker: Mr Ross Musgrove</b> <i>Chief Executive Officer, Western Downs Regional Council</i>
2.30pm - 3pm	<b>Case Study: Reconnecting with the Basics of Culture, Teamwork and Empowerment</b> <i>Margie Jackson, Coordinator Customer Contact, Scenic Rim Regional Council</i>
3pm - 3.30pm	<b>Afternoon Tea and meet with our Sponsors</b>
3.30pm - 4.45pm	<b>General Manager's Forum</b>
4.45pm - 5pm	<b>Conference Wrap-Up</b>
700pm	<b>National Local Government Customer Service Awards Gala Dinner</b> @ Rydges South Bank Experience an amazing evening with the outstanding councils recognised for their customer service

## Friday, 19 October 2018

9am - 11am	<b>Breakfast and Networking</b> @ Bacchus Restaurant, Rydges South Bank <i>Includes opportunity to re-cap on the conference and celebrate the Award Winners</i>
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## DELEGATE REGISTRATIONS

### BOOK ONLINE

#### Members' Pricing

**Full Conference (excludes accommodation)**

\$990 +GST Early Bird - book before 7 July 2018

\$1290 +GST from 8 July 2018

*Two day conference, Welcome Event and Gala Dinner*

**Accommodation at the Rydges South Bank**

Room Rates to stay at the Rydges South Bank are from \$274.00 to \$334.00 per night. Rooms can accommodate two people in two queen sized beds. The rates include one buffet breakfast with additional people charged at \$25 per person. Parking is available at \$40 per day. For further information on the rooms and rates, please consult the [registration form](#).

**Welcome Event additional tickets \$100+GST per person**

**Gala Awards Dinner additional tickets \$230+GST per person. Tables of ten are \$2200+GST**

#### Non-Member Pricing

**Full Conference (excludes accommodation)**

\$1500 +GST Early Bird - book before 7 July 2018

\$1700 +GST from 8 July 2018

*Two day conference, Welcome Event and Gala Dinner*





# 2015 AND 2016 CONFERENCE AND AWARDS PHOTOS

