

ROADSHOW



Local
Government
2023



PUBLIC
SECTOR
NETWORK



Embracing Connection and Resilience for a Future-Proof Local Government

April 4 - May 4
NSW | SA | QLD | WA
NZ | VIC

publicsectornetwork.co

Embracing Connection and Resilience for a Future-Proof Local Government

The past few years saw local government across Australia and New Zealand catapulted into a modern way of providing citizen services. The unexpected and urgent circumstances forced councils to adapt quickly, shining a light on the value of accessibility and digitised processes.

How should local governments respond to all these pressures and set themselves up for the future? Local governments need to be both connected and resilient; Connected to identify how to leverage new skills, digital capabilities, and ways of working that better connect the internal teams of council, as well as better connect and engage with community. Resilient to build the capacity within our organisations and communities to survive, adapt and grow through better use of data to inform decisions that future proof our financial prosperity, social outcomes, and responses to climate change.

The **2023 Local Government Roadshow** will delve into how metro and remote councils across Australia and New Zealand have embraced the disruptors of the past few years. The event will explore key projects, best-practice, and insights to demonstrate how local government can embrace ongoing change to transform culture and provide exemplary citizen services.

[REGISTER TODAY](#)

Benefits of Attending



Delve into insights and strategies regarding key issues impacting local government, including workforce, customer experience, technology, and data



Hear about the latest initiatives being undertaken at other councils within your state



Find solutions with innovative talks, roundtables and expo presented by leading local government partners



Network with your fellow peers from various metro and regional councils across the state

Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Corporate Services
- Community
- ICT and Digital
- Customer Experience
- Transformation and Change
- Organisation Design and Development
- Strategy and Engagement
- People and Culture

Your Guide

See what your city has in store



Day 1

Sydney, NSW

Tuesday, April 4



Day 2

Adelaide, SA

Wednesday, April 12



Day 3

Brisbane, QLD

Wednesday, April 19



Day 4

Perth, WA

Tuesday, May 2



Day 5

Auckland, NZ

Wednesday, May 3

Showcase



**VIC Local
Government
Showcase 2023**

Melbourne, VIC

Thursday, May 4

2022 Snapshot



308

Delegates



12

Case Studies



31

Speakers



6

Partners

NSW

4 April, 2023
8:30AM - 1:00PM



Maria Pavlides

Manager of Customer Experience
Bayside Council



Naren Gangavarapu

Chief Information Officer
Northern Beaches Council



Jane Stroud

Chief Executive Officer
Kiama Municipal Council



Elizabeth Watts

Partner - Local Government Lead
KPMG



Luke Harvey

Chief Digital Officer
Blacktown City Council



Simone Robards

Director People and Performance
City of Canterbury Bankstown



John Crawford

Chief Technology Officer
City of Parramatta



Brett Barningham

Managing Director
Civica Local Government



Gergana Winzer

Cyber Lead Partner
KPMG



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network & Icebreaker

9:10am Welcome from Chair: Embracing Transformation for a Future-Focussed Local Government that is Connected, Resilient and Sustainable

- Embedding council's role in supporting and building ongoing resilience in the community
- Embracing change as an opportunity for growth at the local level
- Maintaining momentum when it comes to change for continuous improvement across local government

Elizabeth Watts, *Partner - Local Government Lead*, KPMG

9:20am Government Keynote: Customer Experience to Online Services: Tailoring Services to the Citizen



- Promoting an adaptive service experience with your workforce for continual improvement
- Reviewing your council's objectives to determine the right technology that will enable a positive CX transformation
- Creating a fluid customer experience strategy to enable council to meet and respond to changing customer demands

Maria Pavlides, *Manager of Customer Experience*, Bayside Council

9:40am Platinum Partner Session: How Resilience has become a key challenge for councils in serving their communities

Local councils are facing multiple challenges including natural disasters, the COVID-19 pandemic, climate change, and economic issues. To effectively serve their communities, it is important for councils to exhibit resilience. Many councils have implemented creative solutions to address recurring natural disasters, while libraries have made a dedicated effort to engage with the community. Technological advancements also offer support to local councils. However, it is crucial to ensure that everyone is included in these efforts, as there is a growing risk of a significant digital divide that must be closely monitored.

Brett Barningham, *Managing Director*, Civica Local Government

10:00am Government Keynote: Delivering Next Generation of Digital Council



- How to digital transform a council: Optimisation versus Transformation.
- Why focusing on customer and employee experience (CX and EX) is crucial to success.
- Harnessing innovative technology to support the modern workforce

Naren Gangavarapu, *Chief Information Officer*, Northern Beaches Council

10:20am Host Partner Session: Cyber risks and responses for Local Government

Gergana Winzer, *Cyber Lead Partner*, KPMG

10:40am Government Case Study: Driving Digital Transformation Within Local Government with Flexible Strategies and Robust Leadership

- Reviewing the importance of a digital transformation roadmap at every stage of the journey
- Adopting alternative models for service operation and delivery by reviewing current data
- Embracing best practice project management methodologies to increase the rate of technology implementation and effectively utilise internal resources

Jane Stroud, *Chief Executive Officer*, Kiama Municipal Council

11:00am Morning Coffee and Networking Break



Roundtable 1

Climate change is a rising social consciousness. How local councils can build on initial progress and start converting their ideas into green actions

Social consciousness around sustainability has been on the rise for years. Recently, the cost of fuel and energy further increased people's willingness to be more environmentally conscious. Most government have made carbon neutrality commitments and many public sector organisations have made their own. So, change is expected.

Brett Barningham, *Managing Director, Civica Local Government*

John Wiggs, *Sales Director, Civica Local Government*

Roundtable 2

How Local Government ICT can Achieve Value for Money and Deliver Network Transformation

Join nbn and your Local Government peers in exploring how the procurement of wholesale connectivity can introduce a competitive framework, drive transformation, and deliver value for money. Discuss how investing in new infrastructure can support emerging business challenges, such as remote working, an increased need for cloud computing, renewed focus on digital inclusivity for council citizens and increased budgetary pressures. The roundtable will include ICT leaders from Local Government & nbn. It offers the opportunity to hear from Council peers who can speak to their transformation and to share learnings and strategies.

John Krnel, *Executive Manager - Government Solutions, nbn*

Roundtable 3

Enhancing Accountability and Transparency Within Local Government

NSW Councils are subject to new requirements for Audit, Risk and Improvement which will come into effect by the middle of next year. Centium is supporting our Council clients to do this in various ways, and we will highlight our experiences by presenting a current case study and inviting round table participants to share their own approaches in the following five areas (around ten minutes each):

- Shaping internal audits to address the new requirements eg Integrated Planning and Reporting
- Designing approaches to new Delivery Program requirements for Service Review
- Ensuring good governance is in place in allocating financial assistance and community grants
- Preparing for new responsibilities with the Public Interest Disclosures Act; and
- Addressing cyber risks to deliver better, and more secure, digital services.

Sarah Artist, *Director Local Government, Improvement, Centium*

Scott Thomson, *Cyber and IT, Improvement, Centium*

Roundtable 4

Financial sustainability: A discussion on the pressures impacting councils and the strategies being deployed to address them Presented by KPMG

12:20pm Panel Discussion: Placing People at the Heart of Council's Digital Transformation



- How can councils become more connected and resilient?
- How do you shift the focus to culture to ensure council stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

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

Simone Robards, *Director People and Performance*, City of Canterbury Bankstown

John Crawford, *Chief Technology Officer*, City of Parramatta

12:55pm Closing Remarks from Chair

1:00pm Networking Lunch

SA

April 12, 2023
8:30AM - 1:00PM



Kristie Johnson

*Manager Media, Marketing and
Communications - Corporate
Services*

City of Charles Sturt



Glen Winkler

Partner

KPMG



Tony Harrison

Chief Executive Officer

City of Marion



Jayne Emerson

Director Business Transformation

City of Salisbury



Karen Rokicinski

A/Chief Executive Officer

City of Victor Harbour



Darren Barber

*Director People and
Performance*

**Southern Grampians Shire
Council**



Marnie Lock

*General Manager Community &
Business*

City of Holdfast



John Wigg

Sales Director

Civica Local Government



Greg Phillips

*Head of Digital Solutions
& Innovation, Enterprise &
Government*

Vocus



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network & Icebreaker

9:10am Welcome from Chair: Embracing Transformation for a Future-Focused Local Government that is Connected, Resilient and Sustainable

- Embedding council's role in supporting and building ongoing resilience in the community
- Embracing change as an opportunity for growth at the local level
- Maintaining momentum when it comes to change for continuous improvement across local government

Glen Winkler, *Partner, KPMG*

9:20am Government Keynote: Driving Progress Towards a New Digital Future for Charles Sturt



- Implementing a modern customer relationship management system for improved CX
- Integrating internal values with the future of flexible working for improved engagement
- Embracing tools that allow for accurate metrics and enable transparency

Kristie Johnson, *Manager Media, Marketing and Communications - Corporate Services, City of Charles Sturt*

9:40am Platinum Partner Session: Platinum Partner Session: How Resilience has become a key challenge for councils in serving their communities

Local councils are facing multiple challenges including natural disasters, the COVID-19 pandemic, climate change, and economic issues. To effectively serve their communities, it is important for councils to exhibit resilience. Many councils have implemented creative solutions to address recurring natural disasters, while libraries have made a dedicated effort to engage with the community. Technological advancements also offer support to local councils. However, it is crucial to ensure that everyone is included in these efforts, as there is a growing risk of a significant digital divide that must be closely monitored.

John Wiggs, *Sales Director, Civica Local Government*

10:00am Government Keynote: Creating a Culture of Trust from Within to Enable Local Government Success



- Providing employees with the tools and support necessary to serve the community in a modern way
- Using technology to enhance transparency regarding processes, procedures, budgets, and strategic plans
- Enabling open and active communication to encourage a culture of trust and collaboration

Jayne Emerson, *Director Business Transformation, City of Salisbury*

10:20am Gold Partner Session: Reviewing How Technology Can Drive Resilience in Local Government

10:40am Government Case Study: Driving Digital Transformation within Local Government through flexible strategies and key sector partnerships

- Shared procurement - is this the future?
- Best of breed approach to system integration
- Good governance - the key to project success
- How to bring your organisation on the journey

Darren Barber, *Director People and Performance, Southern Grampians Shire Council*

11:00am Morning Coffee and Networking Break

11:20am Concurrent Roundtable Discussions



Roundtable 1

Climate change is a rising social consciousness. How local councils can build on initial progress and start converting their ideas into green actions

Social consciousness around sustainability has been on the rise for years. Recently, the cost of fuel and energy further increased people's willingness to be more environmentally conscious. Most government have made carbon neutrality commitments and many public sector organisations have made their own. So, change is expected.

John Wiggs, *Sales Director*, Cívica Local Government

Roundtable 2

Discuss the role new and resilient technologies play in enabling councils to provide world-class citizen experience.

Citizen needs are evolving and councils need comprehensive, secure, and reliable connectivity that support their operations and workforce from any location.

This can present new and significant challenges across all areas of operations and locations.

We will discuss topics like citizen engagement, ESG and financial sustainability. Learn how you can future proof your council by leveraging existing and new technologies to better prepare for evolving challenges and continue to provide enhanced citizen experience.

We can help kick start your journey for achieving these improved outcomes, when we delve deeper into your specific challenges in a subsequent discovery session

Greg Phillips, *Head of Digital Solutions & Innovation*, Vocus

Roundtable 3

Enhancing Accountability and Transparency Within Local Government

12:20pm Panel Discussion: Placing People at the Heart of Council's Digital Transformation



- How can councils become more connected and resilient?
- How do you shift the focus to culture to ensure council stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

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

Karen Rokicinski, *Chief Executive Officer*, City of Victor Harbour

Darren Barber, *Director People and Performance*, Southern Grampians Shire Council

Marnie Lock, *General Manager Community & Business*, City of Holdfast

Greg Phillips, *Head of Digital Solutions & Innovation*, Vocus

12:55pm Closing Remarks from Chair

1:00pm Networking Lunch

QLD

April 19, 2023 8:30AM - 1:00PM



Amrita Bhattacharyya
Chief Customer Officer

Townsville City Council



Dr Scott Bourke
Director - Innovation and City Transformation

City of Logan



Carlos Loureiro
Manager Information Technology, Information Technology

Tweed Shire Council



Heidi Roberts
Group Executive Business Performance

Sunshine Coast Council



Sylvia Swalling
Chief Information Officer

Ipswich City Council



Greg Evans
A/Director Corporate Financial Services

Gympie Regional Council



Elizabeth Watts

Partner - Local Government

KPMG



Connie Longobardi

*Organisational Change Manager,
One City Program*

City of Gold Coast



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network & Icebreaker

9:10am Welcome from Chair: Embracing Transformation for a Future-Focussed Local Government that is Connected, Resilient and Sustainable

- Embedding council's role in supporting and building ongoing resilience in the community
- Embracing change as an opportunity for growth at the local level
- Maintaining momentum when it comes to change for continuous improvement across local government

Elizabeth Watts, *Partner - Local Government Lead, KPMG*

9:20am Government Keynote: Personalising the Customer Experience to Empower Your Citizens and Build Community Trust

- Reviewing existing services from the customer's perspective
- Creating a seamless customer experience through consolidation of services
- Embracing tools that allow for accurate metrics and enable transparency

Amrita Bhattacharyya, *Chief Customer Officer, Townsville City Council*

9:40am Platinum Partner Session: Platinum Partner Session: How Resilience has become a key challenge for councils in serving their communities

Local councils are facing multiple challenges including natural disasters, the COVID-19 pandemic, climate change, and economic issues. To effectively serve their communities, it is important for councils to exhibit resilience. Many councils have implemented creative solutions to address recurring natural disasters, while libraries have made a dedicated effort to engage with the community. Technological advancements also offer support to local councils. However, it is crucial to ensure that everyone is included in these efforts, as there is a growing risk of a significant digital divide that must be closely monitored.

John Wiggs, *Sales Director, Civica Local Government*

10:00am Government Keynote: Successful change management: Capability, Capacity and Culture

- Building change capability: from Individuals to Senior Leaders
- Understanding Change Capacity: Change readiness v Business readiness
- Culture of Change: Creating a Choose Change culture

Connie Longobardi, *Organisational Change Manager, One City Program, City of Gold Coast*

10:20am Gold Partner Session: Asset Management in Local Government - The trends and value of asset management

Onuma Carmody, *Director - Engineering Assets and Project Delivery, KPMG*

10:40am Morning Coffee and Networking Break

11:10am Concurrent Roundtable Discussions



Roundtable 1

Climate change is a rising social consciousness. How local councils can build on initial progress and start converting their ideas into green actions

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Presented by Civica

Roundtable 2

Adapting to Changing Workforce Demands, Tools and Environments

With workforce demands shifting due to COVID and the adoption of hybrid workplaces, how do departments and agencies evolve to meet these demands?

How can we ensure employees are comfortable and capable with new technologies and tools?

Should employee experience reflect the same principles or strategy as our customer experience? How can departments differentiate these experience measurements, and adjust accordingly?

Presented by Freshworks

Roundtable 3

The future of IOT devices in councils: ESG's, SDG's, Compliance & Assets

There are growing pressures to achieve a net zero carbon footprint, introduce a circular economy, improve air quality, enhance public safety, reduce urban heat and improve liveability (and many others). IoT devices can play a key role in collecting the data needed to track success.

In this round table we want to share examples of how Councils are travelling on their IoT / ESG / SDG journeys, and learn from participants: successes, roadblocks and best practice.

Presented by Urban Institute

Roundtable 2

Challenges in understanding asset performance and replacement requirements, and what councils could be doing to improve

- Accurate asset data
- Cost control of services
- Better decision making on assets
- Energy management
- Asset replacement or repurposing

Presented by Ventia

12:10pm Panel Discussion: Placing People at the Heart of Council's Digital Transformation



- How can councils become more connected and resilient?
- How do you shift the focus to culture to ensure council stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

Dr Scott Bourke, *Director - Innovation and City Transformation, City of Logan*

Connie Longobardi, *Organisational Change Manager, One City Program, City of Gold Coast*

12:50pm Closing Remarks from Chair

1:00pm Networking Lunch

WA

May 2, 2023
8:30AM - 1:00PM



Frazer Sullivan
Director Corporate Services
Shire of Serpentine Jarrahdale

Mal Osborne
Chief Executive Officer
City of Bunbury

Anthony Vuleta
Chief Executive Officer
Town of Victoria Park

Carissa Bywater
Chief Executive Officer
Town of Mosman Park



Michael Emery
*Head of Community Safety and
Ranger Services,*
Town of Mosman Park

Nicole O'Neill
*Director Community
Engagement*
City of Kalamunda

Alexander Petrovski
*A/Director Community and
Development Services*
City of Subiaco



Matthew Woods
Partner, Enterprise

Greg Phillips
*Head of Digital Solutions
& Innovation, Enterprise &
Government*

Brett Barningham
Managing Director

KPMG

Vocus

Civica Local Government



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network & Icebreaker

9:10am **Welcome from Chair: Embracing Transformation for a Future-Focused Local Government that is Connected, Resilient and Sustainable**

- Embedding council's role in supporting and building ongoing resilience in the community
- Embracing change as an opportunity for growth at the local level
- Maintaining momentum when it comes to change for continuous improvement across local government

Matthew Woods, *Partner, Enterprise, KPMG*

9:20am **Government Keynote: Embracing Connectivity and Customer Centricity within Local Government**



- Delivering a timely and efficient service through enhanced operational efficiency
- Fostering collaborations with the private sector to improve and streamline services
- Connecting customers within trusted and secure data driven ecosystems

Frazer Sullivan, *Director Corporate Services, Shire of Serpentine Jarrahdale*

9:40am **Platinum Partner Session: Platinum Partner Session: How Resilience has become a key challenge for councils in serving their communities**

Local councils are facing multiple challenges including natural disasters, the COVID-19 pandemic, climate change, and economic issues. To effectively serve their communities, it is important for councils to exhibit resilience. Many councils have implemented creative solutions to address recurring natural disasters, while libraries have made a dedicated effort to engage with the community. Technological advancements also offer support to local councils. However, it is crucial to ensure that everyone is included in these efforts, as there is a growing risk of a significant digital divide that must be closely monitored.

Brett Barningham, *Managing Director, Civica Local Government*

10:00am **Government Keynote: Enabling Continuous Process Improvement Through Holistic Systems and Culture Change**



- Understanding the role leadership plays in developing and carrying through significant culture change
- Carving out time for collaboration and workforce learning to build engagement
- Implementing integrative improvement methodologies to establish a culture of continuous improvement throughout the organisation

Mal Osborne, *Chief Executive Officer, City of Bunbury*

10:20am **Gold Partner Session: Reviewing How Technology Can Drive Resilience in Local Government**

10:40am **Government Case Study: Improving Access and Usability of Council Services with Data to Empower Citizens**

- Enabling modern services with data-driven ecosystems that are holistic, trusted, and secure
- Effectively compiling data to capture a 360-degree view of customer needs to further enhance council services
- Enhancing transparency in service delivery to build citizen trust

Anthony Vuleta, *Chief Executive Officer, Town of Victoria Park*

11:00am Morning Coffee and Networking Break

11:20am Concurrent Roundtable Discussions



Roundtable 1

Climate change is a rising social consciousness. How local councils can build on initial progress and start converting their ideas into green actions

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Presented by Civica

Roundtable 2

How Local Government ICT can Achieve Value for Money and Deliver Network Transformation

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Presented by NBN

Roundtable 3

Discuss the role new and resilient technologies play in enabling councils to provide world-class citizen experience.

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We can help kick start your journey for achieving these improved outcomes, when we delve deeper into your specific challenges in a subsequent discovery session

Presented by Vocus

12:20pm Panel Discussion: Placing People at the Heart of Council's Digital Transformation



- How can councils become more connected and resilient?
- How do you shift the focus to culture to ensure council stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

Carissa Bywater, *Chief Executive Officer, Town of Mosman Park*

Nicole O'Neill, *Director Community Engagement, City of Kalamunda*

Alexander Petrovski, *A/Director Community and Development Services, City of Subiaco*

Michael Emery, *Head of Community Safety and Ranger Services, City of Cockburn*

Greg Phillips, *Head of Digital Solutions & Innovation, Enterprise & Government, Vocus*

12:55pm Closing Remarks from Chair

1:00pm Networking Lunch



May 3, 2023
8:30AM - 1:00PM



Vibhuti Chopra

*Director Strategy, Partnerships
and Growth*

Upper Hutt City Council



Neville Williams

*Director Customer, Community
and Services*

Waikato Regional Council



Richard Jarrett

Director Group Services

Auckland Council



Sarah Morris

*General Manager, People and
Capability*

Kaipara District Council



Natasha Poloai

*Executive Manager People,
Capability and Safety*

Ruapehu District Council



Beth Stewart-Wright

*Director User Experience and
Community Engagement,*

Timaru District Council



John Wiggs

Sales Director

Civica Local Government



Elle Bell

Managing Director

SpacetoCo



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network & Icebreaker

9:10am Welcome from Chair: Embracing Transformation for a Future-Focussed Local Government that is Connected, Resilient and Sustainable

- Embedding council's role in supporting and building ongoing resilience in the community
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Presented by KPMG

9:20am Government Keynote: Adapting Council's Customer Experience Strategy to Shift with a Changing Demographic

- Looking beyond the one-size-fits-all approach to tailor services to each customer's individual needs
- Reviewing existing data to better understand customers and their needs and improve council services
- Utilising employee creativity to enact alternative service options to meet diverse customer needs

Vibhuti Chopra, *Director Strategy, Partnerships and Growth*, Upper Hutt City Council

9:40am Platinum Partner Session: Platinum Partner Session: How Resilience has become a key challenge for councils in serving their communities

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John Wiggs, *Sales Director*, Civica Local Government

10:00am Government Keynote: Measuring and Improving Council's Performance in the Areas of Customers, Culture, Innovation, Excellence and Te Ao Māori

- Reflecting on the five identified focus areas and how they enable Council to create a Waikato region with a healthy environment, strong economy and vibrant communities
- Developing a BI dashboard that tracks corporate performance in the key focus areas outlined
- Utilising data for continued improvement within Waikato Regional Council

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

10:20am Gold Partner Session: How to futureproof the delivery of community and facilities services in an era of changing expectations, budgets and increased disruption.

- Help communities help themselves by improving customer experience and increasing opportunities for connection
- Build agility and resilience through thinking holistically about how community facilities are shared and managed
- Improving spend, resource management and communicate impact through better data on how communities use facilities.

Elle Bell, *Managing Director*, SpacetoCo

10:40am Government Case Study: Calming the Madness: Experiences at Auckland Council with Productivity and Overload

- How do we stop the madness of trying to do too much work at once?
- Thinking differently: Reviewing lessons learned from the past 12 months
- Reviewing future opportunities for holistic change within local government

Richard Jarrett, *Director Group Services*, Auckland Council

11:00am Morning Coffee and Networking Break

11:20am Concurrent Roundtable Discussions



Roundtable 1

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John Wiggs, *Sales Director, Civica Local Government*

Roundtable 2

A catalyst for community wellbeing

Join SpacetoCo and a panel of experts in exploring how improving the experience and access to booking local affordable facilities can have an outsize impact on community wellbeing and create efficiencies across many facets of local government.

Local facilities are the foundation stone of the infrastructure for delivering critical community services and giving citizens the opportunities to connect, celebrate and create together. We will discuss how investing in simple, innovative technology can help councils develop a 'bookable ecosystem' approach to its network of facilities and leaseholders. Learn strategies to address common issues around gaps in provisioning and inefficient booking processes & customer experience. Hear case studies from councils across Australia and Aotearoa who have vastly improved the number and diversity of community spaces and facilities without capital spend and better empowered communities to self serve.

Elle Bell, *Managing Director, SpacetoCo*

Roundtable 3

Enhancing Accountability and Transparency Within Local Government

12:20pm Panel Discussion: Placing People at the Heart of Council's Digital Transformation



- How can councils become more connected and resilient?
- How do you shift the focus to culture to ensure council stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

Richard Jarrett, *Director Group Services, Auckland Council*

Sarah Morris, *General Manager, People and Capability, Kaipara District Council*

Natasha Poloai, *Executive Manager People, Capability and Safety, Ruapehu District Council*

Beth Stewart-Wright, *Director User Experience and Community Engagement, Timaru District Council*

12:55pm Closing Remarks from Chair

1:00pm Networking Lunch

Thank you to our **Partners**

Host Partner



Platinum Partner



Gold Partners



Silver Partners



Bronze Partners



CONNECTING GOVERNMENT
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