

Discovering the Silver Lining

PROGRAM AND REGISTRATION INFORMATION

**2010 LGPRO
ANNUAL CONFERENCE**

18-19 February 2010
Melbourne Park Function Centre

McArthur has over 100 consultants, specialists in their field who are dedicated to building strong client and candidate relationships and finding a hand in glove fit for both.

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 - performance management/ reviews



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Welcome



THE THEME FOR THE 2010 LGPRO ANNUAL CONFERENCE, "DISCOVERING THE SILVER LINING", WILL FOCUS ON HOW LOCAL GOVERNMENT RESPONDS TO DIFFICULT TIMES AND HOW POSITIVE CHANGE FOR THE COMMUNITY AND LOCAL GOVERNMENTS CAN EMERGE FROM CRISES.

We will commence proceedings with a relaxed and informal welcome dinner on a river boat cruise, back by popular demand, on Wednesday 17 February. The Conference program on Thursday 18 and Friday 19 February has an outstanding range of keynote presentations and interactive sessions. The program has been designed to stimulate and challenge your thinking and will provide you with the opportunity to stand away from your day-to-day work to review your practice, reflect on your approach and to understand what others are doing.

The Conference Dinner on Thursday 18 February is a highlight of the Local Government calendar and will include presentation of the 2010 LGPro Awards for Excellence that recognise the outstanding work of individuals and teams in the Local Government sector in Victoria. This year the Dinner will again be held at the Melbourne Town Hall, a magnificent heritage building steeped in history. On

Thursday morning the 2009 Emerging Leaders Program participants will present their Group Project "What does success mean for Local Government?" guaranteed to be a thought provoking response developed by the 24 emerging leaders from Councils throughout Victoria who have focused on this project topic for the last 12 months.

I would like to thank the Conference Committee for their commitment to developing an exciting and stimulating program. I encourage you to take the opportunity to examine the implications of "**DISCOVERING THE SILVER LINING**", network with your peers and colleagues, and exchange information and ideas.

I look forward to seeing you at the LGPro Annual Conference.

*Nick Foa
President, LGPro*



THE THEME OF THIS YEAR'S CONFERENCE, "DISCOVERING THE SILVER LINING", INVITES COUNCILS TO THINK COLLECTIVELY ABOUT WAYS THE LOCAL GOVERNMENT SECTOR CAN EMBRACE INNOVATIVE POLICY, PROGRAMS AND GOVERNANCE PRACTICES FOR THE BENEFIT OF VICTORIA'S COMMUNITIES.

Much has been achieved within the sector over the last 12 months. Councils have been working collaboratively to reduce costs, become more efficient by cutting red tape and reducing the regulatory burden on business and communities.

The Councils Reforming Business (CRB) initiative is making particularly good progress in improving procurement practices. The State Government has helped a number of councils to pilot collaborative procurement projects that have the potential to deliver substantial cost savings to councils. Other councils are boosting their capacity and professionalism in procurement through the courses offered by the Local Government Procurement Training Program.

Through the Statement Government's Reducing Regulatory Burden funding, enhanced opportunities for reform in these areas will continue over the next two years.

The State Government has also introduced major reforms to improve the governance of Victoria's councils, such as amending the conflict of interest and councillor conduct provisions in the Local Government Act.

Recent reforms also established the Local Government Investigations and Compliance Inspectorate, which will ensure the sector meets the highest standards of accountability.

Local Government Victoria (LGV) will play a critical role in working with the Essential Services Commission to develop a performance assessment and benchmarking regime for Local Governments. The regime is intended to provide benefits of transparency on service performance and will facilitate efficiency in Local Government service provision. The Local Government sector and the community will have the opportunity to contribute to shaping this regime.

This Conference provides an opportunity to discover the silver lining by sharing insights and seeking opportunities to work in collaboration to respond to the diverse economic, environmental and social issues faced by the sector.

I encourage you to attend the Conference and take advantage of the sessions that are on offer, to network with your peers and energise your thinking for 2010.

*Prue Digby, Deputy Secretary, Planning and Local Government
Department of Planning and Community Development*

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Keynote speakers



MARGIE KEETON, BA HONS (RHODES), M.PHIL (OXFORD)

Chief Executive Officer, Tshikululu Social Investments South Africa

Margie Keeton received a BA Hons Degree from Rhodes University, South Africa, and an M.Phil from the University of Oxford, where she studied as a South African Rhodes Scholar. Her professional career has been devoted to work in the development arena that has brought private resources and business approaches to strengthen practical initiatives in education, HIV/AIDS, welfare, skills training and community development in South Africa.

Her first appointment was with the Urban Foundation, a business advocacy and reform organisation, that lobbied against racist and discriminatory laws and worked to facilitate development, urbanisation and socio-economic opportunity for all in apartheid South Africa. In 1988 Margie joined the Anglo American Corporation as head of the Public Policy Unit researching opportunities for Anglo as a business to promote positive change. In this capacity, she helped develop Anglo Group policy in areas like the environment and AIDS. She was a member of the Anglo teams that presented reviews for public debate of democratic options for South Africa and more effective strategies for combating poverty. Margie was the first woman to serve as executive assistant to Anglo American Chairman, Julian Ogilvie Thompson. In 1997 she was appointed CEO of the Anglo American and De Beers Chairman's Fund, the largest and first professionally corporate social investment fund in South Africa. She also served simultaneously for a time as CEO of the Industrial Environmental Forum of South Africa.

She was the founding Chief Executive Officer of Tshikululu Social Investments, a non-profit consultancy that administers the dedicated corporate social investment funds of several major companies in South Africa including Anglo American, De Beers Consolidated Mines and FirstRand. Tshikululu is known for its considered approach to social development and the development of effective partnerships to support efforts by community groups and NGOs to address poverty and disadvantage. She served as CEO for 10 years. Margie is now a consultant operating out of Grahamstown, a small university town in the Eastern Cape. She also serves on a number of public interest development, educational, and policy bodies.



ROB GORDON, PH.D., B.A.(HONS.), M.A.P.S.

Rob Gordon is a clinical psychologist who has worked in disasters since the 1983 Ash Wednesday bushfires. He has been a psychological consultant to the Victorian Emergency Management Plan for eighteen years and has been involved in most Victorian emergencies since then. He is Clinical Director of the Critical Incident Stress Management Service in the Department of Human Services, Victoria; Psychological Consultant to the International and Emergency Services Departments of Australian Red Cross and consults to a range of non-government welfare organisations. He has most recently been involved in providing advice, working with service providers and affected communities following the Bali Bombings, Monash University shootings, the Victorian Drought Recovery, Canberra Bushfires, Manawatu and Whaketane floods of NZ in 2004 and 2005, the Indian Ocean Tsunami, Grampians (2006) and Black Saturday bushfires (2009) as well as numerous smaller events. He conducts a private practice in Box Hill, Victoria, where he treats

adults and children affected by trauma and disaster as part of a general psychotherapy practice. He has published a number of articles in the field of trauma and disaster.



RICHARD WATSON

Richard Watson advises organisations on the future, focusing on innovation and scenario planning. He is founder and publisher of 'What's Next', a quarterly report on global trends and is the author of Future Files: A History of the Next 50 Years that was published in September 2007 and again in October 2009 by Scribe and which has been translated into 12 editions worldwide. Richard's client experience includes working on research, strategy and innovation projects with Public Libraries New South Wales, News Corporation, Westfield, the Department of Education, St George Bank, Coca-Cola, and McDonald's. Richard believes that the future has already arrived, with many people adapting to new circumstances by rejecting globalism for a new sense of localism, and a return to community.

Continued page 7

Distinctive. Choice.



THE PERFECT BLEND OF THE OLD AND THE NEW. STRONGER THAN EVER!

Jardine Lloyd Thompson has a new brand (JLT) and logo, and a new visual style, unveiled throughout our global team in 2009. However, behind the new logo are the same local government insurance specialists who have been attending to the insurance needs of our municipal council clients for over 20 years, providing innovative and cost-effective insurance and risk solutions, tailored to the unique needs of our clients, that our competitors can only attempt to emulate.

The Jardine name has been synonymous with local government for over 20 years, however our new official branding is simply "JLT".

The new logo recognises our naval heritage and our current status as a global risk and insurance group, and yet also captures the Australian culture which local government has contributed to in such a major way.

It's a more modern face for JLT, but behind the scenes we're working harder than ever to continue to deliver innovative and cost-effective insurance and risk solutions for our municipal clients.

You'll also see our new tagline - Distinctive. Choice. - which is JLT's new way of showing JLT's commitment to being different from other insurance and risk experts. We understand our council clients business, we offer local government industry specialisations, and build strong relationships for mutual return.

The JLT Victorian operation is proud to be part of a national and international network, providing first class insurance services to Victorian local government. Another thing that is stronger than ever is our passion and commitment to our partnership with Victorian Councils.



We look forward to
working with you in
2010 and beyond.

Keynote speakers continued...



PETER BAINES

Detective Inspector Peter Baines is an expert at creating successful results starting from nothing – no time, no money, no staff, but as Peter says, “no worries”. Throughout almost two decades Peter has experienced and led people through some of life’s most challenging events. He has come up against some of the most confronting natural disasters, accidents and acts of terrorism in recent times, making him one of Australia’s most experienced disaster management specialists. In recent years, Peter has led both national and international teams following the Bali bombings, the Waterfall train disaster and the Boxing Day Tsunami. Peter has firsthand experience of what it takes to achieve results in the midst of human devastation, when outcomes can only be reached through building powerful teams quickly and how to focus on getting the job done in the face of intense environmental, political and media pressure. Whether it be responding to crisis and disaster or assisting corporate organisations who are undergoing a change process or looking for

realignment in their leadership structure, Peter Baines understands that it is results not excuses that we should focus on. He gets results without excuses by believing that Leadership Matters.



TRACEY CURRO

Tracey Curro is a former 60 Minutes reporter, an Al Gore Climate Change Ambassador, and a Queensland University of Technology Outstanding Alumnus with over 20 years’ experience as a journalist, producer and presenter in mainstream media. Her company, Talking Heads, provides strategic communications advice to business and charity organisations, and has produced numerous documentaries and magazine series for the Seven and Nine Networks and international broadcasters. Across her media career, Tracey worked on all Australian commercial free to air television networks on nationally broadcast news, public affairs and magazine-style programmes. She has presented evening prime time news for the Ten and Nine Networks in Melbourne and Brisbane, and spent six years travelling the globe as a reporter for the popular science and technology series Beyond 2000 and for 60 Minutes. Tracey has also been a long-time feature contributor to Australian Women’s Weekly magazine, and is an Ambassador for the Women’s Cancer Foundation and the

Bone Marrow Donor Institute’s Cord Blood Bank. From 2006-2008, Tracey also held the position of General Manager of Communications at Sustainability Victoria. With her strong journalism background and experience in corporate marketing-communications, Tracey brings an ability to handle information and issues, and engage with diverse audiences and stakeholders, across a wide range of sectors.

Welcome Dinner & River Cruise

WEDNESDAY 17 FEBRUARY, 6.30 FOR 6.45PM DEPARTURE



The 2010 LGPro Annual Conference commences with a river cruise, taking in 3 1/2 hours of Melbourne’s beautiful scenery. Catch up with your Local Government colleagues and supporters from near and far, and enjoy a three course meal including beverages on the Lady Lindeman. Sailing along a scenic route you will enjoy the picturesque Yarra River, working ports, and seaside towns of St Kilda, Port Melbourne and Williamstown. Enjoy the sights in daylight and watch the city sparkle as the sun sets.

Vessel: Lady Lindeman, 25 metres, two levels including roof top deck, air conditioning, full kitchen and bar.

Depart: Boatman’s Landing, Waterfront City, (near the giant TV screens) Docklands, Melway Ref Map 2E / D5.

Return: Back on land by 10.30pm.

Parking: Ample parking available along Docklands Drive; parking fees and charges apply, tram number 48 from Flinders St travels to Victoria Harbour, Melbourne Docklands.

Dietary requirements: Vegetarian and special dietary requirements will be catered for where possible. Please indicate your requirements on the registration form.

Limited places: In the event that the Welcome Dinner & River Cruise books out early, a waiting list will be held.



2009 LGPRO EMERGING LEADERS PROGRAM

What does success mean for Local Government?

Is your organisation or department successful? Are you successful? How is the pursuit of success demonstrated by organisations, officers and Councillors in their daily work? The 2009 Emerging Leaders Group has been exploring the key elements which underpin a model for successful delivery of projects and functions in the Local Government sector.

2009 LGPro Emerging Leaders Program Participant Group

The 2009 LGPro Emerging Leaders Program Participant Group represents a diverse collective of twenty-four emerging leaders from Councils across the state:

Andrew Barr, Cardinia Shire Council
Cory Becker, Wyndham City Council
Lyall Bond, Corangamite Shire Council
Andrew Brady, Greater Dandenong City Council
Fleur Cousins, Knox City Council
Andrew Cowin, Campaspe Shire Council
Katie Dawson, Hobsons Bay City Council
Andrew Dowling, Boroondara City Council
Ashley Free, Swan Hill Rural City Council
Kathryn Green, former Banyule City Council
Alicia Groves, Whitehorse City Council
Michael Hearn, Monash City Council
Wendy Hope, Mildura Rural City Council
Frank Joyce, Moreland City Council



Stephen Kerr, Warrnambool City Council
Carolynne MacNaughtan, Whitehorse City Council
Naomi Paton, Bayside City Council
Lisa Pittle, Nillumbik Shire Council
Phillip Price, Darebin City Council

Justine Resta, Brimbank City Council
Penelope Sell, Towong Shire Council
Travis Switzer, Latrobe City Council
Amanda Tingay, Greater Shepparton City Council
Steve Waugh, Kingston City Council

Local Government Collaborative Reform

Reap the benefits of collaborative reform:

- Save money through best practice procurement
- Develop the professional capacity of your workforce through cutting edge training
- Improve policy and regulatory outcomes through better practice Local Laws
- Reduce regulatory burden on business
- Strengthen council relationships with the local community and businesses

Visit www.localgovernment.vic.gov.au for more information on the next phase of reform through the Councils Reforming Business Program and how you can get involved.



Program



THURSDAY 18 FEBRUARY 2010

MODULE 1

8.30	REGISTRATION, COFFEE AND MEET THE EXHIBITORS
9.00	WELCOME TO COUNTRY Presented by an Elder of the Wurundjeri community, traditional custodians of the land, and the Jindiwarrabak (meaning "come together and unite") Dance Troupe
9.10	OFFICIAL OPENING Nicholas Foa , President LGPro, Chief Executive Officer, Brimbank City Council Honourable Richard Wynne , Minister for Local Government
	OFFICIAL LAUNCH OF THE YEAR OF WOMEN IN LOCAL GOVERNMENT Noelene Duff , Chief Executive Officer, Whitehorse City Council, Ambassador for the Year of Women in Local Government 2010, International Vice President of the International City Management Association (ICMA)
9.35	KEYNOTE ADDRESS – INTERNATIONAL KEYNOTE SPEAKER Margie Keeton , BA Hons (Rhodes), M.Phil (Oxford) Chief Executive Officer, Tshikululu Social Investments South Africa <i>Collaborating to Build Capacity and Create Communities</i>
	There is always hope even in the most devastating or desperate of circumstances, when people who want to make a difference can have a life changing impact on others.
	This is the philosophy and practice of our South African speaker who achieved great success with a corporate social investment model based on helping ordinary people unleash their own energies more effectively to achieve extraordinary results. Following many years of discrimination and deprivation in South Africa, we will be provided with real and practical examples of the positive things that can be achieved in the rebuilding of communities. This presentation will provide a rare opportunity to stand away from our own challenges and to learn from the experiences of South Africa.

10.30 MORNING TEA AND MEET THE EXHIBITORS

MODULE 1

11.00	<p>PRESENTATION BY THE 2009 LGPRO EMERGING LEADERS PROGRAM PARTICIPANTS</p> <div style="display: flex; align-items: center;">  <div> <p><i>What Does Success Mean for Local Government?</i></p> <p>"Is your organisation or department successful? Are you successful? How is the pursuit of success demonstrated by organisations, officers and Councillors in their daily work? The 2009 Emerging Leaders Group has been exploring the key elements which underpin a model for successful delivery of projects and functions in the Local Government sector.</p> </div> </div> <div style="text-align: right; margin-top: 10px;"> <p><i>Proudly sponsored by</i></p>  </div>
11.45	<p>KEYNOTE ADDRESS Rob Gordon, Ph.D., B.A.(Hons.), M.A.P.S. Consultant Psychologist <i>People and their Communities Can and Do Get Better</i></p> <p>Difficult times and traumatic events beyond our control give rise to a host of responses that are usually characterised as negative and frightening. But do we really understand those responses and are we equipped to be part of the process of rebuilding and recovery? Are there positive responses as well that make it possible for individuals and communities to rebuild their lives? Can optimism and resilience be rebuilt?</p> <p>Rob Gordon will draw on his extensive experience as a psychologist specialising in working with people post trauma to address these questions and provide insights into how people and their communities recover and how we can part of that.</p>

12.30 LUNCH AND MEET THE EXHIBITORS

1.30-3.00

**Four
Concurrent
Interactive
Sessions**

(Select one of
2A to 2D)

2A

SESSION 2A: *Silver Lining of Silver Service*

Workshop hosted by the LGPro Customer Service Special Interest Group
Presenters: **Steve Burgess**, Customer Service Coordinator at Wyndham City Council and
Mike Whittaker, Customer Service Manager, Hume City Council

Everyone knows the benefits of good service. We believe it, talk it, train it but does everyone in the organisation truly "get it". The Customer Service Special Interest Group has conducted a series of workshops answering a number of key questions on organisational service delivery. This session will provide some of the answers or 'must dos' for Councils moving forward. More importantly the session will focus on challenging participants with four key questions, moving you from your service comfort zone and a few other surprises (and if you are lucky, some prizes!) So how will you compare to the service experts? Come and find the silver lining for your service delivery at your Council - after all can you afford a drop in satisfaction ratings?

2B

SESSION 2B: *Adaptive Leadership: coping with our default routines when under challenge*

Dr Nita Cherry, Professor Organisation and Leadership with the Australian Graduate School of Entrepreneurship, Faculty of Business and Enterprise, Swinburne University of Technology

This session explores what individuals - and particularly leaders or members of teams - do when their usual approaches come under challenge, or don't work; or when they are at the end of their usual intellectual, emotional and physical energies. At such times, our normal, skilled appropriate responses can falter and we can start to default to something less helpful or timely. This can happen to teams as well as individuals. During this session we consider how to spot when a default pattern is playing out, how we can press the pause button, break the circuit and do something different. It is intended to give some practical options for dealing with our own default routines - and those of other people - before we create outcomes we didn't intend, that are too hard to change.

2C

SESSION 2C: *Responding to Environmental Crises: evaluating sustainability performance to improve council and community environmental outcomes*

Hosted by the LGPro Corporate Planners Network

Presenter: **Tricia Caswell**, Founder and Chief Executive Officer of Tricia Caswell and Associates: Sustainability Experts.

- Councils are critical members of their communities and a key contributor to sustainable outcomes
- We must work toward improving our own performance and our community's performance
- This is best achieved working in partnership with the community.

The Corporate Planners Network will explore the possibilities for Councils working with communities on integrated and meaningful performance evaluation of environmental sustainability. How do Councils move from being service providers and technical experts toward relationships of genuine partnership with their communities, responding to significant challenges? How can these relationships be drawn upon in the longer term to improve our capacity to build more sustainable communities?

The Corporate Planners Network has engaged internationally recognised sustainability leader Tricia Caswell to engage our audience in these and other questions and to challenge us to think differently to create new possibilities.

2D

SESSION 2D: *Using Performance Reviews to Build a High Performance Organisation*

Allan Preiss, Senior Consultant - Talent Architects

Hosted by McArthur Management Services

High performance organisations share the following features:

- People are aware of the organisation's goals and objectives
- They know what is expected of them
- They have opportunities to grow and develop
- Their contributions to the success of the organisation are measured and recognised.

Using a rigorous, evidence-based process, an effective performance review system enables you to achieve these things and simultaneously meet your statutory obligations to review the performance of key staff. This workshop will introduce people to a performance management model and processes they can use across their organisation.

3.30-5.00
**Four
 Concurrent
 Interactive
 Sessions**
 (Select one of
 2E to 2H)

2E

SESSION 2E: *Collaborative Reform Projects: concept and case studies*

Facilitated Panel Discussion hosted by Local Government Victoria
 Facilitator: **Chris Newman**, Manager Councils Reforming Business, Local Government Victoria, Department of Planning and Community Development

Recent events highlight the need for government agencies to work together to coordinate responses that are efficient and effective. These experiences have demonstrated the value of harnessing our collective energy to respond to changing circumstances. A number of collaborative reform projects are underway that demonstrate the capacity for governments to work together to address these challenges, to implement reform and deliver benefits to local communities.

Local Government Victoria will host this session to discuss challenges and opportunities for Local and State Governments to collaborate to achieve economic, social and environmental benefits for Victorian Communities. Attendees will be introduced to case studies including Councils Reforming Business, the Victorian Sustainability Accord and Community Renewal. These projects pose new possibilities for how we approach reform, and will enable participants to consider alternative models of engagement, funding and governance to position us well into the future.

2F

SESSION 2F: *How to Feel Confident Having Difficult Conversations*

Hosted by the LGPro Human Resources Special Interest Group and facilitated by **Rachael Pickworth**, Consultant

Do you sometimes avoid having difficult or uncomfortable conversations because you don't know what to say or how to say it? Are you aware of the value of having these conversations and the cost of avoiding them both to your relationships and to your organisation? Would you like to feel more confident and skilful when addressing issues such as poor attitude or poor performance? Would you like to know how to turn a conversation around, even when it's not going well? This interactive and dynamic workshop will give you the tools, structure and words to be confident and skilful in broaching any difficult topic to reach a positive outcome for all. Be entertained by the Human Resources Special Interest Group members as they show you how a difficult conversation can go downhill and how it can be handled well.

2G

SESSION 2G: *Making Our Cities Child Friendly - innovation in collaboration, design and service delivery*

Hosted by the LGPro Family, Youth and Children's Services Special Interest Group

The United Nations Educational, Scientific and Cultural Organization (UNESCO) has initiated a program to encourage communities to become "child friendly". This involves working with communities and looking at all aspects of life within a community. Several Australian cities have been through this process and there is an active movement to encourage more communities to take up this challenge. This session will provide an overview of the process and will include several case studies of Victorian communities who are attempting to address the UNESCO criteria to ensure their communities are "child friendly".

In this session you will hear from:

- **Mark Doubleday**, Director of Community Services and **Pamela McKimm**, Manager Children, Youth and Family Services from Greater Dandenong City Council who will be jointly presenting on "using integrated services to create a child friendly city"
- **Maureen Imeson**, Community Services Coordinator with Port Phillip City Council delivering a case study on "creating a child friendly city—the big picture"
- **Rosalie Rogers**, Manager Community Services at Greater Bendigo City Council delivering a case study on "the continuing journey for Bendigo - a child friendly city"

2H

SESSION 2H: *Community Engagement in Crisis*

Hosted by the LGPro Community Development Special Interest Group

Margie Keeton, BA Hons (Rhodes), M.Phil (Oxford)
 Chief Executive Officer, Tshikululu Social Investments South Africa

Difficult times call for new ways of engaging with the difficult to engage. Our international keynote speaker, Margie Keeton (South Africa) together with the LGPro Community Development Special Interest Group will examine some of the strategies and outcomes from here and South Africa to stimulate you to explore new ways of engaging with your communities.

THURSDAY 18 FEBRUARY 2010

FS

6.15

FEATURE SESSION**Q&A ... with a twist****Phil Shanahan**, Former Chief Executive Officer of almost everywhere**Rhys Thomas**, Manager Business Improvement, Darebin City Council
Melbourne Town Hall, 90-120 Swanston Street, Melbourne

Which municipality would you most like to visit? Which job would you least like to have? Which Council officers have the worst fashion sense? Share a drink with Phil Shanahan and Rhys Thomas, who between them have more than thirty years' experience as a Local Government Chief Executive Officer and find out if you really know what your colleagues are thinking. This light-hearted look at the inner workings of Local Government will have you re-examining...everything!

CD

7.00

CONFERENCE DINNER**Pre-dinner Drinks**

7.30

Conference DinnerMelbourne Town Hall
90-120 Swanston Street Melbourne**2010 LGPro Awards for Excellence Presentations**

Proudly sponsored by Jardine Lloyd Thompson, incorporating JMAPP and Echelon, and Zurich Financial Services

**Presentation of 2010 Emerging Leaders**

Proudly sponsored by Jardine Lloyd Thompson, incorporating JMAPP and Echelon

Guidelines for Local Laws Breakfast Launch

OVERVIEW FOR COUNCILLORS, CEOS AND SENIOR EXECUTIVES

Local Government Victoria has been working collaboratively with LGPro, the MAV and Council representatives including members of the LGPro Statutory Services Special Interest Group to develop a suite of resources to equip and support Councils to achieve better practice in preparing, creating, implementing, enforcing and reviewing local laws.

This breakfast launch of the Guidelines for Local Laws will provide Chief Executive Officers, Senior Executives and Councillors with an overview of the necessary context and benefits of a strategic, consistent and whole-of-Council approach to local law regulation. Find out what a more consistent approach to local laws will mean for your Council and the new resources that will be available to assist your Council to achieve better practice.

WHERE: Melbourne Park, Yarra Rooms

WHEN: 7.15am for 7.30am start to 8.45am, Friday 19 February

This breakfast launch is complimentary for CEOs, Senior Executives and Councillors, however, a registration form must be completed.

Conference Dinner



2010 LGPRO ANNUAL CONFERENCE DINNER

**7.00 FOR 7.30pm
THURSDAY 18 FEBRUARY**

City of Melbourne
Melbourne Town Hall
90-120 Swanston Street Melbourne

Proudly sponsored by



CITY OF MELBOURNE

FEATURING PRESENTATION OF THE 2010 LGPRO AWARDS FOR EXCELLENCE

Proudly sponsored by



AND ANNOUNCEMENT OF THE 2010 EMERGING LEADERS PROGRAM PARTICIPANTS

Proudly sponsored by Jardine Lloyd Thompson, incorporating JMAPP and Echelon

Dress Code: business attire or formal if desired

Dinner tickets will be distributed at registration and will be required for entry to the Conference Dinner.

Reserved Seating

Individuals, organisations and Councils are welcome to reserve a complete table of ten in advance and to do this:

- You must have one person as table organiser.
- The table organiser must ensure all 10 people to be included have agreed to be included on the table.
- All 10 invitees must have registered with LGPro to attend the dinner.
- Please book reserved tables by Monday 1 February.

History of the Melbourne Town Hall

Built between 1867 and 1870 from plans by architect Joseph Reed who also designed the Royal Exhibition Buildings and State Library, the Town Hall is a monument to the glory days of Victoria's Gold Boom. Recent renovations have managed to preserve much of its grand character and unique period features, such as the impressive wood panelled council chamber and the recently-rebuilt grand organ in the Main Hall which dates from 1929. With over 10,000 pipes it is the largest grand organ in the southern hemisphere.



The City of Melbourne

A bold, inspirational and sustainable city

The City of Melbourne is proud to sponsor the LGPro Annual Conference Dinner.

The City of Melbourne strives for excellence. We aim to achieve the community's vision of a bold, inspirational and sustainable city by:

- making Melbourne great for people to live in and visit
- achieving the creative potential of the city
- protecting and strengthening the city's economic prosperity
- making Melbourne a recognised knowledge city that supports innovation and technology
- demonstrating leadership in ecological sustainability
- working vigorously for a connected city which is safe and supports the efficient movement of people and freight
- leading by example and managing resources well.

The City of Melbourne has a genuine commitment to making a difference. Our high-calibre, talented workforce is vital to the daily delivery of excellent service to the Melbourne community and achievement of our long-term vision. The way we work and serve the community is guided by a culture that values integrity, courage, accountability, respect and excellence.

Join us in working together for Melbourne. For details of current opportunities visit www.melbourne.vic.gov.au

Program

FRIDAY 19 FEBRUARY 2010

MODULE 3

8.30	REGISTRATION, COFFEE AND MEET THE EXHIBITORS
9.00	OPENING
9.15	<p>KEYNOTE ADDRESS Richard Watson, Futurist and Author <i>Why the Future is Local</i></p> <p>What are some of the key drivers of change that are likely to impact on Local Government over the next five to ten years? Futurist Richard Watson takes a look at five key trends and speculates about potential risks and opportunities. The five trends are: ageing, the environment, global connectivity, GRIN technologies and the power shift eastwards.</p>
10.00	<p>KEYNOTE ADDRESS Former NSW Detective Inspector Peter Baines, Peter Baines Consulting <i>The Crisis Clock – hope is not a plan</i></p> <p>“Fail to plan, then plan to fail”. This saying is fine if you have the time to plan, but what happens in a crisis? In crisis management, the Crisis Clock starts ticking as soon as the event unfolds. In this keynote presentation Peter Baines will take you on a journey through each stage of the Crisis Clock, showing that each stage is transitional and sometimes without clear endings or beginnings. As the Clock ticks on, so do the challenges and the emotions surrounding each stage. Whether you are a Chief Executive Officer, a project manager or a junior team member working on your very first project, the Crisis Clock increases awareness of each of the stages you will experience during the project’s life cycle. This enables you to better prepare for challenges and manage the emotions and morale of yourself and your team.</p>

10.45 **MORNING TEA**

MODULE 3

11.15-12.45	3A	<p>SESSION 3A: <i>Are We in an Innovation Drought or Are We Leaking Innovation?</i> Presentations and Discussion hosted by the LGPro Learning & Development Special Interest Group. Presenters: Jason Cotton, Partner, Dynamic Horizons Glen Patterson, Chief Executive Officer, Yarra Ranges Shire Council Jennie Bentley, Co-ordinator Human Resources, Frankston City Council and Eibhlin Fletcher, Acting Manager - Organisation Development, Frankston City Council</p> <p>Many of our Council organisations aspire to be centres of innovation and excellence where our staff members are empowered to create new opportunities, explore new ideas, and continuously improve the quality of services and processes. But do our people management practices and organisational cultures really support the achievement of this aspiration? How do we navigate around risk-averse cultures to foster creativity and test organisational assumptions, particularly during difficult times? How can we apply innovation, whether it is through small or radical changes that add value, to find the silver lining?</p> <p>This session will:</p> <ul style="list-style-type: none"> • help you find and support the creative voices in your organisation; • provide examples of what others are doing to find smarter ways of operating, empowering and engaging staff, and tapping into the experience that already exists; and • inspire you to look for the silver lining in your organisation which can ultimately lead to time and money savings.
Four Concurrent Interactive Sessions (Select one of 3A to 3D)	3B	<p>SESSION 3B: <i>The Silver Lining of an Ageing Population</i> Presentation and Case Study Session hosted by the LGPro Aged & Disability Services Special Interest Group Peter Matwijiw, General Manager Policy and Research, National Seniors Australia Lisa Kingman, National Manager and Co-founder, Timehelp</p> <p>The population is ageing...and it's not all bad news. It won't be all about increased service demand and more senior citizens clubs. The Silver Lining of an ageing population is the untapped potential of retirees in the community. In future, retirement will be more of a transition than an event and many people can look forward to about thirty years of healthy and active retirement. Their skills and resources can be used to strengthen the community, particularly when harnessed through innovative partnerships. In an age-friendly community, people will remain active and healthy for longer and everyone (of all ages) will benefit. This session will focus on the opportunities which will present themselves in the ageing populations within our municipalities, as identified through research conducted by the Productive Ageing Centre; and will also present a case study as an example of utilising retirees' skills and resources.</p>



TRANSPORT ORIENTED PROJECTS



Elsternwick Station: Modernised station with retail and residential mixed development.

VicTrack services to local government

Property leasing/Fibre optic network and telecommunication carrier/Web-based maps of railway corridors and land/Outdoor advertising/Railway Crossing Upgrade Program/Civil Projects/Management of railway heritage sites/Vegetation management/Supporting community and environment projects.

CONTACT VICTRACK

TEL (03) 9619 8889 EMAIL: PROPERTY@VICTRACK.COM.AU WEBSITE: WWW.VICTRACK.COM.AU

MODULE 3

11.15-12.45

3C

Four
Concurrent
Interactive
Sessions

(Select one of
3A to 3D)

SESSION 3C: *Community Safety – find the silver lining*

Hosted by the LGPro Community Safety Special Interest Group
Facilitated by **Cathy Whelan**, Director RECKON Consulting

Conference delegates from across the spectrum of Local Government will work together from a community safety perspective on real-life based scenarios in this highly interactive dynamic workshop. Dealing with community safety issues involves addressing some of the most interesting and challenging aspects of community life. Participants will play the ‘community safety’ game, deal with the issues that don’t fit neatly into any area of Local Government life, and find the politically expedient and sometimes unintended silver lining of solutions that are in the best interest of the whole community. The outcomes of the workshop will inform the work undertaken by the newly formed LGPro Community Safety Special Interest Group and will provide a unique perspective on community safety issues.

3D

SESSION 3D: *Can Risk Management be the Silver Lining?*

Hosted by the LGPro Risk Management Special Interest Group
Facilitated by **David Smith** CPRM, BA (Hon), Dip Th., MRMIA, MIAEM, MBCI.
Managing Director of Risk Matters Pty Ltd

The Enterprise Wide Risk Management journey in most organisations is a rocky one with many detours, setbacks, and pitfalls to overcome. Many companies have, and Local Government is no exception, excellent risk frameworks, policies and risk registers but we still seem unable to manage the barriers to achieving our Council plan because the management of risk has failed to become part of the “way we do business”. In this facilitated session, the importance of understanding organisational growth and risk maturity will be explored through a cross section of case studies including:

- A representative from Glen Eira City Council will present from a perspective of a Council with a mature risk management and governance system and the journey getting there
- **Alan Lowe** Risk Management and Insurance Co-ordinator, Yarra City Council will present on why Yarra City changed direction mid way through their journey and what made the difference in obtaining “traction” that wasn’t there before

12.45

LUNCH AND LAST CHANCE TO CATCH UP WITH EXHIBITORS

MODULE 4

1.45

**2010 ANNUAL CONFERENCE
FACILITATED PANEL CONVERSATION**

“If it is true that every cloud has a silver lining, what is the silver lining in the Victorian Bushfires?” (Student, Rose Bay Secondary College)

It is a genuinely difficult question. For all the pain and suffering inflicted, can there be a plus side? Are there things that we have seen and learnt that we can incorporate to enrich our personal and professional lives, not just in times of crisis? A year on from Black Saturday, it’s time to ask these questions...



Facilitated by **Tracey Curro**, journalist, producer and presenter in mainstream media

Guest Panelists include:

Kerry Thompson, Chief Executive Officer, Maribyrnong City Council and past Local Council Coordinator, Victorian Bushfire Reconstruction and Recovery Authority

Michael Chesworth, General Manager Sustainability, Murrindindi Shire Council

Arwyn Taylor, Founding member of the “FIRE FOXES - women rising together from Black Saturday”

Margie Keeton, Chief Executive Officer, Tshikululu Social Investments South Africa

2.45

CLOSING REMARKS

Steve Burgess, Chair, Annual Conference Committee

3.00

CLOSE

General Information

REGISTRATION

Delegates may register for

- a Conference Package;
- a Conference Package including Welcome Dinner; or
- Part Conference Package.

Register on line at www.lgpro.com/logon or by fax to (03) 9690 4217 or mail to LGPro, PO Box 409, South Melbourne VIC 3205.

CONFERENCE PACKAGE

Cost: Member \$940 including GST
Non-Member \$1,090 including GST

Includes:

- All Conference sessions on Thursday 18 and Friday 19 February.
- Lunch on Thursday 18 and Friday 19 February.
- Conference Dinner at City of Melbourne, on Thursday 18 February, 7.00 for 7.30pm Melbourne Town Hall, 90-120 Swanston Street Melbourne.

CONFERENCE PACKAGE INCLUDING WELCOME DINNER

Cost: Member \$1,065 including GST
Non-Member \$1,265 including GST

Includes:

- Welcome Dinner & River Cruise, Wednesday 17 February, 6.30 for 6.45pm departure, on Lady Lindeman, Boatman's Landing, Waterfront City, (near the giant TV screens) Docklands, Melway Ref Map 2E/D5.
- All Conference sessions on Thursday 18 and Friday 19 February.
- Lunch on Thursday 18 and Friday 19 February.
- Conference Dinner at City of Melbourne, on Thursday 18 February, 7.00 for 7.30pm Melbourne Town Hall, 90-120 Swanston Street Melbourne.

PART CONFERENCE PACKAGES

Cost: varies depending on your choice which can include any combination of:

- Welcome Dinner & River Cruise, Wednesday 17 February, 6.30 for 6.45pm departure, on Lady Lindeman, Boatman's Landing, Waterfront City, (near the giant TV screens) Docklands, Melway Ref Map 2E/D5.
Cost: Member \$125 including GST
Non Member \$175 including GST
- Conference Dinner at City of Melbourne, on Thursday 18 February, 7.00 for 7.30pm Melbourne Town Hall, 90-120 Swanston Street Melbourne.
Cost: Member \$140 including GST
Non Member \$170 including GST
- Module 1: 8.30am-12.30pm
Thursday 18 February
- Module 2: 1.30-5.30pm
Thursday 18 February
- Module 3: 8.30am-12.45pm
Friday 19 February
- Module 4: 1.45-3.00pm
Friday 19 February

Cost: 1 Module only
Member \$215 including GST
Non Member \$230 including GST

Cost: any 2 Modules
Member \$430 including GST
Non Member: \$460 including GST

Cost: any 3 Modules
Member \$645 including GST
Non Member \$690 including GST

Cost: all 4 Modules
Member \$800 including GST
Non Member \$920 including GST

REGISTRATIONS INCLUDING TICKETS FOR ACCOMPANYING PERSONS

Tickets for accompanying persons can be purchased at non member rates by completing the Accompanying Persons section online or on the registration form.

IMPORTANT REGISTRATION INFORMATION:

- Online Registration is preferred. Please visit our secure website www.lgpro.com/logon to register and pay (by credit card only) or provide a purchase order number for your registration.
- Faxed registration forms will only be processed and confirmed if credit card or a Purchase Order number details are included on the form. Fax to (03) 9690 4217.
- Registration forms sent by post must be accompanied with full payment in order for your registration to be processed and confirmed. Post to LGPro, PO Box 409, South Melbourne VIC 3205.
- Cheque payments for registration will only be accepted up until 8 February 2010. After this date, all requests must be submitted with credit card details at www.lgpro.com/logon
- The information submitted will be reproduced in the delegate list at the Conference and be used for all mailings. Please register by 8 February 2010 for your name to be included on the Conference delegate list.
- If you are unable to register online, please forward this form complete with credit card details by fax to (03) 9690 4217 or together with a cheque (made payable to "2010 LGPro Annual Conference") to LGPro, PO Box 409, South Melbourne VIC 3205.
- **Cancellation Policy** – An administration fee of 10% will be deducted from any refund due to cancellation prior to 1 February 2010. No refunds will be given for cancellations after 1 February 2010, however a substitute delegate is welcome. All cancellations and substitutes must be emailed to info@lgpro.com We reserve the right to defer, amend or cancel the program.

A-Z GENERAL INFORMATION

ACCOMMODATION

The accommodation venues listed below are in close proximity to Melbourne Park Function Centre.

Mantra on Jolimont (previously Saville City Suites)

133 Jolimont Road East Melbourne
T: (03) 9940 2100
F: (03) 9650 1833
Freecall (Australia): 1300 734 782
E: eastmelbourne.info@savillehotelgroup.com
10 minute walk to Melbourne Park Function Centre
4 Star rating from the AAA

Mercure Hotel Melbourne

13 Spring Street Melbourne
T: (03) 9205 9969
F: (03) 9205 9905
E: h2086-re01@accor.com
www.mercuremelbourne.com.au
10 minute walk to Melbourne Park Function Centre
4 star rating

Hilton on the Park Melbourne

192 Wellington Parade, Melbourne
T: (03) 9412 3154
F: (03) 9419 2001
E: reservations.melbourne@hilton.com
5 minute walk to Melbourne Park Function Centre
4 1/2 star rating

Hotel Grand Chancellor Melbourne

131 Lonsdale Street, Melbourne
T: (03) 9656 4166
F: (03) 9663 3715
www.ghihotels.com

BREAKFAST LAUNCH OF THE GUIDELINES FOR LOCAL LAWS

Friday 19 February, 7.15am for 7.30am start to 8.45am, Melbourne Park, Yarra Rooms

CONFERENCE DINNER

Thursday 18 February, 7.00 for 7.30pm, City of Melbourne, Melbourne Town Hall, 90-120 Swanston Street Melbourne.
Dress Code business attire or formal.

DRESS CODE

The dress code for Conference sessions is smart casual or business attire. The dress code for the Welcome Dinner & River Cruise is smart casual and for the Conference Dinner it is business attire or formal.

EXHIBITION

LGPro Corporate Members and major suppliers will have exhibition stands throughout the Conference. Delegates are encouraged to visit exhibitors at their stands to view and discuss their products and services. There will be an Exhibitor Passport Draw after lunch on Friday 19 February so ensure you allow time to visit all exhibitors and collect stamps or stickers for your passport.

MELBOURNE PARK FUNCTION CENTRE

Melbourne and Olympic Parks Trust, Batman Avenue, Melbourne T: (03) 9286 1600
F: (03) 9650 3256 E: enquiries@mopt.vic.gov.au

General Information

MESSAGES

During the Conference messages for delegates can be left by phoning (03) 9686 3833. LGPro staff will access voice messages on a regular basis and these will be displayed near the registration desk.

METCARDS – COMPLIMENTARY FOR CONFERENCE ATTENDEES



Public Transport Division, Department of Infrastructure is kindly sponsoring 2-hour Zone 1 Metcards. Collect your complimentary Metcard at the registration desk after morning tea each day.

MOBILE PHONES

For the convenience of all delegates, mobile phones are not permitted in Conference sessions. Please turn your mobile phone off when entering all sessions. The Conference Committee thanks you for your cooperation in this matter.

NAME BADGES

Name badges will be distributed at registration. It is essential that they be worn at all times for entry to all Conference sessions and social functions. Depending on your registration requirements your name badge pocket may include lunch tickets and Conference Dinner ticket/s.

PARKING

The Northern Car Park located adjacent to the Function Centre and accessible via Entry Gate D on Swan Street provides 500 car parking spaces. Car parking fees are payable at \$15 per entry on arrival to the carpark attendant. For disabled parking arrangements, call Rod Laver Arena (03) 9286 1208.

REGISTRATION CONFIRMATION

For internet registrations a payment confirmation email will be sent within 3 days of sending your electronic registration. If you have not received a confirmation email for an internet registration within 3 days you should phone the LGPro office on (03) 9686 3833. If your registration form is submitted via hard copy a confirmation email will be forwarded to you within 5 working days. Those delegates registering within five working days of the Conference will receive their confirmation advice on site when collecting registration materials.

SPECIAL REQUIREMENTS

Delegates with specific requirements such as prescribed medical diets or access assistance are asked to advise details on the registration form. Where possible, all necessary arrangements will be made to cater for delegate needs. Please present at the registration desk to collect special dietary requirements.

TRAVEL BY BUS

Bus 605 (City - Gardenvale) travels down Exhibition Street, Batman Avenue and Olympic Boulevard (previously known as Swan Street) Bus 246 (Latrobe University - Elsternwick Station) travels down Punt Road, stops at the corner of Olympic Blvd. From here patrons can walk approximately 500 metres to Rod Laver Arena.

TRAVEL BY TAXI

A dedicated taxi rank operates next to The Oval on Olympic Blvd (previously known as Swan St.), providing a safe and efficient way to hail a taxi.

TRAVEL BY TRAIN

Alight at Richmond Station from Lilydale, Belgrave, Alamein, Glen Waverley, Frankston & Cranbourne / Pakenham lines. Alight at Jolimont Station from Epping & Hurstbridge Lines. Alight at Flinders Street Station from all lines. All of these stations are within walking distance of the Melbourne & Olympic Parks precinct. The addition of the Champions Walk and William Barak Bridge from Birrarung Marr makes a short pleasurable walk from the City, Federation Square and along the Yarra River.

TRAVEL BY TRAM

Tram services from Flinders Street and Richmond Stations stop at Melbourne Park's Rod Laver Arena / Melbourne Park Function Centre. Take Tram 70 from Flinders Street to Wattle Park. Tram 48 (North Balwyn) & Tram 75 (Vermont South) stops adjacent to the MCG on Wellington Parade.

WELCOME DINNER & RIVER CRUISE

Wednesday 18 February, 3-course dinner, including beverages, 6.30 for 6.45pm departure. Depart: Boatman's Landing, Waterfront City, (near the giant TV screens) Docklands, Melway Ref Map 2E/D5. Return: Back on land by 10.30pm. Dress code smart casual.

CONFERENCE COMMITTEE

Steve Burgess, Wyndham City Council (Convenor)
Keryn Ellis, Knox City Council
Martin Hawson, Mildura Rural City Council
Wendy Hrynyszyn, Latrobe City Council
Theo Panagopoulos, Wodonga City Council
Rhys Thomas, Darebin City Council
David Preiss, LGPro
Tony Matthews, LGPro
Diana Pawluk, LGPro
Leanne Bickley, LGPro
Julie Morrison, LGPro



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