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9th Annual Local Government Roadshow

The Opportunities for Local Government to
Innovate, Grow, and Drive Capabilities

April 5 - 18, 2024

SA | NZ | NSW | WA

QLD | VIC

[Publicsectornetwork.com](https://publicsectornetwork.com)

P: (02) 9057 9070

E: Sponsor@publicsectornetwork.com



The Opportunities for Local Government to Innovate, Grow, and Drive Capabilities

In recent years, there has been a drive globally for a more digital public sector. The desired outcome for this is a more seamless citizen experience. Australia and New Zealand have been part of this journey. Local governments in these countries have and need to follow suit for a more integrated approach to delivering citizen services.

The biggest element required to digitally transform operations and services is resources. Budget availability has been a resounding echo from the wider public sector across both countries, so how do you innovate with what you have? How do you 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 the community?

The **9th Annual Local Government Roadshow** will explore key projects, best practices, and insights to demonstrate how local government can embrace ongoing change to transform culture and provide exemplary citizen services.

[VIEW THE WEBSITE](#)



Who You'll Meet

This series is designed for professionals involved in:

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

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

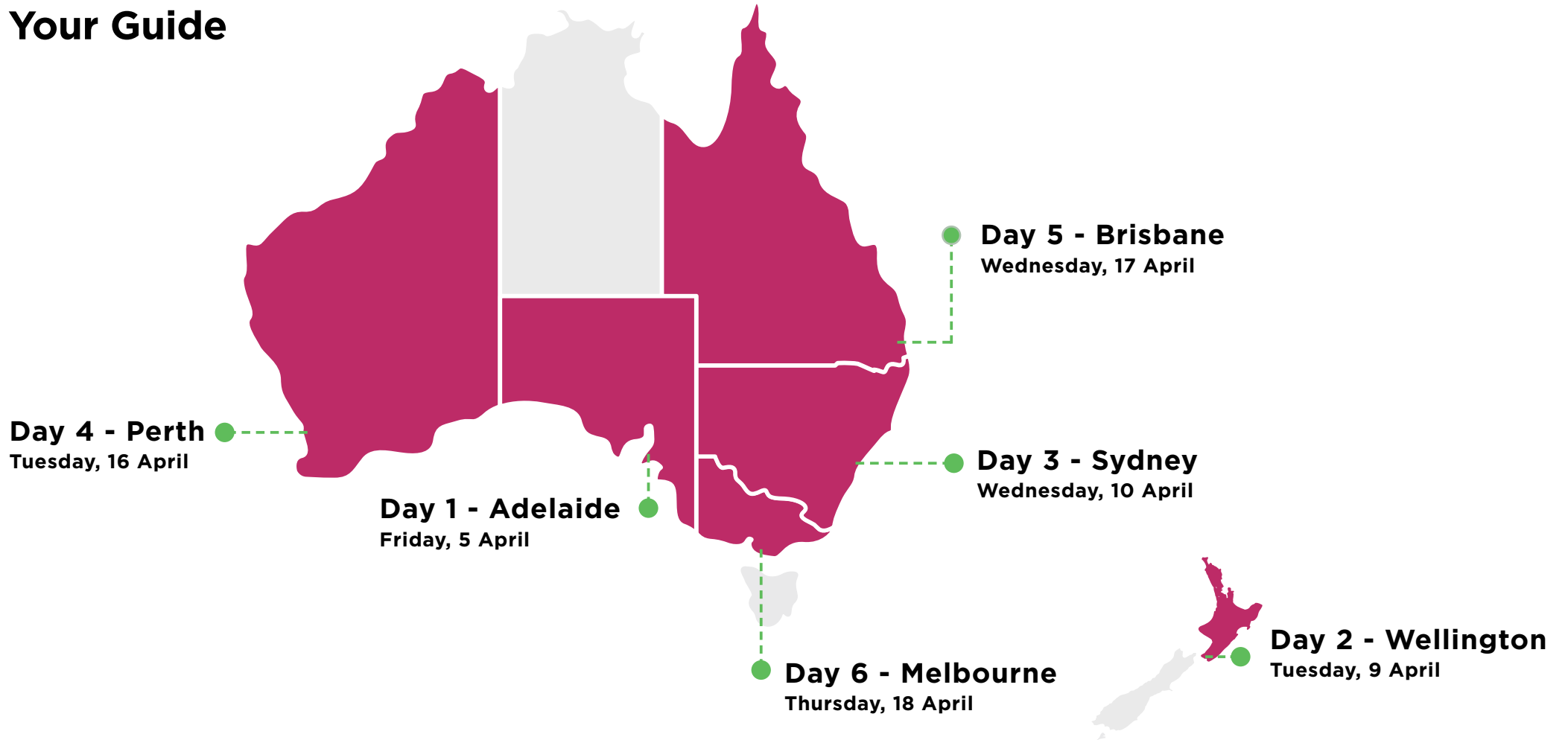


Find solutions with innovative talks, roundtables and expo presented by leading local government partners



Hear case studies from your peers and get actionable insights to implement your strategies

Your Guide



2023 Snapshot


359
Delegates


48
Speakers


21
Case Studies


15
Partners

Half Day Roadshows

Friday, 5 April 2024 | Adelaide, South Australia

Tuesday, 9 April 2024 | Wellington, New Zealand

Tuesday, 16 April 2024 | Perth, Western Australia

Wednesday, 17 April 2024 | Brisbane, Queensland



Your Inspiring Speakers - SA



LIZ WATTS

Partner and National Local Government Lead

KPMG



MARCEL ALTHOFF

Chief Information Officer

City of Marion



TONY HARRISON

Chief Executive Officer

City of Marion



RACHEL READ

Manager People & Culture

Campbelltown City Council



TAMMY SMITH

Chief Executive Officer

Yarriambiack Shire Council



NICOLA TINNING

General Manager - Business Support & Improvement

City of Unley



CHRIS WHITE

Chief Executive Officer

City of Prospect



DAN PRITCHARD

Chief Executive Officer

SurePact



Explore the Agenda - SA

Friday, 5 April 2024

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

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

9:05am **Welcome from Chair**
Liz Watts, *Partner and National Local Government Lead, KPMG*

9:15am **Case Study: Embracing a Fresh Perspective: Fostering Creativity in Operational Excellence**

- Discussing the strategies implemented to foster creativity – how does organisational culture play a role in the success of this?
- Looking at resources available to support operational excellence
- Providing insights into challenges and solutions to overcome them

Chris White, *Chief Executive Officer, City of Prospect*

9:35am **Innovating Within Budget Constraints: Harnessing Emerging and Existing Technologies to Improve Service Delivery**

- Laying out the roadmap for a service delivery project
- Exploring opportunities to enhance capabilities with the resources available
- Utilising tech resources available for a service delivery project – where does the gaps lie?

Nicola Tinning, *General Manager – Business Support & Improvement, City of Unley*

9:55am **Short Break**

10:00am **Concurrent Roundtables**

Roundtable 1: From Funding to outcome – navigating the complexity of grant management

- How are leading LGAs maximising the 50% of LGA revenue that is typically derived from grants?
- What are these councils doing to avoid project delivery pitfalls and co-funding gaps due to poor grant governance?
- With upward of 90 concurrent programs to track, how can council avoid missing reporting requirements and exposing council to risk and lost revenue?

Facilitated by **Adrian Warren**, *Head of Sales, SurePact*

Roundtable 2: Empowering Local Governments: Unlocking the Potential of NBN Network Evolution for Sustainable Growth and Community Advancement

Join your Local Government peers to discuss how the evolution of the nbn network can deliver a range of long term cost, productivity and social benefits to councils and their citizens

- Learn about how your council and citizens can benefit from an enhanced nbn network that will deliver more speed and reliability to support an evolving digitised world
- Discuss strategies for achieving council network modernisation whilst balancing budget constraints, reflecting on actual local government nbn success stories
- Understand how social and economic benefits of the nbn network have been delivered over the time that nbn has been in existence

Facilitated by **Mark Evans**, *Executive Manager Government Solutions*, nbn Co

Roundtable 3: Enhancing Employee and Citizen Services: Exploring AI Adoption in Australian Councils

Local councils in Australia are vital for community development, providing essential services while facing the challenge of doing more with limited resources. As communities expect councils to maintain sound governance structures and remain agile, councils are grappling with various challenges including financial sustainability, community engagement, and infrastructure management. Emerging themes such as environmental sustainability, technological advancements, and demographic shifts further complicate the landscape, necessitating forward-thinking strategies.

- The adoption of AI across councils to support service
- The need for business automation and workflow to support
- Facing the challenge of “doing more with less” while meeting community expectations for sound governance and agility

Facilitated by **Albert Visscher**, *Sales Manager ANZ*, Freshworks

10:45am Morning Tea and Networking Break

11:05am Concurrent Roundtables

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Facilitated by **Albert Visscher**, *Sales Manager ANZ*, Freshworks

11:50am Short Break

11:55am Case Study: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture

- ASPIRE Program (Emerging Leaders)
- Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation
- Strategies for assessing the current skills and cultural landscape within local government
- Recognising and leveraging the unique skills and talents of employees

Rachel Read, *Manager People & Culture*, Campbelltown City Council

12:15pm	<p>Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government?</p> <ul style="list-style-type: none"> • Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service design • Examining the correlation between simplicity in service delivery and citizen trust • Balancing personalisation with privacy and security considerations <p>Marcel Althoff, <i>Chief Information Officer</i>, City of Marion Tony Harrison, <i>Chief Executive Officer</i>, City of Marion Tammy Smith, <i>Chief Executive Officer</i>, Yarriambiack Shire Council Dan Pritchard, <i>Chief Executive Officer</i>, SurePact</p>
12:45pm	Closing Remarks from Chair
12:55pm	Networking Lunch

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Your Inspiring Speakers - NZ



JAMES DOWLE
Digital Partner

KPMG



CLIVE MANLEY
Chief Executive Officer

Ruapehu District Council



SARAH MORRIS
General Manager, People and Capability

Kaipara District Council



SIOBHAN PROCTER
Chief Infrastructure Officer

Wellington City Council



NEVILLE WILLIAMS
Director, Customer, Community and Services

Waikato Regional Council



DR CLAUDIA WYSS
Director Customer and Community Services

Auckland Council



DENNIS GLEITSMANN
Sales Manager
Enghouse Interactive



8:30am Registration and Networking Coffee

9:00am Opening from Public Sector Network

9:05am Welcome from the Chair
James Dowle, *Digital Partner*, KPMG

9:15am Leveraging Data and Insights for Efficiency, Cost Saving and Operational Excellence: What Will Deliver the Most Value, With the Least Resource?

- Providing an overview of how data can inform decision-making for efficiency and cost-effectiveness
- Utilising data analytics to assess and optimize workflows
- Balancing cost savings with maintaining or improving service quality

Dr Claudia Wyss, *Director Customer and Community Services*, Auckland Council

9:35am Case Study: Empowering Infrastructure with a Cutting-Edge Data Sharing Platform

- Leveraging the initiative's potential to support long-term success
- Transitioning from traditional records to an advanced digital platform for benefits on underground asset information
- Broadening the transformative impact on efficiency, risk reduction, cost savings, and timely project delivery

Siobhan Procter, *Chief Infrastructure Officer*, Wellington City Council

9:55am Short Break

10:00am Concurrent Roundtables

Roundtable 1: How Generative AI is Transforming Digital Government for Citizens

Generative AI presents a transformative opportunity to reimagine how public services are delivered and experienced by citizens. Join your government peers as we deep dive into:

- AI Adoption Strategies: Steps for integrating AI seamlessly into council operations.
- AI Governance: Crafting frameworks to use AI ethically and transparently.
- AI in Action: Real-world AI applications boosting service delivery and engagement.
- Impact Analysis: Evaluating AI's effects on councils, citizens, and communities.

This roundtable aims to share best practice insights into adopting, governing, and leveraging generative AI to enhance public services and citizen experiences

Facilitated by **Simon Shanks**, *General Manager*, Synergy Enterprise Solutions & **Casey Ayala**, *Commercial Sales Manager*, Zendesk

Roundtable 2: Building a Customer Service Roadmap for Local Government

- What are the most important, most affordable improvements you'd like to apply right now to improve customer service?
- What future smart tools is your Council interested in, to help improve customer service delivery medium-longer term?

Facilitated by **Dennis Gleitsmann**, *Sales Manager*, Enghouse Interactive

Roundtable 3: From Funding to outcome - navigating the complexity of grant management

- How are leading LGAs maximising the 50% of LGA revenue that is typically derived from grants?
- What are these councils doing to avoid project delivery pitfalls and co-funding gaps due to poor grant governance?
- With upward of 90 concurrent programs to track, how can council avoid missing reporting requirements and exposing council to risk and lost revenue?

Facilitated by **Adrian Warren**, *Head of Sales*, SurePact

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Facilitated by **Adrian Warren**, *Head of Sales*, SurePact

11:50am	Short Break
11:55am	<p>Fireside Chat: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture</p> <ul style="list-style-type: none"> • Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation • Strategies for assessing the current skills and cultural landscape within local government • Recognising and leveraging the unique skills and talents of employee <p>Sarah Morris, <i>General Manager, People and Capability</i>, Kaipara District Council</p>
12:15pm	<p>Partner Perspective: AI-enabled Citizen Experience: Effective Adoption Tactics for Local Government</p> <ul style="list-style-type: none"> • Identify and prioritise use cases where AI can make the most significant impact. • How to foster stakeholder collaboration to build trust and buy-in for AI adoption. • Develop AI governance frameworks that prioritise ethical principles, transparency, and accountability <p>Casey Ayala, <i>Commercial Sales Manager</i>, Zendesk</p>
12:35pm	<p>Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government?</p> <ul style="list-style-type: none"> • Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service design • Examining the correlation between simplicity in service delivery and citizen trust • Balancing personalisation with privacy and security considerations <p>Clive Manley, <i>Chief Executive Officer</i>, Ruapehu District Council Neville Williams, <i>Director, Customer, Community and Services</i>, Waikato Regional Council Dennis Gleitsmann, <i>Sales Manager</i>, Enghouse Interactive</p>
1:05pm	Closing Remarks from Chair
1:15pm	Networking Lunch

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Your Inspiring Speakers - WA



MATT WOODS

Partner

KPMG



CHANTELLE HANRAHAN

*Acting Executive,
People Experience and
Transformation*

City of Cockburn



DAVID MACLENNAN

Chief Executive Officer

City of Vincent



MIRIAM SANCHEZ-BLANCO

Chief Technology Officer

City of Stirling



FRAZER SULLIVAN

Director Corporate Services

**Shire of Serpentine
Jarrahdale**



ANTHONY VULETA

Chief Executive Officer

Town of Victoria Park



ALBERT VISSCHER

Sales Manager ANZ

Freshworks



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

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

9:05am **Welcome from the Chair**
Matt Woods, *Partner*, KPMG

9:15am **How to Use Strategic Planning to Achieve Operational Excellence**

- Discussing the strategies implemented to foster creativity – how does organisational culture play a role in the success of this?
- Looking at resources available to support operational excellence
- Providing insights into challenges and solutions to overcome them

David MacLennan, *Chief Executive Officer*, City of Vincent

9:35am **Fireside Chat: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture**

- Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation
- Strategies for assessing the current skills and cultural landscape within local government
- Recognising and leveraging the unique skills and talents of employees

Chantelle Hanrahan, *Acting Executive, People Experience and Transformation*, City of Cockburn

9:55am **Short Break**

10:00am **Concurrent Roundtables**

Roundtable 1: Empowering Local Governments: Unlocking the Potential of NBN Network Evolution for Sustainable Growth and Community Advancement

Join your Local Government peers to discuss how the evolution of the nbn network can deliver a range of long term cost, productivity and social benefits to councils and their citizens

- Learn about how your council and citizens can benefit from an enhanced nbn network that will deliver more speed and reliability to support an evolving digitised world
- Discuss strategies for achieving council network modernisation whilst balancing budget constraints, reflecting on actual local government nbn success stories
- Understand how social and economic benefits of the nbn network have been delivered over the time that nbn has been in existence

Facilitated by **Mark Evans**, *Executive Manager Government Solutions*, nbn Co

Roundtable 2: Enhancing Employee and Citizen Services: Exploring AI Adoption in Australian Councils

Local councils in Australia are vital for community development, providing essential services while facing the challenge of doing more with limited resources. As communities expect councils to maintain sound governance structures and remain agile, councils are grappling with various challenges including financial sustainability, community engagement, and infrastructure management. Emerging themes such as environmental sustainability, technological advancements, and demographic shifts further complicate the landscape, necessitating forward-thinking strategies.

- The adoption of AI across councils to support service
- The need for business automation and workflow to support
- Facing the challenge of “doing more with less” while meeting community expectations for sound governance and agility

Facilitated by **Albert Visscher**, *Sales Manager ANZ*, Freshworks

Roundtable 3: TBC

10:45am **Morning Tea and Networking Break**

11:05am **Concurrent Roundtables**

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Roundtable 3: TBC

11:50am Short Break

11:55am Innovating Within Budget Constraints: Harnessing People and Technologies to Improve Service Delivery

- Laying out the roadmap for a service delivery project
- Exploring opportunities to enhance capabilities with the resources available
- Utilising tech resources available for a service delivery project – where does the gaps lie?

Miriam Sanchez-Blanco, *Chief Technology Officer*, City of Stirling**12:15pm Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government?**

- Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service design
- Examining the correlation between simplicity in service delivery and citizen trust
- Balancing personalisation with privacy and security considerations

Frazer Sullivan, *Director Corporate Services*, Shire of Serpentine Jarrahdale**Anthony Vuleta**, *Chief Executive Officer*, Town of Victoria Park**Albert Visscher**, *Sales Manager ANZ*, Freshworks**12:45pm Closing Remarks from Chair**

12:55pm Networking Lunch

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Your Inspiring Speakers - QLD



KEIRSTYN SPENCER

Partner

KPMG



AMRITA BHATTACHARYYA

Chief Customer Officer

Townsville City Council



CATH DRINKWATER

*General Manager,
Strategy, Performance and
Transformation*

City of Gold Coast



TANIA ORR

*General Manager, Transport
Planning and Operations*

Brisbane City Council



DR NIKOLA STEPANOV, PHD

*General Manager, Planning
and Development Services
Group*

**Toowoomba Regional
Council**



DAN PRITCHARD

Chief Executive Officer

SurePact



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

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

9:05am **Welcome from the Chair**
Keirstyn Spencer, *Partner*, KPMG

9:15am **Leveraging Data and Insights for Efficiency, Cost Saving and Operational Excellence: What Will Deliver the Most Value, With the Least Resource?**

- Providing an overview of how data can inform decision-making for efficiency and cost-effectiveness
 - Utilising data analytics to assess and optimize workflows
 - Balancing cost savings with maintaining or improving service quality
-

9:35am **Case Study: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture**

- Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation
- Strategies for assessing the current skills and cultural landscape within local government
- Recognising and leveraging the unique skills and talents of employees

Dr Nikola Stepanov, PhD, *General Manager, Planning and Development Services Group*, Toowoomba Regional Council

9:55am **Short Break**

10:00am **Concurrent Roundtables**

Roundtable 1: From Funding to outcome - navigating the complexity of grant management

- How are leading LGAs maximising the 50% of LGA revenue that is typically derived from grants?
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11:50am Short Break**11:55am Myth vs. Reality in AI and CX**

- Debunking the myth that AI eliminates the need for human interaction in CX
- Exploring ways AI can enhance and complement human-led customer interactions
- Strategies for local governments to approach and implement AI in CX

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

12:15pm	<p>Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government?</p> <ul style="list-style-type: none"> Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service design Examining the correlation between simplicity in service delivery and citizen trust Balancing personalisation with privacy and security considerations <p>Cath Drinkwater, <i>General Manager, Strategy, Performance and Transformation</i>, City of Gold Coast Tania Orr, <i>General Manager, Transport Planning and Operations</i>, Brisbane City Council Dan Pritchard, <i>Chief Executive Officer</i>, SurePact</p>
12:45pm	Closing Remarks from Chair

12:55pm Networking Lunch

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Full Day Roadshows

Wednesday, 10 April 2024 | Sydney, New South Wales
Thursday, 18 April 2024 | Melbourne, Victoria



Your Inspiring Speakers - NSW



LIZ WATTS

*Partner and National Local
Government Lead*

KPMG



MATHEW DICKERSON

Mayor

Dubbo Regional Council



DR TOM GAO

*Chief Technology and Digital
Services Officer*

City of Sydney



MATT GOGANOVSKI

Information Manager

Wollongong City Council



HELEN LYONS

Head of People and Culture

Inner West Council



THERESE COLE

General Manager

North Sydney Council



INGRID MCALPIN

Chief Information Officer

Wollongong City Council



SAM SINGLE

*Smart Cities Program and
Insights Coordinator (Acting)*

Wollongong City Council



JANE STROUD

Chief Executive Officer

Kiama Municipal Council



BEN THOMPSON

*Director Community, Culture
and Customer Experience*

Waverley Council



KRISTY WATTS

*Director, Corporate and
Community*

Strathfield Council



JASON FRASER

Customer Success Manager

Axon



JANA KAPR

CEO

Billigence

8:00am Registration and Networking Coffee

9:00am Opening from Public Sector Network

9:05am Welcome from the Chair
Liz Watts, *Partner and National Local Government Lead, KPMG*

9:15am Embracing a Fresh Perspective: Fostering Creativity in Operational Excellence

- Discussing the strategies implemented to foster creativity – how does organisational culture play a role in the success of this?
- Looking at resources available to support operational excellence
- Providing insights into challenges and solutions to overcome them

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

9:35am Innovating Within Budget Constraints: Harnessing Emerging and Existing Technologies to Improve Service Delivery

- Laying out the roadmap for a service delivery project
- Exploring opportunities to enhance capabilities with the resources available
- Utilising tech resources available for a service delivery project – where does the gaps lie?

Mathew Dickerson, *Mayor, Dubbo Regional Council*

9:55am Panel Discussion: AI in Local Government: Navigating Digital Transformation with Leadership Excellence

- Discussing the transformative impact of AI on decision-making and local government processes while exploring practical applications and integration strategies for elevated efficiency, reduced costs, and enhanced public service quality
- Addressing challenges and opportunities in digital transformation initiatives within local government settings
- Exploring effective strategies for navigating change, implementing new technologies, and fostering innovation while upholding robust project and line management standards

Dr Tom Gao, *Chief Technology and Digital Services Officer, City of Sydney*

Ben Thompson, *Director Community, Culture and Customer Experience, Waverley Council*

Jana Kapr, *CEO, Billigence*

10:25am Morning Tea and Networking Break

10:55am Fireside Chat: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture

- Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation
- Strategies for assessing the current skills and cultural landscape within local government
- Recognising and leveraging the unique skills and talents of employees

Helen Lyons, *Head of People and Culture*, Inner West Council

11:05am Partner Perspective: AI-enabled Citizen Experience: Effective Adoption Tactics for Local Government

- Identify and prioritise use cases where AI can make the most significant impact.
- How to foster stakeholder collaboration to build trust and buy-in for AI adoption.
- Develop AI governance frameworks that prioritise ethical principles, transparency, and accountability

Richard McQueen, *Senior Manager, Commercial Sales*, Zendesk

11:25am Break

11:30am Concurrent Roundtables

Roundtable 1: How Generative AI is Transforming Digital Government for Citizens

Generative AI presents a transformative opportunity to reimagine how public services are delivered and experienced by citizens. Join your government peers as we deep dive into:

- AI Adoption Strategies: Steps for integrating AI seamlessly into council operations.
- AI Governance: Crafting frameworks to use AI ethically and transparently.
- AI in Action: Real-world AI applications boosting service delivery and engagement.
- Impact Analysis: Evaluating AI's effects on councils, citizens, and communities.

This roundtable aims to share best practice insights into adopting, governing, and leveraging generative AI to enhance public services and citizen experiences

Facilitated by **Ian de Sousa**, *CEO*, Synergy Enterprise Solutions & **Richard McQueen**, *Senior Manager - Commercial Sales*, Zendesk

Roundtable 2: Facilitated by Axon

Roundtable 3: Transforming Public Services with Data-Driven Decision Making

- Foundations of data-driven public services (the initial steps local governments need to take to integrate data analytics into their operations)
- Overcoming barriers to implementation (identifying common challenges such as legacy systems, budget constraints, skills gaps...)
- Future trends and innovations (emerging technologies and methodologies such as the use of AI and ML for predictive governance...)

Facilitated by **Jana Kapr**, *CEO*, Billigence

Roundtable 4: nbn Smart Places, a new connectivity solution to non-premise locations

In line with nbn's commitment to building smarter and more connected communities, nbn Smart Places provides a fibre connectivity solution to non-premise locations. Think Infrastructure monitoring, smart city surveillance, vehicle traffic monitoring, traffic lights, smart poles, digital signage, community wi-fi and environmental monitoring.

Early examples of use-cases of the technology.

- Council Public Spaces for community wi-fi, smart poles and IoT assets
- CCTV and traffic management
- EV charging stations.

Come join the nbn Smart Places Roundtable to discuss how you can leverage this fibre technology to deliver citizen outcomes with fellow technology peers.

Facilitated by **John Krnel**, *Executive Manager - Government Solutions*, NBN Co & **Jonathan Reay**, *Senior Manager Smart Places, Products and Pricing, Customer*, NBN Co

Roundtable 5: How to create a sustainable and scalable volunteer program with insights from Rosterfy and Bushcare Parramatta

Volunteers play an integral role in promoting diverse and cohesive communities. With volunteers more in demand than ever, the need for cities to embrace sustainable and scalable solutions to volunteer management is pivotal to creating better connected communities.

Join Rosterfy and the team from Parramatta City Council, Bushcare to discuss the following:

- Digitising your volunteer recruitment strategy to attract the next generation of volunteers
- Ensuring compliance with thorough onboarding
- Creating personalised experiences for volunteers that drive engagement
- Understand the ROI of your program with comprehensive reporting

Facilitated by **Shannan Gove**, Co Founder of Rosterfy alongside Bushcare Parramatta's Natural Resource Officers, **Billie Moran**, **Rhiannon Amiri** and **Grace Blundell** this round table aims to provide insights into best practice volunteer management.

12:15pm Lunch and Networking

1:00pm Concurrent Roundtables

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Roundtable 5: A centralised volunteer passport for your city to ensure better connected communities

Cities play an important role in connecting their communities and this extends to their volunteers. Ensuring continuity across multiple departments can be difficult but without it, cities risk inefficient operations and disengagement from their volunteers who receive a different experience from one department to the next.

Join Shannan Gove, Co Founder of Rosterfy as he presents Rosterfy's world first volunteer community app, designed to provide your community's volunteers with a 'passport' to unlock multiple opportunities. Topics will include:

- The benefits of creating a central volunteer record across multiple departments and community groups
- How a central system can reduce risk and ensure compliance through consistent onboarding and training
- The safeguarding of data including local cloud based hosting within Australia
- The value for community groups by from having a central database of volunteers
- How a volunteer passport aids your city's emergency relief volunteer workforce

Facilitated by **Shannan Gove**, *Co Founder*, Rosterfy

1:50pm	<p>Case Study: Thinking Differently: Creativity Within Operations</p> <ul style="list-style-type: none"> • Revolutionizing infrastructure management through innovation with the Road AI project • Exploring the impact on how thinking differently enhances operational creativity • Leveraging AI in road management for enhanced efficiency and safety <p>Ingrid McAlpin, <i>Chief Information Officer</i>, Wollongong City Council Matt Goganovski, <i>Information Manager</i>, Wollongong City Council Sam Single, <i>Insights and Location Analytics Coordinator</i>, Wollongong City Council</p>
2:10pm	<p>Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government?</p> <ul style="list-style-type: none"> • Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service design • Examining the correlation between simplicity in service delivery and citizen trust • Balancing personalisation with privacy and security considerations <p>Therese Cole, <i>General Manager</i>, North Sydney Council Kristy Watts, <i>Director, Corporate and Community</i>, Strathfield Council Jason Fraser, <i>Customer Success Manager</i>, Axon</p>
2:40pm	<p>Closing Remarks</p>
2:50pm	<p>Event Close</p>

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Your Inspiring Speakers - VIC



LIZ WATTS

Partner and National Local Government Lead

KPMG



SHWETA BABBAR

Director Customer Innovation and Arts

Frankston City Council



MARK COCHRANE-HOLLEY

Director, Invest Melbourne

City of Melbourne



SHEENA FROST

Chief Executive Officer

Hume City Council



DANIELA MAZZONE

Acting Director Organisation Capability

City of Stonnington



LUCY ROFFEY

Chief Executive Officer

Central Goldfields Shire Council



SIOBHAN SULLIVAN

Executive Manager Transformation

Whitehorse City Council



KELLIE VISE

Director Customer and Corporate Affairs

Glen Eira City Council



JACQUI WEATHERILL

Chief Executive Officer

Greater Dandenong



KERIM DAUTOVIC

Inside Sales

Axon



COLIN EDGAR

Sales Manager

Enghouse Interactive



CHRIS MOUSTRA

General Manager

Northbridge Systems



Explore the Agenda - VIC

Thursday, 18 April 2024

8:00am Registration and Networking Coffee

9:00am Opening from Public Sector Network

9:05am Welcome from the Chair

Liz Watts, *Partner and National Local Government Lead, KPMG*

9:15am Case Study: Innovating Within Budget Constraints: Harnessing People and Technologies to Improve Service Delivery?

- Laying out the roadmap for a service delivery project
- Exploring opportunities to enhance capabilities with the resources available
- Utilising tech resources available for a service delivery project - where does the gaps lie?

Mark Cochrane-Holley, *Director, Invest Melbourne, City of Melbourne*

9:35am Fireside Chat: Harnessing the Power of People and Inclusive Leadership: The Untapped Potential of Skills and Culture

- Defining the characteristics of a people leader and their role in influencing inclusive culture in an organisation
- Strategies for assessing the current skills and cultural landscape within local government
- Recognising and leveraging the unique skills and talents of employees

Lucy Roffey, *Chief Executive Officer, Central Goldfields Shire Council*

9:55am Partner Perspective: Maintaining Trust in Digital: Empowering Local Government to innovate and grow with control over Cybersecurity exposures

- Unveiling the concept of Secure Service Edge (by Gartner), and its transformative potential in shaping local government cybersecurity strategies.
- Establishing a continuous exposure assessment management (by Gartner) environment to fortify the frontline defences and simulate potential breaches, enabling prioritised response and pre-emptive security measures.
- Shifting the paradigm by emphasising “Cyber as Shield” through broadening the Network boundaries, endpoint controls and continuously monitoring technology and user behaviours, aligning with the ethos of cost-effective innovation, and growth.

Chris Moustra, *General Manager, Northbridge Systems*

10:15am	Panel: Simplicity of Experience = Trust. How Can We Deliver a Personalised, Relevant Service to Build Citizen Confidence in Local Government? <ul style="list-style-type: none">Improving product and service deliveries as citizens need and access to these services grows smarter with quicker access – the importance of continuous citizen engagement in service designExamining the correlation between simplicity in service delivery and citizen trustBalancing personalisation with privacy and security considerations <p>Kellie Vise, <i>Director Customer and Corporate Affairs</i>, Glen Eira City Council Jacqui Weatherill, <i>Chief Executive Officer</i>, Greater Dandenong Colin Edgar, <i>Sales Manager</i>, Enghouse Interactive</p>
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10:55am Morning Tea and Networking Break

11:25am Driving Sustainable Change: Transformation through Multi-Dimensional Strategies

- Leveraging people, process, culture, and technology
- Tailoring the transformation approach
- Aligning outcomes – internal and external needs

Siobhan Sullivan, *Executive Manager Transformation*, Whitehorse City Council

11:45am Partner Perspective: AI-enabled Citizen Experience: Effective Adoption Tactics for Local Government

- Identify and prioritise use cases where AI can make the most significant impact.
- How to foster stakeholder collaboration to build trust and buy-in for AI adoption.
- Develop AI governance frameworks that prioritise ethical principles, transparency, and accountability

Maneesh Mathews, *Sales Leader, Enterprise ANZ*, Zendesk

12:05pm Break

12:10pm Concurrent Roundtables

Roundtable 1: Securing and sustaining your community's trust: Empowering local governments to protect sensitive information, proactively

- Unleashing Innovation: Leveraging data loss prevention strategies to enable cost effective compliance with Privacy ACT and government policies.
- Fuelling Growth: Exploring how robust data loss prevention measures can enable local governments to expand their digital capabilities with confidence, knowing the whereabouts classified data is at rest, in use and in motion.
- Driving Capabilities: Harnessing the power of data loss prevention to enforce operational polices, protect sensitive information, and drive digital integrity, placing your community in a position of trust and confidence in local government services.

Facilitated by **Chris Moustra**, *General Manager*, Northbridge Systems

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Facilitated by **Simon Shanks**, *General Manager*, Synergy Enterprise Solutions & **Maneesh Mathews**, *Sales Leader*, Enterprise ANZ, Zendesk

Roundtable 3: Facilitated by Axon

Roundtable 4: Building a Customer Service Roadmap for Local Government

- What are the most important, most affordable improvements you'd like to apply right now to improve customer service?
- What future smart tools is your Council interested in, to help improve customer service delivery medium-longer term?

Facilitated by **Colin Edgar**, *Sales Manager*, Enghouse Interactive

Roundtable 5: Empowering Local Governments: Unlocking the Potential of NBN Network Evolution for Sustainable Growth and Community Advancement

Join your Local Government peers to discuss how the evolution of the nbn network can deliver a range of long term cost, productivity and social benefits to councils and their citizens

- Learn about how your council and citizens can benefit from an enhanced nbn network that will deliver more speed and reliability to support an evolving digitised world
- Discuss strategies for achieving council network modernisation whilst balancing budget constraints, reflecting on actual local government nbn success stories
- Understand how social and economic benefits of the nbn network have been delivered over the time that nbn has been in existence

Facilitated by **Nicole Moyle**, *Executive Manager Government Solutions*, nbn Co

Roundtable 6: Responsible use of AI technology in local government operations

Discuss how AI assisted CCTV can meet increasing operational challenges and alleviate limited personnel resources.

- Real time data of traffic flow and vehicle identification for police operations
- Fight crime and provide future deterrents with smart camera technology
- Public space awareness utilising triggers for safety
- Flexible architecture for varying networks and sharing with police, cloud connections and mobile alerting

Join Milestone Systems Australia to discuss how you can leverage technology to improve local lifestyle, attract tourism and enhance government resources.

Facilitated by **Brian Cross and Matthew Brabender** – *Key Account Managers*, Milestone Systems, South Pacific

12:55pm **Lunch and Networking**

1:55pm **Concurrent Roundtables**

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2:40pm **Break**

2:45pm **Leveraging Data and Insights for Efficiency, Cost Saving and Operational Excellence: What Will Deliver the Most Value, With the Least Resource?**

- Providing an overview of how data can inform decision-making for efficiency and cost-effectiveness
- Utilising data analytics to assess and optimize workflows
- Balancing cost savings with maintaining or improving service quality

Daniela Mazzone, *Acting Director Organisation Capability*, City of Stonnington

3:05pm

Panel Discussion: Data-Driven Decision-Making for Local Government

- Utilisation of data across local government
- Promoting data literacy within organisations
- Implementing data governance frameworks

Shweta Babbar, *Director Customer Innovation and Arts*, Frankston City Council

Sheena Frost, *Chief Executive Officer*, Hume City Council

Kerim Dautovic, *Inside Sales*, Axon

3:35pm

Closing Remarks

3:40pm

Event Close

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Private Lunch



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“

It is good to see how Local Government and the Public Sector are adapting and embracing the opportunities presented at this time of change

Canterbury-Bankstown Council

“

I found inspiration in the presentations that I can take back to work and I enjoyed the networking aspect as well

City of Adelaide

“

Exceeded expectations, loved the diversity of speakers from around the globe, and the diverse topics covered

Penrith City Council

“

The speakers from other Councils were brilliant - Networking was also a great advantage to see and hear what other Councils are doing and the challenges faced

City of Holdfast Bay



CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.COM

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.com

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co