

**INTERIM MANAGEMENT COMMITTEE (IMC)
MEETING MINUTES #22**

VENUE:
Wil Mitchell Room, Ipswich City Council

TIME/DATE:
9:50am, 17 September 2019

NEXT MEETING:
9:00am, Tuesday 1 October 2019

ATTENDEES:	REFERENCE	APOLOGIES:	REFERENCE
Greg Chemello	(IA)		
Simone Webbe	(SW)		
Jan Taylor	(JT)		
Stan Gallo	(SGA)		
Steve Greenwood	(SGR)		
Rob Jones	(RJ)		
Josh Edwards (from 10:15am - 10:25am)	(JE)		
Sandy Nunn (until 10:45am)	(SN)		

Item No.	Minutes
1. Attendance and apologies	As noted above.
2. Minutes of last meeting	Minutes of the meeting held on 6 August 2019 were discussed and resolved as a true and correct record.
3. Conflicts of interest	IA advised that he may be shortly invited to join the board of a not-for-profit organization that could present perceived conflicts of interest for time to time, and that he would prepare a Conflict of Interest Management Plan if this eventuated. SW advised Nikki Parker is currently drafting a Conflicts of Interest Policy as part of the BTPs and this could assist IA.
4. Carry Over Issues	<p><u>Disposal Freeze</u></p> <p>SGA advised the draft is currently with the State Archivist for final review. Once feedback is received the document will be provided for adoption and sign off by both the CEO and the Interim Administrator. SGA anticipates the draft will be received by this Friday, with the final sign off expected by next week.</p> <p><u>ELT Priorities</u></p> <p>IA confirmed an email has been sent to IMC in relation to this to confirm the IMC's priorities to end December 2019. This will be</p>

	<p>discussed at the next ELT meeting.</p> <p>ACTION: SN to list this as a permanent item for future IMC meetings.</p> <p><u>Draft Document: <i>So you want to be a Councillor?</i></u></p> <p>IA attended an internal workshop of council officers on potential communications strategies for the next local government elections. The discussion focused on two issues:</p> <ul style="list-style-type: none"> • What communications and public awareness campaign is appropriate to promote people to seek to become a councillor • What communications campaign is appropriate to better inform the community of the role of councillors and how best to interact with councillors in the future <p>Consideration is being given to whether this document should be marketed via an advertising campaign, or simply provided to interested candidates with the information kit. Any materials prepared would need to be as objective as possible.</p> <p>Further discussion points amongst IMC members included:</p> <ul style="list-style-type: none"> • The roles of the Electoral Commission and the Department of LGRMA in this area • Advertising could be incorporated into the Ipswich 160 year anniversary in 2020
<p>5. Business Transformation Program</p>	<p>[JE joined the meeting at 10:15am]</p> <p><u>TPCT update on progress</u></p> <p>JE advised updates on previous actions from last meeting:</p> <p>A <i>Schedule of Deliverables</i> is expected to be finalised by the end of this week, and will be shared with IMC once complete. This schedule will provide transparency on when to expect certain deliverables and at which Steering Committee.</p> <p>A <i>Stakeholder Engagement Log</i> has been designed to be attached to the front page of each deliverable which will illustrate who in Council has reviewed the item and any feedback received. This will begin to feature at the next round of Steering Committee.</p>

	<p><i>Transparency of deliverables</i> was also investigated to ensure everyone in Council has access to read and review all outputs and deliverables from the BTP. JE has advised a new page will go live on The Wire (connected to the current BTP Wire page), where everyone can access all documents. Naturally these documents will live in other areas across Council, however this will ensure a central spot for everyone to read and understand the work that is being completed as part of the BTP.</p> <p>Consideration could also be given to place the Schedule of Deliverables on The Wire. These documents could also be stored in other areas of the business to ensure ease of access. Discussion was had regarding placing these documents on an external platform also.</p> <p>SW suggested JE explore whether these documents would respond to a search of The Wire.</p> <p><u>ACTION:</u> JE to investigate.</p> <p>JE advised there are three TP's ready to close this round. TP#18 and TP#5 may experience minor delays while Tony Dileo is acting GM for Charlie Dill. TP#3 Cathy Murray currently acting in the position whilst David Baker is away, with a permanent replacement anticipated mid-October. JE will continue to work with Barbara Clarke (and Mary Goodwin) to oversee progress, with the support of IMC.</p> <p>JE confirmed regular IMC meetings with Corporate Planning (TP1, 5 & 16) and People & Culture (TP2) have now been setup for the remainder of the year.</p> <p>[JE left the meeting at 10:25am]</p>
<p>6. Other Business</p>	<p><u>Call Centre Review</u></p> <p>JT raised discussion regarding the current contract with Peak Services. Ben Pole (BP) has delegated responsibility to Sylvia Swalling (SS) to undertake the role, and narrow the scope. It was suggested that a contractor could be engaged to oversee the process. Moving forward, Customer Service Centres in Council libraries also require consideration from a logistic perspective regarding the number of stations and organized customer service attendance.</p> <p>IA advised that as a Director of Ipswich City Enterprises Investments, he</p>

	<p>will send formal correspondence to CEO regarding the financial aspect of any exit from Peak Services.</p> <p><u>ACTION:</u> IA (as ICEI Director) to email CEO regarding finances from Peak Services.</p> <p><u>Ipswich First Website</u></p> <p>JT raised discussions regarding the Ipswich First website. IA advised consideration should be given to constructing a formal policy covering risk and analysis framework, which could then be formally adopted.</p> <p><u>ACTION:</u> IA to discuss the need for an Ipswich First policy with CEO.</p> <p>Further discussion points amongst IMC members included:</p> <ul style="list-style-type: none"> • Using the website to advertise new Council services • Using the website to promote economic and community success stories • Story content to remain impartial, being mindful of promoting how ratepayers funds are being distributed • Limit the website content to Council activities only <p><u>Committee Reports</u></p> <p>SW raised an observation regarding the headings and guidance wording relating to Related Parties and Community and Other Consultation on the existing committee reports. It was discussed the headings should be considered in consultation with the IMC and ELT.</p> <p><u>ACTION:</u> IA to review the report template and discuss with the CEO</p> <p><u>ACTION:</u> SN to send IA committee report template for suggested amendments. <u>STATUS:</u> completed, amended template returned to Vicki Lukritz for consideration and implementation.</p>
<p>7. Complaints and grievances update</p>	<p><i>[SN left the meeting at 10:45am prior to these discussions commencing]</i></p> <p>SW provided an update in relation to the key issues from complaints received to date.</p> <p><i>[Details regarding specific complaints are withheld from the minutes for confidentiality purposes.]</i></p>

IMC Meeting Minutes
Tuesday, 17 September 2019

The meeting closed at 11:30am

SIGNED AS A TRUE AND CORRECT RECORD



Greg Chemello
Interim Administrator