



PUBLIC  
SECTOR  
NETWORK



# LOCAL GOVERNMENT TRANSFORMATION ROADSHOW 2020

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MASTERING OPERATIONS AND CX WITH TECHNOLOGY, INSIGHTS AND LEADERSHIP

21 APR | MELBOURNE

5 MAY | AUCKLAND

6 MAY | BRISBANE

7 MAY | SYDNEY

12 MAY | PERTH

13 MAY | ADELAIDE

# Welcome

The 2020 Local Gov Series is all about delving into an open and honest conversation to decipher what's worked, and what hasn't.

Each presentation will be centred on the top three hurdles each Agency has experienced, how they are tackling them, and the results that have come from their approach.

We want to avoid overarching concepts with no framework for action or going too far into the specific detail that the information shared isn't transferrable.

So, we've made sure we are all about actionable insights.

[VIEW THE WEBSITE](#)



**Charlie Hamer**  
Co-founder & Director,  
Public Sector Network





# Agenda at a glance

Local councils across A/NZ are grappling with how to ensure they are a public service fit for the future.

Not only are they facing the technical question of **how to leverage and embed digital and other technology**, but also **how to utilise data and insights to inform strategy, improve performance, operations and boost CX**.

With insights also linking into **operational excellence and how best to align corporate strategy to improve efficiency, performance and achieve their organisational goals**, there is ample opportunity to drive an agenda of growth and certainty.

With so many changes on the horizon and initiatives underway, **transformation leadership** is arguably the key underpinning to the success of sinking or swimming; **how to set the vision and execute the strategy, embed the right culture, and secure the most appropriate workforce** are all front of mind for all local council leaders, along with how to accommodate growth and become more resilient during times of restraint and uncertainty.

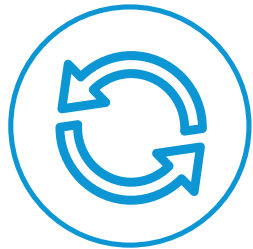
That's why we've shaped the 2020 Series entirely around these key opportunities for mastery.





# Who is it for?

This series is designed for Chief/Director/Head of:



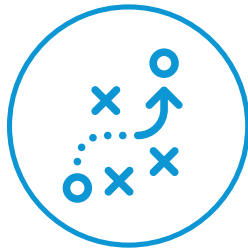
Transformation



Insights/Data/  
Analytics



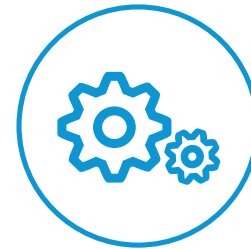
Customer  
Experience and  
Engagement



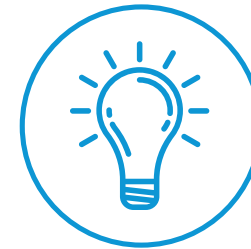
Strategy



Technology



Operations



Innovation



Process/  
Operational  
Excellence

# Reasons to attend

Hear how the best in your State and across Australia are transforming their operations to become more efficient



Understand how to select and embed the best fit technology to meet your organisational goals



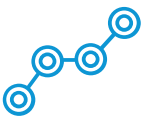
Learn how to master the people aspect of your transformation to drive the most ROI on your transformation initiatives



Execute a seamless transformation strategy and spread capability and insights across your entire Agency



Leverage the experience and ambitions of other local councils to set the vision and roadmap for the next 5 years



# Speakers

## PERTH

Andrew Brien, *CEO, City of Bayswater*

David MacLennan, *CEO, City of Vincent*

Jemma Greene, *Chief Innovation Officer, City of Canning*

Joanne Abbiss, *CEO, City of Armadale*

Jonathan Throssell, *CEO, Shire of Mundaring*

Garry Hunt, *CEO, City of Joondalup*

## ADELAIDE

Peter Tsokas, *CEO, City of Unley*

Roberto Bria, *CEO, City of Holdfast Bay*

Alison Hancock, *Director Corporate and City Services, City of Onkaparinga*

Adrian Skull, *CEO, City of Marion*

Amber Dinevski, *Continuous Improvement Lead, City of Tea Tree Gully*

Nigel McBride, *CEO, City of Prospect*

Matthew Pears, *CEO, City of Mitcham*

## MELBOURNE

Shweta Babbar, *Chief Transformation Officer, Glen Eira City Council*

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

Megan Turnley, *Strategy and Transformation Lead, Yarra City Council*

Rebecca Leonard, *Director Governance, Strategy, and Performance, City of Greater Geelong*

Toby Kent, *Chief Resilience Officer, City of Melbourne*

Michael Dugina, *Executive Director Customer and Corporate Services, City of Greater Geelong*

Helen Sui, *Director Corporate Services, City of Whittlesea*

## BRISBANE

Bridgette Di Ferdinando, *Organisation Development Lead, Sunshine Coast Council*

Stephen Fernando, *CFO, Whitsunday Regional Council*

Matthew Schultz, *Chief Digital Officer, Ipswich City Council*

Vivek Kangesu, *Group Manager, Corporate Strategy and Performance, Redland City Council*

Benjamin Steel, *Customer Experience and Business Performance Program Leader, Logan City Council*

David Keenan, *CEO, Southern Downs Regional Council*

## SYDNEY

Fresia Segovia, *CIO, Georges River Council*

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

Morven Cameron, *CEO, Lake Macquarie City Council*

Craig Norman, *Chief Financial Officer, Central Coast Council*

Lindsay Woodland, *Executive Director, City Engagement and Experience, City of Parramatta*

Gabrielle Angles, *Executive Manager, Customer Service, Northern Beaches Council*

## AUCKLAND

Richard Briggs, *CEO, Hamilton City Council*

Bede Carran, *CEO, Timaru District Council*

Julia Fink, *CFO, Upper Hutt City Council*

Heather Shotter, *CEO, Palmerston North City Council*

Deborah Acott, *General Manager Finance Transformation, Auckland Council*

Manisha Joshi, *Head of Enterprise Data & BI, Environment Canterbury*

Carol Bellette, *CFO, Christchurch City Council*



# Agenda

|         |   |
|---------|---|
| 8.30am  | Registration & Morning Coffee   |
| 9.00am  | Welcome from Public Sector Network & Chairperson  |
| 9.20am  | <p><b>A City Fit for 2025: Leveraging and Embedding Digital and Other Technology to Improve Operations and Service</b></p> <p><b>Sydney:</b> Gabrielle Angles, <i>Executive Manager, Customer Service, Northern Beaches Council</i></p> <p><b>Brisbane:</b> Matthew Schultz, <i>Chief Digital Officer, Ipswich City Council</i></p> <p><b>Auckland:</b> Carol Bellette, <i>CFO, Christchurch City Council</i></p> <p><b>Melbourne:</b> Michael Dugina, <i>Executive Director Customer and Corporate Services, City of Greater Geelong</i></p> <p><b>Adelaide:</b> Matthew Pears, <i>CEO, City of Mitcham</i></p> <p><b>Perth:</b> Andrew Brien, <i>CEO, City of Bayswater</i></p> |
| 9.40am  | <p><b>Utilising Data and Insights to Inform Strategy, Improve Performance and Boost CX</b></p> <p><b>Sydney:</b> Lindsay Woodland, <i>Executive Director, City Engagement and Experience, City of Parramatta</i></p> <p><b>Brisbane:</b> James Peet, <i>Chief Digital Officer, Moreton Bay Regional Council (TBC)</i></p> <p><b>Auckland:</b> Manisha Joshi, <i>Head of Enterprise Data &amp; BI, Environment Canterbury</i></p> <p><b>Melbourne:</b> Shweta Babbar, <i>Chief Transformation Officer, Glen Eira City Council</i></p> <p><b>Adelaide:</b> Nigel McBride, <i>CEO, City of Prospect</i></p> <p><b>Perth:</b> Garry Hunt, <i>CEO, City of Joondalup</i></p>           |
| 10.00am | Partner Session   |

|         |  |
|---------|--|
| 10.20am | <p><b>Operational Excellence: Aligning Corporate Strategy to Improve Efficiency, Performance and Achieve Your Organisational Goals</b></p> <p><b>Sydney:</b> Craig Norman, <i>Chief Financial Officer, Central Coast Council</i></p> <p><b>Brisbane:</b> Vivek Kangesu, <i>Group Manager, Corporate Strategy and Performance, Redland City Council</i></p> <p><b>Auckland:</b> Deborah Acott, <i>General Manager Finance Transformation, Auckland Council</i></p> <p><b>Melbourne:</b> Jennifer Bednar, <i>Director Customer and Business Transformation, City of Casey</i></p> <p><b>Adelaide:</b></p> <p><b>Perth:</b> David MacLennan, <i>CEO, City of Vincent</i></p>  |
| 10.40am | Morning Tea & Networking   |
| 11.00am | Think Tanks  |
| 12.00pm | <p><b>Panel Discussion</b></p> <p><b>Transformation Leadership: Setting the Vision and Executing the Strategy, Embedding the Right Culture, and Securing the Most Appropriate Workforce</b></p> <p><b>Sydney</b></p> <p>Fresia Segovia, <i>CIO, Georges River Council</i></p> <p>Luke Harvey, <i>Chief Digital Officer, Blacktown City Council</i></p> <p>Morven Cameron, <i>CEO, Lake Macquarie City Council</i></p> <p>Brooke Conroy, <i>Business Improvement Lead, Penrith City Council</i></p> <p><b>Brisbane</b></p> <p>Bridgette Di Ferdinando, <i>Organisation Development Lead, Sunshine Coast Council</i></p> <p>Stephen Fernando, <i>CFO, Whitsunday Regional Council</i></p> <p>Benjamin Steel, <i>Customer Experience and Business Performance Program Leader, Logan City Council</i></p> <p>David Keenan, <i>CEO, Southern Downs Regional Council</i></p> |

# Agenda

12.00pm **Panel Discussion**  
**Transformation Leadership: Setting the Vision and Executing the Strategy, Embedding the Right Culture, and Securing the Most Appropriate Workforce**

## **Auckland**

**Richard Briggs**, *CEO, Hamilton City Council*

**Bede Carran**, *CEO, Timaru District Council*

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**Joanne Abbiss**, *CEO, City of Armadale*

**Jonathan Throssell**, *CEO, Shire of Mundaring*

12.45pm **Closing Remarks**

1.00pm **Close of Day and Networking Lunch**



# Sponsors

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The Fronde logo features the word 'Fronde' in a bold, black, sans-serif font. Above the letter 'o' is a small, colorful icon consisting of four geometric shapes in red, yellow, blue, and green.





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