

Resolve User Group Conference 2011

Shining a Light on Information Management

7 - 9 February, 2011
Surfers Paradise, Gold Coast





Destination Gold Coast

Queensland's vibrant Gold Coast combines an extensive range of experiences that offer fantastic options for business travellers.

To find out what is happening on the Gold Coast during your stay, visit www.visitgoldcoast.com.

Register

To register to attend the Resolve User Group Conference 2011 complete the **Registration Form** at the back of this brochure or go online to:

www.resolvesoftware.com.au

Resolve believes that the information contained in this publication is correct at the time of printing. However, Resolve reserves the right to vary any of the speakers, topics or times referred to in this publication without further notice.

Hear from the Resolve community and industry experts as we shine a light on information management.

The Resolve User Group Conference 2011 is designed to bring together colleagues, industry experts and Resolve professionals to exchange ideas, successes, best practices and challenges surrounding your business, and Resolve, and its practical daily application.

A customer driven event, the conference will equip you with knowledge and inspire you with strategies to optimise Resolve's usage within your organisation.

With a strong focus on networking and learning, the conference aims to get you thinking outside the box. What can you do differently? How can you improve your customers' experience? With presentations on the latest Resolve updates, new and exciting configurations, industry trends and how to's, there is always something new to discover.

Featuring specialist expertise, on the ground experience, cases of best practice and a focus on networking, the conference will let you:

- **Network** with other Resolve users
- **Hear** from leading industry experts on the trends and best practices in complaints handling and consumer affairs
- **Keep** abreast of the latest Resolve updates
- **Gain** valuable cross-government and cross-industry insight
- **Engage** with Resolve team members

Formal sessions start on the Monday, and as usual, Resolve will be hosting Pre-Conference Welcome Drinks on the Sunday evening for locals and delegates who arrive early. Monday and Tuesday will have a full line up of engaging presentations from a wide variety of speakers, and Wednesday's program offers Resolve Training Courses and a valuable Complaints Handling Workshop. **Book early to reserve your seat!**

Accommodation

The Gold Coast International Hotel is located in the very heart of Queensland's Gold Coast. The hotel enjoys spectacular views of the Pacific Ocean or the lush Hinterland, and is the perfect destination to enjoy the Coast's many activities and adventures.

Known for their exceptional facilities and experienced professional team, they will ensure that guests are treated to a memorable stay in the beautiful Gold Coast.

The Gold Coast International Hotel is only 30 km (approx 25 minutes drive) from the Gold Coast Airport. Brisbane International and Domestic Airports are just 90km away (approx 1 hour drive).

Gold Coast International Hotel 7 Staghorn Avenue Surfers Paradise, QLD

We have reserved a block of rooms at the Gold Coast International Hotel at special conference rates from **\$149** (Mountain River View Room only). We recommend you make your booking early.

To reserve your accommodation, complete the Hotel Accommodation Booking Form at the end of this brochure and fax or mail back to the Gold Coast International Hotel.

Welcome

- Conference Open & Welcome
- Customer Service - Beyond the Superficial (Keynote) *(Steve Simpson, Speaker and Author)*

Updates & Lessons Learned

- Resolve Roadmap
- Resolve Support Update
- Project Management, Quality Assurance & Solutions Delivery Update

Customer Configurations

- Health Quality and Complaints Commission *(Leah Milburn-Walker)*
- Victim Assist Queensland *(Bill Duffy)*
- Department of Community Services, Specialist Response Service *(Tony Murgatroyd)*

Document Management Series

- TRIM Overview *(Representative, HP TRIM)*
- Resolve's TRIM Document Management Overview
- Objective Document Management in Customer Configurations

Web Services Series

- Web Services Bundle - What Can Web Services Deliver?
- Web Services Demonstration
- Web Services Implementation in Customer Configurations

Freedom of Information Series

- Freedom of Information & the OAIC *(John McMillan, Australian Information Commissioner)*
- Freedom of Information in Customer Configurations

Internal Grievances Series

- Merit Protection Boards, Victoria *(June Weir)*
- Ambulance Service of NSW *(Marian O'Connell)*

Industry Insights

- Government 2.0 – Towards a More Open, Engaged & Collaborative Government *(David Eade, Industry Solutions Manager, Objective)*
- Managing Complaints & Investigations in the Face of Intense Public Scrutiny *(Marian O'Connell, Director Professional Conduct and Standards Unit, Ambulance Service of NSW)*
- How Compliant is Your Complaint Handling System? *(Bill Dee, Leading Complaints Management Expert)*
- Are You Ready to Tackle Systemic Issues?
- Data Quality - Trends in Government *(Paul Carmichael, BDM, Resolve & Sean Edmunds, Regional Sales Manager, QAS)*

Technical Guides

- Workflow and Design Tips
- Simple Configuration Tips

Customer Service - Beyond the Superficial (Keynote)

Steve Simpson (Speaker and Author)

Dynamic international speaker and author, Steve Simpson, has a distinct and powerful service message. With his focus on the practical, organisations in Australia, Asia and the US have profited from Steve's unique insights that help create competitive advantage. He was an invited member of an international research team studying Standards of World Class Customer Care, organised through the US based Society of Consumer Affairs Professionals. He is a Past Chapter President of the Australian Customer Service Association, has been an evaluator in the Australian Customer Service Awards and was recently a judge in the Australian Customer Service Council Awards.

"Steve Simpson demonstrates an unexpected wit that not only enlivens his presentations but creates an air that his broad research has been tested in the harsh light of reality. He is a thinker who is both contemporary and street-wise - an unbeatable combination for a successful public speaker."

Freedom of Information & the OAIC

John McMillan (Australian Information Commissioner, Office of the Australian Information Commissioner)

Learn about the ins and outs of Freedom of Information, the role of the Office of the Australian Information Commissioner, and your organisation's responsibilities. Participate in an Administrative Law Q & A Session.

Government 2.0 – Towards a More Open, Engaged & Collaborative Government

David Eade (Industry Solutions Manager, Objective)

Government 2.0 represents a fundamental shift in the way government is implemented towards a more open, transparent, collaborative and consultative arrangement leading to more empowered citizens, smaller and more focused authorities and, ultimately, better outcomes for the community.

Technology and social tools are an important part of this change but they are by no means the totality of the change itself. Rather, their maturity and the change in social dynamics that they have hastened, have triggered a perfect storm providing the right conditions for Government 2.0 to flourish.

This presentation will look at the drivers behind the changes, examples of Government 2.0 initiatives in Australia and further afield relating to openness, engagement and service delivery, and some thoughts on where we are headed over the coming decade.

How Compliant is Your Complaint Handling System?

Bill Dee (Leading Complaints Management Expert)

Find out how to make your complaints handling system compliant with AS ISO 10002, the Australian Standard for Complaints Handling. Bill Dee was Chair of the working group drafting the ISO International Standard on Complaints Handling and is a renowned consultant in the areas of self-regulatory practices for dispute resolution and consumer protection.

SOCAP & the Growing Interest in Complaint Handling & Consumer Affairs

Amanda Blesing (CEO, SOCAP Australia)

Established in 1991, the Society of Consumer Affairs Professionals Australia (SOCAP Australia) is the network for consumer professionals. Part of an international network, SOCAP Australia prides itself on providing its members with research, networking opportunities and other tools to achieve best practice in complaints handling and customer service. Amanda will present SOCAP's focus and mission, and provide customer insights from leading edge research.

Resolve Macro Essentials

Who should attend?

Resolve Macro Essentials is designed for Resolve Administrators who aim to be able to:

- Understand what existing macros do
- Write their own macros

Prerequisites

The following prerequisites are required for participation in Resolve Macro Essentials:

- A good working knowledge of Resolve as an Administrator
- An understanding of Resolve layouts
- Experience with at least one programming language

Learning outcomes

By end of this course, participants will be able to:

- Read a macro and understand what it does
- Understand the Resolve event model
- Know where to use macros
- Write macros

Course content

- Mail merge macros & field macros
- Debugging macros
- Error handling
- Raising events
- Entity trees
- Right clicks
- Drag and drop
- Online help
- Standards

Delivery format

Participants will receive expert instruction from experienced Resolve staff, who will conduct the course using slide presentations, demonstrations and practical hands-on exercises. Appropriate handout material will be provided.

Resolve Power User Essentials

Who should attend?

Resolve Power User Essentials is designed for:

- Existing power users who want a refresher course
- End users who aim to extend their knowledge of Resolve

Prerequisites

The following prerequisites are required for participation in Resolve Power User Essentials:

- A working knowledge of Resolve as an end user
- A basic knowledge of Microsoft Word and Excel

Note: Resolve Administrator knowledge is not required

Learning outcomes

By end of this course, participants will be able to:

- Create and modify mail merge templates
- Set up and modify corresponding Tasks and Actions
- Run existing reports
- Create new reports

Course content

- Mail Merge Templates
- Reporting
- Searching
- Use advanced functionality in searches
- Perform basic administration of search definitions

Delivery format

Participants will receive expert instruction from experienced Resolve staff, who will conduct the course using slide presentations, demonstrations and practical hands-on exercises. Appropriate handout material will be provided.

Brush up on your Resolve skills by participating in one or both of the Resolve training courses that will be run on the final day of the conference. Get hands-on while you explore Resolve Macro Essentials and Resolve Power User Essentials.

Resolve Macro Essentials

Date: Wednesday 9 February 2010

Time: Half Day - Morning

Cost: \$295.00 (inc GST)

Resolve Power User Essentials

Date: Wednesday 9 February 2010

Time: Half Day - Afternoon

Cost: \$295.00 (inc GST)

Please note, if you participate in 2 half day training courses, you will receive a \$40 discount off the total training cost.

Additional training

Is there something else you would like to be trained on? If enough people register their interest in an additional training course, we will do our best to accommodate the training. Give us your feedback on the Registration Form.

Register

To register online go to: www.resolvesoftware.com.au or use the Registration Form attached.

Workshop

Coaching for Complaint Handling Workshop

Empowering your team to resolve complaints

If you are a team leader or manager who needs to inspire and empower your team to deliver excellent customer service, effective service recovery, delight customers and build loyalty, then this full day workshop is for you.

The Coaching for Complaints Handling Workshop is a highly interactive, fast-paced experience. It offers a proven model for understanding complaint handling and a practical process to empower your people to deliver excellent service recovery – a critical aspect of customer service. 'Real play' is a key component of the day providing lots of opportunities for participants to practice their new skills.

You will gain the following:

- Renewed energy and commitment towards achieving excellence in complaint handling
- Ability to reinforce the mindset of complaints as gifts, not threats, by the entire team
- An understanding of the power of coaching around complaints for your people
- Knowledge and application of a specific coaching process to complaints
- Practical coaching experience through real play of your situations
- Specific feedback to guide your ongoing development as a 'Complaints Coach'

Your facilitator: Kate Tedstone, TMI Australia

The Coaching for Complaint Handling Workshop is designed for team members and staff working in complaint handling and provides great value for our members.

Coaching for Complaint Handling Workshop

Date: Wednesday 9 February 2010

Time: 9am to 5pm

Cost: \$550.00 (inc GST)

Cost includes workshop materials, tea/coffee on arrival, morning/afternoon tea & lunch.

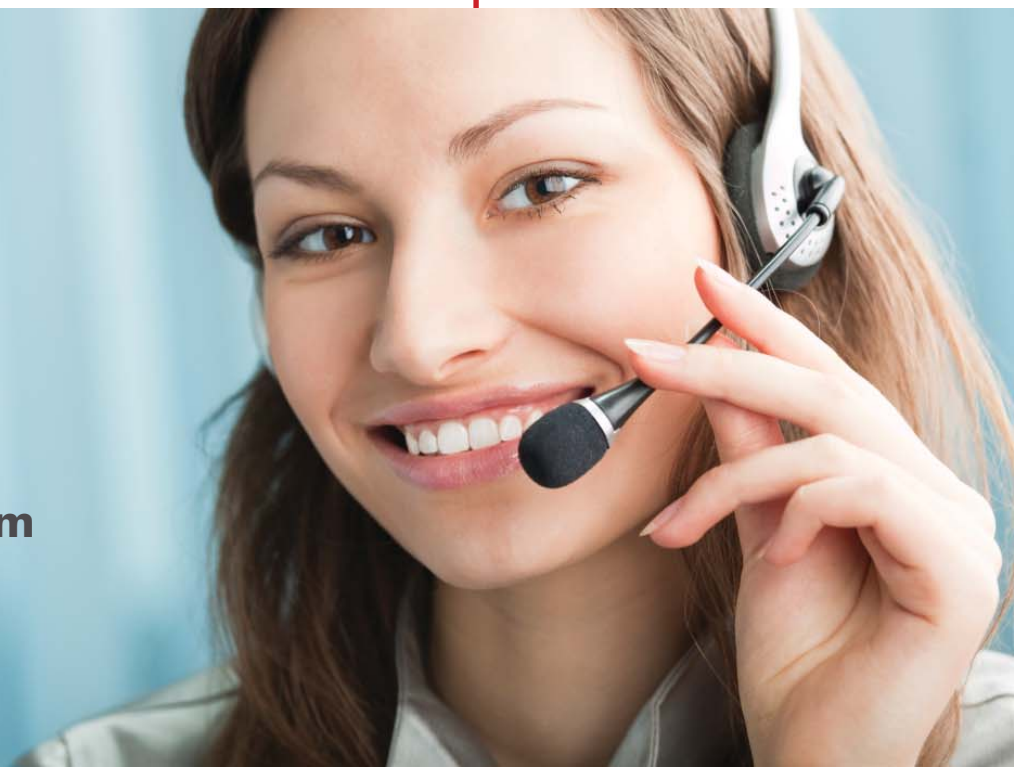
Register

To register online go to: www.resolvesoftware.com.au or use the Registration Form attached.

Brought to you by:



**empowering your team
to resolve complaints**





Pre-Conference Welcome Drinks
Sunday 6 February, 2011 (5.30pm - 7.30pm)

Join us for drinks. The Resolve Team will be on hand to welcome you to the Gold Coast and celebrate the commencement of the 2011 conference. Take the opportunity to catch up with old and new faces while enjoying a drink and some delicious canapes.

Resolve Gala Dinner
Monday 7 February, 2011 (6.30pm - 10.30pm)

Come celebrate another successful year. Network with fellow delegates and Resolve staff in an evening of beautiful food and entertainment in a stunning summery setting. Always a highlight of the conference program!

Ombudsman's Breakfast
Tuesday 8 February, 2011 (7.30am - 9.30am)

An invitation from the Breakfast Roundtable is extended to delegates from the various Ombudsman's Offices to discuss issues and items of particular interest to the Ombudsman personnel. This is your forum - be part of it.

Further details about the various networking events will be available nearer the time.

an ideal opportunity to continue networking at the end of day one whilst you relax and enjoy...

Networking

REGISTRATION FORM

One Person Only Per Form. Please Email or Fax Back per the Contact Details Below

DELEGATE INFORMATION

Name: _____

Organisation: _____

Title: _____

Address: _____

Email: _____

Phone: _____

Any special dietary requirements: _____

CONFERENCE REGISTRATION (all costs include GST)

- Conference Registration 1st Delegate from Organisation \$480
- Conference Registration Additional Delegates from Organisation \$450

Please note, the conference registration fee covers all sessions and networking activities (unless otherwise noted on this form). On receipt of your registration information, Resolve will raise a Tax Invoice in the amount of the conference registration fees.

NETWORKING (all costs include GST)

- I will attend the Pre-Conference Welcome Drinks (Sunday 6 February) \$FREE
- I will attend the Resolve Gala Dinner (Monday 7 February) \$FREE
- I will attend the Ombudsman's Breakfast (Tuesday 8 February) \$FREE

Please note, the Ombudsman's Breakfast is open only to Ombudsman's Offices.

TRAINING (all costs include GST)

- Macro Essentials Half Day Session (Wednesday 9 February - AM) \$295
- Power User Essentials Half Day Session (Wednesday 9 February - PM) \$295
- I would participate in the following training session if Resolve were to run it:

Please note, if you participate in 2 half day training courses, you will receive a \$40 discount off the total training cost.

COMPLAINTS HANDLING WORKSHOP (all costs include GST)

- Coaching for Complaints Handling Workshop (Wednesday 9 February) \$550

Please note, a minimum of 11 participants is required for the Workshop to proceed.

Early Bird Offer

Book early to take advantage of the early bird pricing offer
\$450 for all delegates

Offer valid until 17 December 2010

Register Online

You can register your attendance online at

www.resolvesoftware.com.au

Registration Closes

Thursday 27 January, 2011

ADDITIONAL INFORMATION

Please contact Kate McKenzie for any additional information:

T: (03) 8831 8905

F: (03) 8831 8999

E: kate.mckenzie@resolvesoftware.com.au

W: www.resolvesoftware.com.au



The very heart of the Coast.

Resolve Software

06-09 February 2011

Hotel Accommodation Booking Form

The following rates have been offered exclusively for this event and are based on single, twin or double occupancy. Bed and breakfast rates include full buffet breakfast in the Patio Restaurant. Guests are welcome to extend their stay outside the conference however these dates are subject to availability.

Please select one accommodation option from the below using one form per room required

<i>Accommodation Only Per Night</i>			<i>Accommodation and Breakfast Per Night</i>		
Mountain River View Room - 1 Adult	\$149.00	<input type="checkbox"/>	Mountain River View Room - 1 Adult	\$169.00	<input type="checkbox"/>
Mountain River View Room - 2 Adults	\$149.00	<input type="checkbox"/>	Mountain River View Room - 2 Adults	\$189.00	<input type="checkbox"/>
Ocean View Room - 1 Adult	\$184.00	<input type="checkbox"/>	Ocean View Room - 1 Adult	\$204.00	<input type="checkbox"/>
Ocean View Room - 2 Adults	\$184.00	<input type="checkbox"/>	Ocean View Room - 2 Adults	\$224.00	<input type="checkbox"/>
Executive Ocean Spa Suite - 1 Adult	\$316.00	<input type="checkbox"/>	Executive Ocean Spa Suite - 1 Adult	\$336.00	<input type="checkbox"/>
Executive Ocean Spa Suite - 2 Adults	\$316.00	<input type="checkbox"/>	Executive Ocean Spa Suite - 2 Adults	\$356.00	<input type="checkbox"/>

Please select which bedding configuration is preferred (please note that configuration is not guaranteed):

Double - One queen bed

Twin - Two double beds or two queen beds

If you require accommodation for more than 2 persons in the room please contact the hotel for a quotation.

To reserve your accommodation, fax or mail this form to the Gold Coast International Hotel.

•7 Staghorn Ave, Surfers Paradise, QLD, 4217 •PO Box 976 Surfers Paradise, QLD 4217.

•Tel: +61 (0)7 5584-1200 •Toll Free: 1800 074 020 (Australia only) •Fax +61 (0)7 5584 1190

•Email: res@gci.com.au •Web: www.gci.com.au

Arrival Date: ____ / ____ / ____ ETA: _____ Departure Date: ____ / ____ / ____
 Surname: _____ First Name: _____ Title: _____
 Address: _____
 Suburb: _____ Post Code: _____ Country: _____
 Contact No: (____) _____ Fax No: (____) _____ Email: _____
 Second Guest Name (if applicable): _____ Do you require separate accounts? Y/N
 Smoking/Non-Smoking Request (Not Guaranteed): Smoking Non-Smoking

For Payment - Should a third party be taking care of accommodation and/or incidental charges please contact the hotel for credit approval or a payment authority prior to guest arrival. (The below guarantee will not be used for payment except in the event of a no show or cancellation).

Guarantee or Deposit - All bookings must be guaranteed either by credit card or payment of one nights' accommodation by cheque or money order. Reservations will not be accepted without this information. If your preferred method of guarantee is by cheque, please ensure the cheque is drawn on an Australian Bank in Australian Dollars or it will not be accepted by the hotel.

Bankcard Visa Diners Club Card Money Order
 Mastercard American Express Cheque

Please note that the below credit card details are for guarantee only and not an authority for payment, except in the event of a late cancellation or no show

Card Number: _____ Exp Date: ____ / ____
 Signature: _____

Additional Information (if required): _____

Payment Policy - On check-in, the Hotel requires full accommodation payment plus a credit card preauthorisation of \$50.00 per day of stay, or a \$100.00 cash bond to cover any incidental charges incurred. Payments by credit card will incur a transaction fee of 1.5% of the transaction total for Visa and MasterCard, and 3.5% of the transaction total for Diners, American Express and JCB Card. Fees are subject to change.

Cancellation and No Show Policy - Cancellations within 48 hours of arrival to the hotel will incur a cancellation charge equal to one night's accommodation fee, to be charged to the guaranteed credit card or via the forfeit of the first nights' deposit.

Check In / Check Out - Check in time is from 2pm onwards; arrivals prior to this time cannot be guaranteed. Check out time is prior to 10am; late checkouts must be arranged with Reception and may incur additional charges.

Parking - Free of charge

Confirmation - All reservations and room type requests are subject to availability at the time of booking. Your reservation will be confirmed to you within 24 hours of receipt. If not, please do not hesitate to contact the hotel directly.