

## BRIEFING SESSION

<b>Date of Workshop</b>	<b>Friday 15 September 2023</b>
<b>Time Start</b>	<b>2.00pm – 4.00pm</b>
<b>Subjects</b>	<b>1. Assets - Community Bus 2. Community Plan 2021-2031 - Discussion re proposed future objectives and vision for 2023-2024 3. Community Engagement – Requests for Service (Customer Service Requests)</b>
<b>Presenter(s)</b>	<b>Mayor Stephen McCarthy CEO Sam Johnson Director Community &amp; Corporate Jacqui Kelleher Director Infrastructure &amp; Regulatory Services Michael McCabe Operations Manager Nigel Crisp</b>
<b>Session</b>	<b>Open to the public</b>

### PURPOSE

This briefing session will discuss the topics as listed above.

The briefing session is open to the public and may be viewed in person in the Council Chambers at Melrose or via Zoom.

### BACKGROUND

#### 1. Assets - Community Bus

This item seeks discussion on the continuation of the asset and associated costs. Further information is provided in the following pages.

#### 2. Community Plan 2021-2031 - Discussion re proposed future objectives and vision for 2023-2024

This item seeks the views of Council Members as part of Council's review of its Community Plan in relation to the individual aspirations and vision for the remainder of the Council term. Further information is provided in the following pages.

#### 3. Community Engagement – Requests for Service (Customer Service Requests)

Noting Council's July 2023 resolution (below), this item seeks to provide Members with an update on the ongoing management of outstanding and future requests received from community members.

July Council resolution re 5.2.2 Customer Service Requests (CSR's) (Cr Tate)

*Moved Cr Tate Seconded Cr Keller*

*That Council Ordinary meeting agendas include a monthly CSR report.*

*Carried Unanimously [172-2023]*

Further information is provided in the following pages.

## 1. Assets - Community Bus

Council presently owns and maintains a community bus. In November 2019 the Council agenda referenced as follows:

Agenda Report – 19 November 2019

19

<b>14.2</b>	<b><u>DEPUTY CHIEF EXECUTIVE OFFICER</u></b>
14.2.1	<p><b><u>General Report and Updates</u></b></p> <p><b>Subject:</b> For Consideration  <b>Report By:</b> Deputy Chief Executive Officer  <b>Report Date:</b> 24/10/2019  <b>File Reference:</b> DCMR0022  <b>Action:</b> Yes  <b>Attachments:</b> No</p> <p><b><u>Community Bus</u></b>  Councillors may be aware that the Council own the community bus, due to it transferring from the Booleroo Health Service in 2019. Under the transfer agreement the Booleroo Health Centre are to continue to house and administer the bus bookings and other administrative matter, whilst all income and expenditure is administered by Council.</p> <p>Further to this the Booleroo Health Service receive 50% hire discount and Mount View Homes hire the Bus 'free of charge'.</p> <p>The bus is due for renewal in the 2020/21 financial year and as such, Councillors need to consider possible replacement and the engagement with other interested parties. The bus is currently a 22 seater Fuso and indicative replacement cost would be approximately \$110,000.</p> <p>~ Options: ~  <b>Moved: Cr</b> <span style="float: right;"><b>Seconded: Cr</b></span></p>

and the minutes of that meeting are as follows:

<b>14.2</b>	<b>DEPUTY CHIEF EXECUTIVE OFFICER</b>
14.2.1	<p><b><u>General Report and Updates</u></b></p> <p><b>Community Bus</b>  <b>Moved: Cr IG Keller</b> <span style="float: right;"><b>Seconded: Cr BJ Richards</b></span></p> <p>[254-2019] <b>That</b> Council authorises the Chief Executive Officer to enter preliminary negotiations and investigations with relevant parties regarding the replacement of the Community Bus in the 2020/2021 financial year.</p> <p><b>CARRIED</b></p>

In June 2021 a further report was received by Council: [PUBLIC-Notice-of-Meeting-and-Agenda-Ordinary-Council-Meeting-15-June-2021.pdf \(mtr.sa.gov.au\)](https://mtr.sa.gov.au/PUBLIC-Notice-of-Meeting-and-Agenda-Ordinary-Council-Meeting-15-June-2021.pdf) go to page 292. Council resolved as follows:

4.9 *Purchase of Community Bus*  
*Moved Cr Nottle*  
*Seconded Cr Norton*

*That Council:*

1. *receives and notes the report;*
2. *approves the disposal of the existing Mitsubishi Rosa Community Bus in accordance with Council's Disposal of Land & Assets Policy;*
3. *approves the acquisition of a Toyota Coaster bus from the Burnside City Council at a purchase price not exceeding \$45,000 excluding GST; and*

4. *approves the appropriate dispensation as per section 5 of Council's Procurement Policy to allow purchase of the Toyota Coaster bus from Burnside City Council.  
Carried Unanimously [139-2021]*

This session aims to give Members a snapshot of the financial costings and current usage of the community bus for members benefit.

## **2. Community Plan 2021-2031 - Discussion re proposed future objectives and vision for 2023-2024**

In January 2021, Council endorsed its Community Plan. The Community Plan 2021-2031 is the Strategic Plan for Council that reflects the issues and needs of the community, to be delivered in partnership with others. It sets a vision for the district and identifies goals and objectives designed to highlight social, economic and environmental issues and challenges that affect us all, now and into the future. The Plan complies with Section 122 of the Local Government Act by:

- Providing a vision for our District that reflects community issues and needs;
- Guiding Council and its community in ensuring a healthy society, economy and environment; and
- Ensuring that Council's vision and strategies can be aligned with operational activities and work programs.

The Act requires that Councils must undertake a comprehensive review of its strategic management plans within 2 years after each general election of the Council.





Website Link: [Strategic Management/Community Plan | District Council of Mount Remarkable \(mtr.sa.gov.au\)](https://www.mtr.sa.gov.au/Strategic-Management/Community-Plan)

This session will seek for Members to outline their individual aspirations and priorities for the next 5-10 years, and discuss the public consultation and review process.

To assist in this, below is a copy of what Members first described at a previous Briefing Session as their goals and vision for Mount Remarkable:

### **Cr Nottle**

*Why?*




-  Passionate
-  Contribute
-  Help rate payers
-  Experience

*Achieve*

- ✓ Council a better place
- ✓ Attract younger families
- ✓ Leave a better place

### **Cr Tate**

*Why?*



-  More representation (Western side and female balance)
-  Community pressure
-  Experience (to gain)

*Achieve*

- ✓ Council to grow (organisation)
- ✓ Service delivery
- ✓ District wide growth
  - ✓ Grow community

### **Cr Heaslip**

#### *Why?*




-  Complete projects
-  Enjoy change (Council)

#### *Achieve*

- ✓ Explore opportunities
- ✓ Complete Pt Germein Jetty
- ✓ Continue cross council collaboration
- ✓ Build on stakeholder relations
- ✓ Business growth
- ✓ Trails/tourism growth
- ✓ Service delivery of Council

### **Cr Keller**

#### *Why?*





-  Motivation
-  Community pressure
-  Support community groups

#### *Achieve*

- ✓ Changed culture of Council
- ✓ Change in Elected Members
- ✓ Finish jobs/projects
- ✓ Core business/delivery of Council

### **Cr Till**

#### *Why?*





-  Long interest in Local Government
-  Passionate about regions
-  Advocacy
-  Bring skills

#### *Achieve*

- ✓ Advocacy – support regional communities
- ✓ Service delivery – enhance Local Government & State Government services

### **Cr McCarthy**

#### *Why?*

-  Skills & attributes to bring to Council
-  Keep Council strategic
-  Help drive & implement change management
-  Improve governance & transparency

#### *Achieve*

- ✓ Innovation
- ✓ Brand (identity)
- ✓ Explore opportunities
- ✓ Social/economic growth
- ✓ Strategy implementation
- ✓ Develop/manage risk

- ✓ Position of harmony
- ✓ Identify key issues
- ✓ Sustainability (organisation and service delivery)

NOTE: Cr van Holst Pellekaan was not elected at the time of the above being collected.

### **3. Community Engagement – Requests for Service (also known as Customer Service Requests)**

Section 270 of the Local Government Act 1999 requires Council to develop and maintain a policy about “any reasonable request for the provision of a service by the Council or for the improvement of a service provided by the Council.”

Council's Request for Service Policy aims to:

- provide guidance on what may constitute a reasonable request for a service or an improvement to a service.
- distinguish between requests, complaints and feedback to Council and give direction on management of requests.
- establish a standardised process for assessing and processing requests including the collation of information which can be used to directly inform service improvements.

In summary:

- an RFS is an application (on line, in person, via telephone) to have Council or its representative take some form of action to provide a Council service;
- RFS (ie a CSR) is assessed by relevant officers and actioned as considered necessary;
- a response is provided within [10] business days advising of Council's intentions in regard to a request;
- a RFS is not a complaint (complaints are dealt with via Council's complaints handling process and policy).

Website Links:

[04.23-Request-for-Service-Policy-Reviewed-February-2023.pdf \(mtr.sa.gov.au\)](#)

[Request for Service | District Council of Mount Remarkable \(mtr.sa.gov.au\)](#)

This session will seek to inform Members on the processes, resources and actions utilised by staff in response to receiving an RFS. Some examples will be discussed.