

3 Presentation of officer reports

3.4 Boroondara Customer First Steering Committee - Independent Member Recommendation

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 that *an independent member shall be appointed to the Committee for a term of three years.... 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.*

Public advertising commenced for the independent member on Thursday 29 August 2019. Council received 78 applications for the role. Following a shortlisting process, four candidates were progressed to interview stage.

Interviews were held on Monday 30 September. The interview panel consisted of Cr Jane Addis, Chair of the Boroondara Customer First Steering Committee, Cr Coral Ross, member of the Committee appointed to the selection panel by Council resolution on 9 September 2019, and Bruce Dobson, Director Customer Experience and Business Transformation.

Following consideration of the written application, interview and reference checks, the panel recommends Fiona Green be appointed to the independent member role.

Confidential information is contained in **Attachment 1**, as circulated in the confidential section of the agenda attachments, in accordance with Section 89(2) of the *Local Government Act 1989*, as the information relates to personnel matters. This item has been included in the public agenda to facilitate transparency and accountability in Council's decision making.

If discussion of the confidential information in the attachments to this report is required in order for Council to make a decision, this item will be deferred to the confidential section of the agenda.

Officers' recommendation

That Services Special Committee resolve to appoint Fiona Green as the independent member of the Boroondara Customer First Steering Committee for an initial term of three years.

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

1. Purpose

This report is presented to enable an independent member to be appointed to 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

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 that an independent member shall be appointed to the Committee for a term of three years.... *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.*

4. Outline of key issues/options

Public advertising commenced for the independent member on Thursday 29 August 2019. Council received 78 applications for the role. Following a shortlisting process, four candidates were progressed to interview stage.

Interviews were held on Monday 30 September. The selection panel consisted of Cr Jane Addis, Chair of the Boroondara Customer First Steering Committee, Cr Coral Ross, member of the Committee appointed to the selection panel by Council resolution on 9 September 2019, and Bruce Dobson, Director Customer Experience and Business Transformation.

The selection panel evaluated the four candidates against the skills matrix contained within the Boroondara Customer First Steering Committee Terms of Reference.

Based on their written application, interview and reference checks, the selection panel has recommended that Fiona Green be appointed to the independent member role for the Boroondara Customer First Steering Committee. The written application submitted by Fiona Green is included in confidential **Attachment 1**.

5. Consultation/communication

The recommendation of the selection panel process has been communicated to Councillors on the Customer First Steering Committee.

6. Financial and resource implications

The independent member will spend in the order of six to ten hours per month on average on this Program work, as agreed with Council. The independent member role will be funded by the Boroondara Customer First Program adopted budget. Further details are included in confidential **Attachment 1**.

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

Director and Report officer Bruce Dobson, Director Customer Experience and Business Transformation