

Service Level Planning Policy

Yarriambiack Shire Council encourages a working environment which promotes gender equality and models non-violent and respectful relationships.

1 Objective

This policy sets out Council's commitment to ongoing Service Level Planning and strategic review. This ensures that each Service will meet community expectations and standards in a cost-effective manner, and that Service outcomes are aligned to Council's long-term strategic objectives and that they comply with relevant legislation and policy.

2 Responsibility

The responsible Manager has the overall responsibility for ensuring the quality and timely completion of Service Level Plans.

Service Level Plans will then be reviewed and endorsed by the Chief Executive Officer before the relevant Manager presents their Service Level Plans to Council during the annual budget preparation and approval process.

3 Policy Statement and Scope

Council has a strong commitment to continuously plan, review and improve its Services. In line with the Service Performance Principles, outlined below, Council will ensure community expectations and standards are met in a cost-effective manner, and that Service outcomes are aligned to Council's long-term strategic objectives and comply with relevant legislation and policy.

The Service Performance Principles:

- Services are provided in an **equitable** manner and that Council is responsive to the diverse needs of our community;
- Services are **accessible** to the members of the community for whom the Services are intended;
- **quality** and costs standards for Services set by the Council provide good **value** to the community;
- Council seeks to **continuously improve** Service delivery to the community in response to performance monitoring;
- Service delivery includes a **fair** and effective process for considering and responding to complaints about Service provision.

These principles underpin Council's strategic planning processes and guide desired outcomes of each Service.

Fundamental to Service planning and development, Council will ensure the community is engaged effectively, decision making is transparent and that outcomes are based on sound financial management practices.

The 'Service Level Planning Framework' details how this Policy is to be implemented.

4 Collaboration

Council will collaborate, where practical, with other Councils, Governments and statutory bodies when implementing this policy and associated Service provisions.

5 References

- a) *Local Government Act (2020) s.106*
- b) Yarriambiack Shire Council Plan 2021-25
- c) Yarriambiack Shire's Community Vision
- d) Service Level Planning Framework, and associated plans and references.

6 Definitions

Council	means Yarriambiack Shire Council, being a body corporate constituted as a municipal Council under the Local Government Act 2020.
Service	means a group of programs and projects primarily focused on external recipients, which collectively provide support or guidance to the community in order to achieve the objectives of Yarriambiack Shire’s Vision and the Council Plan.
Service Level Plan/Planning	means a process by which to assess, review and set the strategic direction for a Service. It takes the longer-term strategic direction and converts it into a plan for the short to medium-term.
Service Performance Principles	means a set of principles that underpins the <i>Local Government Act (2020)</i> as identified in s.106. Council must plan and deliver Services to the community in accordance with the Service Performance Principles.

7 Consistency with Governance Principles Local Government Act 2020

Governance Principle	Section of policy where covered
(a) Council decisions are to be made and actions taken in accordance with the relevant law;	Section 5 -References
(b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;	Section 3 Policy Statement and Scope
(c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;	Section 3 Policy Statement and Scope
(d) the municipal community is to be engaged in strategic planning and strategic decision making;	Section 3 Policy Statement and Scope
(e) innovation and continuous improvement is to be pursued;	Section 3 Policy Statement and Scope
(f) collaboration with other Councils and Governments and statutory bodies is to be sought;	Section 4 Collaboration
(g) the ongoing financial viability of the Council is to be ensured;	Section 3 Policy Statement and Scope
(h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;	Section 3 Policy Statement and Scope
(i) the transparency of Council decisions, actions and information is to be ensured.	Section 3 Policy Statement and Scope

In giving effect to the overarching governance principles, Council will take into account the following supporting principles—

- (a) the community engagement principles;

- (b) the public transparency principles;
- (c) the strategic planning principles;
- (d) the financial management principles;
- (e) the Service Performance Principles.

8 Policy Review

This policy will be reviewed every three years.

9 Legislative Context

This Policy is not required by the *Local Government Act (2020)*, however, it is consistent with s 106 in that it ensures the guiding Service Performance Principles are adopted and implemented by Council through the Service Level Planning process.

10 Council Approved Policy

Policy Adopted:	Ordinary Meeting [date]	Minute Book Page [number]	
Policy Reviewed:	Ordinary Meeting [date]	Minute Book Page [number]	
Policy Reviewed:			
Policy Reviewed:			
Policy Reviewed:			

DRAFT