

# SERVICE PLANNING MENTORSHIP PROGRAM

## THE QTC EDUCATION PROGRAM

### ENHANCE YOUR UNDERSTANDING AND DEVELOP STRATEGIC THINKING TO SUPPORT 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 gain capability to support and guide councils who are embarking on or have established service planning processes. An understanding of the service planning process will increase your ability to define and identify councils' services, service levels, and service investment. It will also enhance your capability to understand how councils can manage and monitor service delivery performance to inform better decision making.

#### WHO SHOULD ATTEND

This course is designed for regional advisors who support councils in ensuring ongoing financial sustainability through the delivery of efficient and effective services aligned with community expectations.

#### TOPICS COVERED

##### PART ONE

- What is service planning
- Service types
- Prioritising services
- Current service reporting approaches
- Determining levels of service

##### PART TWO

- Components of a service plan
- Understanding the cost of services
- Service performance monitoring and reporting
- Reviewing services
- Considering services and services levels in the budget process

##### PART THREE

- Case study discussion
- Review of key concepts

#### EXPECTED LEARNING OUTCOMES

1. Relate service planning principles to a councils' integrated planning framework
2. Understand different components of a service plan including service levels, financials and risks
3. Understand the role of elected members and officers in the council service planning and budgeting process
4. Explore the importance of service reporting, monitoring and assessment to achieve effectiveness and efficiency

#### DURATION

- Day 1: 3 hour virtual session
- Day 2: 3 hour virtual session
- Day 3: 3 hour virtual session

Commitment to attend all three sessions is essential to maximise your learning experience. Completion of the case study questions prior to session three will increase your capability and application of the content for discussion (approx. 2-3 hours of your own time).

#### COST

There is no cost for you 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.

#### HOW TO REGISTER

Visit the QTC website  
<https://clients.qtc.com.au/education>  
or contact our education team on  
**1800 974 551** or at  
[qtceducation@business.uq.edu.au](mailto:qtceducation@business.uq.edu.au)  
to learn more about the course.



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

