



*NATIONAL*

**Innovation  
and  
Excellence**



**Steve McGrath  
LGMA  
National President**

## Innovation & Excellence – Australian perspective

What are the key issues affecting local government in Australia at the moment?

- **Local Government Reform**
- **Asset/Infrastructure maintenance gap**
- **Financial Sustainability of Local Government**
- **Skills shortages**

27<sup>th</sup> September 2007

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- **Local Government in Australia, and the western world for that matter, is experiencing significant issues with skills shortages;**
- **The baby Boomers, those born 1946 to 1964, are starting to retire leaving some very large gaps in the senior ranks of many organisations;**
- **Not only impacting Local Government;**
- **Areas most felt at the moment are in the Engineering fields, town planning, accounting and health & building surveyors;**
- **We need to be innovative – look for new ways of doing things and do business differently.**

## Innovation & Excellence – Australian perspective

Sector initiatives that enable Local Government to be aware of best practice, and where possible, be innovative & excellent.

- National Awards for Local Government
- Local Government Good Practice Toolkit

27<sup>th</sup> September 2007

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- I would like to dwell on 2 initiatives in Australia that are designed to spread the message of innovation and best practice;
- National Awards for Local Government; and
- The Local Government Good Practice Toolkit that is presently being implemented in NSW.

# National Awards

The National Awards for Local Government is a Commonwealth Government initiative established in 1986 to foster and acknowledge **INNOVATION, EXCELLENCE** and **CONTINUOUS IMPROVEMENT** in the Local Government sector.

27<sup>th</sup> September 2007

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- The National Awards for Local Government is a Commonwealth Government initiative established in 1986 to foster and acknowledge **INNOVATION, EXCELLENCE** and **CONTINUOUS IMPROVEMENT** in the Local Government sector.
- The Awards are run annually;
- Extremely competitive, 2007 nearly 300 entries in the 14 categories;
- Each Category has an open winner and a potential winner from a small Council (i.e. less than 15,000 ratepayers);
- Potential for Commendations;
- Category winners are announced, with each of the Category winners then competing for the overall Award for Innovation & Excellence;

# National Awards

## 2007 Categories

### Capacity Building:

- Community Participation and Partnership
- Innovation in Regional Development
- Strengthening Indigenous Communities
- Youth Engagement

### Community Services:

- Health and Wellbeing
- Planning for an Ageing Community
- Universal Design for Public Amenities
- Valuing and Promoting Quality Child Care

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•Each of the Category areas enables a particular focus to be placed on improvements to the way Councils do things, giving better outcomes for our communities;

# National Awards

## 2007 Categories

### Environment:

- Community Water Grants Water Saving
- Local Greenhouse Action
- Natural Resource Management

### Management Practices:

- Asset Management
- Efficiency Improvement
- Increasing Women's Participation

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**•You can see from the titles of several of the Categories that some of the key issues impacting local government in Australia, such as the Asset/Infrastructure Maintenance gap, Financial Sustainability and Skills Shortages, are potentially addressed;**

# National Awards

## Outcomes from the National Awards process

- Annual publication
- Online Guide to Leading Practice in Local Government  
( [www.dotars.gov.au](http://www.dotars.gov.au) )
- Leading Practice Seminars

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- The Awards recognise, celebrate and promote the innovative and leading practices of local government;
- The Seminars bring selected presenters of these innovations to councils;
- The Seminars provide an opportunity for councils to come together to hear from their colleagues and to discuss how specific projects might apply to their councils.

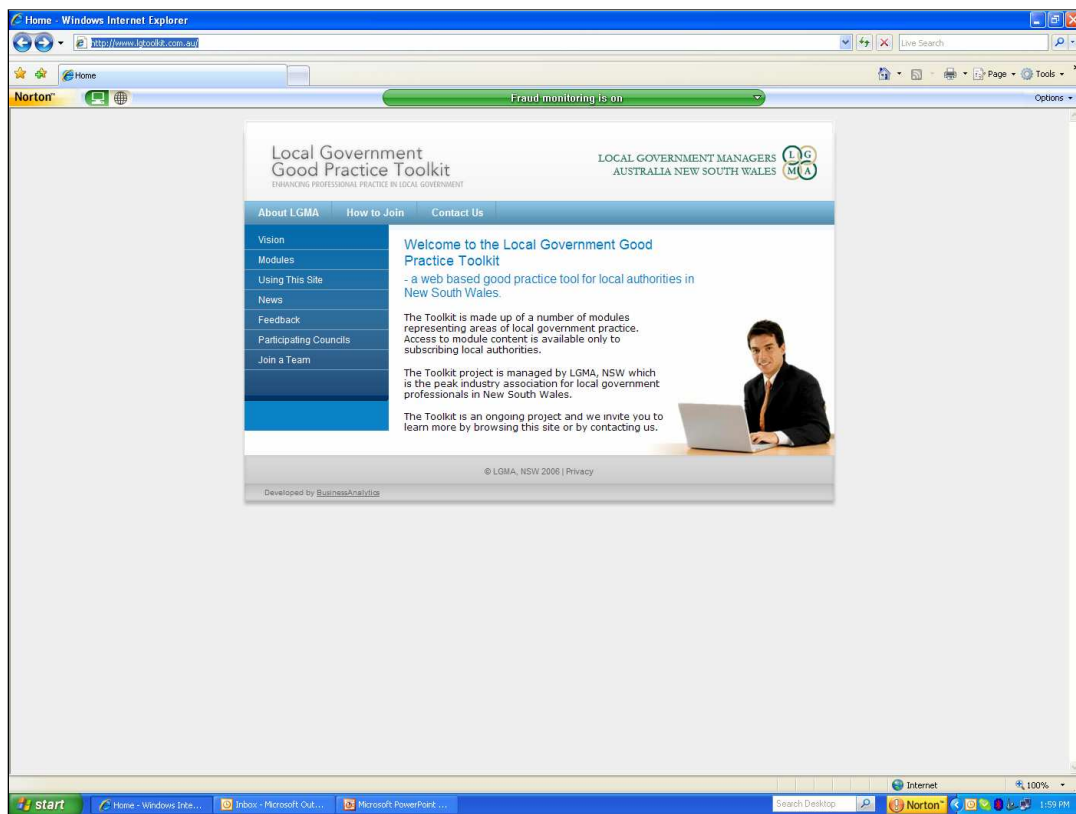
# Local Government Good Practice Toolkit

27<sup>th</sup> September 2007

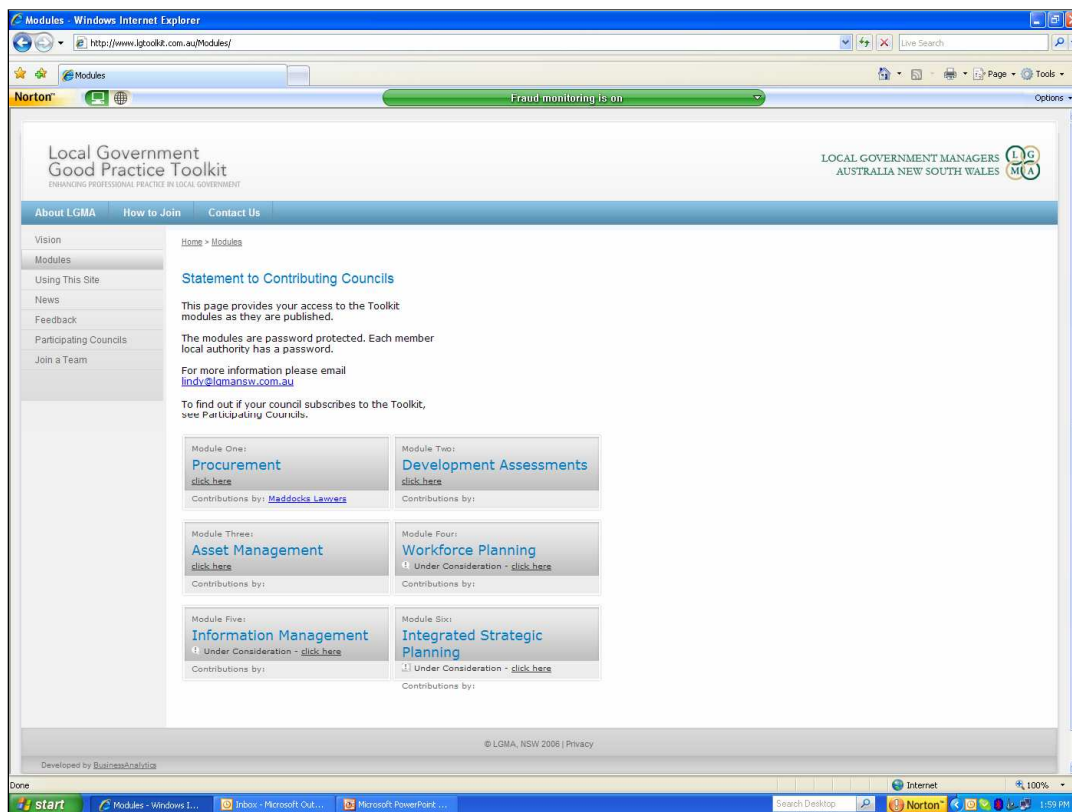
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•The easiest way to explain the Local Government Good Practice Toolkit is to actually run you through the website. I have prepared some screen captures from the Toolkit website that will hopefully give you an idea of what the toolkit looks like and how useful it can be in a practical way on a daily basis;



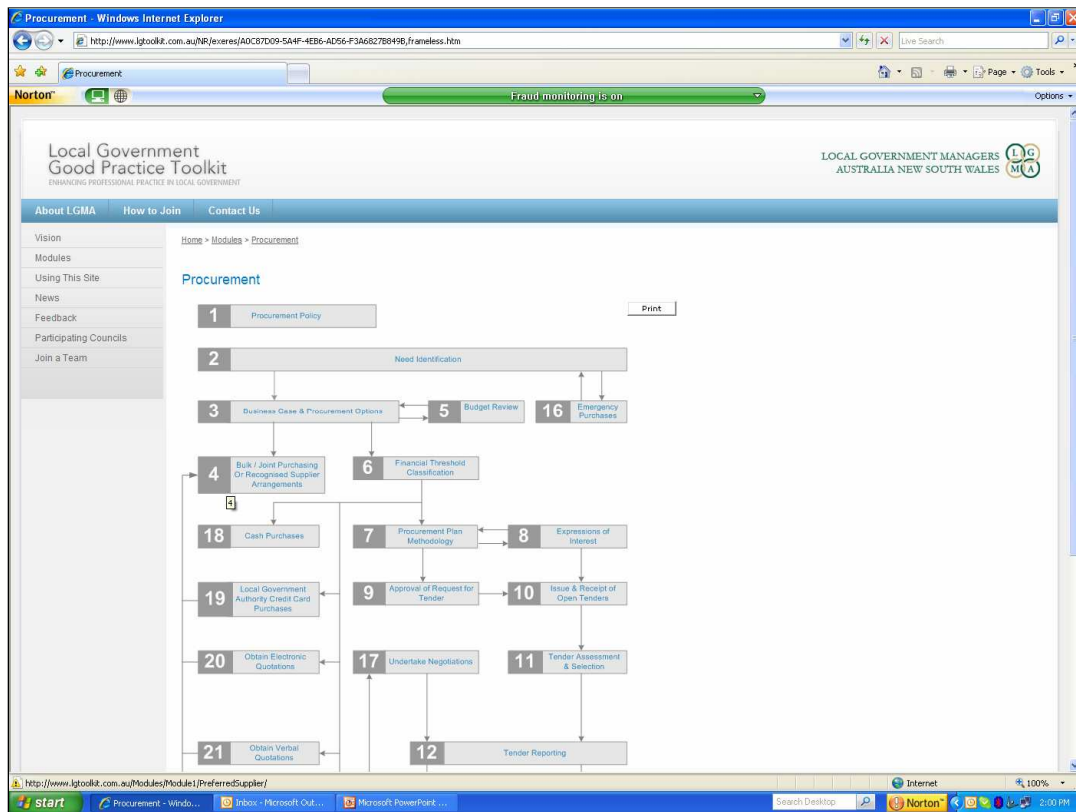
- The Local Government Good Practice Toolkit has been developed by LGMA, NSW in conjunction with a New Zealand Company, BusinessAnalytics.
- Work on the Toolkit commenced just over 18 months ago and over 100 Council expert practitioners working in facilitated Teams have developed the content.
- Currently, we have approximately 90 of the 152 Councils in NSW contributing funding and expertise into the development of this toolkit.
- Opening Screen.



•The Toolkit is made up of a number of “Modules” – each Module representing a Council activity.

•As you can see, the Toolkit makes reference to 6 Modules, 3 completed with a further 3 under construction.

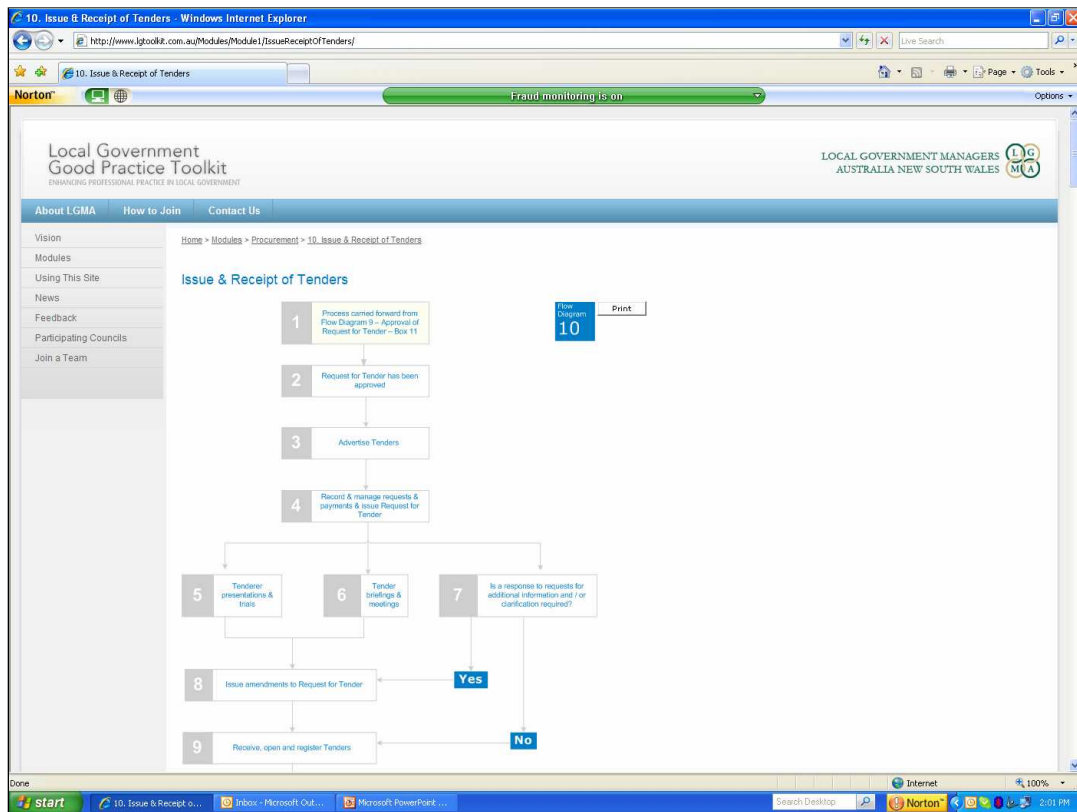
•If we are to pick one of these “Modules” – let’s say the Procurement Module.....



•You can see that it is broken down into sections or “TOPICS”, each representing a part of the “Procurement Process”. If the Toolkit was a book - these Topics would be the content chapters.

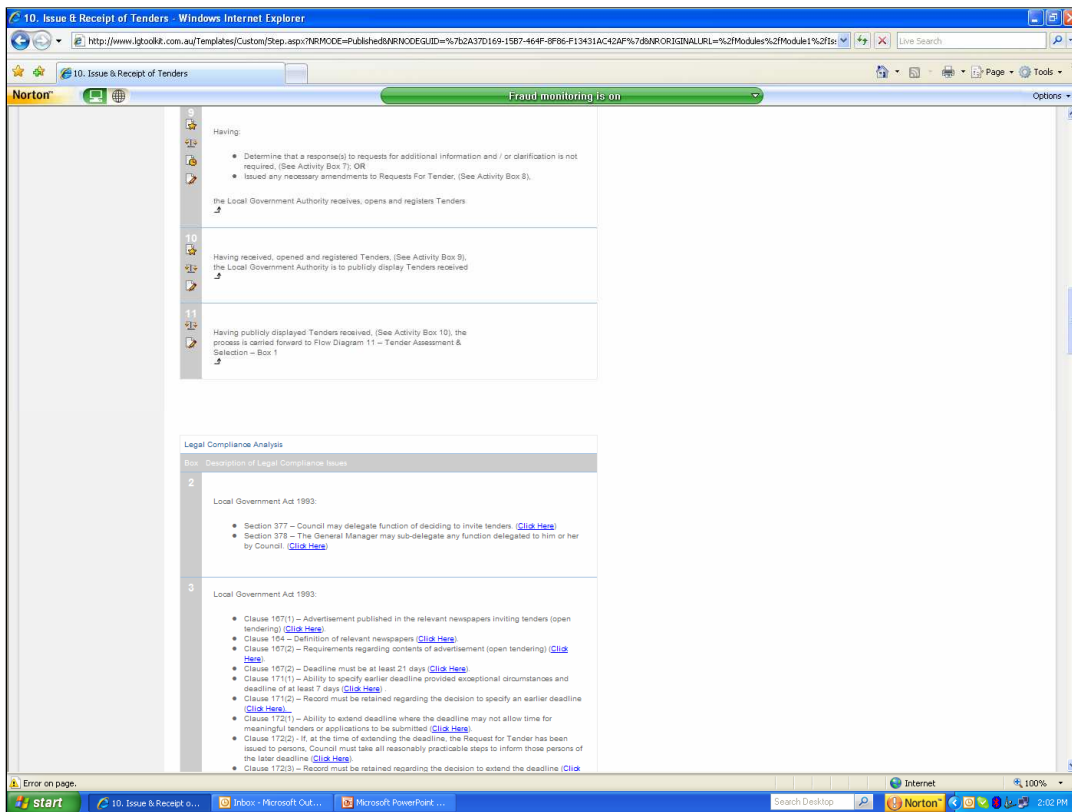
•By representing the “TOPICS” in a simple Flow Diagram, we are able to clearly identify the interconnections between the “TOPICS”.

•So, lets pick a “TOPIC” ..... Say, “No 10 - Issue & Receipt of Open Tenders”.



•As you can see, each “TOPIC” is further broken down into a simple Flow Diagram which identifies Council good practice relating to that particular “TOPIC”.

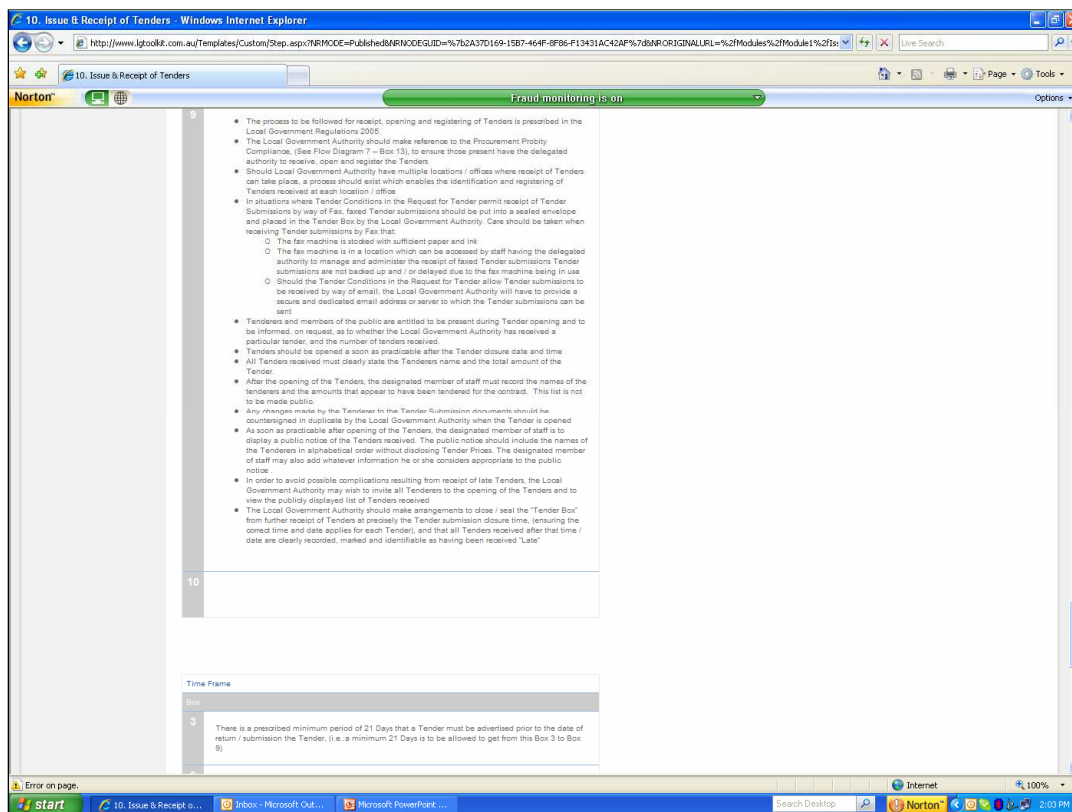
•This framework is the “Good Practice” part of the “Local Government Good Practice Toolkit” ..... So, where are the “Tools”?



•By clicking on any of the boxes making up the Good Practice Flow Diagram, an analysis table appears.

•This table has 2 functions:

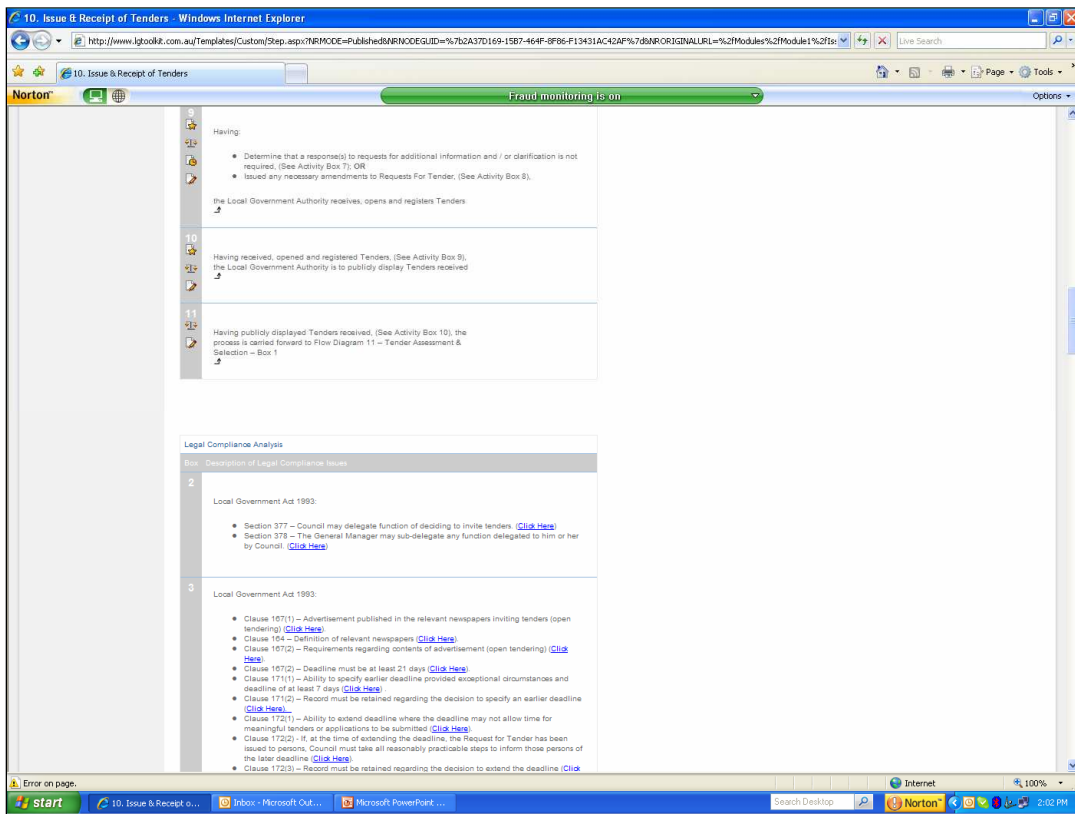
- It provides an explanation of where they are in the good practice framework AND
- Provides a selection of “ICONS” - each “ICON” identifies the existence of a “TOOL” - you can see these “ICONS” on the left hand side of the Analysis Table.



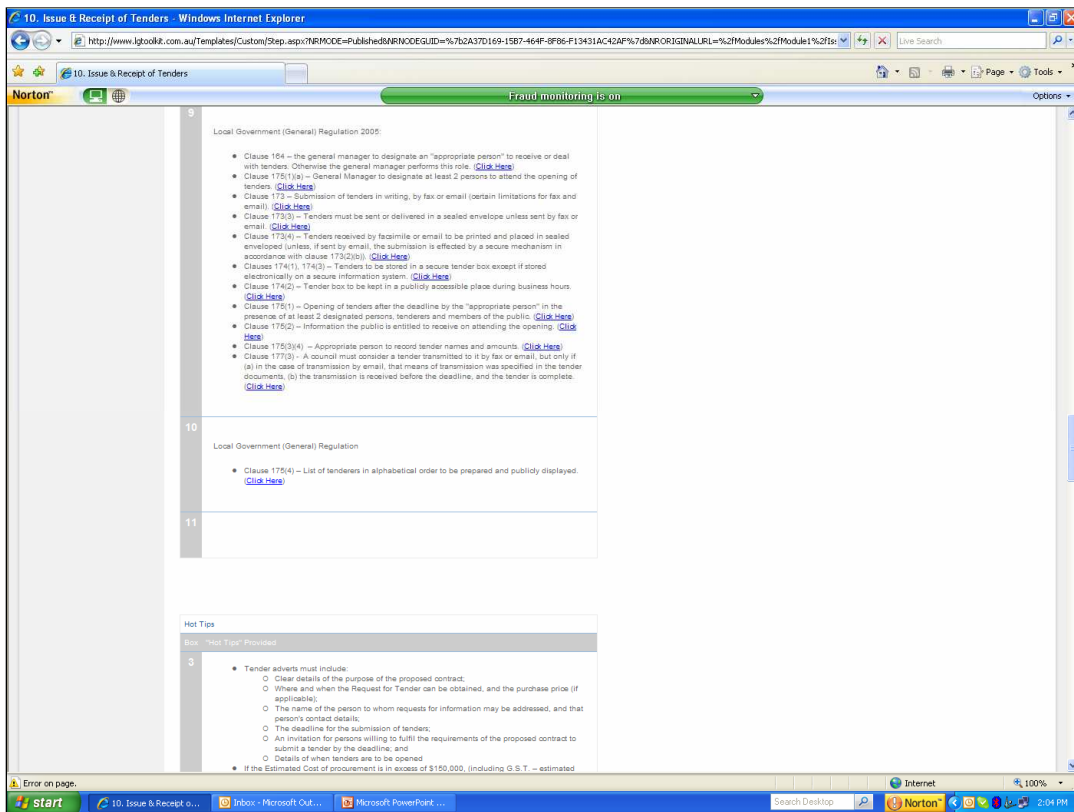
•By clicking on the 1<sup>st</sup> “ICON”, you are taken to a collection of what we call the “HOT TIPS” Tool.

•Revealed is a series of bullet points containing items of experience, expertise and good advice.

•This is the part of the “TOOLKIT” which over time will expand even further to become a library of shared good advice.



•Click on the second “ICON” that looks like a set of scales.....



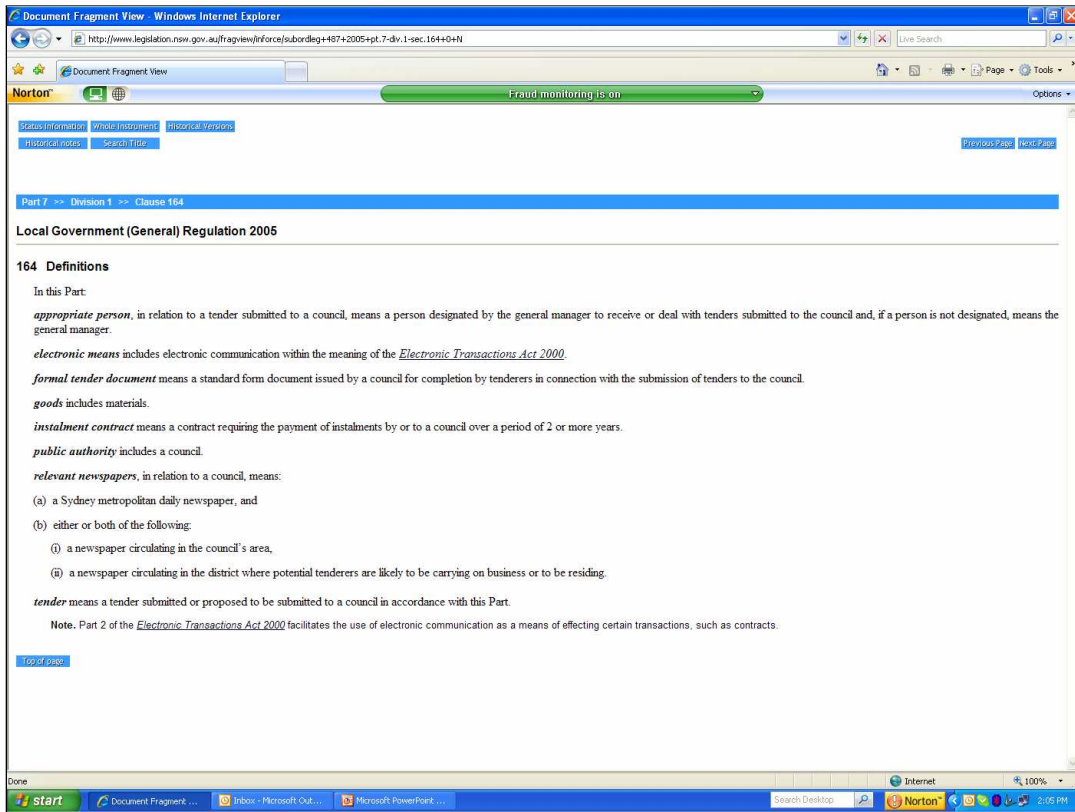
•And you are taken to a collection of what we call the “Legal Compliance” Tool.

•This identifies the legislative “must – dos” that relate to the part of the Module you are looking at.

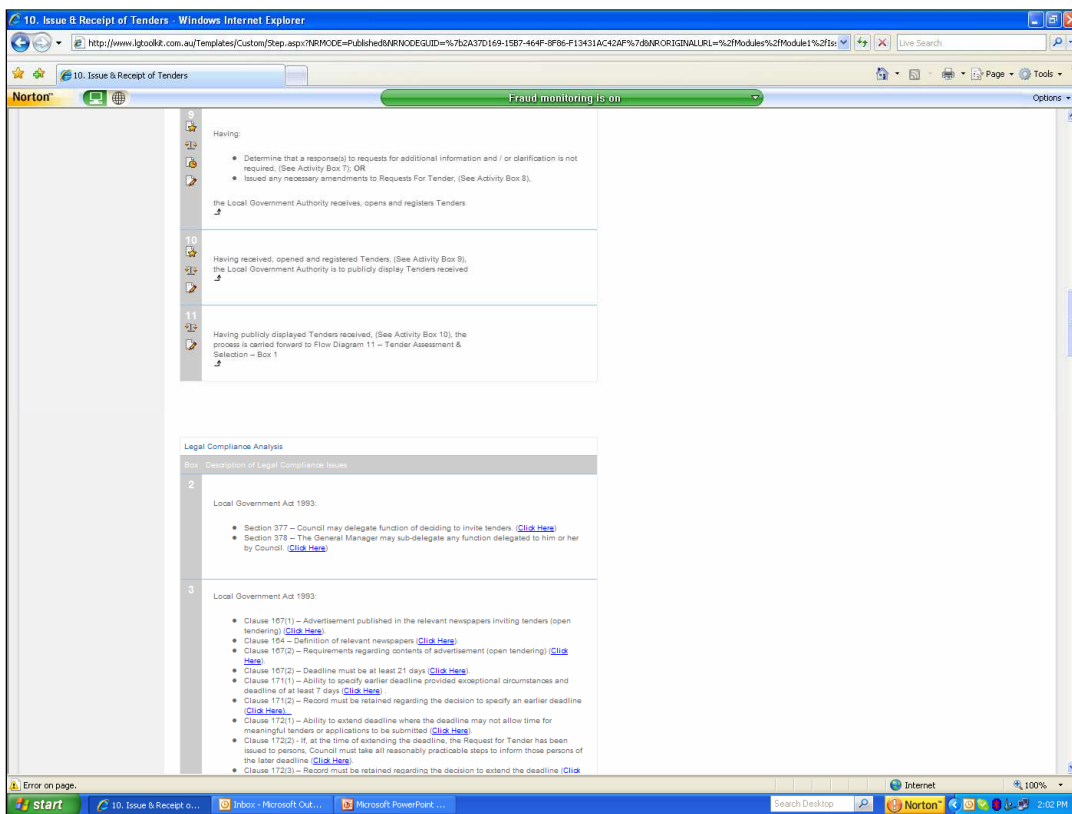
•It clearly states:

- The Act;
- The section of the Act; and
- A brief description of the Act.

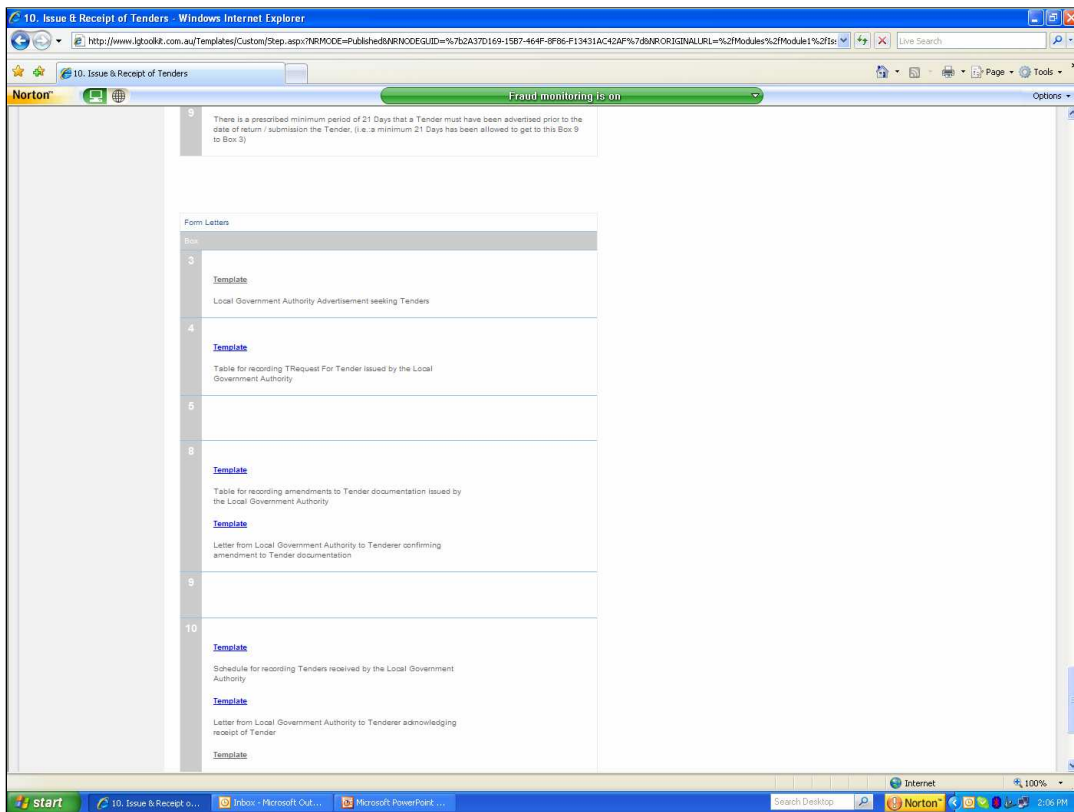
•AND - if you want to view this - you can see the Section of the Act itself.



•Hold the screen for a couple of seconds to take a breather.



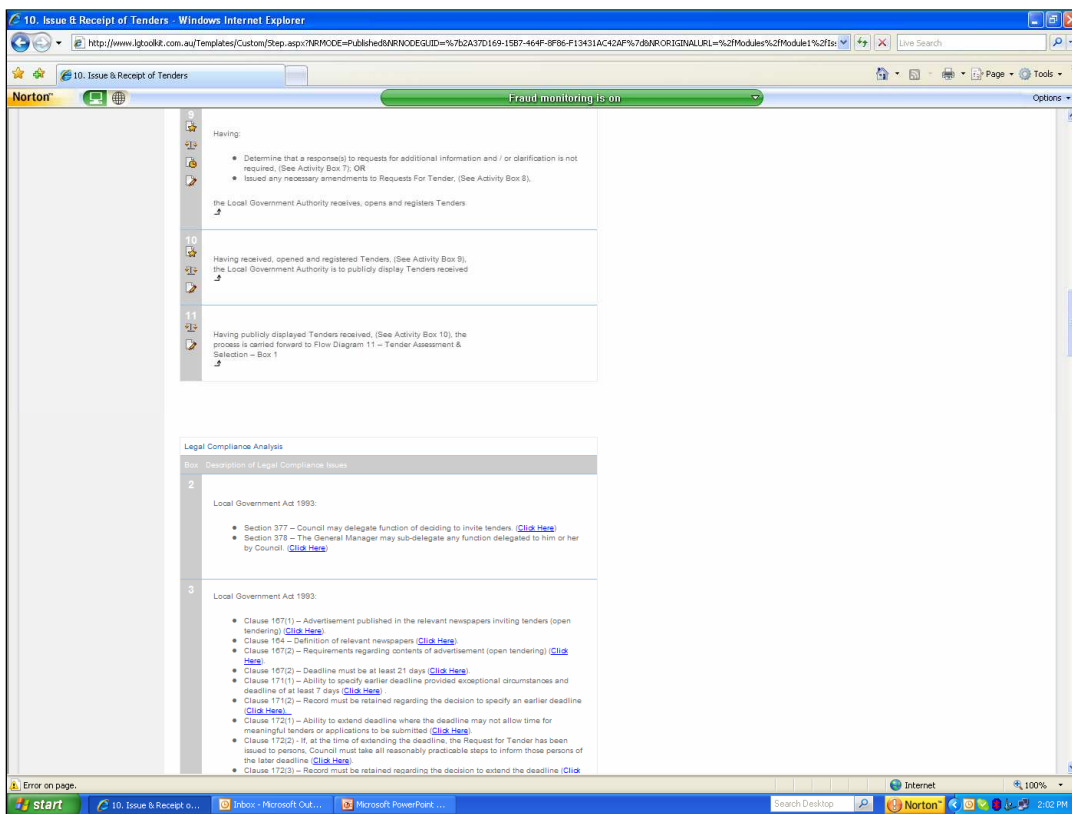
•The third “ICON” is a Tool called “TIMEFRAMES”.....



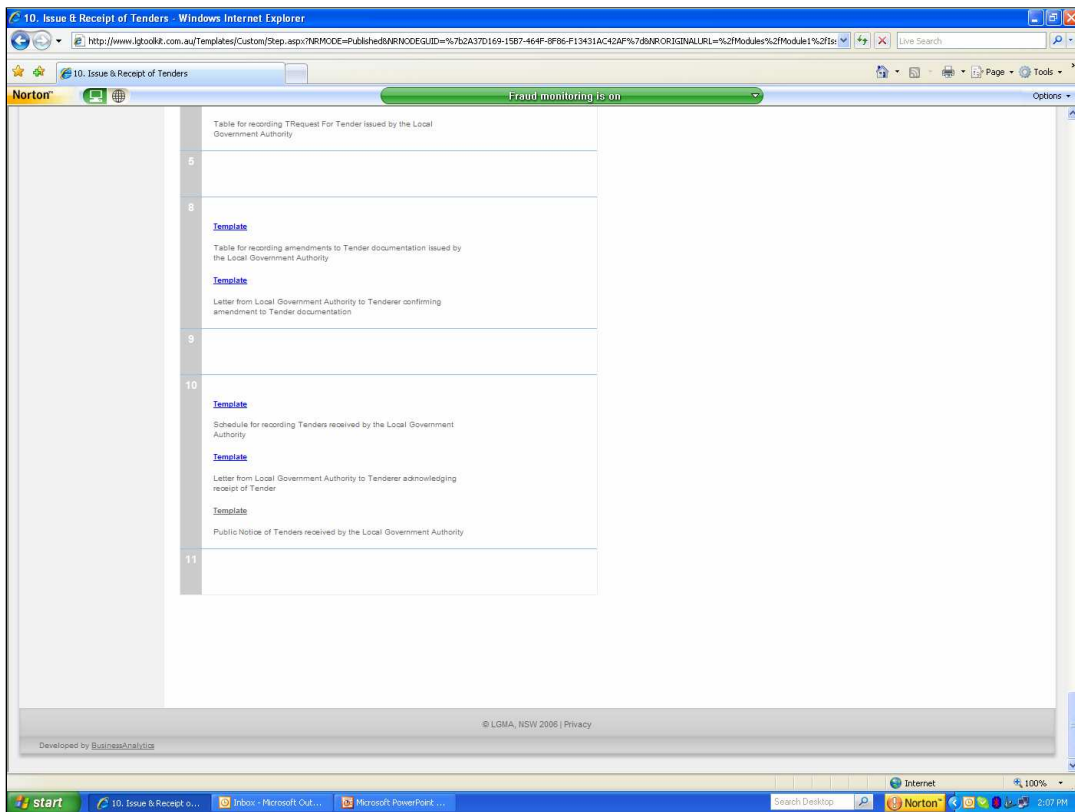
•The “TIMEFRAMES” Tool identifies:

•Prescribed timeframes within which certain activities have to take place; AND

•Suggested good practice timeframes within which the “TOOLKIT” suggests that certain things have to take place.



•The fourth “ICON”, the paper with the pen, .....

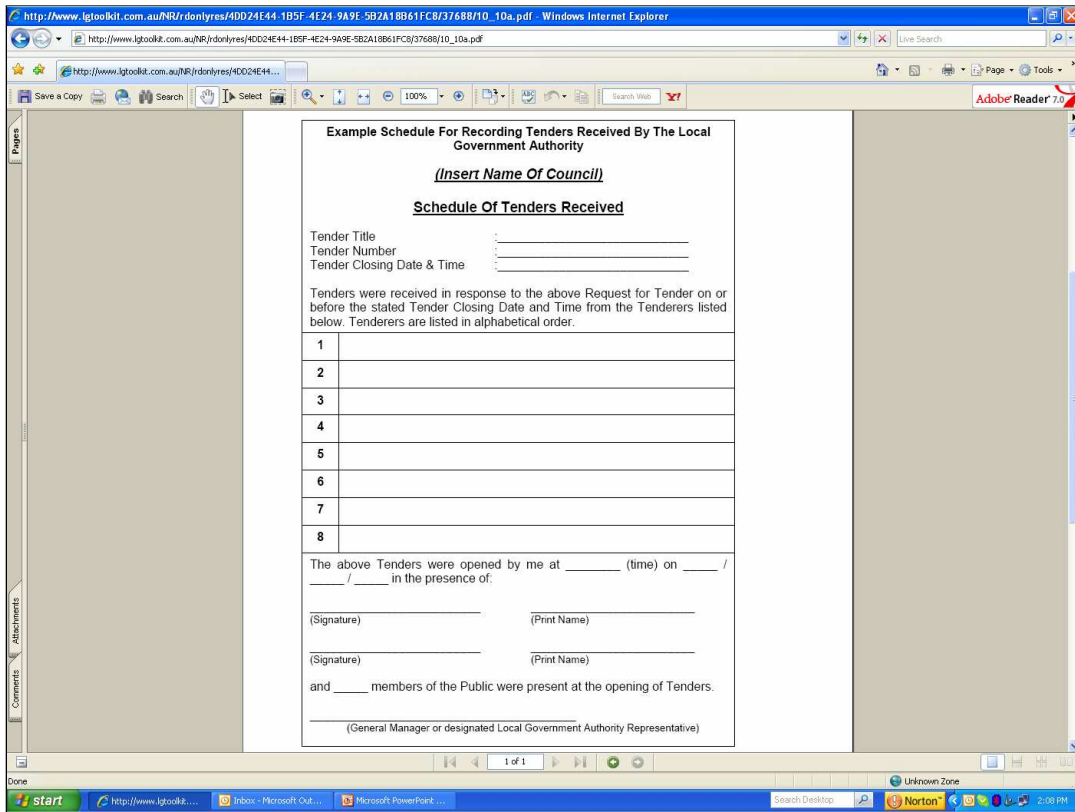


- Takes you to the “FORMS & LETTERS” Tool.

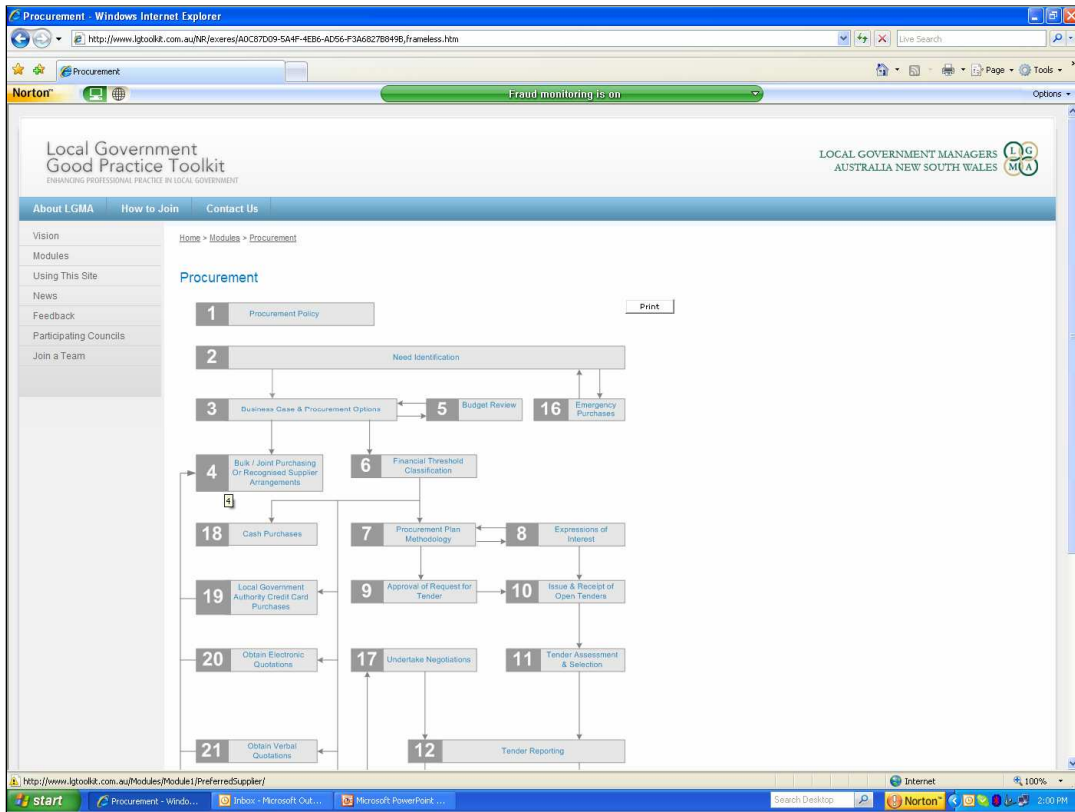
- By using this particular “ICON”, you can access generic:

- Forms
- Letters
- Templates
- Checklists
- Examples

- .....relating to the particular part of the Module you are looking at.



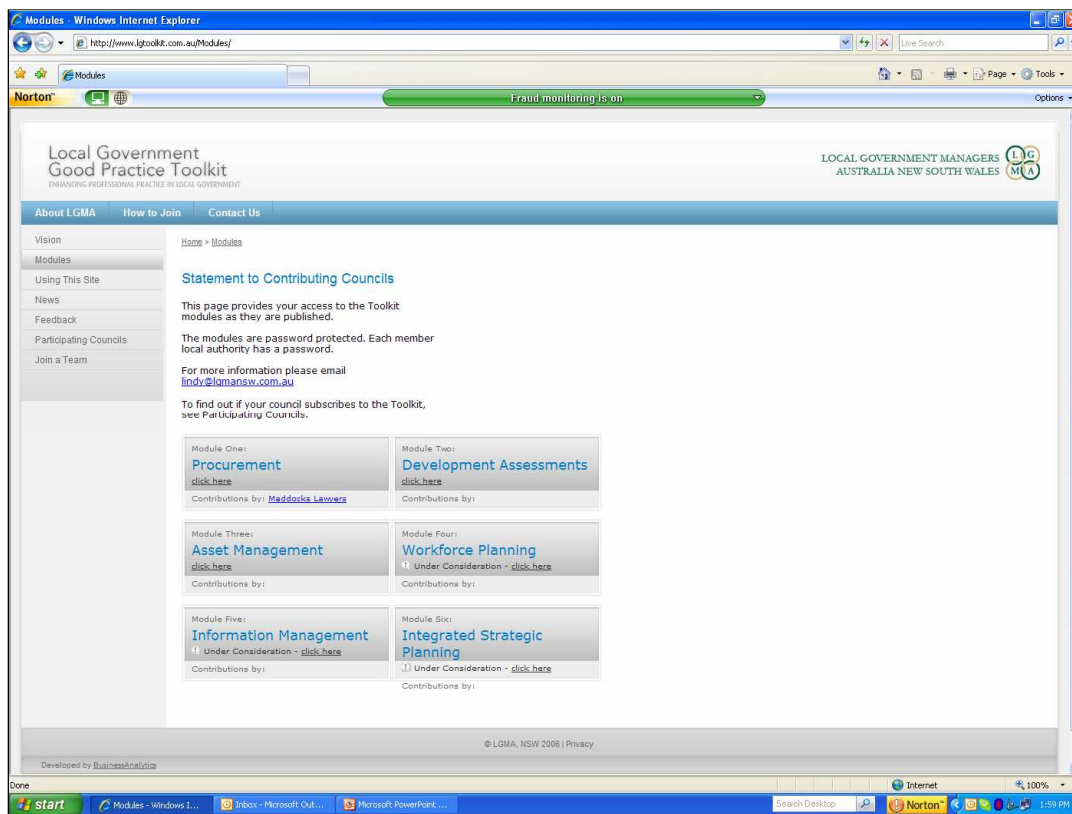
•For example ..... This is a simple template for the recording of Tenders received by Council.



•That’s all there is to it really.

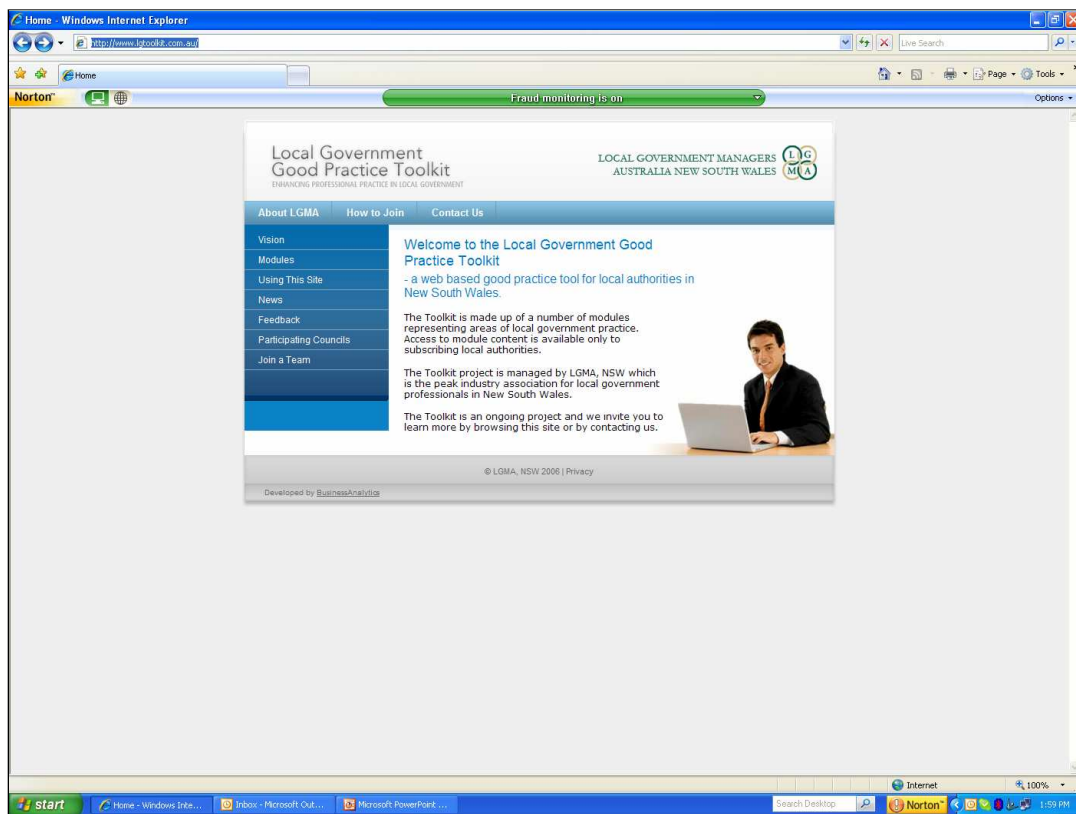
•A good practice framework within which “TOOLS” are placed..... For subscribing Councils to access.

•“The Good Practice Toolkit”



•As I said earlier, we currently have 3 MODULES completed and 3 under construction on our dedicated Website.

•With a further 33 Council activities having been identified for development into MODULES in the future.



•The Local Government Good Practice Toolkit is another way to spread the news of INNOVATION and BEST PRACTICE to Councils in NSW at least.

•We have already identified that the TOOLKIT is quite capable of being rolled out in the other 5 States in Australia however, it will need to be tailored to suit the legislation that varies to some extent from State to State.



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**Thank you**



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•Happy to take questions.