

Virtual Event



Local Government and Municipalities



Modernising Council Services to Revolutionise Customer Experience

Part of the Local Government National Insights Series

Online → Wednesday, 1 June 2022 | 11am – 1pm AEST

Your Inspiring Speakers



STEPHEN JOHNSTON

Chief Executive Officer

Bundaberg Regional Council



THERESE MANNS

General Manager

Randwick City Council



DEB LARWOOD

Chief Executive Officer

District Council of Kimba



JACQUELINE HIDDLESTONE

*IT Innovation
Program Manager*

City of Canterbury Bankstown



PAMELA WARWICK

*Head of IT Digital Citizen
Experience*

Melton City Council



SHARON BOWMAN

*Manager Technology &
Transformation*

Hornsby Shire Council



KARIN STRACHAN

*Director Strategy &
Organisational Performance*

City of Bunbury



PHIL ROBSON

Channel Sales Manager

Eghouse Interactive APAC



DARREN BESGROVE

Chief Executive Officer

OneBlink



THOMAS KOHLENBACH

Senior Solutions

Nintex

Benefits of Attending



Learn how to respond proactively to a shifting demographic



Uncover fresh strategies to develop and improve on current employment strategies



Explore innovative and emerging technologies that can support your council's services



See how your peers are reinventing their operating models to succeed in the digital world

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Modernising Council Services to Revolutionise Customer Experience

Local governments across Australia have been required to navigate many different challenges created by the impacts of COVID-19. Something that many thought would be a temporary speed bump has forced councils to permanently reassess the way they conduct business and offer services to their communities.

Local government plays a critical role in the provision of governance, infrastructure, and services for local communities. Councils have used continuous improvement and quality initiatives as a common tactical approach to stay viable and continue to provide value to their communities. These tactical responses have varied in their effectiveness. For ongoing success, councils must continue to be resilient and agile with their business improvement processes.

Public Sector Network's Local Government Q2 National Insights – Autumn Edition Virtual Event will equip attendees with new ideas and strategies to improve their council service offerings and streamline processes for a resilient and agile local government.

Who You'll Meet

Chiefs/Directors/Heads/Managers of:

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



Explore the Agenda

11:00am Public Sector Network Welcome

11:10am **Welcome from Chair**
Karin Strachan, *Director Strategy & Organisational Performance, City of Bunbury (WA)*

11:20am **Government Keynote: The Big Shift Revisited**

- Understanding the impact of major demographic change and population influx for regional councils
- Responding to a rapidly changing community with adequate investments in new infrastructure
- Analysing the social implications and long-term effects of new residents on the existing community

Stephen Johnston, *Chief Executive Officer, Bundaberg Regional Council (QLD)*

11:35am **Partner Session: How to Transform Service Delivery While Achieving Efficiency Targets**

- Meet increased service demands and heightened expectations with the right technology for the contact centre, the voice of your organisation
- Help service users get answers faster by routing customers to the right service and improve overall first call resolution
- Improve efficiencies and reduce costs by better utilising existing resources, from IT and support overheads to average call length
- Increase agility to ensure continuous good service, by being able to flex with demand

Phil Robson, *Channel Sales Manager, Enhouse Interactive APAC*

11:50am **Government Case Study: Developing Resilient and Agile Employee Engagement Strategies to Support Your Council Objectives**

- Reviewing effective employee engagement initiatives and engagement surveys
- Analysing existing employment policies to ensure they are agile and reflect your current and future workforce needs
- Understanding the changing needs of your workforce to continue to attract the right talent and maintain resilience

Therese Manns, *General Manager, Randwick City Council (NSW)*

12:05pm **Partner Session: Overcoming the Barriers to Modernising Council Services**
Supported with case studies from Council clients, OneBlink presents how No-code and Low-code is re-shaping how Councils deliver digital solutions to customers, contractors and internal staff in an ever-changing environment.
Darren Besgrove, *Chief Executive Officer, OneBlink*

12:20pm **Government Keynote & Case-Study: Reinventing Your Operating Model to Succeed in the Digital World**

- Streamlining commercial frameworks to ensure your council remains agile in a changing world
- Reviewing existing processes to ensure a future-proof council
- Putting customer experience at the heart of your future operating models

Deb Larwood, *Chief Executive Officer, District Council of Kimba (SA)*

12:35pm Break

12:40pm Panel Discussion

Utilising Digital Technologies and Process Automation to Improve Customer Experience

- How do you integrate a lean, digital-first operating model and service strategy?
- How do you balance customer needs and expectations with budgets and business processes?
- How do you utilise process automation to improve your customer experience outcomes?
- What are your top tips for remaining flexible in an ever-changing environment?

Sharon Bowman, *Manager Technology & Transformation, Hornsby Shire Council (NSW)*

Jacqueline Hiddlestone, *IT Innovation Program Manager, City of Canterbury Bankstown (NSW)*

Pamela Warwick, *Head of IT Digital Citizen Experience, Melton City Council (VIC)*

Thomas Kohlenbach, *Senior Product Specialist, Nintex*

1:10pm Close

Thank you to our Partner



Platinum Partner



Gold Partner



Premium Panel Partner

What's On Next



**Local Government
National Insights - Winter
Edition | Virtual**

9 August