



**LATE ITEMS
PERFORMANCE & SERVICE
COMMITTEE MEETING**

AGENDA

25 FEBRUARY 2014

Your attendance is required at a meeting of the Performance & Service Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 25 February 2014 commencing at 10:00 am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", is written over a horizontal line.

CHIEF EXECUTIVE OFFICER
21 February 2014

Next Meeting Date: 25.03.14

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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11 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

12.4 Update and Recommendations - Agreement with Propel Partnerships

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

12 CONFIDENTIAL REPORTS

12.4 UPDATE AND RECOMMENDATIONS - AGREEMENT WITH PROPEL PARTNERSHIPS

File No: 6184

Attachments:

1. Memorandum Customer Service Delivery Activities
2. Letter to CEO from The Services Union
3. Key Performance Indicator Summary
4. Statistics - Service Standards and Customer Request completions
5. Report to Council Meeting 27 August 2013 - Customer Survey Results

Responsible Officer: Evan Pardon - Chief Executive Officer

Author: Ross Cheesman - General Manager Corporate Services

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SUMMARY

General Manager Corporate Services providing an update and recommendations with regards to entering into an agreement with Propel Partnerships.