

Community Wellbeing Service Delivery Review cover note

A review of Council's Community Wellbeing service commenced in 2019, with the following scope:

- Provide a full and holistic review of the service delivered to our customers with a view to matching these services against the community's expectations and our organisation's vision.
- Determine how the service can be delivered at the right level, at what cost and in the best way possible to meet community expectations.
- Ensure value for money and operational efficiency.
- Assess opportunities for better service delivery with other entities.

The initial review report required further research and analysis. An Addendum to report was developed, which contained the following recommendation:

1. A strategic workshop be held with staff and Executive to:
 - a) Review the traditional model based on target groups that also supports Council's commitment to wellbeing (including children and families).
 - b) Develop strengths based approach to enable transition to generalist roles (noting the need to retain an identified aboriginal position).
 - c) Consider the appropriateness of the following activities to the service core business:
 - i. Review relevant Council committees.
 - ii. Community Assistance Scheme and community donations process to ensure transparency and appropriate governance measures are in place
 - iii. Set strategic priorities areas to focus resources
2. Develop a change management and communication/engagement plan to assist implementation of any changes resulting in current service delivery following completion of Recommendation 1, for both internal and external stakeholders.

Workshops were held in November 2020 and February 2021 and resulted in a restructure that was approved by Executive in March 2021, however is not fully implemented. The restructure of the Community Development team will be considered together with the organisational restructure following the appointment of a new General Manager in June 2021.