

LOGAN CITY COUNCIL

TERMS OF REFERENCE CUSTOMER & CORPORATE SERVICES COMMITTEE

1. **PURPOSE**

The Customer & Corporate Services Committee is a formal standing committee of Logan City Council and provides direction and leadership on the functional responsibilities detailed in section 3 "Responsibilities".

2. **SCOPE AND LIMITATIONS**

This Committee comprises all Councillors of Logan City Council. It is the peak decision making body dealing with strategy and policy as it relates to customer services, information systems, community engagement & marketing and human resource management.

The Customer & Corporate Services Committee makes recommendations to the Ordinary Council meeting. The Customer & Corporate Services Committee has no delegated authority.

The main functions of the Committee are to:

1. Receive reports from the Chief Executive Officer, Deputy Chief Executive Chief Executive Officers, Managers and appropriately delegated officers.
2. Consider the material in the reports from officers.
3. Formulate recommendations to the Ordinary Council Meeting.

3. **RESPONSIBILITIES**

The following is a list of functions assigned to the Customer & Corporate Services:

- Enterprise bargaining
- Human resource management
- Industrial relations
- Organisational development and training
- Staff establishment and organisational resourcing
- Workplace health and safety
- Information systems
- Corporate Procurement
- Corporate insurance and risk management
- Council properties, their security, maintenance and leasing
- Community Engagement
- Marketing and corporate communication
- Corporate image and marketing

- Corporate customer service
- Events
- Events & Festivals Grant

4. **MEMBERSHIP**

Council at its Special meeting held on 18 May 2009 (Minute No. 160/2009), resolved that the membership of the Customer & Corporate Services Committee be appointed as follows:-

Chairperson: Cr L C Bradley
Members: Cr R B Lutton
Cr J B Grant
Cr S D Black
Cr G J Able
Cr T L Smith
Cr L J Clarke
Cr C M Dalley
Cr P W Pidgeon
Cr D R Power
Cr H D Ban
Cr R W Hackwood

5. **DELEGATE MEMBER**

Council at its Special meeting held on 18 May 2009 (Minute No. 160/2009), resolved that in accordance with Section 454 of the *Local Government Act 1993*, Her Worship the Mayor, Councillor P L Parker be appointed as a delegate member to the Customer & Corporate Services Committee.

6. **QUORUM**

Council at its Special meeting of 18 May 2009 (Minute No. 160/2009) resolved that in accordance with Section 455 of the *Local Government Act 1993* the quorum for Council's Standing Committees be fixed as follows:

- (a) The quorum of a Standing Committee is a majority of its Councillors;
- (b) However, if the number of Councillors is an even number, one-half of the number is the quorum.

7. **FREQUENCY**

Section 1(5) of Council's Policy entitled 'Days and Times for Local Government Committee Meetings' states as follows:

"Customer & Corporate Services Committee

Meets on the Wednesday in the week preceding the Council's Ordinary meeting, commencing at 9.00am or 10 minutes after the conclusion of the Health, Sport & Customer Services Committee but not before 9.00am."

A 'Calendar of Meetings' is forwarded to Council at least twice per annum, for adoption detailing dates and times for these meetings.

The Customer & Corporate Services Committee meeting is held at the Logan City Council Administration Centre, 150 Wembley Road, Logan Central.

NOTE: Please refer to Section 12 (Time of meetings) of Local Law No 1 (Meetings) 1997, and s457 (Committee meetings) of the *Local Government Act 1993*.

8. **AGENDA DISTRIBUTION TIME**

The agenda for this committee will be distributed in accordance with s450 (Notice of meetings) of the *Local Government Act 1993*.

9. **CONDUCT OF MEETINGS**

The Customer & Corporate Services Committee operates in accordance with s457 (Committee meetings) of the *Local Government Act 1993* and Part 3 of *Local Law No. 1 (Meetings) 1997*.

RECORDING OF MINUTES

Council at its Special meeting of 18 May 2009 (Minute No. 160/2009) resolved as follows:

1. That in accordance with section 459(3) of the *Local Government Act 1993*, Council resolves to exempt its standing and advisory committees from keeping minutes of its proceedings.
2. That in accordance with section 459(4) of the *Local Government Act 1993*, the Logan City Council resolves to continue with the current practice of providing a written report of the committee recommendations to the Ordinary Meeting for Council's consideration.

10. **CONFLICT OF INTEREST**

In accordance with s229(3)(Councillor's role), s244 (Exclusion from meeting of councillor with material personal interest) and 246A (Recording a conflict of interest) of the *Local Government Act 1993*, committee members must declare their interest, whether Material or Personal.

11. **SUPPORTING LEGISLATION**

This document should be read in conjunction with the following:

- Local Government Act 1993; and
- Local Law No. 1 (Meetings) 1997.

This document should be read in conjunction with the following Council policies:

- Appointment of Local Government Committees at Post-Election Meetings;
- Days and Times for Local Government Committee Meetings;
- Open Local Government Committee Meetings; and
- Order of Business for Local Government Committee Meetings.

Adopted by Council on 2 June 2009.