

Service Review

1. Purpose

The purpose of this policy is to ensure council services deliver the best possible outcomes for our community.

2. Scope

This policy applies to the whole of Council, excluding Alwyndor.

3. Roles and Responsibilities (examples below)

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| Council | Adoption of the Service Review Council Policy |
| Audit and Risk Committee | Periodic review of the Service Review Framework and Manual, consideration of review matters referred to it, advice to Council as required. |
| Senior Leadership Team (SLT) | Adopting and maintaining the Service Review Framework and Manual, scheduling service reviews, and referring review matters to Audit Committee and Council as relevant. |
| Employees | Participation in service reviews as required. |
| Strategy and Governance Team | Responsible for: <ul style="list-style-type: none"> - maintaining the Service Review Framework and Manual - leading and supporting service reviews as instructed by the Senior Leadership Team - reporting on service reviews undertaken. |

4. Policy Statement

4.1 Council acknowledges that the community expects a high standard of service and commits to ensuring that service reviews be undertaken in order to ensure services are:

- effective, that is, they achieve what the service user needs
- efficient, that is, cost-value considerations are appropriately balanced
- appropriate, that is, they are within Council's power and are strategically aligned
- equitable, that is, they can be accessed by those who need them
- responsible, that is, the precautionary principle, intergenerational equity and accountable governance are embedded in their design.

4.2 Service reviews must apply a robust human-centred design methodology that ensures services meet service users' needs. Users' views and inputs will be actively sought out in service reviews and a co-design model is preferred.

- 4.3 Service reviews will be undertaken in a respectful and psychologically safe manner. They will not be used to undertake performance management or as a method to achieve savings targets.
- 4.3 A Service Review Framework and Manual will be developed and maintained on Council's behalf by Administration to guide service reviews. This document may be updated from time to time as best practice changes, or as lessons from implementation need to be applied. Updates must be approved by the Senior Leadership Team.
- 4.4 The Audit and Risk Committee will review the Service Review Framework and Manual once in every Council term.
- 4.5 The Audit and Risk Committee will receive reports regarding service reviews, as they are completed. The Audit Committee may choose to refer these reports to Council for noting or further attention, as required.

5. Definitions

| Key term or acronym | Definition |
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| Administration | Staff, processes and systems that make up the organisation which delivers services to the community under the guidance of Council. |
| Audit and Risk Committee | The Audit and Risk Committee of Council |
| Council | The elected body |
| Human centred design approach | Human-centered design is an approach that aims to make services and systems usable and useful by focusing on the users, their needs and requirements, and by applying human factors, and usability knowledge and techniques. (Paraphrased from ISO 9241-210:2019(E)). |
| Service | A service is an 'end to end' process that delivers an output to an identified user. That is, a service may be experienced by a user as a transaction (for example, paying rates), or as a benefit they use (for example, a road), or as something they receive (for example, waste collection). |

6. Administration Use Only

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| Reference Number: | 4765679 |
| Strategic Alignment: | This policy supports the delivery of the Strategic Plan by ensuring services provided align with the strategic intent and goals of the plan. |
| Strategic Risk: | This policy mitigates strategic risk by ensuring strategic alignment throughout all services. |
| Responsible Officer(s): | Manager Strategy and Governance |
| First Issued / Approved: | 12/12/23 |
| Minutes Date and Council Resolution Number: | 12/12/23, C121223/7641 |
| Last Reviewed: | |
| Next Review Date: | 12/12/27 |
| Applicable Legislation: | <i>Local Government Act 1999</i> |
| Related Policies: | |
| Other Reference Documents: | Service Review Framework and Manual |