

# Office of Local Government



# 2018-22

## Strategic Plan



Office of  
Local Government

# Chief Executive's message

The Office of Local Government's Strategic Plan 2018-2022 outlines our vision, goals and strategies as we continue to strengthen the performance, integrity and sustainability of local councils in NSW.

The plan will ensure our agency is in the best possible position to enable local and state governments to work together to better serve local communities.

The Office is committed to stronger collaboration with local councils, joint organisations and peak sector bodies to help inform the Government's policy and regulatory frameworks.

**Our aim is to strike the right mix of monitoring, intervention, capability improvement and engagement activities.**

This will underpin our efforts to deliver effective and targeted programs to strengthen the capacity of local councils to provide high quality infrastructure, facilities and services to local communities across the state.

We will work with councils and joint organisations to ensure they are key partners

in the delivery of important Government initiatives including its 20-year Economic Vision for Regional NSW.

The Office will continue to be a modern and effective regulator that holds councils and officials to account, taking early action on poor performance and breaches of integrity requirements.

Our aim is to strike the right mix of monitoring, intervention, capability improvement and engagement activities.

Over the next four years we will invest in our people, systems and processes to build a professional and accountable organisation with a strong reputation for delivery and excellence.

In setting the direction for the Office of Local Government, I am pleased to introduce our Strategic Plan 2018-2022. I would also like to thank my staff for contributing to our new plan and for their ongoing dedication and commitment to serving the people of NSW.

I look forward to working with my staff, councils, joint organisations, peak sector bodies, and government agencies to enable local and state governments to work together to better serve local communities.

**Tim Hurst**  
Chief Executive



○ Vision

**Local and state governments  
working together to better  
serve communities**

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# Our Goals



# Our Goals and Strategies:

**1. Policy & regulatory frameworks** that best meet the needs of government, councils and community.



## Policy & Regulatory Frameworks



- 1.1** Gather and use knowledge of local government issues to inform policy outcomes
- 1.2** Provide policy and regulatory solutions that address issues and opportunities within the local government sector
- 1.3** Influence state government policies, programs and communication that impact local government
- 1.4** Engage with councils, joint organisations and peak bodies to understand issues and develop solutions



**Positively influence decision-making**

# Our Goals and Strategies: ○

**2. High performing councils** that deliver for their communities.



## High Performing Councils



- 2.1** Proactively engage with councils to identify their needs and opportunities
- 2.2** Deliver tools, guidelines, workshops and other capacity building initiatives for councils and councillors
- 2.3** Support council election processes
- 2.4** Work with joint organisations of councils to deliver regional and rural priorities
- 2.5** Build the capacity of councils to implement policy & regulatory changes of Government



**More councils operating to high performance standards**

# Our Goals and Strategies:

**3. Targeted programs & services** provided to councils and communities.



## Targeted Programs and Services



- 3.1** Administer government grant funding programs to councils
- 3.2** Increase the efficiency of grant application processes and management
- 3.3** Provide information to communities on dealing with local council issues
- 3.4** Promote responsible pet ownership
- 3.5** Develop and manage the NSW online Pet Registry

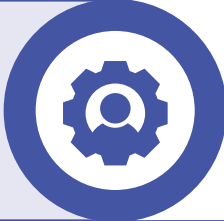


**Improved service delivery**



# Our Goals and Strategies: ○

**4. Councils and officials held accountable** for performance and integrity.



## Councils & Officials Held Accountable



- 4.1** Refine, promote and measure the criteria for a high performing council
- 4.2** Monitor and report on performance and compliance to regulation
- 4.3** Undertake council risk profiling to better target our interventions
- 4.4** Provide governance advice on good practice
- 4.5** Take early action on poor performance
- 4.6** Intervene in councils when warranted and appropriate



**Interventions improve the performance of councils**



# Our Goals and Strategies:

**5. People, systems and processes** are valued and invested in.



## People, Systems and Processes



- 5.1** A reputation for delivery and excellence
- 5.2** Structured business and resource planning
- 5.3** A resilient and high performing culture
- 5.4** Business systems that support our work



**A professional, accountable organisation with a strong reputation for delivery and excellence**



# The Way We Work



# Key facts about NSW Councils

Number of Councils



Number of Councillors



Equivalent full time staff



Open Space



Public Halls



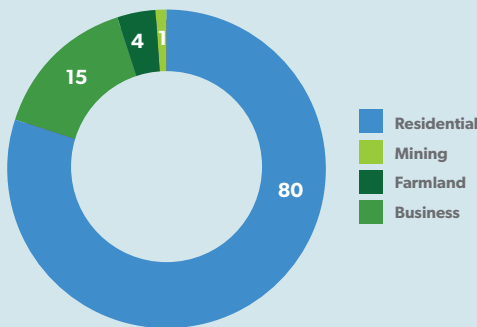
Public Pools



Roads



Rating Income 2016-17 (%)



\$ Million

Rating Income (dollars)

