

Outcomes explained

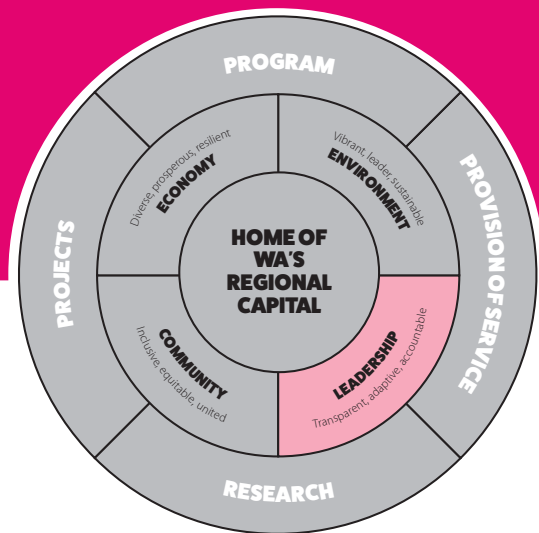
4. LEADERSHIP

ASPIRATION

A strong local democracy with an engaged community, effective partnerships, visionary leadership and well informed decision-making.

OUR UNDERLYING PRINCIPLE

Leadership is about empowering and supporting people and community groups to get involved. This encourages active citizenship.



4.1 Meaningful customer experiences created for the people we serve.

We exist to serve our community and we understand we need to ensure that people receive information in various ways, at different times and in a way that is easy to understand.

4.2 Decision making is ethical, informed and inclusive

We recognise that the majority of the City's responsibilities are legislative. The City is responsible for the administration and where required, application and enforcement of a number of laws. Decisions are informed and the process transparent.

4.3 Accountable leadership supported by a skilled and professional workforce

People are the most important resources in the City's ability to achieve the vision in this plan. This outcome acknowledges the responsibility of employees and elected members associated with spending and managing public money.

4.4 Healthy financial sustainability that provides capacity to respond to changes in economic conditions and community priorities

Our community seeks a commitment to fiscal responsibility to ensure the City is in a position to adapt and respond to changes in economic conditions swiftly and efficiently.

4.5 A culture of safety, innovation and embracing change

There is a commitment by leadership and employees to consciously engage and embrace change in order to develop a culture of safety within the organisation.

4.6 A community that is genuinely engaged and informed in a timely and appropriate manner

The community looks to the City to ensure that the community is "authentically engaged" and kept informed. It has a responsibility to build relationships with residents, customers, community groups and other stakeholders.

4.7 Council understands its roles and responsibilities and leads by example

Visionary leadership, sound and accountable governance, and objective decision-making is expected.

4.8 Deliver secured technology that supports sustainability, the environment, service delivery and the community

Information technology adopted by the City enables it to undertake its legislative functions in a secure manner ensuring community information is protected. Utilise technology to improve customer experience and services.

4.9 Collaboration and strategic alliances with Local Government partners delivers results for common aspirations

The City has a role to play in developing strategic alliances with neighbouring shires and regional capitals to progress development of the region for our collective communities.