

Corporate Services

ARIC.12.9

BUSINESS SERVICE REVIEWS

RESPONSIBLE OFFICER: [REDACTED] General Manager

REPORT PREPARED BY: [REDACTED] - Governance & Risk Advisor

PURPOSE

To enable the Committee to consider Business Service Reviews prepared by Council staff

RECOMMENDATION

That the Committee note the Business Service Reviews as presented.

BACKGROUND

At its deferred meeting on 23 January 2024 the Committee asked if Management could provide an update with a summary of outcomes of Business Service Reviews in 12 months' time.

REPORT/PROPOSAL

At the September meeting, the General Manager advised ARIC that the Business Service Reviews had been undertaken by each department to varying degrees. Most departments had completed a spreadsheet that guided the user through a set of questions relating to service level provision and prompted the user for areas where service could be varied, efficiencies can be gained, new fees can be considered, or new customer base can be explored. The intent is to look for increases in income, reduce expenditure or provide a greater service for the same cost or the same service to a wider group of customers.

Following this series of prompting questions, the user has the ability to set 3, 6 and 12 month targets along with estimated savings in a number of these areas. The attached template shows a sample of some of the Service reviews with just the targets identified for each of the 3, 6 and 12 month timeframes. The template also includes a simple explanation of the service and a key Performance Indicator to measure the overall performance of the Service unit.

While fairly simple, it provides a manageable and consistent process for managers to simply undertake this review within their business (for many it is the first time they have been exposed to this process) and it provides the organisation with a method of capturing these actions and their associated savings. A spreadsheet can be developed from the original data source to measure and report against.

While it was suggested that the Service Reviews be provided to ARIC periodically over the next 12 months, a meeting of Managers and Supervisors held in November agreed to do this over the next two meetings of ARIC. As such a schedule showing the services being reported on to each of the December 2024 and March 2025 meetings is set out below:

December 2024		March 2025	
Service	Section	Service	Section
Business Services	Saleyards White Park Property	Infrastructure Services	Fleet Services

Corporate Services

Communications & Customer Services	Airport	Finance	Finance Revenue Services Stores & Purchasing
Community Services	Aged Care Services Children's Services Youth Services	Governance & Risk	
Sustainability	Sustainability/Waste/ Kerbside Waste	Human Resources	
		Information Services	Information Technology Records
		Planning, Building & Regulatory Services	Planning
		Strategic Assets	Design (Roads) Road Classification
		Tourism & Events	
		Water & Sewer	Water Sewer
		Works Delivery	

Management are happy to take any feedback from ARIC in regard to the form of the template documents presented at this meeting and make further amendments if necessary to these and future ones scheduled for presentation at the next meeting.

OPTIONS

The recommendation is to note the information provided however the Committee may pass another motion if it wishes.

IMPLICATIONS

a. Financial Implications

N/A

b. Other Implications

N/A

ATTACHMENTS

- 1 Business Service Review - Dec 2024