

**INTERIM MANAGEMENT COMMITTEE (IMC)
MEETING MINUTES #20**

VENUE:
Wil Mitchell Room, Ipswich City Council

TIME/DATE:
9am, Tuesday 6th August 2019

NEXT MEETING:
10am, Tuesday 20th August 2019

ATTENDEES:	REFERENCE	APOLOGIES:	REFERENCE
Greg Chemello	(IA)		
Simone Webbe	(SW)		
Jan Taylor	(JT)		
Stan Gallo	(SGA)		
Steve Greenwood	(SGR)		
Rob Jones (arrived 9:07am)	(RJ)		
Andrew Knight (from 9:00am – 9:35am)	(AK)		
Josh Edwards (from 9:35am until 10:30am)	(JE)		
Tegan Knott (until 10:15am)	(TK)		
Sandy Nunn (until 10:15am)	(SN)		

Item No.	Minutes
1. Attendance and apologies	As noted above.
2. Minutes of last meeting	Minutes of the meeting held on 23 rd July 2019 were discussed and resolved as a true and correct record.
3. Conflicts of interest	No conflicts of interest were identified by IMC members.
4. Carry Over Issues	<p><u>Disposal Freeze</u></p> <p>SGA circulated the draft briefing note that will be formally presented to the IA after consultation with the State Archivist in the next couple of days. A minor amendment is to be addressed regarding the ICT strategy date (currently July 2019).</p> <p><u>Memorabilia</u></p> <p>The IA confirmed approximately 1,500 letters have been released to community groups and organisations in relation to historic community donations. To date, only 2 negative reports have been received, one being due to a misunderstanding of the nature of the letter. Any new evidence received as a result of the letters will be forwarded to Internal Audit who will escalate to the CCC if required.</p>

<p>5. Business Transformation Program</p>	<p><u>[JE joined the meeting at 9:35am]</u></p> <p><u>TPCT update on progress</u></p> <p>JE provided the IMC with a copy of the mid-year review briefing note that will be provided to the CEO. The briefing note highlights the changes to project deliverables and project teams. JE, the IA, and IMC went through each project listed and discussed some minor changes that needed to occur before tabling the report with the CEO, particularly around the critical TP#2 project.</p> <p><u>Projects requiring further direction/speed</u></p> <p>SW requested TP#2 receives urgent attention, with updated feedback provided to the IMC as a priority. The two sub projects that are marked as 'business as usual' need to remain on the transformational program.</p> <p>RJ suggested that prior to projects being closed/removed from the transformational program, their deliverables need to be included on an issues or risk register which is monitored and updated at the fortnightly ELT meetings. Ideally, this process should be established as a business as usual process prior to the conclusion of the IMC's time at Council. Post-IMC, standard procedure should be to identify that if frameworks are developed, are they to be sent to Council for exposure or to the ELT for endorsing and rolling-out at the operational level. JE advised that there currently is no documented process to support RJ's recommendation, and further investigation will be required.</p> <p><u>[JE left the meeting at 10:30am]</u></p>
<p>6. Other Business</p>	<p><u>Call Centre Review – update from Andrew Knight, GM, Corporate Services</u></p> <p><u>[AK joined the meeting from 9:00am – 9:35am]</u></p> <p>AK is waiting on a final report to come from the Manager, Legal and Governance, with advice and recommendations regarding the current contract conditions for the customer call centre. AK will then draft a report which will include JT's report to the IA along with an extensive amount of operational information for the CEO to consider. The IA and IMC discussed the call centre performance in general and AK advised that a meeting has been scheduled with Peak Services (current service provider) to discuss further.</p> <p><u>Corporate Services Update – Andrew Knight</u></p> <ul style="list-style-type: none"> • Ipswich App is due for release in October 2019. • Interviews have been scheduled next week to appoint a Procurement Manager. IT Manager position is going to be advertised shortly. <p>SW requested that AK ensure that more robust processes are included in the recruitment and selection policy in relation to referee checks for</p>

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	<p>new employees, in particular those coming from positions with other councils. 'Conflicts of Interest' also need to be declared by applicants during the application process.</p> <p>JT suggested that a refresher in report and correspondence writing be undertaken by all staff at management level to improve the level of professionalism reflected in Council's outgoing correspondence and reports.</p>
<p>7. Complaints and grievances update</p>	<p><i>[TK and SN left the meeting at 10:15am 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>

The meeting closed at 10:30am

SIGNED AS A TRUE AND CORRECT RECORD



Greg Chemello
Interim Administrator