GEORGES RIVER COUNCIL

OFFICE OF THE MAYOR

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21 January 2019

Mr Jeff Powys
Secretary, Kogarah Bay Progress Association Inc.
14A Gnarbo Avenue
CARSS PARK NSW 2221

Via email: powys@iprimus.com.au

Dear Mr Powys,

Request for Public Notification of Published Council Business Papers

Thank you for your recent feedback which included suggestions on how to improve the 'Public Notification of Council Business Papers' on Council's website.

As part of Council's Customer Service Delivery Review Implementation Plan (CX), we are implementing a range of initiatives to transform the customer experience with Council. The CX Plan includes a 'User Self-Service Enhancement of website' project which is currently underway, and we will forward your suggestions to the officer managing the project as part of their review of the website for incorporation where appropriate.

Furthermore, Council will consider an upgrade of Council's Business Paper reporting system which will enable public notification through subscription. This capability will be limited to notifications of newly published Standing Committee and Council meetings. It will not notify on keywords. This upgrade is scheduled to be released in April 2019 to our community.

Council is always looking for ways to improve online services and we value your input in suggesting ways to improve transparency and openness to the community. We look forward to your feedback once the finalised projects are rolled out to our customers. In the meantime, should you require any further information in relation to Council's Information Management Technology, please do not hesitate to contact Council's Chief Information Officer, Ms Fresia Segovia, on 9330 6013.

Yours sincerely,

Kevin Greene
Mayor

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