



Minutes of a meeting of the  
Communications Committee held in the  
Level 2 Philip Laing House, 144 Rattray Street, Dunedin on  
Wednesday 11 September 2019 at 1:47 P.M.

**Membership**

Cr Michael Deaker	<i>(Chairperson)</i>
Cr Carmen Hope	<i>(Deputy Chairperson)</i>
Cr Graeme Bell	
Cr Doug Brown	
Cr Trevor Kempton	
Cr Michael Laws	
Cr Ella Lawton	
Cr Sam Neill	
Cr Andrew Noone	
Cr Gretchen Robertson	
Cr Bryan Scott	
Cr Stephen Woodhead	

**Welcome**

Cr Deaker welcomed Councillors, members of the public and staff to the meeting at 01:47 pm.

*For our future*

## **1. APOLOGIES**

### **Resolution**

*That the apologies for Cr Bell be accepted.*

Moved: Cr Deaker

Seconded: Cr Brown

CARRIED

## **2. LEAVE OF ABSENCE**

No leave of absence was requested.

## **3. ATTENDANCE**

Sarah Gardner	<i>(Chief Executive)</i>
Nick Donnelly	<i>(General Manager Corporate Services and CFO)</i>
Gavin Palmer	<i>(General Manager Operations)</i>
Richard Saunders	<i>(General Manager Regulatory)</i>
Sally Giddens	<i>(General Manager People, Culture and Communications)</i>
Amanda Vercoe	<i>(Executive Advisor)</i>
Liz Spector	<i>(Committee Secretary)</i>
Eleanor Ross	<i>(Manager Communications Channels)</i>
Lisa Gloag	<i>(Manager Communications and Engagement)</i>
Ben Hutchison	<i>(Manager Customer Experience)</i>

## **4. CONFIRMATION OF AGENDA**

The agenda was confirmed as circulated.

## **5. CONFLICT OF INTEREST**

No conflicts of interest were advised.

## **6. PUBLIC FORUM**

No public forum was held.

## **7. CONFIRMATION OF MINUTES**

### **7.1. Minutes of the 1 August 2019 Communications Committee Meeting**

#### **Resolution**

*That the minutes of the meeting held on 1 August 2019 be received and confirmed as a true and accurate record.*

Moved: Cr Hope

Seconded: Cr Noone

CARRIED

## 8. ACTIONS

1/8/2019	SHE1846 ECO Fund Review	A review of the ECO Fund councillor decision panel Terms of Reference is needed.	ASSIGNED
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## 9. MATTERS FOR NOTING

### 9.1. General Manager's Report on Progress

General Manager People, Culture and Communications Sally Giddens, Manager Communications and Engagement Lisa Gloag, Manager Communication Channels Eleanor Ross and Manager Customer Experience Ben Hutchison were present to answer any Councillor questions on the General Manager's Report. A general discussion was held on the ECO Fund applications. Councillor Scott suggested that staff use a templated document to audit each submission prior to recommendation and then use the same templated document to report to Council. Councillors Lawton and Robertson noted their agreement and said this type of analysis would be useful.

Ben Hutchison presented the Committee members with the Customer Experience Strategy. He said recommendations include development of customer service standards and protocols which will inform future decision making. CE Sarah Gardner stated the importance of the role customer service provides as the initial contact many people have with the organisation. She said all-staff training will be rolled out on the concept of public value and social license to help ensure delivery of good customer service to stakeholders and the general public.

*Cr Robertson left the meeting at 2:36 pm.*

Ms Gloag played the draft ORC corporate video for the committee members. The Councillors provided feedback on the video and suggested some changes be made before finalising.

There was no further discussion and Councillor Deaker made a motion to receive the report.

### Resolution

*That the Council:*

- 1) **Receives this report.**

Moved: Cr Deaker  
Seconded: Cr Woodhead  
CARRIED

*Cr Noone left the meeting at 02:16 pm.*

*Cr Noone returned to the meeting at 02:18 pm.*

*Cr Robertson returned to the meeting at 02:47 pm.*

**10. CLOSURE**

There was no further business and Cr Deaker declared the meeting closed at 02:58 pm.

Michael Deaker  
Chairperson

01/10/2019  
Date

Sarah Gardner  
Chief Executive

4.10.2019  
Date