

Public service

1. The 640+ employees of the City are our local public servants and they generally do an excellent job. Good organisations, however, are committed to ongoing review and improvement. All individual City employees will be subject to formal ongoing performance review but I don't know whether or how well the City's administration reviews itself corporately against its mission statement and principle strategies. Perhaps the Council needs to involve itself more closely in this process. After all, the elected Councillors are the direct representatives of the people... and the people are the boss.
2. As a property developer, I often have occasion to correspond or deal directly with staff and, if I have any issues, they relate to the (uncertain) time sometimes taken for responses to inquiries. Substantive decisions can take time, especially if workloads are heavy but there are better and worse ways of managing such problems. Those, like myself, making written or email inquiries should have their correspondence acknowledged immediately and be given indications of how long decisions or answers will take. (Many such responses can even be automated with good digital systems.) This is both good management practice, courtesy and a demonstration of respect for those paying the wage and salary bill. The boss, again, in other words.
3. As well as courtesy, friendliness and patience over the counter are also good practice, Those who come to the counter are usually there because they know less than those behind the counter. It helps to remember that. They may be the boss but staff are paid to be repositories of information and expertise. Staff may be the experts but they are still the servants.

I will watch over these matters if I am elected to Council.