

### TRANSFORM



### SUSTAIN BEYOND 2017

#### Enduring characteristics

##### Strategic capacity

The council is a strong partner in the system of government, with a strategic outlook, confidently representing and progressing matters of local and regional significance.

##### Outstanding service provision

Residents and businesses have an efficient, convenient and satisfying experience when using council services, information and infrastructure.

##### Robust community relationships

Residents and businesses have a voice in the vision for their community and there is meaningful, open dialogue between the council and community on solving local issues.

##### Strong performance

The council is a robust, flexible and capable organisation that delivers on the needs of the community.

##### Sound organisational health

Council staff, leadership and culture directly contribute to the council's success and to positive, customer-centric culture and delivery.

#### Longer term indicators

- There is a clear vision for the future and a pathway for achieving it
- Governance frameworks enable councillors to fulfill their strategic role
- Council can leverage its improved scale to partner with and influence State and Federal Governments in delivering local priorities and services

- Residents have easy access to services through their preferred channel
- Businesses and residents have a positive experience of council service delivery
- Residents have access to well-maintained community infrastructure
- Regulation implementation is predictable, consistent and fair

- Effective community engagement mechanisms are in place, and enable an ongoing community conversation with meaningful participation
- Council understands and considers the diversity of community views
- Community has confidence in council as a trusted leader

- Operations are efficient, and efficiencies are reinvested to the benefit of the community
- Council demonstrates strong financial performance

- Strong, diverse leadership and a culture that values performance and adaptability
- A skilled, motivated and accountable workforce

#### We know we are making progress by September 2017 through...

- Net financial savings (NPV) of \$22 million over 10 years included in Council's financial forecasts
- Net financial benefit (including New Council Implementation Grant) of \$100,000 achieved by September 2017
- Improved community satisfaction index score for Council's overall performance
- 5 year costed capital renewal works program adopted by June 2017
- Increased proportion of staff who feels the organisation has a positive future and are committed to its success
- Improved score for Organisational Level Quality in the Organisational Culture Survey
- 10% increase in social media interaction
- 80% of media releases issued by Council are promoted by media outlets
- General Manager briefings held in a minimum of 10 localities, twice each year to enhance community relationships
- 12 services available online across the Council area
- Improved community satisfaction index score for Council's community consultation and engagement
- Increased number of planning decisions made under delegation