COUNCILLOR BRIEFING AND WORKSHOP SESSION MEETING NO. 2021(13)

24 AUGUST 2021

REPORT

ATTENDANCE:	Mayor Teresa Harding; Councillors Sheila Ireland, Marnie Doyle, Andrew Fechner, Kate Kunzelmann, Russell Milligan, Deputy Mayor Nicole Jonic and Jacob Madsen
APOLOGIES:	Councillor Paul Tully
OTHER ATTENDANCE:	Acting Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Planning and Regulatory Services (Peter Tabulo), Acting General Manager Corporate Services (Sylvia Swalling), Acting General Manager Coordination and Performance (Barbara Dart), Chief Financial Officer (Jeff Keech), Chief of Staff (Melissa Fitzgerald), Manager Libraries and Customer Service (Samantha Chandler), Content and Experience Manager (Matt Pascoe), Customer Experience Coordinator (Anne Cahill), Senior Engineer (Hydraulics) (Scott Fenn), Manager Infrastructure Strategy (Tony Dileo), Infrastructure, Strategy and Planning Manager (Mary Torres), Team Lead (Hydraulics) Hoy Sun Yau, Project Officer - Major Projects and Advocacy (Clare Coburn), Inland Rail Project Manager Consultant (Richard Hancock), Coordinator – Major Projects and Advocacy (Dan Heenan), Waste and Circular Economy Transformation Manager (Brett Davey), Manager Development Planning (Anthony Bowles), Deputy General Counsel (Allison Ferres-MacDonald) and Development Assessment West Manager (Michael Simmons)
EXTERNAL ATTENDANCE:	Anna Wyllie (Parkes Shire Council), Jo Tait (Australian Rail Track Corporation ARTC), Bec Abraham (Department of Infrastructure, Transport, Regional Development and Communications), Trevor Gallienne (Principal, McInnes Wilson Lawyers) and Karl Firman (McInnes Wilson Lawyers)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA
Nil

BUSINESS OUTSTANDING
Nil

OFFICERS' REPORTS

1.   DRAFT CUSTOMER EXPERIENCE STRATEGY

In March 2021 Ipsos Business Consulting were appointed to work with Ipswich City Council and develop a Customer Experience (CX) Strategy. The work included:

- assessing the current state

- undertaking a CX maturity assessment

- developing a CX Strategy

This report presents the outcome of the assessment and introduces the draft strategy. The draft CX Strategy includes:

- a vision for the organisation

- focus areas to ensure that the customer is first always

- and identifies program priorities

A Customer Experience Immediate Action Program has also been proposed to support the CX vision by focusing on additional immediate service improvement actions specifically in the Customer Service team.

MATTERS ARISING:

The General Manager Community, Cultural and Economic Development Manager to submit a report regarding the Draft Customer Experience Strategy to the October Council meeting for endorsement.

2.   KERB AND CHANNEL SUB-PROGRAM

This is a report regarding a proposed update to the kerb and channel methodology to be used for prioritising future capital improvements.

Attachments
1.   2012 Kerb and Channel Report

2.   2017 Kerb and Channel Report

3.   Projects Delivered 2012/2013 - 2020/2021

4.   Projects with Design Drawings Completed

5.   Distribution of Streets without Kerb and Channel

6.   Multi-Criteria Analysis Principles and Weightings

7.   Multi-Criteria Analysis Output

8.   Multi-Criteria Analysis Assessment of Top 23 Sites

9.   Completed Project Costs 2018/2019 - 2020/2021

10. Presentation

MATTERS ARISING:

The Infrastructure Strategy Manager to submit a report regarding kerb and channel sub-program, including an updated methodology with regards to proximity to the CBD, to the October Council meeting for endorsement.

3.   EBENEZER REGIONAL INDUSTRIAL AREA - INLAND RAIL CONTEXT AND OPPORTUNITY

This briefing is in fulfilment of actions arising from the reporting of the Willowbank (Ebenezer) Intermodal Terminal Social and Economic Benefits and Impacts Study Report (Economic and Industry Development Committee No. 2020(04) dated 19 November 2020).

This information session seeks to provide Councillors with an understanding of the economic development opportunities associated with the Ebenezer Regional Industrial Area (ERIA) and the future construction and operation of Inland Rail.

This information session will be comprised of short presentations from Department of Infrastructure, Transport, Regional Development and Communications (Inland Rail), Parkes Regional Council, and Australian Rail Track Corporation. Councillors will have the opportunity to engage directly with these representatives on their roles and responsibilities and Parkes Regional Council's lived experience of construction.

This is not a technical briefing on the construction of Inland Rail infrastructure, and does not include technical engineering, planning or environmental impact information. This briefing will not include information on the Environmental Impact Statements recently issued by the Coordinator General's Office.

MATTERS ARISING:

Councillors asked questions about flooding concerns and the height of the bunds in Parkes. General Manager Community, Cultural and Economic Development to provide the

councillors with information on the height of the bunds in Parkes Regional Council in relation to the Inland Rail Project.

Councillors also asked questions regarding if any upgrades would be undertaken to the Cunningham Highway, how many level crossings there would be, and addressing any issues with the crossings.

4.   CONFIDENTIAL PRS WASTE APPEAL WRAP UP AND GENERAL DISCUSSION

        This session is intended to provide an overview of the recent appeals on landfill matters and possible learning opportunities to be considered in the future.

5.   BUDGET & ANNUAL PLAN DEBRIEF

        This workshop will explore this year's budget and annual plan development process, including communications and marketing, to discuss what worked well and what could be improved for the development of the 2022-2023 Budget and Annual Plan.

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 9.10 am.

The meeting closed at 4.37 pm.