

Performance Strategic Reference Group

Date: Wednesday 1 Nov 2023

Time: 4:30pm to 6:30pm

Location: Banksia Boardroom (Shire Hall) or via MS Teams

<i>Members</i>	<i>Present</i>	<i>Apology</i>
Councillor Mathew Deeth (Chair)	✓	
Councillor Matt Gould (Deputy Chair)		✓
Caroline Argent, Director Shire Connections		✓
Rob Seidel, Chief Financial Officer	✓	
Peter Wright, Manager Engagement and Performance	✓	
Eric Imbs, Manager Governance, Integrity & Ethics	✓	
Claire Digger, Team Leader Corporate Strategy and Performance	✓	
Ellan George, Grants and Corporate Reporting Officer		✓
Ian Lane	✓	
David Lazzaro	✓	
Samuel Davis	✓	
Lyn Bright	✓	

Item	Notes	Agreed Actions
1. Acknowledgement of country	<ul style="list-style-type: none"> Chair gave acknowledgement 	
2. Attendance and apologies	<ul style="list-style-type: none"> As noted above plus the following as outlined by Peter Wright: Resignation has been received from David James Resignation has been received from Scott Grey. At previous April meeting the resignation of Nerida Cunneen was noted with an action to contact Shaun Grimston (who was on an eligibility list for the Performance SRG) to ask whether he wishes to join. This offer occurred and Shaun accepted but has not responded to communications since and is not present at this meeting (tonight was meant to be his first meeting) 	

	<ul style="list-style-type: none"> No others on the original eligibility list Therefore, current community membership is down to 6 with 4 present tonight so we have a quorum 	
3. Disclosure of interests	<ul style="list-style-type: none"> Nil 	
4. Confirmation of previous minutes	<ul style="list-style-type: none"> Confirmed It was noted that the presentation on the updated Long-Term Financial Plan (an action from previous meeting) was to be pushed out to next meeting as it was yet to be finalised and reported to Council 	Action: Updated LTFP to be presented to next SRG meeting early 2024
5. Grants Management Framework	<ul style="list-style-type: none"> Rob Seidel gave some introductory context comments regarding the fact that our Auditors had previously recognised that Council needed to develop a strategic coordinated approach to grants management through a grants office/ grants framework approach. The Auditors are now pleased to note that this work has been established and is progressing very well Claire Digger then gave a presentation outlining Council’s newly adopted Grants Management Framework which covered matters such as: <ul style="list-style-type: none"> Grants Management Protocol Grants register and better information management practices Grant deliberation procedure Grant priorities Internal staff comms and resources Community members made comments and engaged in discussion on a number of matters throughout such as: <ul style="list-style-type: none"> Our role in advocating for new grant programs that could deliver for Wollondilly How we prioritise / who decides what we apply for / how do Councillors have a role? 	
6. Managing customer feedback	<ul style="list-style-type: none"> Eric Imbs presented on our feedback management system for complaints and compliments, FaCTS (Feedback and Complaints Tracking System) Community members made comments and engaged in discussion on a number of matters throughout such as: <ul style="list-style-type: none"> What constitutes a complaint and what doesn’t How we manage complaints about specific staff Whether the term “feedback” should be the sole description as it covers both compliments and complaints 	Action: Any feedback or comments from Community members is welcomed and should be directed to Eric eric.imbs@wollondilly.nsw.gov.au

	<ul style="list-style-type: none"> Eric invited all community members to get in touch if they have any “feedback” 	
<p>7. Voice of the Customer / Community Experience Enhancement Program</p>	<ul style="list-style-type: none"> Peter Wright and Eric Imbs described how the earlier VoTC project (which was commenced around 12 months ago) had not progressed to the appointment of a vendor, as that was realised (through the process) to be premature. The project had been very beneficial however as it had clarified our lack of maturity on some key foundational matters relating to CX data capture / VoTC Peter Wright then outlined how VoTC matters were now being subsumed within a broader body of work aimed to elevate and enhance CX across the organisation, the Customer Experience Enhancement Program or CEEP Peter gave an overview of the approach being used to compile the CEEP, its broad scope and its aim to be a pragmatic action plan for the years ahead Community members made comments and engaged in discussion on a number of matters throughout such as: <ul style="list-style-type: none"> Having a positive and engaged workforce plays an important role in driving great CX – noted and agreed and will be in the CEEP Commending the approach of preparing the CEEP with a grass roots approach (i.e. engaging with key staff involved in delivering CX / understanding CX so that they drive and own the ideas) Need for better Customer charters with measurable/specific service level commitments – noted and agreed and will be in the CEEP 	<p>Action: Peter Wright to present an update on the CEEP at the next Performance SRG in early 2024</p>
<p>8. General Business</p>	<ul style="list-style-type: none"> Sam Davis - VPA and development contributions system (Sam had sent a previous email to the PERF SRG members regarding some questions about these matters, particularly about VPAs for Appin South 32 vent shaft and Tahmoor Mine etc. Ron Dowd had provided a brief email response. It was agreed that Ron Dowd, Development Contributions Coordinator would be invited to next meeting to give an overview of VPAs / Contributions planning It was also suggested that it would be beneficial for SARG members to be sent pre-reading to help understanding 	<p>Action: Ron Dowd to be invited to present to the next Performance SRG in early 2024 and pre-reading to be sent</p>

Meeting close	Councillor Matthew Deeth concluded Meeting at 6:30pm Next meeting likely to be in February 2024, date to be advised	
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