

---

**MM27/22 INTEGRITY, TRANSPARENCY AND GOVERNANCE -  
Mayor, Councillor Jordan Lane****File Number: MYR/07/10/20 - BP22/770**

---

As leaders of our community, it is important that we engage with the community at all levels to obtain the best information on their views and priorities as we continue to respond to the emerging challenges of shaping our City for the future.

The feedback obtained through that engagement, forms an important element of Councillors decision making when it comes to competing priorities.

Fundamental to that process, is access to transparent, real-time information and data on how our City is performing and the impacts and improvements that occur through the strategic actions that Council undertakes.

It is important that the community is adequately informed of how value is achieved on their behalf for the financial contribution they make to the future of the City.

Following this Council's continual improvement agenda and leveraging the opportunities of the digital age, I propose that Council refocus this work to achieve a greater outcome for the City as stated in the following recommendation.

I believe that all Councillors will want to support these proposals that will assist our community in understanding and engaging with us on the work that we undertake during our term.

**RECOMMENDATION:**

(a) That Council:-

- (i) Expand the terms of the service review of our Digital Customer Experience to include the development of real-time digital information to be published on our platforms to address both customer and the wider community's expectations.
- (ii) Refresh Council's Communications and Engagement Strategy to deepen the engagement with our communities to ensure that there is sufficient understanding and feedback to confidently consider the response as representative of the priority/desire of the community on the issue.
- (iii) Through the annual review of Fees and Charges, demonstrate that the appropriate evaluation has been undertaken to minimise the contribution required from our rate base to provide our range of services and functions whilst maintaining our competitive position within any market.

**MM27/22 (continued)**

- (iv) Provide qualitative information to the community about the outcomes of its Community Grants program to ensure transparency about the social, economic, and environmental benefits obtained through its provision of public money. Where possible, this information should detail what public funding gaps Council is filling.
- (b) That staff report progress on these initiatives to Council through the Councillor Information Bulletin firstly in November and as required and to the community in the quarterly performance reviews.

**ATTACHMENTS**

There are no attachments for this report.

Report Prepared By:

**Councillor Jordan Lane**  
**Mayor**