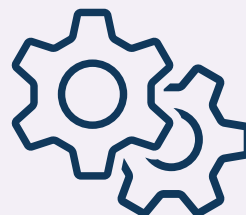


Council and Health and Wellbeing Plan 2025-2029

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
Strategy 4.1 Council demonstrates its accountability through transparent and responsible decision-making and working together productively.	
Strategy 4.2 Our diverse community is informed and has opportunities to participate and provide feedback through clear and meaningful communication and engagement.	
Strategy 4.3 Council services are efficient and optimised through ongoing improvement, and focused investment in innovation, technology and capability.	
Strategy 4.4 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.	
Strategy 4.5 Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.	

2026-2027 actions

2026-2027 action	Health & wellbeing priorities
Introduce performance measures for application of the Community Engagement Policy to drive consistent and transparent practice in line with the agreed Principles.	 
Improve Council's website by expanding self-service options, making it faster and easier for customers to access the information they need.	 
Commence implementation of a new Financial System to improve cyber security and provide contemporary functionality.	
Uplift our approach to managing customer requests to improve customer experience and drive operational efficiencies.	
Develop and endorse Council's Annual Budget 2027-2028.	
Deliver the initiatives within the Continuous Improvement roadmap to improve customer experience and drive operational efficiencies.	

2026-2027 performance measure target ranges

Performance measure	Health & wellbeing priorities	Target range 2026-2027
Community satisfaction with Council's community consultation and engagement.	  	Awaiting latest result to enable accurate target
Adjusted underlying surplus.		0%
Community satisfaction with Council having a sound direction for the future.		Awaiting latest result to enable accurate target
Community satisfaction with Council's representation, lobbying, and advocacy on behalf of the community.		Awaiting latest result to enable accurate target
Community satisfaction with customer service.		Awaiting latest result to enable accurate target
Community satisfaction with Council's overall performance.		Awaiting latest result to enable accurate target
Council decisions made at meetings closed to the public.		4%-6%

Local Government Performance Reporting Framework (LGPRF)

service performance measures

Service	Indicator	Performance Measure	Computation
Governance	Impact	Satisfaction with the opportunities offered by Council to be consulted on or engaged in Council decisions (Community satisfaction rating out of 100 with the consultation and engagement efforts of council)	Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement
Governance	Financial	Total unpaid rates and charges (The total unpaid rates and charges (and unpaid interest on rates and charges) for all financial years as a percentage of all rates and charges for the financial year)	[The sum of unpaid rates and charges and unpaid interest on rates and charges for all financial years / The sum of all rates and charges for the financial year] x100