

SERVICE PLANNING FOR ELECTED MEMBERS

THE QTC EDUCATION PROGRAM

ENHANCE YOUR UNDERSTANDING AND DEVELOP STRATEGIC THINKING TO BOOST COUNCIL PERFORMANCE THROUGH EFFICIENT SERVICE PLANNING PRACTICES

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 be able to 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, 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 that has been tailored specifically for the Queensland local government sector.

WHO SHOULD ATTEND

This workshop is designed for newly elected and returning mayors and councillors who have responsibility for setting their council's strategic direction and ensuring council sustainability through the delivery of efficient and effective services aligned with community expectations.

TOPICS COVERED

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

EXPECTED LEARNING OUTCOMES

1. Relate service planning principles to the Councils' integrated planning framework
2. Understand the different levels of service councils provide and make better financial decisions by linking service and service levels to budgets
3. Understand the role of elected members in the council service planning and budgeting process
4. Discover the role of service reporting, monitoring and assessment to achieve effectiveness and efficiency

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