Item 7: Office of the General Manager

7.1 Business Improvement Policy

REPORT BY THE EXECUTIVE MANAGER, PEOPLE AND PERFORMANCE
TO 15 MARCH 2023 ORDINARY MEETING
GOV400103, COR400065, GOV400066

RECOMMENDATION

That Council:

1. **receive the report by the Executive Manager, People and Performance on the Business Improvement Policy; and**

2. **adopt the Business Improvement Policy.**

Executive summary

This policy defines the Mid-Western Regional Council's (Council) approach to business improvement and its commitment to enhancing its processes and the way it delivers its services in a more customer focussed and efficient manner.

Disclosure of Interest

Nil

Detailed report

The Business Improvement Framework ensures Council's internal and external services are strategically aligned, efficient and delivered in a systems and process driven culture that seeks continuous improvement. The business Improvement program has been established under the framework to provide:

- A Continuous Improvement Process;
- Performance Measurement;
- An Integrated Review process;
- Business Process Management; and a
- Service Delivery Review Framework.

At the 17 February 2022 meeting, Audit Risk and Improvement Committee (ARIC) supported the Business Improvement Framework and on 17 February 2023 the committee endorsed the Business Improvement Policy.

At their quarterly meetings, the ARIC are routinely provided with an overview of previous and current Business Improvement efforts and updates on the progress against the Business Improvement program.

Community Plan implications

Theme	Good Government
Goal	An effective and efficient organisation
Strategy	Pursue efficiencies and ongoing business improvement

Strategic implications

Council Strategies
The Business Improvement Framework impacts all council strategies and plans.

Council Policies
Internal Audit Policy
Audit, Risk and Improvement Committee Charter
Enterprise Risk Management Framework

Legislation
Local Government Act 1993

Financial implications

A budget has been allocated in the 2023/2024 Operational Plan to meet the requirements of the Business Improvement Program.

Associated Risks

Under the Act, Council is required to undertake Service Delivery Reviews. The Business Improvement Framework will ensure that a service review program is developed.

MICHELE GEORGE
EXECUTIVE MANAGER, PEOPLE AND
PERFORMANCE

21 February 2023

Attachments: 1. Business Improvement Policy.

APPROVED FOR SUBMISSION:

BRAD CAM
GENERAL MANAGER

<table>
<tr><td colspan="2">POLICY
Business Improvement</td><td>A prosperous and progressive community</td></tr>
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POLICY		
Business Improvement		

ADOPTED		VERSION NO	**VERSION 1**
COUNCIL MEETING MIN	[xx/xx]	REVIEW DATE	[DATE TO REVIEW]
DATE:	[INSERT DATE]	FILE NUMBER	COR400465

Purpose

This policy defines the Mid-Western Regional Council's (Council) approach to business improvement and its commitment to enhancing its processes and the way it delivers its services in a more customer focussed and efficient manner.

Scope

The requirements within this policy shall apply to all Council workers.

Legislative requirements

Local Government Act 1993 (the Act)

Related policies and plans

- ARIC Charter
- Enterprise Risk Management Framework
- All council's policies, strategies and plans

Principles

In accordance with the Act, the Mid-Western Regional Council provides goods, services, facilities, and carries out activities, appropriate to the current and future needs of the community.

The guiding principles of the Act (Sections 8a, 8b and 8c) require each council to carry out its functions in a way that provides the best possible value for residents and ratepayers.

Roles and Responsibilities

Councillors

Adopt the policy and receive updates on the implementation of programs undertaken as part of the Business Improvement Framework (the Framework).

POLICY: BUSINESS IMPROVEMENT │ VERSION 1, [INSERT DATE]

Audit Risk and Improvement Committee (ARIC)

Under S428 of the Act, the ARIC has responsibility for keeping under its review service delivery reviews, Council's performance measurement data and the implementation of the community strategic plan, delivery program and strategies.

Executive Team

The Executive Team will champion the Framework, programs and initiatives with all staff.

Business Improvement Team

The Business Improvement Team will comprise of the following positions:

- Executive Manager People and Performance – Executive Sponsor
- Business Improvement Officer – Project Lead
- Financial Planning Coordinator – Technical Support
- Manager ICT – Technical Support
- Executive Assistant – People and Performance – Administrative Support

The team will manage and deliver business improvement projects including service delivery reviews.

All staff

All staff are responsible for implementing business improvement systems, policies and processes and undertake work in accordance with and contribute to the program. Staff should actively contribute to the improvement of Councils processes and identify and share opportunities for improvement.

Objective

The objective of this policy is to:

- Confirm Council's commitment to the Framework
- Ensure Council seeks to continuously improve its processes; and
- Ensure Council's internal and external services are:
    - o efficient;
    - o effective; and
    - o appropriate.

Policy

Implementing a formalised Framework will streamline the implementation of business improvement projects, systems and processes which will enhance Council's internal and external service delivery.

Council's Framework provides an umbrella under which other business methodologies and tools such as standards and/or best practice initiatives can be implemented. Council's Framework is comprised of a program of work including but not limited to:

- A Continuous Improvement Process;

- Performance Measurement;

- An Integrated Review process;

- Business Process Management; and a

- Service Delivery Review Framework.

To support the Framework, the organisation has committed to:

- A whole of organisation approach;

- A culture of continuous improvement across the organisation;

- Strong organisational support;

- Understanding the resourcing requirements; and

- Stakeholder engagement.