



CouncilBIZ Overview

Strategic Plan

CouncilBIZ 2025

Our Vision

Inspiring and enabling members and customers through creativity, innovation and enterprise.

Our Mission

We work in a collaborative partnership across our member Councils, delivering value based high quality service.

We do this by actively engaging with our customers, supporting each other and being alert, flexible and future focused in a rapidly changing environment.

Our Values

Integrity	We will display integrity in our dealings and in our work
Responsiveness	We will be responsive and focused to the current and future needs of our customers
Innovation	We will foster and support innovation in all aspects of our work
Accountability	We will be accountable and open in all of our dealings
Respect	Everyone will be treated with respect

Strategy 1: Service

Goal: Deliver services using innovation and creativity.

Objectives		Actions		Measures
1.1	Agreed core services and user pay service offerings are established	1.1.1	Shared services options paper for Board consideration and approval	Shared Services option paper developed and considered by the Board in October 2019
		1.1.2	Cost/benefit value analysis for core, outsourced and potential shared services	Cost/Benefit analysis completed and considered by the Board in October 2021
1.2	Deliver exceptional customer service with strong customer and stakeholder relationships	1.2.1	Develop Service Level Agreements with clear performance measures for each Customer	SLA's developed and in place by December 2020
		1.2.2	Develop Relationship Management, Marketing & Communications Plan	Relationship Management, Marketing and Communications Plan(s) developed by June 2020
		1.2.3	Conduct exercise to understand what Members and Customers consider "exceptional" service	Exercise conducted and Annual Customer Satisfaction Survey > 80% satisfaction

Strategy 2: Innovation

Goal: Foster and support innovation.

Objectives		Actions	Measures	
2.1	Board and organisational culture of creativity and teamwork	2.1.1	Align Job Descriptions and KPI's with Strategic Plan	Job Descriptions reviewed and updated by June 2021
		2.1.2	Develop Staff Recognition System	Staff Rewards and Recognition System developed by December 2020
		2.1.3	Develop initiatives that foster and support innovation	Ongoing with Innovation Manager appointed by March 2020 Annual Culture Survey > 80%
2.2	Dedicated resource for innovation	2.2.1	Board approval for budget allocation	Budget approval in June 2019 and Innovation Manager appointed in March 2020
		2.2.2	Constructively challenge and review existing systems and processes	System and process review schedule developed by December 2020 . All reviews completed by June 2025
		2.2.3	Actively scan and research new developments in technology	Ongoing
2.3	Share and showcase best practice solutions and products	2.3.1	Ongoing report to the Board	Ongoing report to the Board in place by Dec 2020
		2.3.2	Ongoing update to Users on new developments and innovation	Ongoing Update in place by December 2020

Strategy 3: Technology

Goal: Assess and implement new solutions that use appropriate technology.

Objectives	Actions	Measures
3.1 Flexible technology that is simple and fast	3.1.1 Develop ICT Strategic Plan	Plan developed by October 2020 and updated annually
	3.1.2 Benchmark current technology against alternative products	Benchmarking report completed by December 2020 and updated annually
	3.1.3 Continuously engage with customers to understand needs and wants	>80% Customer Satisfaction

Strategy 4: People

Goal: Organise for success

Objectives	Actions	Measures
4.1 Be service delivery experts	4.1.1 Establish Training and Development Plan	Training and Development Plan established by June 2020 and reviewed annually
		>80% Customer Satisfaction
	4.1.1 Improve problem resolution, including reporting on open issues and escalation process	In place by Dec 2020
4.2 Recruit and retain highly motivated and skilled staff	4.2.1 Develop HR/IR policies and procedures	Policies and Procedures developed and approved by October 2020
	4.2.2 Establish Staff Development and Performance Review System	Staff Development and Performance Review System established by June 2020
		Engagement Survey results > 80%
		HR Data Analytics - Management of Annual and Personal Leave, Turnover, Absenteeism

Strategy 5: Governance

Goal: Do the right thing in the right way

Objectives	Actions	Measures
5.1 Governance System that enhances our culture	5.1.1 Develop Governance framework	Governance framework developed by December 2019
	5.1.2 Develop/review governance policies and delegations	Policies and delegations developed/reviewed by December 2020
	5.1.3 Review organisational structure and resources	Organisational Structure Review complete by Dec 2020
	5.1.4 Establish Risk Management Framework (RMF)	RMF developed by June 2020
	5.1.5 Establish Long Term Financial Plan (LMF) including Asset Management Plan	LTFP developed by June 2020
	5.1.6 Develop Business Continuity and IT Disaster Recovery Plan	Plan developed by December 2020, tested and updated annually
	5.1.7 Establish compliance checklist	Compliance checklist developed by December 2019
5.2 An engaged Board	5.2.1 Develop Board performance report(s) (financial and non-financial)	Board Performance report(s) format developed by June 2020
	5.2.2 Assess Board and GM performance	Annual Board and GM performance reviews commenced by February 2022.
5.3 Constitution reflects a true shared service	5.3.1 Review Constitution	Constitution reviewed by June 2021, then every two years