



## Tuesday 19<sup>th</sup> July 2011 9.00am-5.10pm Agenda – Morning

*Workshop Theme “Parking is Voluntary”*

- 09:00am - Registration / Networking /Sponsors**
- 09:50am - Opening Address –**  
*Steven Morison – Manager Compliance Whitehorse City Council*
- 09:55am - Award Presentation**  
*Graham Mckinnon – Team Leader Learning and Development (P&T) City of Melbourne*
- 10:00am - Interactive Workshop - Improving our Image - Part 1**  
*Hosts – Gen Hindman- Manager Amenity Protection Bayside City Council and Garry Neilson- Prosecution Coordinator City of Melbourne,  
Facilitator – Clare O’Kelly,*
- What is the current public perception?  
What contributes to this?  
How does this affect us?  
Is there any benefit in changing public perception?  
Who is responsible?***
- 11:00am - Morning Tea / Networking / Sponsors**
- 11:30am - The Elephant and The Rider**  
*Host – Tom Gladwin  
Presenter – Sam Schwarz – Branch Manager Parking and Traffic City of Melbourne*
- 12:30pm - Handling difficult customers/Interviewing/Evidence gathering/Cautions**  
*Host – Tom Lindsay  
Senior Constable Arthur Makridis – Victoria Police, Graham McKinnon/ Jose Gacelos*
- 1:00pm – 2:00pm Lunch / Networking /Sponsors**



Victorian **Parking** Steering Group



CITY OF MELBOURNE



## Agenda – Afternoon

**2:00pm - Session 1. - Road Safety Road Rules 2009 - Clarifying issues –**

**A game of Jeopardy / Trivial Pursuit**

*Host - Andre Peters,*

*Panel – Andre Peters, Graham Mckinnon, Jose Gacelos, Blyth Moir, Brett Christensen*

**OR**

**Session 2 - Improving our Image – Part 2**

**How to implement ideas from interactive morning session?**

**Road Safety Act Review - Update**

*Host Garry Neilson*

*Facilitator – Clare O’Kelly*

**3:30pm - Afternoon Tea / Networking / Sponsors**

**4:00pm Workshop Close**

*Brett Christensen - Parking Management Coordinator  
City of Greater Dandenong*

- Officer Exchange Program
- Leadership Exchange Program
- Sharing of information
- Next year’s Workshop
- Suggestions for improvement

**4:10pm Drinks / Networking / Sponsors**

**5:10pm Close**