



# Integrated Planners Member Network Forum

**19 February 2010**  
Hutley Hall, North Sydney Council

200 Miller Street, North Sydney

## AGENDA

- 9.30am Registration and Refreshments**
- 10.00am Welcome - Penny Holloway General Manager, North Sydney Council**
- 10.15am Election of New Chairperson**
- 10.30am Integrated Planners SIG Business Plan**  
**Facilitated by the Executive Committee**  
Feedback from the workshop held on 11 December 2009 re on the draft Charter, Values and Future Direction and discussion regarding preparation of a business plan.
- 11.30am Morning Tea**
- 11.45am Canterbury City Council: IPR - It won't happen over night, but it will happen...**  
**David Coleman, Manager Corporate Strategy**  
Remember the tag line from the Pantene ad with Rachel Hunter? It sure made us laugh at the time - and the phrase stuck! It's appropriate to where we are at now. Canterbury City Council started working on a new planning approach in late 2005, and nearly five years later they are still aiming for Group 2! David will share Canterbury's story - what worked, what didn't, what they've learnt (& from whom) and how far they still have to go.
- 12.15pm North Sydney Council's Integrated Planning & Reporting Framework - Corporate Planning Team**  
Followed by questions and discussion
- 1.00pm Lunch**
- 1.45pm Corporate Strategy - Looking Beyond the IP&R Framework**  
**Facilitated by Paul Reed, Pittwater Council**  
How do we use the implementation of the Integrated Planning & Reporting Framework in our work place to do more than just meet statutory obligations? We are presented with a real opportunity to review our organisation. We need to think beyond the planning processes and diagrams of this new framework and engage in the real business of local government. When was the last time you went into the field with your outdoor staff or engineers? We need to understand the business and organisational culture before we try and plan for the future.
- 2.45pm Woolcott Research - Customer Satisfaction Surveys**  
Based in North Sydney and specializes in market research and deliberative engagement, Woolcott Research will talk about the benefits of customer satisfaction surveys and how this aids councils with their planning.
- 3.15pm Afternoon Tea**
- 3.30pm TBA**
- 4.00pm Close**



### **Integrated Planners Member Network Forum 19 February 2010**

Hutley Hall, North Sydney Council  
200 Miller Street, North Sydney

#### **REGISTRATION INFORMATION**

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

COUNCIL/COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

LGMA NSW MEMBER

NON LGMA NSW MEMBER \$45

DIETRY REQUIREMENTS: \_\_\_\_\_

#### **BILLING INFORMATION**

EFT (an invoice will be forwarded to you upon receipt of this registration form)

Credit Card (all credit card payments will incur a 3% credit card transaction fee)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

NAME ON CARD: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

#### **CANCELLATION**

In the event of cancellation 14 days or more from the event a 20% cancellation fee will apply. In the event of cancellation less than 14 days from the event a 100% cancellation fee will apply, however, if advised in advance of the function alternative delegates may attend.

**PLEASE FAX TO LGMA NSW on 02 9648 1120**