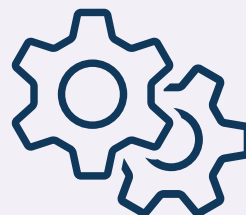


# Council and Health and Wellbeing Plan 2025-2029

## Theme overview

### Theme 4

Leading, listening and governing responsibly



### Strategic objective







Our community feels empowered, heard, and has trust in Council through responsible governance, proactive communication and engagement, and transparent decision making.

### Strategies

| Strategy   | Health & wellbeing priorities |
|--|-------------------------------|
| <b>Strategy 4.1</b> Council demonstrates its accountability through transparent and responsible decision-making and working together productively.   |                               |
| <b>Strategy 4.2</b> Our diverse community is informed and has opportunities to participate and provide feedback through clear and meaningful communication and engagement.                             |                               |
| <b>Strategy 4.3</b> Council services are efficient and optimised through ongoing improvement, and focused investment in innovation, technology and capability.   |                               |
| <b>Strategy 4.4</b> The changing needs of our community are met through informed policy and strategy that maximises value, collaboration and partnerships with other councils and local organisations. |                               |
| <b>Strategy 4.5</b> Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.                 |                               |



## Our 2025-2026 priorities

### 2025-2026 performance measure target ranges

| Performance measure  | Health & wellbeing priorities   | Target range 2025-2026 |
|--|---|------------------------|
| Community satisfaction with Council's community consultation and engagement.                             |    | 6.9-7.1                |
| Adjusted underlying surplus.   |   | 9.15%                  |
| Community satisfaction with Council having a sound direction for the future.                             |    | 6.7-6.9                |
| Community satisfaction with Council's representation, lobbying, and advocacy on behalf of the community. |    | 6.7-6.9                |
| Community satisfaction with customer service.  |    | 7.7-7.9                |
| Community satisfaction with Council's overall performance.   |   | 6.9-7.1                |
| Council decisions made at meetings closed to the public.   |   | 4%-6%                  |

# Our 2025-2026 priorities

## 2025-2026 actions

| 2025-2026 action   | Health & wellbeing priorities   | Leading Council service        |
|--|---|--------------------------------|
| Optimise Council's key communication channels to ensure our customers have easy access to relevant and timely information.   |  | Customer Service               |
| Deliver the year one actions of Council's Organisation Strategy 2025-2029.   |   | Strategy & Performance         |
| Complete a community engagement program to inform Council's Annual Budget 2026-2027.   |  | Strategy & Performance         |
| Develop and endorse Council's Asset Plan 2025-2035.  |   | Capital Works Planning         |
| Develop and endorse Council's Annual Budget 2026-2027.   |   | Finance                        |
| Finalise the platform tender process for Core Business Systems to integrate technology systems into a single source of truth, optimising efficiency, cybersecurity and productivity. |   | Data, Information & Technology |
| Develop and launch a Continuous Improvement Framework and Year 1 program of initiatives to improve customer experience, staff experience, and operational efficiency.                |   | Strategy & Performance         |
| Actively pursue and participate in collaborative procurement opportunities to maximise contract outcomes.  |   | Procurement                    |