

7.1**Notice of Rescission Motion No 3/2010
Review of the Internal Ombudsman Function,
Item 7.1, 27 July 2010**

Submitted by: Councillor Vincent De Luca OAM
Councillor Dr Christina Kirsch
Councillor Virginia Laugesen

Rescission Motion

We hereby give notice of the following motion of rescission:

That Council's Resolution relating to Item 7.1, Review of the Internal Ombudsman Function, BP Ref 11, passed at the meeting of the Council held on 27 July 2010 which reads as follows:

- A. That the Internal Ombudsman function, with its current staffing level, be retained by Council.
- B. That the position of Internal Ombudsman be filled on the basis of a five year contract.

be and is hereby rescinded.

Consequential Motion

Should the Rescission Motion be ADOPTED we give notice that it is our intention to move the following motion in lieu thereof of which due notice is hereby given:

- A. That the appointment of the Internal Ombudsman be for a term extending to one month within the new Council term in 2012.
- B. That at six monthly periods the Internal Ombudsman report to Council how many complaints have been received from the public, how many complaints have actually been investigated by the Office of the Internal Ombudsman and how many complaints have actually been upheld by the Internal Ombudsman.
- C. That on a quarterly basis the Office of the Internal Ombudsman conduct a customer satisfaction survey of all those who have either lodged a complaint or had dealings with the Office of the Internal Ombudsman and that the results of such surveys be reported to Council at the six month reporting period.
- D. That approaches be made to SHOROC and elected Councils formally requesting that the Office of the Internal Ombudsman including the Internal Audit function be incorporated into the SHOROC organisation.