

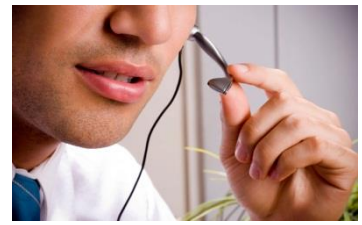


CUSTOMER SERVICE
VILLAGE

LGMA Qld Customer Service Village Forum

Tuesday 20 October 2015

Reid Park, Townsville



AGENDA

8.15am Registration opens

8.45am Forum Welcome

9.00am Knowledge Based Management – Townsville City Council
Kellie Thompson..... and Bree Harris, Townsville City Council

A Case Study: Implementing a knowledge based approach to customer service including the introduction and use of customer satisfaction surveys, smart services, KPI's. Let's talk about the tools and new ways of thinking of managing your knowledge base; what can you take back to your Council?

10.00am Morning Tea

10.30am Dr Strangerecord or: How I Learned to Stop Worrying and Love Privacy
Lemm Ex, Principal Privacy Officer, Office of the Information Commissioner

Councils have a very diverse 'customer base' combined with a large number of governance legislations. Effectively delivering services to customers requires a flexibility in administering to the information needs of Council's various business units. It is commonly thought that one of the more recent of these governance Acts – the *Information Privacy Act 2009* – unduly restricts critical information flows within and in and out of Councils. The reality is that it is surprisingly easy to 'cook a privacy cake' and everybody gets to eat a slice.

12.00pm Social Media Activity
Bree Milkovic, Townsville City Council

We share some tips and hints, dos and don'ts, language suggestions to assist you to engage with your communities using social media.

12.30pm Lunch

1.15pm Building a Customer Centric Environment
Paul Van Veenendaal, Managing Director, CSBA (Customer Service Benchmarking Australia)

This session will provide a practical roadmap (using the 6C's) for becoming a customer service focussed council. It will cover areas such as having the right processes, measurement, technology and people development for success.

2.15pm Panel Discussion – Maintaining Customer Service in Times of Crisis
Paul Daly, Contact Centre Coordinator, Townsville City Council
Kim Corrie, Director Corporate Services, Townsville City Council
Gavin Hammond, Executive Manager Environmental Health, Townsville City Council

We hear from senior and on the ground staff on their experiences, lessons learnt and insights into how to maintain customer service in times of crises. The definition of crises can range from a natural disaster or a bad news story/event.

This session will be facilitated to include question time and audience participation.

3.15pm Afternoon Tea

3.30pm Customer Service Showcase

Come and participate in a round table discussion on Customer Service Models and what models are implemented in Councils – why they were implemented, how they work, their keys to success, etc.

4.00pm Chair's Summary and Thanks

4.15pm Forum Close

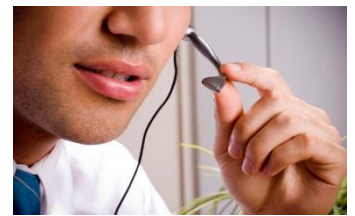


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Registration Form



Please email your completed registration form to admin@lgmaql.org.au or fax to 07 3012 7862

Name: _____

Position: _____

Council: _____

Telephone: _____ Facsimile: _____

Email: _____

Special Requirements: _____

Customer Service 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 – Customer Service Village Member	<input type="checkbox"/>	\$850.00 – Non corporate partner registration

*8.15am (registration) – 4.15pm. Registration includes full programme and day catering.

Forum Venue

Reid Park Pit Complex
55-59 Boundary Street
South Townsville, Queensland 4810

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 or Natalie Niethe, LGMA Queensland Ph: 07 3174 5006 E: 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.