

Notice of Service Reviews Committee Meeting



MEMBERSHIP

Cr Rob Unger (*Presiding Member*)

Cr Brett Rankine
Cr Jessica Lintvelt
Cr Peter Field

Cr Lucas Jones
Cr Lyn Petrie

NOTICE is given pursuant to Sections 87 and 88 of the Local Government Act 1999 that the next SERVICE REVIEWS COMMITTEE MEETING will be held in the Civic Centre, 571 Montague Road, Modbury on WEDNESDAY 6 OCTOBER 2021 commencing at 6.30pm

A copy of the Agenda for the above meeting is supplied.

Council may restrict or limit access to members of the public physically attending the meeting to ensure compliance with current restrictions. Priority will be given to members of the public who wish to speak in the Public Forum and Deputation section of the agenda and have obtained prior approval from Council.

A handwritten signature in purple ink, appearing to read "John Moyle".

JOHN MOYLE
CHIEF EXECUTIVE OFFICER

Dated: 30 September 2021

CITY OF TEA TREE GULLY

SERVICE REVIEWS COMMITTEE MEETING 6 OCTOBER 2021

AGENDA

1. Opening and Welcome

Acknowledgement of Country Statement - to be read out as arranged by the Presiding Member

2. Attendance Record:

- 2.1 Present
- 2.2 Apologies
- 2.3 Record of Officers in Attendance
- 2.4 Record of Number of Persons in the Public Gallery
- 2.5 Record of Media in Attendance

3. Confirmation of Minutes of the Previous Meeting

That the Minutes of the Service Reviews Committee Meeting held on 8 September 2021 be confirmed as a true and accurate record of proceedings.

4. Public Forum

Available to the public to address the Committee on policy, strategic matters or items that are currently before the Committee. Total time 10 mins with maximum of 2 mins per speaker. For more information refer to Council's website www.cttg.sa.gov.au

5. Deputations

Requests from the public to address the meeting must be received in writing prior to the meeting and approved by the Presiding Member. For more information refer to Council's website www.cttg.sa.gov.au

6. Presentations

6.1 Community Value Program Overview of Service Process and Communications

Mr Ryan McMahon, Director Organisational Services and Excellence will present the Community Value Program Overview of Service Process and Communications (approx. 15 minutes)

6.2 Community Value Program IT Review Scoping

Mr Wayne Richards, Manager IT Solutions will discuss the Community Value Program IT Review Scoping (approx. 30 minutes). This scoping process will be used to workshop with the committee how it wishes to be involved in future scoping exercises.

Requests to present to the meeting must be received in writing 5 days prior to the meeting and approved by the Presiding Member. For more information refer to Council’s website www.cttg.sa.gov.au

7. Petitions

8. Declarations of Conflicts of Interest

Members are invited to declare any material, actual and/or perceived conflicts of interest in matters appearing before the Committee.

9. Adjourned Business

10. Motions Lying on the Table

11. Management Reports

Office of the Chief Executive Officer - Nil

Assets & Environment - Nil

Organisational Services & Excellence

11.1 Revised Policy Framework 6

Community & Cultural Development - Nil

12. Notice(s) of Motion

Due to staff working arrangements, the agenda is finalised and produced on Thursdays noting that Notices of Motions may be submitted by 5.00pm, Thursday 30 September 2021. Should any Notices of Motions be received prior to 5.00pm, Thursday 30 September 2021, and after the production of this agenda, they will be sent out under separate cover.

13. Motion(s) without Notice

14. Question(s) on Notice

Due to staff working arrangements, the agenda is finalised and produced on Thursdays noting that Questions on Notice may be submitted by 5.00pm Thursday 30 September 2021. Should any Questions on Notice be received prior to 5.00pm, Thursday 30 September 2021 and after the production of this agenda, they will be sent out under separate cover.

15. Questions without Notice

16. Information Reports

17. Status Report on Resolutions - Nil

18. Other Business

To discuss any emerging strategic risks

19. Section 90(2) Local Government Act 1999 – Confidential Items

A record must be kept on the grounds that this decision is made.

20. Date of Next Ordinary Meeting

1 December 2021

21. Closure



REPORT FOR

SERVICE REVIEWS COMMITTEE
MEETING

MEETING DATE

06 OCTOBER 2021

RECORD NO:

D21/75612

REPORT OF:

ORGANISATIONAL SERVICES & EXCELLENCE

TITLE:

REVISED POLICY FRAMEWORK

PURPOSE

To provide the Committee with an opportunity to consider a revised Policy Framework that will guide the development of Council policies relating to the Community Value **Program. It is proposed to present and workshop the Committee's views to implement** the revised approach.

RECOMMENDATION

That having considered the report titled “Revised Policy Framework” and dated 6 October 2021, the Service Reviews Committee supports the proposed changed approach to Council’s Policy framework and requests that this subject also be presented to Council’s Governance and Policy Committee for feedback.

1. BACKGROUND

What is a Policy?

The purpose of a policy is to:

- Provide clear direction and rules/standards for decision making (establish the ‘why’)
- Outlines the organisations commitment and long term focus
- Ensures a consistent approach
- **Aligns to legislation and Council’s strategic objectives**
- Manage or mitigate risk

Council currently has approximately 75 policies, with only around 15 of these policies **being required by legislation. The remainder of Council’s policies have been** established at the discretion of Council.

Current Policy Template

- Cover sheet
 - o Record number
 - o Responsible manager
 - o Other key internal stakeholders
 - o Last reviewed
 - o Adoption reference
 - o Resolution number
 - o Previous review dates
 - o Legal requirement
- Due date of next review
- Policy position – statement of intent
- Definitions
- Legislative Framework
 - o Relevant legislation
 - o Other references
 - o Council documents
 - o External documents
- Strategic Plan / Policy
 - o Linkage to strategic objectives
 - o Linkage to organisation plan objectives
- Policy implementation

As noted above, the existing policy template is driven by administrative practice and use by the organisation. There is an opportunity to review the policy template and associated framework to have it more aligned to delivering community value.

2. DISCUSSION

Council is committed to ensuring all policies established are contemporary, consistent and relevant to the organisation and our community.

As part of the Community Value Program, services provided by Council will be reviewed and it is important that any revised Policy Framework supports the work being undertaken as part of these reviews.

Strategic Policies vs Service Based Policies

Consideration could be given to establishing a policy hierarchy that establishes high level strategic policies (for topics such as climate change), and still have a suite of service based policies that underpin these strategic policies.

Revised Policy Framework

The revised policy framework will ensure that at the beginning the purpose of the service will be clearly defined. Similarly the updated policy framework will be established in a way that the Council is able to resolve the outcomes it is trying to achieve through its service delivery.

Proposed Policy Template

- Policy position – statement of intent
 - o What Council is trying to achieve for the community
 - o Underpinning principles
 - o Service objectives
 - o Strategies to achieve each objective and specific actions to be taken
 - o Desired outcomes of the specific actions
 - o Performance indicators (measure of success)
- Strategic Plan / Policy
 - o Linkage to strategic objectives
 - o Linkage to organisation plan objectives
- Policy implementation
 - o Accountability for implementation
- Legislative Framework
 - o Relevant legislation
 - o Other references
 - o Council documents
 - o External documents
- Definitions
- Cover sheet
 - o Record number
 - o Responsible manager

- o Other key internal stakeholders
- o Last reviewed
- o Adoption reference
- o Resolution number
- o Previous review dates
- o Legal requirement
- o Due date of next review

Each policy should be in a style and format consistent with Council's corporate branding style.

Next steps

It is proposed to receive feedback from the committee and then incorporate to incorporate this into a further updated framework which will then be presented to the Governance and Policy at its next meeting.

3. FINANCIAL

Nil

4. STRATEGIC OBJECTIVES

Strategic Plan

Each Policy will consider the linkages to the Strategic and Operational plans.

Policies / Strategies

Policies will gradually be updated to be incorporated into the new framework at the next applicable update

5. LEGAL

Nil

6. RISK – IDENTIFICATION AND MITIGATION

Nil

7. ACCESS AND INCLUSION

Each policy will have consideration for Access and inclusion.

8. SOCIAL AND COMMUNITY IMPACT

N/A

9. ENVIRONMENTAL

N/A

10. ASSETS

N/A

11. PEOPLE AND WORK PLANS

The updates will be incorporated into Business as usual work plans.

12. COMMUNITY AND STAKEHOLDER ENGAGEMENT

N/A

13. COMMUNICATIONS OF COUNCIL DECISION

N/A

Attachments

N/A

Report Authorisers

Ilona Cooper
Manager Governance and Policy 8397 7310

Ryan McMahon
Director Organisational Services & Excellence 8397 7297



REPORT FOR

SERVICE REVIEWS COMMITTEE
MEETING

MEETING DATE

06 OCTOBER 2021

RECORD NO:
REPORT OF:
TITLE:

D21/76663
ORGANISATIONAL SERVICES & EXCELLENCE
SERVICE STANDARDS

Item 11.2

PURPOSE

To seek feedback from the Committee in relation to its expectations regarding Council **Service Standards and Council’s approach to documenting and publishing them.**

RECOMMENDATION

That the Service Reviews Committee endorses the proposed approach to document Operational Service Standards as detailed in the **report titled “Service Standards” and dated 6 October 2021.**

1. BACKGROUND

Over a number of years Council has sort to develop a service level framework. This has **included CEO KPI's that have requested that we develop everything from minimum Service Levels through to Master Service Levels.** Often the overall achievement of publishing these standards has been caught up by staff and elected memebers not necessarily being clear on the terminology being used.

Council has endorsed the CEO KPIs in 2021/22 and this Committee will be presented with documented Operational Service Levels (OSLs) as part of the works program for this Committee.

This report is seeking committee's feedback in what should be documented and published to the community.

2. DISCUSSION

Despite the need to clarify what will be published to the community and in what format significant work has been made in recent years in developing service levels. Council has service standards and levels which staff often work towards however they are not published consistently.

Staff are proposing on using a similar process/document to that used at the Barossa Council. An example of the approach is [attached](#).

It is proposed that each department/service will develop the following for consideration of the Committee:

Master Service Levels

This will list the departments/service's purpose in line with the relevant policy position. In absence of the purpose being defined in an existing policy the main responsibilities of the department may be summarised.

Operational Services Levels

The functions within each service area will be listed and the agreed Operational Service Levels will be documented.

Timelines

It is proposed to present the Operational Service Levels, as currently used or possibly with any recommended changes for consideration, to the Service Reviews Committee in a staggered manner at each of the 4 scheduled meetings between now and the end of the financial year.

3. FINANCIAL

Nil as the service levels will be documented at current standards. If any changes are **recommended any impacts on Council's financial position will be reported on a case by case situation.**

4. STRATEGIC OBJECTIVES

Strategic Plan

Each Policy will consider the linkages to the Strategic and Operational plans.

Policies / Strategies

Policies will gradually be updated to be incorporated into the new framework at the next applicable update

5. LEGAL

Any legal implications will be included in each Service area review.

6. RISK – IDENTIFICATION AND MITIGATION

There are no significant risks identified with this approach.

7. ACCESS AND INCLUSION

Each item will have consideration for access and inclusion.

8. SOCIAL AND COMMUNITY IMPACT

N/A

9. ENVIRONMENTAL

N/A

10. ASSETS

N/A

11. PEOPLE AND WORK PLANS

The updates will be incorporated into Business as usual work plans.

12. COMMUNITY AND STAKEHOLDER ENGAGEMENT

N/A

13. COMMUNICATIONS OF COUNCIL DECISION

Once a substantial body of this work is completed it will published in line with our standards

14. INTERNAL REPORT CONSULTATION

The Executive Leadership Team have met to discuss the standards and approach and are comfortable with the proposed template.

Attachments

N/A

Report Authorisers

Ryan McMahon	
Director Organisational Services & Excellence	8397 7297
John Moyle	
Chief Executive Officer	8397 7201