

SERVICE PLANNING

THE QTC EDUCATION PROGRAM

ENHANCE YOUR UNDERSTANDING OF SERVICE PLANNING AND DEVELOP STRATEGIC THINKING TO BOOST COUNCIL PERFORMANCE THROUGH EFFICIENT SERVICE EXECUTION.

This course will provide you with a holistic view of service planning and its key components. You will also gain capability to further investigate your council's current processes and recommend enhancements in a structured way. An understanding of the service planning process will increase your ability to define and identify your councils' services, service levels and service investment. It will also enhance your capability to manage and monitor service delivery performance to inform better decision making.

This course comprises of discussions, case-studies and practical activities. The materials are presented in an easy-to-understand manner and has been tailored specifically for the Queensland local government sector.

WHO SHOULD ATTEND

This course is designed for council staff directly and indirectly involved in service planning related activities including business improvement teams, governance officers and council directors and managers looking to gain a greater understanding of local government service planning. The course is aimed at participants new to the roles or those who wish to refresh and extend their knowledge on service planning.

TOPICS COVERED

- What is service planning
- Service types
- Prioritising services
- Current service reporting approaches
- Determining levels of service
- Components of a service plan
- Service performance monitoring and reporting
- Reviewing services
- Considering services and services levels in the budget process

EXPECTED LEARNING OUTCOMES

1. Relate service planning principles with Councils' integrated planning framework
2. Understand different components of a service plan including service levels, financials and risks
3. Identify and use service reporting, monitoring and assessment standards for effectiveness and efficiency
4. Incorporate service planning resource decisions into the budget process

DURATION

Day 1: Full day (in-person) session

Day 2: Half day virtual session

Post Day 1: Self-paced learning activity (approx. 3-4 hours of your own time).

COST

There is no cost for your council to participate. The course has been sponsored by the Department of State Development, Infrastructure, Local Government and Planning and QTC.

REQUIREMENTS

A minimum of 10 participants are required. A maximum of 25 participants.

HOW TO REGISTER

Visit the QTC website

<https://clients.qtc.com.au/education>

Contact our education team on

1800 974 551 or

qtceducation@business.uq.edu.au

to learn more about the course.



Commissioned by the Department of
State Development, Infrastructure,
Local Government and Planning



**Queensland
Government**