



# LGMA Qld Compliance Village Forum

Wednesday 11 March 2015

Mercure Hotel, Brisbane



## AGENDA

**8.30am Registration opens**

**8.45am Forum Welcome**

**9.00am The current Building Act Review – What are its pluses and its minuses?**

*Michelle Hill, Catherine McCahon and Phil Finnimore, Department of Housing and Public Works*

Local government representatives in the field of building compliance services will convene an open forum to consider the current Building Act Review:

- What are the positives for local government?
- What are the negatives for local government?
- Is further engagement required with local government?
- Are there any missed opportunities for local government?

**10.30am Morning Tea**

**11.00am Planning legislation - *Old problems, new tools***

*Steve Gatt, Coordinator Regulatory Services, Mackay City Council*

Will changes outlined in the Planning and Development Bill provide new solutions to existing planning problems? This presentation will outline one council's service delivery strategy in relation to compliance and enforcement needing to be changed, due to the increased level of fine associated with infringement penalties and how they now deliver their service.

**12.00pm Lunch**

**12.45pm Change management series**

*Peta Irvine, CEO, LGMA Queensland*

In this, the first part of a series on change management, Peta will discuss the reasons why structural change is so difficult for many people. Are there ways you can manage change to mitigate some of the negative behaviours it invariably generates, and what do you need to know about your people to help them through?

**1.45pm Dealing with the more challenging customers - What are the Dos and Don'ts?**

*Alison Jansen, Community Relationships Coordinator, Mental Illness Fellowship Queensland*

From time to time, council officers' paths will cross with individuals whose behaviour is more challenging, and sometimes more extreme, than the typical council customer. In this session, learn some of the strategies that may be helpful in dealing with people with mental health illnesses, and some of the potential traps to avoid.

**2.45pm Afternoon Tea**

**3.15pm Trouble shooting**

*Compliance Village executive committee and delegates*

This short, snappy session provides delegates with the opportunity to seek advice from others and discover how other councils are dealing with particular governance and corporate planning issues.

**4.30pm Forum Wrap Up and Close**



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Please email your completed registration form to [admin@lgmaql.org.au](mailto:admin@lgmaql.org.au) or fax to 07 3012 7862

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Council:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Facsimile:** \_\_\_\_\_


**Email:** \_\_\_\_\_

**Special Requirements:** \_\_\_\_\_

Compliance Village registration* (please tick)	
<input type="checkbox"/> \$180.00 – LGMA Member (Individual Membership)	<input type="checkbox"/> \$250.00 – Non LGMA Member / Non Village Member
<input type="checkbox"/> \$210.00 – Compliance Village Member	<input type="checkbox"/> \$850.00 – Non corporate partner registration

\*8:30am (Registration) to 4.30pm. Registration includes full programme and day catering

### Dinner Registration (all costs include GST)

	LGMA Individual Membership	Non Member	Business
 Women in LG Dinner (10 March 2015) 6:00pm-9:30pm, Mercure Hotel	<input type="checkbox"/> \$60.00	<input type="checkbox"/> \$60.00	<input type="checkbox"/> \$140.00

**Forum Venue**  
 Mercure Hotel  
 85 - 87 North Quay  
 Brisbane

### Payment Details (ABN 97 968 931 841)

Please indicate your preferred method of payment:

<input type="checkbox"/> Cheque	<input type="checkbox"/> EFT	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Purchase Order #: _____
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A tax invoice will be forwarded as soon as possible and payment will be required at this point.

**Event Registration Contact:** Nicole Bow, LGMA Queensland Ph: 07 3174 5006 E: [admin@lgmaql.org.au](mailto:admin@lgmaql.org.au)

**Other information:** No telephone registrations will be accepted. LGMA respects the privacy of individual's information provided on this form and advises this information is used to process registrations and for providing delegates with information about further development opportunities offered by LGMA Qld. Please note forum fees do not include accommodation costs.

To further promote and advertise events offered by LGMA Qld, photos of this event may be taken. If you do not agree to have your image used for these purposes, please tick this box:

**Cancellation Policy:** A 50% administration fee will be charged on cancellations received 7 to 14 days before the scheduled forum and no refund will be provided for cancellations received less than 7 days before the scheduled forum. Cancellations must be received in writing and LGMA will accept a substitute delegate.