



Theme 7: Leadership and Governance

Strategic objective: Ensure decisions are financially and socially responsible through transparent and ethical processes

Strategies

Council's Role

	Plan	Deliver	Partner	Advocate
7.1 Decision-making is transparent and accountable through open governance processes with timely communication and reporting.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.2 Resources are responsibly allocated and used through sound financial and asset planning, procurement and risk management practices.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.3 Deliver the Boroondara Community Plan through partnerships with our community and a high-performing focused organisation.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
7.4 The voices of our community are heard through engagement strategies to allow effective representation on current and long-term community needs.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
7.5 The community's interests are represented by Council through leadership and strong advocacy to external stakeholders.	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
7.6 Convenient and accessible choices for interacting with Council are provided by offering various options for services and engagement.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.7 Services are enhanced through improvements to Council's technology, data, processes and performance.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.8 Celebrate and recognise Aboriginal and Torres Strait Islander cultures, knowledge and heritage through implementing initiatives in partnership with our community and stakeholders.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Strategic indicators

- satisfaction with making community decisions
- satisfaction with informing the community
- satisfaction with the overall performance of Council
- satisfaction with community consultation and engagement
- satisfaction with customer service
- percentage of freedom of information requests responded to within prescribed timeframes
- current assets compared to current liabilities
- percentage of adopted capital projects completed at the conclusion of the financial year (based on most recent amended budget)
- number of transactions initiated via our website
- number of calls abandoned when customers are trying to reach Council's customer service
- number of cyber security incidents that compromise user data
- access to Council's website (percentage of time available).

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Chief Financial Office	<ul style="list-style-type: none"> • produce the Budget (plus three subsequent financial years) and Financial Plan (10 years) and manage Council’s budgeting/ forecasting and financial reporting systems • manage procurement and conduct of all public tenders • manage all acquisitions and disposals of land for Council • manage rates and property services, including Council databases and communication of the rate payment options available to residents • handle the administration and leasing of Council’s property holdings, including the Camberwell Fresh Food Market.
Council Operations	<ul style="list-style-type: none"> • operation of Camberwell and Hawthorn office locations, including maintenance, security and servicing of essential services such as lifts, extinguishers, exit signs, etc.
Customer Support and Corporate Information	<ul style="list-style-type: none"> • coordinate improvement of service delivery to the community and within Council through the use of technology and process change • manage customer engagement, including enquiries and complaints • provide a centralised approach to the first-contact customer interaction and a tiered support model for customer enquiries, including case management.
Digital	<ul style="list-style-type: none"> • develop new public-facing digital services and information based on customer requirements, evidence-based research, best-practice user experience and human-centered service design principles and practices.
Strategy and Performance	<ul style="list-style-type: none"> • develop and deliver the annual planning cycle for the Council Plan and Budget • manage Council’s reporting system and conduct performance reporting for the Quarterly Performance Report and the Annual Report • provide external grant application support for significant project funding opportunities • develop high quality partnerships with public and private sector organisations.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION	
Governance and Legal	<ul style="list-style-type: none"> • manage Freedom of Information, Information Privacy and Data Protection, public interest disclosures and internal ombudsman functions • maintain statutory registers, authorisations and delegations • administer the conduct of Council elections • coordinate civic events, citizenship ceremonies and Citizens of the Year Awards 	<ul style="list-style-type: none"> • coordinate enterprise business risk for the organisation, including Council's Crisis Management Plan and department Business Continuity Plans • manage public liability, professional indemnity, motor vehicle and property claims • monitor and report on legislative changes and impacts for Council operations.
Information Technology	<ul style="list-style-type: none"> • through strong information technology governance practices, ensure cost and value for money principles underpin all investment decisions • oversee and manage information security-related risks to ensure sensitive customer and Council data remains secure and available only for those whom it is intended 	<ul style="list-style-type: none"> • lead and support the implementation of technology related initiatives which enable the required customer and organisational outcomes to be achieved.
People, Culture and Development	<ul style="list-style-type: none"> • deliver the functions of health, safety and wellbeing, human resources, payroll and organisational development 	<ul style="list-style-type: none"> • coordinate recruitment, employee relations, remuneration, award/agreement interpretation and workforce planning.
Strategic Communications	<ul style="list-style-type: none"> • manage the Boroondara brand and corporate communications channels and content • deliver advocacy campaigns in collaboration with the responsible Director, CEO and Councillors 	<ul style="list-style-type: none"> • provide a broad range of engagement tools to facilitate the capture of external feedback.