

FactSheet

Local Government Template

Need for consistency

Local government, in all commonwealth countries has evolved along similar lines. In Australia, even though each State has its own Local Government Act, there is a great deal of consistency in the issues being dealt with and the approaches taken by local governments.

In keeping with our philosophy of not reinventing the wheel, we believe there should be an Australian standard for corporate and operational planning for local government. It should focus on the process (not the content) and seek to capitalise on economies of scale and credibility gained through consistency.

Strategic / Outcomes Framework

If you read a sample of say 10% of the Corporate / Strategic Plans of Australia's 650 local governments (as we have) you will notice a striking level of similarity among the vision / goal /outcome statements. Overwhelmingly, most communities want to be sustainably managed, clean, green, safe and pleasant to live in, with good infrastructure and jobs and opportunities for kids of the future.

At OutcomeManager we have expressed this common desire as an outcomes framework with the following characteristics:

- the Framework is organised by the internationally recognised **Quadruple Bottom Line (QBL)**
- It includes a set of **Base Outcomes** which are consistent everywhere and reflect the charter / business of local government
- It also includes a set of **Strategic Priorities** that are different for each local government and reflect the vision and sustainable competitive advantage of each area

Operational (Outputs) Framework

In addition to the strategic / multi-year component, our local government template has an operational component, which is **delivered one financial year at a time** as a series of annual operational plans (each with an associated annual budget). Again, for consistency, we recommend structuring the annual component as a set of **activity-based PROGRAMS** sorted using **QBL**.

The operational framework shown below can be used as a starting point for most local governments, customising where necessary at the program and/or sub-program level to suit local needs.

ENVIRONMENTAL

- Planning and Development
- Environment and Health
- Water and Sewerage

SOCIAL

- Social Services
- Cultural Services
- Recreational Services

ECONOMIC

- Economic Development
- Infrastructure and Facilities
- Transport and Emergency Services

GOVERNANCE

- Governance and Performance
- Customer Service
- Knowledge Management
- Financial Management
- People Management

