



2019 Community Calendar

CSIA hosts and participates in events and networking opportunities to support customer service professionals and the industry. We are pleased to share with you a calendar of upcoming events during the first half of 2019.

FEBRUARY

Date	Event	Location	Price
06	2019 Australian Service Excellence Awards Nominations open	csia.com.au	Discounts available to CSIA Members.
12 - 13	Improving the Customer Experience Across Government Hear from Anouche Newman, CEO CSIA at this Criterion Conferences event as a part of the panel discussion 'Leading the transformation to an agile customer-oriented organisation' (12 February)	Grace Hotel, Sydney	Register Discounts available to CSIA Members. Contact us for details.
27	Certified Customer Service Excellence (CCSE) Program Public training event – full day workshop	Sydney CBD	Register CSIA Member \$565 Non-Member \$675

MARCH

Date	Event	Location	Price
20 - 21	Chief Customer Officer Melbourne CSIA is proud to be a media partner of this Corinium Conferences event	Pullman on the Park, Melbourne	Register Discounts available to CSIA Members. Contact us for details.

APRIL

Date	Event	Location	Price
11	Certified Customer Service Leader (CCSL) Program Public training event – full day workshop	Sydney CBD	Register CSIA Member \$745 Non-Member \$895

Note

The events, dates and timings in this calendar are subject to change without notice. Prices listed exclude GST.

To register for these events or for further information visit csia.com.au, contact us at info@csia.com.au or on 1300 912 700.



MAY

Date	Event	Location	Price
07	Australian Service Excellence Awards – Showcase Hear from the Best of the Best winners at this networking event	Sydney CBD	Free
09	The Employee Experience - The Foundation for Extraordinary Customer Experience CSIA Exclusive Workshop – full day interactive learning experience presented by International Employee Engagement Specialist Christopher Littlefield and CSIA	Sydney CBD	Register Early Bird \$565 (Book before Friday, 5 April) CSIA member \$660 Non-member \$790 (price includes GST)
28	Knowledge Management Systems for Customer Service Public event presented by livepro and CSIA	Sydney CBD	Free
30	Certified Written Service Excellence (CWSE) Program Public training event presented by Friendly Persuasion and CSIA – half day workshop	Sydney CBD	Register CSIA Member \$425 Non-Member \$510

JUNE

Date	Event	Location	Price
04	Leveraging Customer Insights Public event presented by Virtual CX and CSIA	Sydney CBD	CSIA member \$250 Non-member \$550 (price includes GST)
06	2019 Australian Service Excellence Awards Nominations close	csia.com.au	Discounts available to CSIA Members.
17 - 18	Customer Experience and Technologies Summit 2019 CSIA is proud to be a media partner of this Gartner event	Hilton Hotel, Sydney	Register Discounts available to CSIA Members. Contact us for details.
19	Certified Customer Engagement Excellence (CCEE) Program Public training event – half day workshop	Sydney CBD	CSIA Member \$335 Non-Member \$405
26-27	User Centric Service Delivery in Government Conference CSIA is a proud supporter of this Criterion Conferences event	Canberra	Discounts available to CSIA Members. Contact us for details.