

# ROADSHOW



Local  
Government  
and  
Municipalities

April 5 - 28

NSW | VIC | WA | NZ  
QLD | SA



PUBLIC  
SECTOR  
NETWORK



// Transforming  
to Meet the  
Demands of  
Tomorrow

[Publicsectornetwork.co](http://Publicsectornetwork.co)

P: (02) 9057 9070

E: [Sponsor@publicsectornetwork.co](mailto:Sponsor@publicsectornetwork.co)

## Transforming to Meet the Demands of Tomorrow

As the closest tier of government to citizens, councils across the globe are facing a period of significant disruption. Population growth and change, budget constraints, economic recovery and the rising demands on services are all pressing issues. Whole-of-council transformation is crucial to tackle these issues and become future ready.

Local governments need to be agile, innovative and efficient — driving both policy and implementation through coherent and collaborative approaches. Embracing new technologies and streamlining processes will enable councils to better meet core responsibilities and deliver functions, while upskilling employees and increasing operational efficiency will help set them up as an employer of choice and become an example of innovation and adaptability.

The **2022 Local Government Roadshow** will delve into how we can further create modern, digitally enabled and citizen-centric councils in Australia and New Zealand. Across six major cities, each state specific program will showcase key projects, best-practice and insights to demonstrate how government can sustain their transformation trajectory beyond COVID.

## // Benefits of Attending



**Understand how to** build trust and provide a world-class customer experience through digital transformation



**Explore** how emerging technology can provide new ways of engagement within your council



**Learn** how to empower your workforce to achieve whole-of-council transformation



**See first-hand examples** of how your peers have modernised processes and improved

## // Who You'll Meet

### Chiefs/Directors/Heads/Managers of :

- Digital Transformation
- Community & Stakeholder
- Corporate Services
- Customer Experience
- ICT
- Data & Analytics
- Strategy
- Workforce
- Engagement and Technology

## // Your Guide



### Day 1

New South Wales

5 April

### Day 2

Victoria

6 April



### Day 3

Western Australia

7 April



### Day 4

New Zealand

8 April



### Day 5

Queensland

27 April

### Day 6

South Australia

28 April



“

**Extremely well run and organised event. From text message reminders to great food and interesting speakers. Valuable day.**

Salesforce

## // Your Inspiring Speakers

NSW



**LUKE HARVEY**  
Chief Digital Officer  
Blacktown City Council

NSW



**BEN TAYLOR**  
Chief Executive Officer  
Woollondilly Shire Council

NSW



**MONICA BARONE**  
Chief Executive Officer  
City of Sydney

NSW



**STEVEN HEAD**  
General Manager  
Hornsby Shire Council

NSW



**LAURA KENDALL**  
Director Customer and  
Corporate  
Willoughby City Council

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER



## // Explore the Agenda - Sydney, NSW | 5 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

### Transforming Local Government to Meet the Demands of Tomorrow

- Embracing disruption as an opportunity for innovation in local government
- Determining key areas of focus for a successful transformation journey

Presented by KPMG

---

**9:20am** Government Keynote:



### Approaching Digital Transformation Through the “People, Processes and Technology” Lens

- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen-centric services
- Streamlining council services through automation without losing the “human touch”

Luke Harvey, *Chief Digital Officer*, Blacktown City Council

---

**9:40am** Platinum Partner Session:

### Innovating Service Delivery and Council Offerings Through New Technology

---

**10:00am** Government Case Study:

### Improving Customer Experience Through Workforce Empowerment



- Enabling employees with the skills required to sustain ongoing digital change
- Supporting your workforce’s continued growth to provide a modern customer experience
- Overcoming resistance to change and creating a culture that fosters change and innovation

Ben Taylor, *Chief Executive Officer*, Wollondilly Shire Council

---

**10:20am** Gold Partner Session:

Presented by Boomi

---

**10:40am** Morning Tea and Networking Break

**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Monica Barone**, *Chief Executive Officer, City of Sydney*

**Steven Head**, *General Manager, Hornsby Shire Council*

**Laura Kendall**, *Director Customer and Corporate, Willoughby City Council*

**Torque Software Panellist**

**12:40pm Closing remarks from Chair and Networking Lunch**

## // Your Inspiring Speakers

VIC



**JENNIFER BEDNAR**  
Director Customer and  
Business Transformation  
City of Casey

VIC



**MANS BASSI**  
A/Director Customer and  
Transformation  
City of Boroondara

VIC



**ROSIE MCMAHON**  
Manager, Organisation Design  
and Strategic Workforce  
Planning  
City of Greater Geelong

VIC



**KERRY MCGRATH**  
General Manager Community  
City of Darebin

VIC

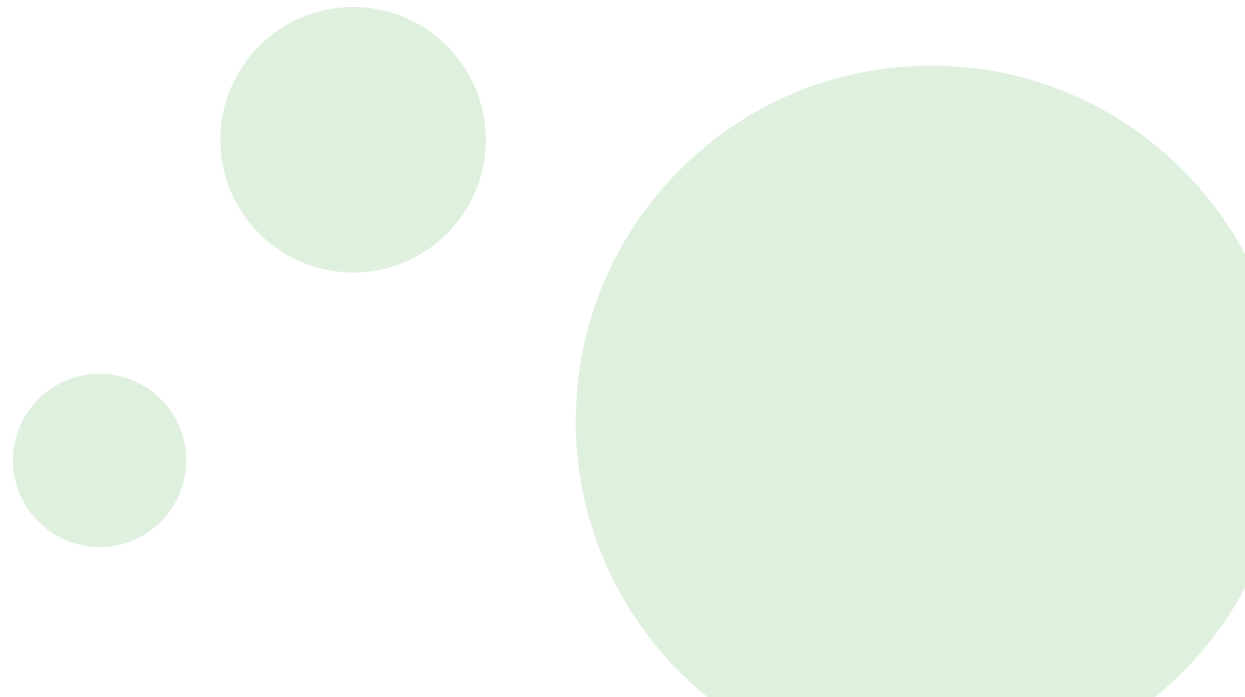


**JENNY DAHLSTROM**  
Manager Transformation and  
Change  
Willoughby City Council

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER





# // Explore the Agenda - Melbourne, VIC | 6 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

**Transforming Local Government to Meet the Demands of Tomorrow**

- Embracing disruption as an opportunity for innovation in local government
- Determining key areas of focus for a successful transformation journey

**Presented by KPMG**

---

**9:20am** Government Keynote:



**Approaching Digital Transformation Through the “People, Processes and Technology” Lens**

- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen-centric services
- Streamlining council services through automation without losing the “human touch”

**Jennifer Bednar**, *Director Customer and Business Transformation*, **City of Casey**

---

**9:40am** Platinum Partner Session:

**Innovating Service Delivery and Council Offerings Through New Technology**

---

**10:00am** Government Case Study:



**Rethinking Business Improvement Strategies to Improve Customer Experience in Council**

- Moving from a lean strategy to a transformation strategy with people at the centre
- Ensuring all new programs and processes are an appropriate culture fit
- Combining people, customers, systems and processes to modernise council

**Jenny Dahlstrom**, *Manager Transformation and Change*, **City of Knox**

---

**10:20am** Gold Partner Session:

**Presented by Boomi**

---

**10:40am** Morning Tea and Networking Break



**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Mans Bassi**, *A/Director Customer and Transformation*, **City of Boroondara**

**Rosie McMahon**, *Manager, Organisation Design and Strategic Workforce Planning*, **City of Greater Geelong**

**Kerry McGrath**, *General Manager Community*, **City of Darebin**

**12:40pm Closing remarks from Chair and Networking Lunch**

## // Your Inspiring Speakers

WA



**TIAN KOTZE**  
Chief Operating Officer  
City of Wanneroo

WA



**LIZ LEDGER**  
Chief Executive Officer  
Town of Claremont

WA



**JEMMA ILES**  
Executive People Experience  
and Transformation  
City of Cockburn

WA



**JOANNE ABBISS**  
Chief Executive Officer  
City of Armadale

WA

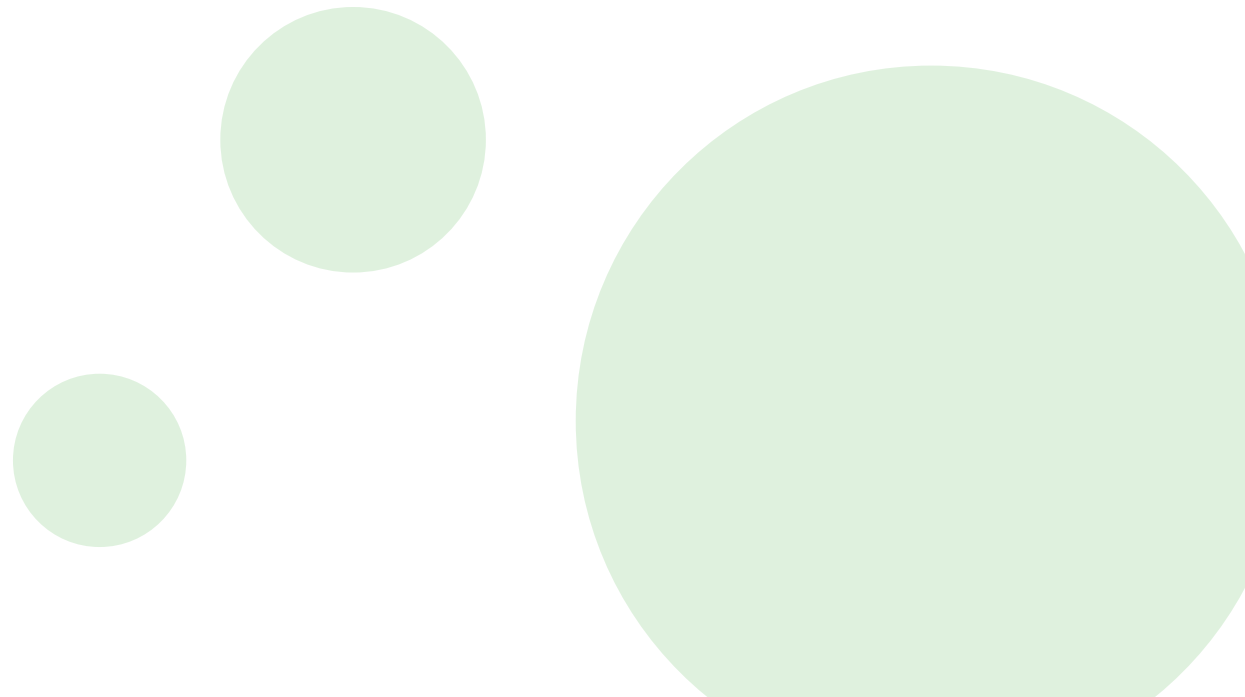


**VIRGINIA MILTRUP**  
Executive Director, Community  
& Business Services  
City of Vincent

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER



## // Explore the Agenda - Perth, WA | 7 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

### **Transforming Local Government to Meet the Demands of Tomorrow**

- Embracing disruption as an opportunity for innovation in local government
  - Determining key areas of focus for a successful transformation journey
- 

**9:20am** Government Keynote:

### **Approaching Digital Transformation Through the “People, Processes and Technology” Lens**



- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen-centric services
- Streamlining council services through automation without losing the “human touch”

**Tian Kotze**, *Chief Operating Officer*, City of Wanneroo

---

**9:40am** Platinum Partner Session:

### **Innovating Service Delivery and Council Offerings Through New Technology**

---

**10:00am** Government Case Study:

### **Improving Customer Experience Through Workforce Empowerment**



- Enabling employees with the skills required to sustain ongoing digital change
- Supporting your workforce’s continued growth to provide a modern customer experience
- Overcoming resistance to change and creating a culture that fosters change and innovation

**Liz Ledger**, *Chief Executive Officer*, Town of Claremont

---

**10:20am** Gold Partner Session:

### **Overcoming the Obstacles of Legacy Systems to Achieve Whole- of-Council Digital Transformation**

---

**10:40am** Morning Tea and Networking Break

**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Jemma Iles**, *Executive People Experience and Transformation*, **City of Cockburn**

**Joanne Abbiss**, *Chief Executive Officer*, **City of Armadale**

**Virginia Miltrup**, *Executive Director, Community & Business Services*, **City of Vincent**

**12:40pm Closing remarks from Chair and Networking Lunch**

## // Your Inspiring Speakers

NZ



**ABINAV CHOPRA**  
Chief Architect  
Hamilton City Council

NZ



**SUE MCLEAN**  
Chief Information Officer  
Greater Wellington Regional  
Council

NZ



**CLIVE MANLEY**  
Chief Executive Officer  
Ruapehu District Council

NZ



**LOUISE MILLER**  
Chief Executive Officer  
Kilpara District Council

NZ

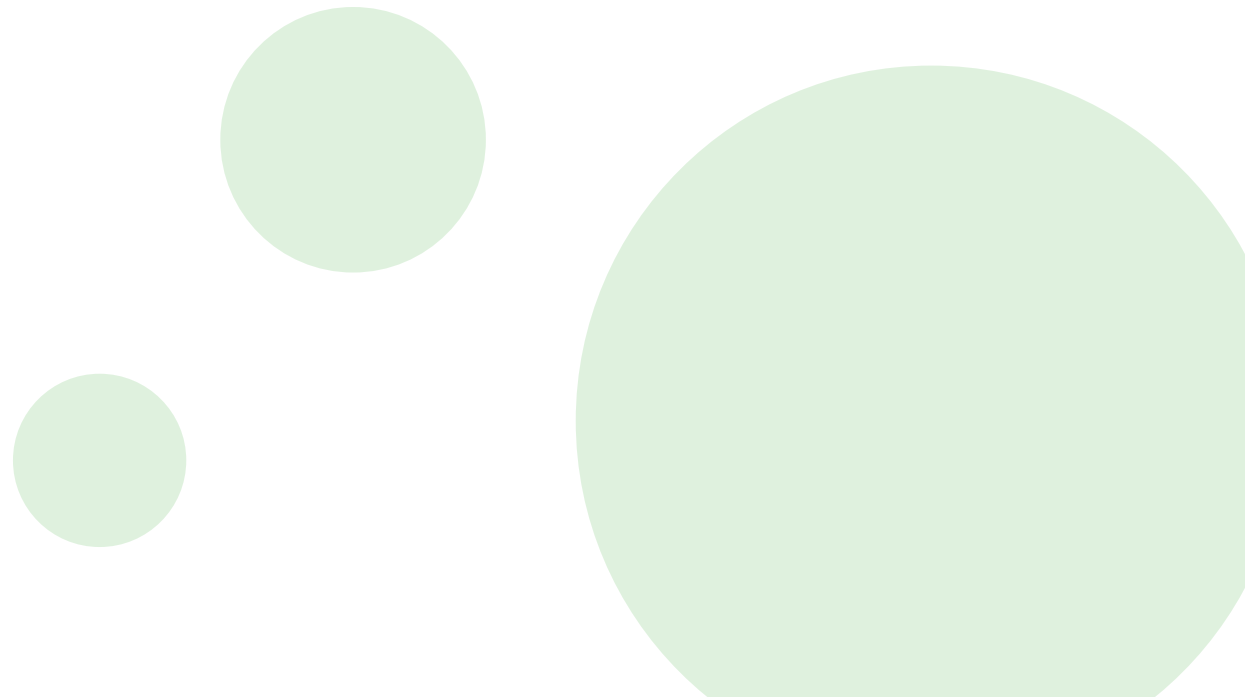


**NEVILLE WILLIAMS**  
Director Customer, Community  
and Services  
Waikato Regional Council

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER



## // Explore the Agenda - Auckland, NZ | 8 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

### **Transforming Local Government to Meet the Demands of Tomorrow**

- Embracing disruption as an opportunity for innovation in local government
  - Determining key areas of focus for a successful transformation journey
- 

**9:20am** Government Keynote:

### **Approaching Digital Transformation Through the “People, Processes and Technology” Lens**



- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen-centric services
- Streamlining council services through automation without losing the “human touch”

**Abhinav Chopra**, *Chief Architect*, Hamilton City Council

---

**9:40am** Platinum Partner Session:

### **Innovating Service Delivery and Council Offerings Through New Technology**

---

**10:00am** Government Case Study:

### **Improving Customer Experience Through Workforce Empowerment**



- Enabling employees with the skills required to sustain ongoing digital change
- Supporting your workforce’s continued growth to provide a modern customer experience
- Overcoming resistance to change and creating a culture that fosters change and innovation

**Clive Manley**, *Chief Executive Officer*, Ruapehu District Council

---

**10:20am** Gold Partner Session:

### **Overcoming the Obstacles of Legacy Systems to Achieve Whole- of-Council Digital Transformation**

---

**10:40am** Morning Tea and Networking Break

**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Sue McLean**, *Chief Information Officer*, Greater Wellington Regional Council

**Louise Miller**, *Chief Executive Officer*, Kaipara District Council

**Neville Williams**, *Director Customer*, Community and Services, Waikato Regional Council

**12:40pm Closing remarks from Chair and Networking Lunch**



## // Your Inspiring Speakers

QLD



**CATH DRINKWATER**  
Chief Information Officer  
City of Gold Coast

QLD



**SONIA COOPER**  
Chief Executive Officer  
Ipswich City Council

QLD



**MARK PITT**  
Chief Executive Officer  
South Burnett Regional  
Council

QLD



**EMMA THOMAS**  
Chief Executive Officer  
Sunshine Coast Council

QLD

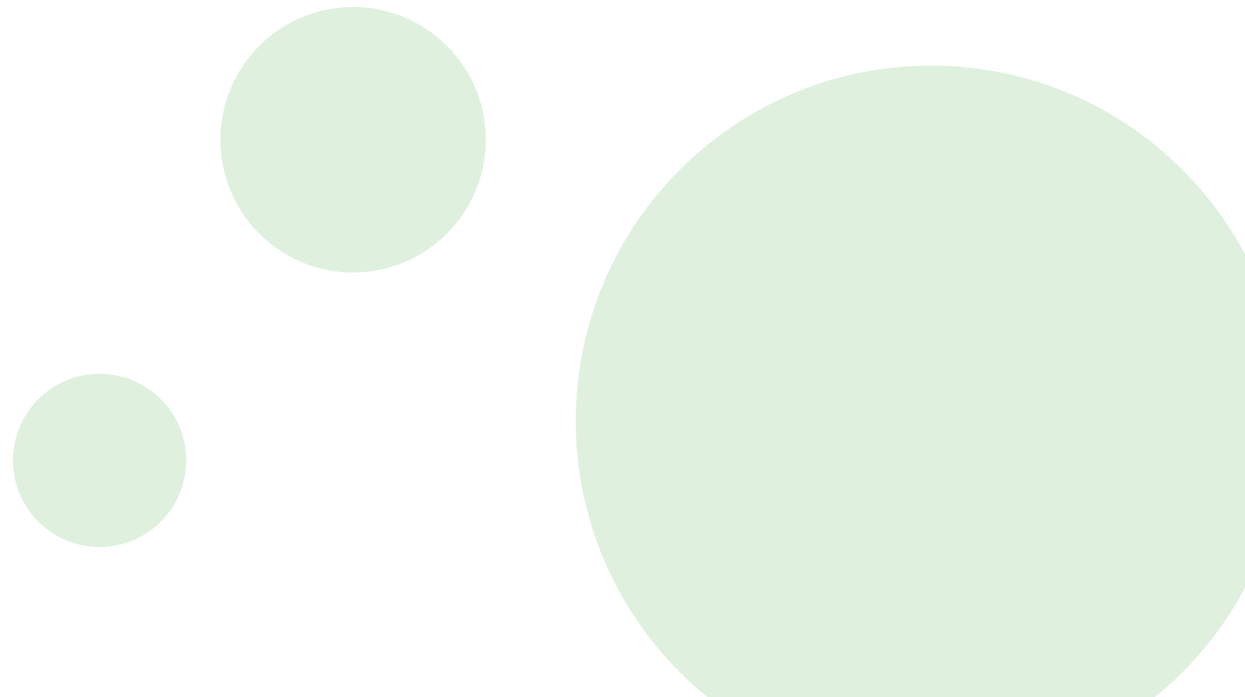


**ANDREW HURFORD**  
Manager Business  
Transformation  
Logan City Council

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER



## // Explore the Agenda - Brisbane, QLD | 27 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

### **Transforming Local Government to Meet the Demands of Tomorrow**

- Embracing disruption as an opportunity for innovation in local government
  - Determining key areas of focus for a successful transformation journey
- 

**9:20am** Government Keynote:

### **Approaching Digital Transformation Through the “People, Processes and Technology” Lens**



- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen-centric services
- Streamlining council services through automation without losing the “human touch”

**Cath Drinkwater**, *Chief Information Officer*, City of Gold Coast

---

**9:40am** Platinum Partner Session:

### **Innovating Service Delivery and Council Offerings Through New Technology**

---

**10:00am** Government Case Study:

### **Improving Customer Experience Through Workforce Empowerment**



- Enabling employees with the skills required to sustain ongoing digital change
- Supporting your workforce’s continued growth to provide a modern customer experience
- Overcoming resistance to change and creating a culture that fosters change and innovation

**Sonia Cooper**, *Chief Executive Officer*, Ipswich City Council

---

**10:20am** Gold Partner Session:

### **Overcoming the Obstacles of Legacy Systems to Achieve Whole- of-Council Digital Transformation**

---

**10:40am** Morning Tea and Networking Break

**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Andrew Hurford**, *Manager Business Transformation*, Logan City Council

**Mark Pitt**, *Chief Executive Officer*, South Burnett Regional Council

**Emma Thomas**, *Chief Executive Officer*, Sunshine Coast Council

**12:40pm Closing remarks from Chair and Networking Lunch**

## // Your Inspiring Speakers

SA



**KIRSTY PRAGNELL**  
Manager Community Insight  
City of Playford

SA



**CLARE MOCKLER**  
Chief Executive Officer  
City of Adelaide

SA



**JULIA GRANT**  
Director Strategy and  
Engagement  
City of Onkaparinga

SA



**PETER TSOKAS**  
Chief Executive Officer  
City of Unley

SA



**TONY HARRISON**  
Chief Executive Officer  
City of Marion

## // Thank You to the Partners

**boomi**

EXCLUSIVE GOLD PARTNER



## // Explore the Agenda - Adelaide, SA | 28 April 2022

**8:30am** Registration and Networking Coffee

---

**9:00am** Opening from Public Sector Network & Icebreaker

---

**9:10am** Welcome from Chair:

### **Transforming Local Government to Meet the Demands of Tomorrow**

- Embracing disruption as an opportunity for innovation in local government
  - Determining key areas of focus for a successful transformation journey
- 

**9:20am** Government Keynote:

### **Approaching Digital Transformation Through the “People, Processes and Technology” Lens**



- Embracing innovative technologies to grow local economies and improve overall citizen experience
- Enhancing the operational efficiency of your council to provide modern citizen- centric services
- Streamlining council services through automation without losing the “human touch”

**Kirsty Pragnell**, *Manager Community Insights, City of Playford*

---

**9:40am** Platinum Partner Session:

### **Innovating Service Delivery and Council Offerings Through New Technology**

---

**10:00am** Government Case Study:

### **Improving Customer Experience Through Workforce Empowerment**



- Enabling employees with the skills required to sustain ongoing digital change
- Supporting your workforce’s continued growth to provide a modern customer experience
- Overcoming resistance to change and creating a culture that fosters change and innovation

**Clare Mockler**, *Chief Executive Officer, City of Adelaide*

---

**10:20am** Gold Partner Session:

### **Overcoming the Obstacles of Legacy Systems to Achieve Whole- of-Council Digital Transformation**

---

**10:40am** Morning Tea and Networking Break

**11:00am Concurrent Roundtable Discussions**

**Roundtable 1**

**Utilising Technology to Provide a Positive Experience for Both Employees and Customers**

As citizen expectations continue to grow, councils need to harness technologies that best meet the diverse and changing needs of their communities. Join this roundtable to discuss latest trends and technologies within local government, and how they can be implemented within your organisation to benefit both the citizen and your staff.



**Roundtable 3**

**Enhance Operational Efficiency, Accountability and Transparency Within Local Government**

Efficiency is an increasingly core component of local government reform, yet more often than not the criticism holds that efficiency is actually decreasing over time. Learn how to develop proactive approaches to enable organisational efficiency and reduce costs in a shifting environment.

**Roundtable 2**

**Personalising the Customer Experience to Empower Citizens and Build Trust**

Customer experience is a top priority for managers and policymakers across local government, yet often runs the risk of being an overused buzzword rather than a real action point. Join us for this discussion on how to navigate the complex and often confusing maze of ideas, tools and initiatives when it comes to CX.

**Roundtable 4**

**Upskilling Your Workforce to Support Whole-of-Council Transformation**

As career trajectories and traditional employment structures change, local councils need to adapt if they are to recruit and retain the right talent. Join this discussion to get ideas on how to improve existing systems, policies & processes to facilitate ongoing & contemporary workplace transformation.

**12:00pm Panel Discussion:**

**Building a Dynamic, Adaptive and Resilient Council to Deliver Modern Citizen Services in a Changing World**

- How do you balance the needs of your customers with those of your workforce as well as broader organisational goals?
- How do you ensure buy-in from all parties when embarking on your digital transformation journey?
- How do you maintain flexibility when it comes to implementing organisational transformation?
- What are your top tips when it comes to citizen-centric services in a pandemic and beyond?



**Tony Harrison**, *Chief Executive Officer, City of Marion*

**Julia Grant**, *Director Strategy and Engagement, City of Onkaparinga*

**Peter Tsokas**, *Chief Executive Officer, City of Unley*

**12:40pm Closing remarks from Chair and Networking Lunch**