

**MINUTES
OF THE SERVICE REVIEW COMMITTEE MEETING OF THE CITY OF TEA TREE
GULLY HELD ON WEDNESDAY 21 FEBRUARY 2024 AT 6.30PM IN THE CIVIC
CENTRE, 571 MONTAGUE ROAD, MODBURY**

1. Opening and Welcome

2. Attendance Record:

2.1 Present – Physical Attendance

Crs R Unger (*Presiding Member*), K Drozdoff, K Foreman, M Champion and B Lawrenson.

2.2 Apologies

Mayor M Ryan.

2.3 Record of Officers in Attendance (physical or electronic)

Ryan McMahon	Chief Executive Officer
Justin Robbins	General Manager Strategy & Finance
Leisha Bond	General Manager Corporate Services
Felicity Birch	General Manager City Operations
Samantha Rose	Lead, Continuous Improvement
Lauren Monteleone	Continuous Improvement Coordinator
Olivia Harvey	Manager Customer and Communications
Matthew Stevens	Lead Customer Relations
Adam Kelly	Manager Field Services
Nathaniel Mason	Acting Manager IT Solutions
Bruce Tonkin	Business Solutions Team Leader
Tony Amato	Lead – Waste & Strategic Projects
Cheryl Martin	Team Leader Work Health, Safety & Injury
James Walker	Team Leader, Environmental Health and Inspections

2.4 Record of Number of Persons in the Public Gallery – Physical Attendance

Nil

3. Confirmation of Minutes to the Previous Meeting

Moved Cr Champion, Seconded Cr Foreman

That the Minutes of the Service Review Committee Meeting held on 18 October 2023 be confirmed as a true and accurate record of proceedings.

Carried Unanimously (14)

4. Public Forum - Nil

5. Deputations - Nil

6. Presentations

6.1 eServices Digital Economy - Online Services Review (D24/12406)

Nathaniel Mason, Acting Manager IT Solutions and Bruce Tonkin, Business Solutions Team Leader provided a presentation to the Committee on the current status of the eServices Review.

6.2 Customer Relations Improvement Plan 2024 (D24/12410)

Matthew Stevens, Lead Customer Relations, provided a presentation to the Committee on the outcomes of the BeeSquared Customer Service Review.

7. Petitions - Nil

8. Adjourned Business - Nil

9. Motions Lying on the Table - Nil

10. Management Reports

Office of the Chief Executive Officer

10.1 Review of Terms of Reference for the Service Review Committee (D24/8397)

Moved Cr Foreman, Seconded Cr Drozdoff

That the Service Review Committee recommends to Council:

That Council adopts the review Terms of Reference for the Service Review Committee as provided in Attachment 1 of the report, noting that the Committee will now meet once a quarter on a third Tuesday of a month.

Carried (15)

City Operations

10.2 Facilities Services - Programmed and Preventative Maintenance (D24/10705)

Moved Cr Foreman, Seconded Cr Lawrenson

That the Service Review Committee acknowledges the improved contract management approach related to the provision of facilities management services for programmed and preventative maintenance at Council owned facilities.

Carried Unanimously (16)

Corporate Services

10.3 Work, Health and Safety - Site Risk Assessment Process Review (D24/11020)

Moved Cr Champion, Seconded Cr Foreman

That Service Review Committee approves the Project Scope as detailed within the report.

Carried Unanimously (17)

Community Services - Nil

Strategy & Finance - Nil

- 11. Notice(s) of Motions - Nil**
- 12. Motions without Notice - Nil**
- 13. Questions on Notice - Nil**
- 14. Questions without Notice - Nil**

15. Information Reports

The following Information reports were received at the meeting:

15.1 Customer Relations Service Review Outcomes and Actions (D24/5771)

15.2 School Patrol Program for 2024 (D24/8405)

15.3 City Maintenance and Presentation Uplift Plan - Update (D24/10551)

15.4 City Operations Service Reviews - Update (D24/10573)

15.5 Service Review Program - Status Update (D24/10584)

15.6 Quarterly report - Waste and Resource Recovery Strategy implementation (D24/11046)

15.7 eServices - Service Review Progress Update (D24/12047)

15.8 KPI Status Update - Quarter 2 2023-2024 Financial Year (D24/12847)

16. Status Report on Council and Committee Resolutions

16.1 Status Report on Service Review Committee Resolutions (D24/9866)

The Committee received the Status Report on Service Review Committee Resolutions.

17. Other Business

Ryan McMahon, Chief Executive Officer invited elected members to consider options to make it easier for them to navigate documents provided, and to provide feedback at the next meeting.

18. Confidential Items - Nil

19. Date of Next Ordinary Meeting

21 May 2024 (to be confirmed)

The Presiding Member declared the meeting closed at 8.21 pm.

Confirmed.....
Presiding Member 21 May 2024