

Virtual Improving the Operational Efficiency of your Council

Streamlining processes & implementing technology to achieve goals

Online → Tuesday, 5 October 2021 | 11:00am AEDT

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Agenda Overview

Local councils in Australia recognise the need to further improve their operational efficiency, due to advancing citizen expectations, ageing populations and global economic volatility.

With operational efficiency journeys well underway in most councils across the country, the need to reach further improvements and cost savings is now more pressing than ever, to reinvigorate positive local government participation and drive recovery through front and back-office efficiency gains.

Public Sector Network's **Improving the Operational Efficiency of your Council** Virtual Event will equip attendees with the knowledge to transform their operating models, improve processes and create seamless digital citizen experiences in a post COVID world.

Who Attends?

Chiefs/Directors/Heads/Managers of:

Operations | Strategy | Transformation |
Business Intelligence Planning | Governance
| Corporate Strategy

Speakers



Ali Wastie
Chief Executive Officer
Bass Coast Shire Council (VIC)



Nigel Morris
Chief Executive Officer,
District Council of Yankalilla (SA)



Diane Hood
Chief Executive Officer
Central Desert Regional Council (NT)



Patrick Dillon
Manager Business Transformation
Frankston Council (VIC)



Mitch Miller
Chief Information Officer
Bundaberg Regional Council (QLD)



Nicola Tinning
General Manager, Business Support & Improvement
City of Unley (SA)



Frederik Skyggebjerg
Head of Solution Consulting, APAC
Unit4

Reasons to Attend

Learn how to achieve effective and sustainable operating model transformation



Hear about operational transformation opportunities, threats and challenges



Overcome resistance to creating a culture that fosters active change





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11:00am	PSN Welcome	12:35pm	Break
11:10am	Welcome from Chair	12:40pm	<p>Panel Session:</p> <p>Achieving holistic operational transformation in a post COVID world</p> <ul style="list-style-type: none"> • Highlighting the opportunities, challenges, pain points and successes of operational transformation • Recognising the importance of transformational leadership: managing people, culture and change to drive forward your efficiency agenda • What are your top tips for increasing operational efficiency in local councils? <p>Patrick Dillon, <i>Manager Business Transformation, Frankston Council</i> Mitch Miller, <i>Chief Information Officer, Bundaberg Regional Council</i> Nicola Tinning, <i>General Manager, Business Support & Improvement, City of Unley</i> Nintex Panellist to be confirmed</p>
11:20am	<p>Government Keynote:</p> <p>Undergoing operating model transformation to improve efficiency</p> <ul style="list-style-type: none"> • Identifying how to best achieve a whole-of-council efficiency transformation • Implementing transformational change to back, middle and front-office processes to increase efficiency <p>Ali Wastie, <i>Chief Executive Officer, Bass Coast Shire Council</i></p>	11:35am	<p>Partner Session:</p> <p>Driving efficiency with digital documents</p> <p>Presented by Newgen</p>
11:50am	<p>Government Case Study:</p> <p>Delivering efficiency and effectiveness through improving processes</p> <ul style="list-style-type: none"> • Enhancing the innovation and integration of council services • Aligning people, processes, data and technology <p>Nigel Morris, <i>Chief Executive Officer, District Council of Yankalilla</i></p>	1:10pm	Close
12:05pm	<p>Partner Session:</p> <p>Streamlining and automating processes</p> <p>Frederik Skyggebjerg, <i>Head of Solution Consulting, APAZ, Unit4</i></p>	<p style="text-align: center;">Partners</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  NEWGEN Platinum Partner </div> <div style="text-align: center;">  UNIT4 Gold Partner </div> <div style="text-align: center;">  nintex Silver Partner </div> </div>	
12:20pm	<p>Government Case Study:</p> <p>Sharing end to end improvement efforts and outcomes</p> <ul style="list-style-type: none"> • Outlining main challenges faced during our improvement journey • Bringing staff along on the journey with effective training and feedback loops <p>Diane Hood, <i>Chief Executive Officer, Central Desert Regional Council</i></p>	<p>Sponsorship packages range from \$2,500-\$10,000 +GST. Contact sponsor@publicsectornetwork.co for more info.</p>	