



Town of Cottesloe

I hereby certify that the minutes of the SHINE Community Services
Combine Councils Committee meeting held on

9 JUNE 2018

were confirmed as a true and accurate record by committee
resolution.

A handwritten signature in blue ink, appearing to read 'Rachel', is written over a blue oval-shaped line.

Signed:

Cr Rachel Thomas, Elected Member, Shire of Peppermint Grove
Presiding Member

Date: 10/4/2019

TOWN OF COTTESLOE



SHINE COMMUNITY SERVICES COMBINED COUNCILS COMMITTEE MINUTES

MAYOR'S PARLOUR, COTTESLOE CIVIC CENTRE
109 BROOME STREET, COTTESLOE
10.30AM, WEDNESDAY, 13 JUNE 2018

GARRY BIRD
Deputy Chief Executive Officer

25 June 2018

TABLE OF CONTENTS

1.	Declaration of Meeting Opening / Announcement of Visitors	4
2.	Attendance	4
3.	Election of Presing Member	4
4.	Confirmation of Minutes from Previous Meeting.....	4
5.	Other Business	4
5.1	Draft SHINE Community Services Budget.....	4
5.2	Draft Key Performance Indicators	5
6.	General Business	5
7.	Next Meeting	6
8.	Meeting Closure	6

1. **DECLARATION OF MEETING OPENING / ANNOUNCEMENT OF VISITORS**
2. **ATTENDANCE**

Present

Mr Andrew Cuthbertson	Chairman, SHINE Community Services
Ms Sharon James	Chief Executive Officer, SHINE Community Services
Cr Jill Goetze	Elected Member, Town of Claremont
Cr Rob Thomas	Elected Member, Town of Cottesloe
Mr Garry Bird	Town of Cottesloe
Ms Bronwyn Rose	Town of Mosman Park
Mr Paul Rawlings	Shire of Peppermint Grove

Apologies

Mr Les Crichton	Town of Claremont
Cr Jenna Ledgerwood	Elected Member, Town of Mosman Park
Cr Rachael Thomas	Elected Member, Shire of Peppermint Grove
Ms Elizabeth Nicholls	Town of Cottesloe

3. **ELECTION OF PRESIDING MEMBER**

Mr Bird called for nominations for the appointment of the Presiding Member.

Moved Mr Cuthbertson, seconded Ms Rose

That Cr Thomas be appointed as the Presiding Member for the SHINE Community Services Combined Councils Committee.

Carried 5/0

4. **CONFIRMATION OF MINUTES FROM PREVIOUS MEETING**

Moved Ms Rose, seconded Mr Cuthbertson

The Minutes of the meeting of the SHINE Community Services Combined Councils Committee minutes held 9 June 2018 be confirmed.

Carried 5/0

5. **OTHER BUSINESS**

5.1 Draft SHINE Community Services Budget

SHINE to provide update on 2018/19 premiums once quotations are received.

Moved Cr Thomas, seconded Cr Goetze

COMMITTEE RECOMMENDATION

That the SHINE Community Services Combined Councils Committee recommend to the member Councils the adoption of the proposed budget and Council contributions for the 2018/2019 financial year.

Carried 4/1
Against: Town of Mosman Park

5.2 Draft Key Performance Indicators

The Committee discussed the below draft Key Performance Indicators at length.

Claremont

Independent Living	1677
Transport	90
Respite	30

Cottesloe

Independent Living	1677
Transport	90
Respite	30

Mosman Park

Independent Living	1728
Transport	426
Respite	0

Peppermint Grove

Independent Living	256
Transport	40
Respite	20

COMMITTEE RECOMMENDATION

Move Ms Rose, seconded Mr Cuthbertson

That the SHINE Community Services Combined Councils Committee recommend that the member Councils adopt the output indicators as detailed and add the effectiveness and efficiency indicators for the 2019/2020 financial year.

Carried 5/0

Effectiveness Indicators

- a. Accessibility of all Shine services (including HACC)
 - Measure: Percentage of persons eligible to access Shine services, who are accessing those services (by Council).
 - Data: Population data to be sourced from the ABS. Percentage of seniors with a disability to be sourced from appropriate government agencies.
- b. Customer Satisfaction
 - Measure: Percentage satisfaction in timeliness of services and quality of service (by service).
 - Data: Independent annual satisfaction survey.

Efficiency Indicators

- a. Cost of providing services
Measure: Cost per service (by Council)
Data: Shine records/benchmark data provided by similar services.
- b. Personnel (staff and volunteers) utilised efficiently
Measure: Staff & volunteer hours as a percentage of total client hours of service.
Data: Shine records.

6. GENERAL BUSINESS

Nil.

7. NEXT MEETING

Wednesday, 6 February 2019 at 10.30am.

8. MEETING CLOSURE

Cr Thomas declared the meeting closed at 11.30am.