

### AGENDA

<b>DATE:</b>	Friday 2 March 2018
<b>TIME:</b>	9.45am – 3pm
<b>VENUE:</b>	Maroondah City Council – Realm 179 Maroondah Highway, Ringwood Directly opposite Ringwood Station
<b>CHAIR:</b>	Nick Doherty
<b>HOST:</b>	
<b>MINUTES:</b>	
<b>RSVP DETAILS:</b>	PLEASE RSVP VIA THE EVENTBRITE INVITATION  NB: If you did not receive the meeting invitation via Eventbrite, please email <a href="mailto:sig@lgpro.com">sig@lgpro.com</a> to be added to the Special Interest Group (available only to those working in Local Government)
<b>RSVP BY:</b>	
<b>OTHER DETAILS</b>	

Time	Item	Presenter
9.45 am	Catch up tea, coffee, biscuits	
10.15 am	SIG Network Welcome to Realm	
10.20 am	Opening remarks	Steve Kozlowski, CEO
10.30 am	Customer Service Transformation and Case Studies <ol style="list-style-type: none"> <li>1. Customer Service Strategy and Change Projects – Maroondah City Council</li> <li>2. Mastering Knowledge Management (Case Study Presentations) – Hume City Council &amp; Maroondah City Council</li> <li>3. Local Government Customer Service: Doing More with Less – A group think and share session (all network)</li> </ol>	
12.30 pm	Lunch and Realm tour	
1.30 pm	Group Technology Discussion: Technology – what’s changing and what’s next?	
2 pm	Complaint Handling Framework – Progress Updates	All



## Customer Service SPECIAL INTEREST GROUP

	SIG Group survey feedback	Nick Doherty
2.40 pm	Council wrap up and SIG news	
3 pm	Close	

### Upcoming Meetings:

Friday 1 June 2018

Friday 28 September 2018

### Be part of something bigger – JOIN LGPRO

LGPro is the professional member association and leading voice for people working in Local Government in Victoria. LGPro gives our members a voice on issues that matter and an opportunity to be part of the solution. LGPro Members can participate in professional development activities at significantly reduced rates, acquire specialist advice and resources and access a professional community that will support them through their career in Local Government.

Join LGPro - (03) 9268 6400 | [www.lgpro.com](http://www.lgpro.com) | [membership@lgpro.com](mailto:membership@lgpro.com)

For further information about Membership and Special Interest Groups, please contact Michelle Cox, Membership Development Manager on (03) 9268 6403 | [sig@lgpro.com](mailto:sig@lgpro.com)