

3.2 Boroondara Customer First Steering Committee - Independent Member - Selection Panel

Abstract

Council has established a Boroondara Customer First Steering Committee, comprising five Councillors and one independent member. Updated Terms of Reference for the Committee were adopted by Council at its meeting on 26 August 2019.

The Terms of Reference state *the independent member will be sourced via public advertising and appointed by Council on the recommendation of a selection panel. The selection panel will comprise the Chair of the Committee, a member of the Committee and the Chief Executive Officer or Director Customer Experience and Business Transformation.*

At its meeting on 26 August 2019 Council resolved that *a report from the Boroondara Customer First Steering Committee be presented to a future meeting of the Council making a recommendation on the second Councillor Committee member to be included as part of the selection panel for the independent member.*

The Customer First Steering Committee met on 2 September 2019 and has recommended Cr Ross be the second Councillor Committee member on the selection panel.

Officers' recommendation

That the Services Special Committee resolve to appoint Councillor Ross to the selection panel for the independent member of the Boroondara Customer First Steering Committee.

Responsible director: **Bruce Dobson**
Customer Experience and Business Transformation

1. Purpose

This report is presented to enable Council to appoint a Councillor to the selection panel for the independent member of the Boroondara Customer First Steering Committee.

2. Policy implications and relevance to community plan and council plan

This report aligns with the Council Plan 2017-21 and Boroondara Community Plan 2017-27 Strategic Objective 7 'Ensure that ethical financial and socially responsible decision making reflects community needs and is based on principles of accountability, transparency, responsiveness and consultation'. Strategy 7.2 is particularly relevant to the governance of the Program - 'Ensure transparent decision making through open governance processes'.

3. Background

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4. Outline of key issues/options

The Customer First Steering Committee met on 2 September 2019. The Committee has recommended that Cr Ross be appointed to the selection panel for the independent member role. No other nominations were put forward at the Committee meeting.

5. Consultation/communication

In accordance with the Council resolution of 26 August 2019, this matter has been discussed with the Customer First Steering Committee at its meeting on 2 September 2019.

6. Financial and resource implications

There are no direct financial or resource implications arising from this report.

7. Governance issues

The officer responsible for this report has no direct or indirect interests requiring disclosure. No issues emerge from this report in respect to the Human Rights Charter.

8. Social and environmental issues

Nil

**Manager and
Report officer:** Bruce Dobson Director Customer Experience & Business
Transformation