

**Shoalhaven City Council - CCB Executive Meeting
Tuesday, 15 September 2020 – 3.00pm to 4.10pm
Teams Virtual Webinar**

***Meeting Notes**

| ITEM | TIME | TOPIC | PRESENTED BY |
|--|-----------------|--|--|
| 1. | 3pm – 3.02pm | Introduction | CEO, Stephen Dunshea |
| <ul style="list-style-type: none"> • Welcome. • Introduction. | | | |
| 2. | 3.05pm – 3.05pm | Welcome and Acknowledgement to Country | Mayor – Amanda Findley |
| <ul style="list-style-type: none"> • Welcome. • We are all getting used to the new order in which we live, with us all having to communicate like this with friends, our grandchildren, and people all around the world. • Emphasised the importance of following the rules to avoid getting sick so we can stay open for business and not jeopardise future meetings with loved ones. • Acknowledgement of Country. | | | |
| 3. | 3.05pm – 3.30pm | Council Restructure | CEO Stephen Dunshea |
| <ul style="list-style-type: none"> • Overview of agenda - Will talk about organisational changes at Council • Jane Lewis Interim Director City Lifestyles will talk about the way forward and engagement with CCBs in the new organisational structure. • Kevin Voegt, Interim Director City Performance will provide an overview of the new and improved and user-friendly Council website. <p>Stephen Dunshea spoke to Power Point Presentation https://doc.shoalhaven.nsw.gov.au/displaydoc.aspx?record=D20/419417</p> <ul style="list-style-type: none"> • Provided an overview of the former corporate structure. • The new organisational structure adopted on 6 August 2020. • The elected body of Councillors is responsible for adopting the senior organisation structure • In devising new structure Council did three independent reviews into customer service, DA processing and identifying what needed work was the future directions – Council’s vision for the Shoalhaven. • A five Directorate Structure: <ul style="list-style-type: none"> • City Services • City Development • City Futures • City Lifestyles • City Performance • Seeking a particular emphasis with a director role whose key focus is turning strategic plans into reality and projects on the ground. This is City Futures - Robert Domm is the new Director of City Futures. • A more robust customer engagement strategy to improve our communication and community engagement. | | | |
| 4. | 3.30pm – 3.45pm | SCC Open for Business | Acting Director, City Lifestyles, Jane Lewis |

- SCC Open for Business and how we are working / connecting during COVID in a safe way. Community Centres, Leisure Centre etc.
- What the future looks like for CCB's with City Lifestyles
- What engagement will look like in the future for CCB's

View the consolidated Power Point presentation and webinar recording on [Council's website](#).

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| 5. | 3.45pm – 3.55pm | New SCC Website | Acting Director, City Performance, Kevin Voegt |
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- Introduce the new SCC website – Connect
- Top 5 things CCB's should know about the new website.
- How to Report a Problem.

View consolidated Power Point presentation and webinar recording on [Council's website](#).

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| 6. Questions | 3.55pm to 4.10pm |
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| Source | Question | Answer | Respondent |
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| Shoalhaven Heads Community Forum | Is there a possibly an acknowledgement can be sent following an enquiry saying a Work Order (MERIT) has been done perhaps in the form of an attached signed letter? | The new website is an evolving platform. Our major focus is now on customer experience and in the next 12 months we are reviewing the customer request management systems to improve customer experience and create better workflows, including two-way communication. | Kevin Voegt |
| Shoalhaven Heads Community Forum | Using Snap Send Solve (SSS) for the CCBs. | Shoalhaven City Council has no affiliation with Snap/Send/Solve Pty Limited. The best ways to communicate with Council is online, in person or by phone. Council would prefer that all issues are reported using the "Report a Problem" page on Council's website. | Kevin Voegt |
| Anonymous | How is Council helping community Groups apply for Grants? | Shoalhaven City Council is hosting a webinar for community groups and non-profit organisations that want to improve their grant writing skills. The one-hour interactive webinar presented by Keith Whelan from The Grant Guys can be viewed live at 7pm on 16 September. This is being recorded so that if you are unable to participate at the time it will be | Jane Lewis |

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| | | accessible to review afterwards on Councils website. | |
| Liza Butler | Can Council include CCB notices with rates notices? | No, there is limited space in the envelopes, and we don't have the resources to do that for all of the CCBs. | Stephen Dunshea |
| Jan Gregory | Will Council committees have nomenclature in-line with these 5 boxes? | The Core Committee Meeting reviews the roles of the committees each year. Different reports from the committees may go to different Directorates but no fundamental change is required to align with the new Directorates. | Stephen Dunshea |
| Terry Barratt | Highway upgrades will enable quicker access to here, but it will not be quicker to get through here. What can council do to deal with the lack of integrated planning for dealing with the serious congestion we currently experience and will get worse as the MVRURA begins to become a reality? | <p>Council has made representation to Transport for NSW with regards to the bridge and how it then moves further south will and how it will be dealt with and whether certain intersections need grade separation and the likes.</p> <p>This conversation is still in progress and hopefully we can get some outcomes there.</p> <p>Moss Vale Road has links to the north onto the highway. That component is taken into consideration for northerly traffic and feeding in from the north will be dealt with.</p> <p>Yes, some of that population there will be looking for employment and perhaps south Nowra areas is a big issue. An even bigger issue is the longer-term bypass which is a very big strategic matter that needs to be dealt with.</p> <p>This doesn't really solve the here and now but as areas progress this will come more to the fore and obviously the linkages have been put in place. That conversation needs to be held up there, so it continues to be on the dashboard.</p> | Phil Costello |

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| Liza Butler | Our CCB may not be able to hold an AGM this year - is that a requirement during COVID or is this year an exception? | <p>Each CCB is encouraged to go the Department of Fair Trading to ask the question.</p> <p>It depends if a CCB is incorporated or not. If they are incorporated, they can hold AGMs once the COVID restrictions are lifted.</p> | Kate Crowe |
| Shoalhaven Heads Community Forum | Can Council provide a monthly report from Council to CCB's on outstanding items submitted? | <p>There is a whole range of information that gets sent out to the Community and CCBs. It isn't possible to produce a tailored report for all of the CCBs.</p> <p>With the CCB Liaison role moving across to City Lifestyles this presents an opportunity for an improved relationship between Council and CCBs.</p> <p>*A monthly status report may or may not be the best way to do this for all issues. However, through our interactive website we could explore creating an interactive map. It will be included in the opportunities for improvement going forward for communicating with CCBs.</p> | Stephen Dunshea and *Kevin Voegt |
| Sandra Gray | Has council considered increasing the admin fee paid to CCBS that help to cover the costs of renting meeting space and admin costs \$10 per week is really a very small amount | <p>No, in terms of the budget for setting process 2020/2021. It is something Council can consider at our annual budget process. Something we can take onboard. We can have conversation with the Councillors in budget setting for future years.</p> <p>And also, as Jane works through that greater connection with the CCBs there is an opportunity to reconsider the fee. But not at this point in time.</p> | Stephen Dunshea |

SHOALHAVEN HEADS COMMUNITY FORUM INPUT

- **Priority Project** – Infill kerb and guttering between Community Centre and Shops on Shoalhaven Heads Road – this is a very small section of kerb and guttering required to complete the kerbing in the commercial centre of Shoalhaven Heads
- **Administrative process** – Communicating with Council (see following slides)

COMMUNICATING WITH COUNCIL

Apart from working on our village strategic Plan, Landscape Masterplan, issues with flooding, grant applications, making submissions for projects or planting trees a time consuming activity is lodging requests to keep our village maintained and then following these up.

Requests are done via email, Snap Send Solve and Councils “Report a problem” or phone if they are urgent.

WHAT HAPPENS NEXT?

- An instant acknowledgement from Council (with no detail on what the acknowledgement relates to)
- Later, possibly an acknowledgement saying a Work Order (MERIT) has been done (could be an attached signed letter)
- Some get action – thank you, some wait, some get a different response, some disappear until follow up.

WHAT WOULD BE GREAT

- A system similar to snap send solve (SSS) just for the CCB’s because
 - SSS has sender details saved
 - SSS acknowledgements includes the event details
 - SSS has no drop down menus
 - SSS allows an iphone photo to be sent
 - SSS keeps a history of the items sent; *and then*

A monthly report from Council to CCB’s on outstanding items submitted



**A minute taker was not available to cover this meeting – therefore please be advised that these are notes only (not comprehensive minutes).*

The recording of this Webinar can be viewed on [Council's website](#)