

Frequently Asked Questions

Local Government Performance Excellence Program

What does the program cover?

The program measures performance excellence and provides the leaders of councils strategic and operational insights into:

- Corporate Leadership
- Operations Management
- Workforce Management
- Finance Management
- Risk Management
- Asset Management
- Service Delivery

What are the benefits of the program?

- Uses real council data to provide insights and facts for knowledgeable decision making.
- Enhances operational and strategic workforce and service planning.
- Helps build skills and capabilities in council to solve very real issues with tangible data.
- Sector led and independent of government, thus complimentary to all other models.
- Helps you understand what is unique and what is similar within your council when compared with other councils.
- Assists you in identifying council comparisons to similar sized councils with similar services and infrastructure.
- Shows where your service mix and management policies sit within the sector as a whole.
- Bespoke, reliable and cost-effective bench-marking for all councils in any jurisdiction.
- Utilises existing council data to provide insight for enhanced decision making.
- Caters for differences as well as similarities between councils in its design.
- Offers a community of councils working together to improve the measurements (professional networking).
- Flexibly considers size, nature and capability of the work of local government, enabling councils to find creative ways to resource and deliver council services locally as groups.

Some of the questions answered as a result of the report are:

- What is the level of corporate development, strategic planning and accountability in your council?
- What is the shape of your council meetings and how effective are they?
- Are decisions being made at the right level?
- What quality of policy support do you have?
- How effective and efficient is your finance function?

- Is your council being supported with enough analysis?
- What impact does your budgeting process have?
- How effective is your rates collection and is there an impact on your cash flow?
- Is your operational planning and project management approach effective?
- How well are you managing your risk and supplier risk?
- How productive is your internal audit process for your size?
- What shape is your level of systems investment?
- Do you have a visible customer service focus in the organisation?
- What is the generational profile of your workforce and what is this showing you about your workforce capacity?
- Are your leave liabilities able to be more successfully managed?
- What are the indicators of workforce productivity telling you?
- What is the span of control and relative level of focus you have on management?
- What is the right level of training investment for optimal return?
- How robust is your workforce plan?

Will council reports be confidential?

Yes, reports will be completely confidential. They will not be shared nor visible to anyone other than the council recipient and the specific PwC analyst/s. Only the aggregated results will be visible to LG Professionals, NSW and all council participants. Each council will have to agree to the data use terms and conditions directly with PwC upon provision of the data into the survey portal. These will state that councils will consent to the use of their own data by PwC Analytics for the specific purposes of generating findings for the survey participant, and that PwC can share only the aggregate sample results to enrich other PwC reports (similar to the way PwC will be utilising other aggregated PwC study findings across their global networks for the enhancement of the report and survey).

Can councils distribute their report?

Yes, at each council's discretion. There are clauses that councils will need to ensure are visible when presenting that data that explains the context in respect to how recipients should interpret the findings they are reading.

What is the commitment required of councils and what level of work is required?

The process requires councils to commit resources and project manage implementation well. They may need support from IT to assist with an extract from payroll and HR systems as well as support from Finance and HR, especially if records are manual. Small councils have managed to do this successfully - as have the largest. We expect that councils should not need to spend more than two weeks of one full time staff member the first time they do this. The benefits and advantages are significant so therefore it is worth the investment in time and resources. PwC will provide significant support and practitioners will be on hand should additional support be needed. Council staff will be fully trained in what is required and they will be well supported. There is a dedicated 24 hour email Helpline and a phone Helpline during business hours.

What are the key dates?

14 July - Data submission opens | User management via digital platform

1 October - Initial data submission signed off (all sections except for Financial Data)

3 November - Financial data submitted and signed off | **Data submission closes**

17 December - FY21 Report and CCAT available

Who can I contact with questions?

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