

agenda

Ordinary Meeting of Council Addendum

NOTICE IS HEREBY GIVEN THAT THE NEXT ORDINARY MEETING OF THE COUNCIL OF THE CITY OF JOONDALUP WILL BE HELD IN THE COUNCIL CHAMBER, JOONDALUP CIVIC CENTRE, BOAS AVENUE, JOONDALUP

ON TUESDAY 25 JULY 2023

COMMENCING AT 6.30pm

JAMES PEARSON
Chief Executive Officer
21 July 2023

Acknowledgement of Traditional Custodians

The City of Joondalup acknowledges the traditional custodians of the land, the Whadjuk people of the Noongar nation, and recognises the culture of the Noongar people and the unique contribution they make to the Joondalup region and Australia. The City of Joondalup pays its respects to their Elders past and present and extends that respect to all Aboriginal and Torres Strait Islander peoples.

This document is available in alternate formats upon request

joondalup.wa.gov.au

TABLE OF CONTENTS

16	MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN.....	3
16.1	NOTICE OF MOTION NO. 1 - CR JOHN RAFTIS - CUSTOMER COMPLAINTS / FEEDBACK.....	3

16 MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN

16.1 NOTICE OF MOTION NO. 1 - CR JOHN RAFTIS - CUSTOMER COMPLAINTS / FEEDBACK

In accordance with Clause 4.6 of the *City of Joondalup Meeting Procedures Local Law 2013*, Cr John Raftis has given notice of his intention to move the following Motion at the Council meeting to be held on 25 July 2023:

That Council REQUESTS the Chief Executive Officer to prepare a report to Council, investigating options to present a quarterly report to the Audit & Risk Committee providing analysis of:

- 1 Customer complaints;**
- 2 Customer service feedback;**
- 3 Ratepayer / resident feedback and issues registered with the City;**

including highlighting trending issues within the community and within the City organisation.

REASON FOR MOTION

Elected Members receive feedback directly from ratepayers and residents on issues they experience, however with regard to complaints and feedback registered directly with the City, Elected Members are only made aware of responses to particular community consultation processes (via formal reports to Council meetings) and the CEO provides examples of positive feedback received by the City on a weekly basis. This leaves a large gap in relation to the whole range of issues and complaints made directly with the City by residents/ratepayers/customers.

Under s 2.7 of the *Local Government Act 1995*, the Role of the Council includes being responsible for the performance of the local government's functions. In order to fulfill that obligation, the Council should be well informed as to feedback and complaints in relation to the performance of its functions. It cannot rely upon a survey done across limited numbers of respondents every few years.

2.7. Role of council

- (1) *The council —*
 - (a) *governs the local government's affairs; and*
 - (b) *is responsible for the performance of the local government's functions.*
- (2) *Without limiting subsection (1), the council is to —*
 - (a) *oversee the allocation of the local government's finances and resources; and*
 - (b) *determine the local government's policies.*

As individual Elected Members, there is a role to represent the interests of electors, ratepayers and residents – it makes logical sense for Elected Members to therefore be adequately informed as to issues being registered directly with the City by these stakeholders.

In addition, to assist in the role of facilitating communication between the community and the Council, it would be helpful to have a formal process of transferring knowledge from the community to the Council.

2.10. Role of councillors

A councillor —

- (a) represents the interests of electors, ratepayers and residents of the district; and*
- (b) provides leadership and guidance to the community in the district; and*
- (c) facilitates communication between the community and the council; and*
- (d) participates in the local government's decision-making processes at council and committee meetings; and*
- (e) performs such other functions as are given to a councillor by this Act or any other written law.*

Given the roles of Council and individual Elected Members, it is apparent that being fully informed as to the performance levels of the local government is a vital requirement, and part of that information should include the direct feedback – both negative and positive – from the residents, ratepayers and customers. The Council has a desire and a responsibility to make the best decisions it can and there is an obligation on the CEO under s5.41(b) of the *Local Government Act 1995*, “to ensure that advice and information is available to the Council so that informed decisions can be made”.

I believe there is an expectation from within the community that Elected Members are informed on issues when they are raised directly with the City and I think that Elected Members should hold the same expectation.

OFFICER'S COMMENT

A report can be prepared.