

Meeting Minutes

Customer Experience Local Democracy Group

16 April 2025

Ashfield Service Centre, 260 Liverpool Rd, Ashfield 2131.

Meeting commenced at 6:00 pm and concluded at 7:35 pm.

Attendees

Community members	Council officers	Councillors
Andy Fern	Michael Spikmans	Vicki Clay
Maureen Mulquiney	Deepa Desikan	
Neil Kenzler	Maxx Dunn	
Tim Bradshaw	Nathaniel Ford	
Mike Williams		
Therese Spruhan		

Chairperson

Michael Spikmans

Acknowledgement of Country

Michael Spikmans

Apologies and membership changes

Rhonda Zoef, Alex Dodds, Lydia Truong, Vicki Telfer

Disclosures of conflicts of interest

N/A



Discussion Items

Agenda Item	Discussion summary	Agenda item outcome/action (as required)
3. Administrative items	Summary of LDG Terms of Reference, disclosures of interest and Chairperson nomination process.	Tim Bradshaw was elected Chairperson, and Andy Fern was elected Deputy Chairperson. Convenor to provide the date for submitting the first Local Democracy Group report to Council.
4. Customer Experience Strategy	Presentation of the Customer Experience Strategy, strategic priorities, and progress update on initiatives. Discussion about the current online experience (need for improvement), plain English communication and accessibility in customer service channels.	N/A
5. Discussion	Discussion about future LDG priorities and the importance of transparency. Look at other digital tools (e.g., Snap Send Solve) with a focus on ease, security and safety. Future meetings to have a Council service unit report on Customer Experience priorities.	Convenor to provide LDG with an overview of Council's Service Units. Convenor to attach relevant policies, strategies, and documents to meeting invites for member review.

INNER WEST

6. Next Meetings		Date of next meeting confirmed as Wednesday 4 June 2025, 6:00 to 8:00 pm.
7. General business	Meeting closed	Convenor to share the Chairperson's contact information.

Next meeting

Wednesday 4 June 2025