

The case for change or the burning platform for boosting efficiency and effectiveness and value for money in local government

It is ordinarily hard enough to operate or run an efficient Council or business. A good analogy describing this challenge is “running a business is like rowing a boat upstream in a race”. Slow down and competitors will overtake you. Stop rowing and you go backwards with the tide. If planning, team selection, equipment, training and much more is not right, then performance will suffer.

Compounding the challenge, West Australian Local Government is in the throes of significant change (Local Government Reform) that will alter the local government landscape and the way that Councils operate. The efficient implementation of this change will yield social, economic and environmental benefits at local community, State and National levels. This change will also impact the people who work in the Local Government sector.

The key to addressing these challenges successfully is to focus on and adopt a systematic and structured approach to improving the efficiency and effectiveness of the Council and providing value for money services to communities. Larger Councils may be advanced in and able to achieve the required improvement on their own. Many Councils, though, may have to consider amalgamations, regional shared services and other innovations to achieve the required improvement in efficiency and effectiveness and value for money services.

It is clearly in the interests of Councils to be proactive in driving improvement in efficiency and effectiveness of their organisations and influencing the right change for their communities and employees. The alternative or a passive approach to this change is that it takes place by default with potentially sub-optimal outcomes for your communities.

The accountability for these critical imperatives lies with Council Leadership – Councillors, CEO’s, Executive and Senior Management.

Whilst larger Councils may be better resourced to manage this change, all West Australian Councils are entitled to adequate and appropriate expert support, in responding to the significant imperatives of running an efficient Council and responding to Local Government Reform effectively.

RFBE Consulting is a new and compelling Consulting resource for Local Government. We are a West Australian company providing a finance, commercial, governance and operations influenced and practical brand of business excellence services to enterprises committed to improving all round business performance. We have unique experience and expertise in implementing Business Excellence—essentially a systematic and structured approach to managing and improving the business – “doing the right things the best way”. We have a top draw resource pool of professionals available to deliver quick, efficient and value adding services to boost Local Government efforts to address the significant imperatives of the Reform Agenda.

We understand the need, have the expertise, are passionate about the cause — and can help you.

Local government reform objectives and focus—based on DLGWA Information

Objectives:

- 1. Economies of scale** – amalgamate local government areas, where possible and appropriate. Local government reform will result in fewer, stronger and more regionally focused local governments.
- 2. Efficient Governance Structures** – reduce the number of councillors to no more than six to nine per council.
- 3. Long-term Planning** – encourage a greater focus on regional long-term planning.
- 4. Service Quality** – strengthen the ability of local governments to deliver services to their communities.
- 5. Value for Money** – It is about improving the way local governments operate, removing duplication of functions and services and reducing costs associated with maintaining councils. The aim is improve services around the State for WA communities and create better value for money for residents and ratepayers.

Focus Areas:

1. Governance and Legal
2. Strategic Planning and Community Engagement
3. Human Resources and Change Management
4. Asset Management
5. Finance
6. Information Management and Technology

The voice of local government seeking expert support—ACELG Survey

Victorian Councils Saying – We would really benefit from further support:

1. Promoting BE and developing and presenting materials that would integrate seamlessly into the organisation.
2. For CEO’s/GM’s/Councillors to truly understand what the ABEF is so they can effectively lead it and not push it into the staff domain to lead. They need to know the right questions to ask their Executive so they are truly leading the change and the quest for excellence.
3. A program for managers and executives that gave awareness and insight into the BEF with benefits of its implementation and use in a local government context.
4. From facilitators to assist with implementation and to provide coaching/mentoring; and a library of strategies, educational information, examples tools and templates.



**You don’t
have to go it
alone!**

RFBE Consulting—how we can help you

1. **Governance, Leadership and Capability** – Develop Internal Leadership and Business Capability. Masterclass Series for Councillors, Executive, Finance Professional, Senior Managers.
2. **Integrated Planning** – Establish and effectively **deploy** integrated Corporate Strategy, Business and Financial Plans, Frameworks.
3. **Business Performance Management** – Establish a strong holistic business performance focus – clear line of sight from strategy to execution, engaging all levels of the organization in managing and improving the business through a strong results focus.
4. **Effective Deployment** – Diagnose, Identify and address critical disconnects in the organization such as Strategy-Process, Strategy-Data, Strategy-Structure, Strategy-Capability.
5. **Learning** – Learn through Benchmarking to understand and avoid common mistakes made by organisations pursuing business excellence; significant exposure to and knowledge of better business practices.
6. **Better Practices** – Implement advanced business practices (eg 3rd generation Frameworks: AMP, Risk, Corporate Governance etc).
7. **Service Quality** – Eliminating waste/ duplication, Process Improvement, Process Systemisation-workflow, Customer Focus.
8. **Value For Money** – Strong diagnostic and implementation capability to Identify and achieve big ticket cost savings—procurement, asset/resource utilization, economies of scale, shared services, process efficiency.
9. **Expert Support** – Coaching, Mentoring, Support for effective participation in LG Reform—Regional Transition Groups and Regional Collaborative Groups.

Our Senior Team with proven effectiveness in Business Improvement



Andrew Christopher

Strategy, Business Excellence, Finance, Governance, Business Performance Measurement, Alliances, Collaborative Contracting, Major Contract management.



Phil Keddie

Procurement, Inventory Management, Business Development, Stakeholder Management, Public Affairs, Operational Management, Quality Assurance.



Phoebe Colman

Strategy Planning, Governance, Risk Management, Supply Management, Business Excellence, Business reporting, Operational Management.



Jenny Lee

Corporate Finance, Financial Policies & Procedures, Financial Management Systems, Financial Governance, Management Accounting, Business Reporting.

Please contact us for an obligation-free discussion

We are exhibiting in BOOTH 16

Our storyboard provides valuable information for council leaders seeking to be proactive in improving efficiency and effectiveness in their organisations, providing value for money services and responding to local government reform imperatives.

Please walk through our booth and help us with a short survey. As a gesture of gratitude for your interest and engagement all completed surveys will be entered in a draw for a bottle of Dom Perignon Champagne.