

POLICY:	Best Value
DATE PREPARED:	15th May 2012
DATED ADOPTED BY THE COUNCIL:	26th June 2012
DIRECTORATE:	Organisation Development
DEPARTMENT:	Governance and Communication
RESPONSIBLE OFFICER:	Manager, Governance and Communication

POLICY OBJECTIVE

To endeavour to achieve the best outcomes for the local community by ensuring that resources are used efficiently and effectively and services are provided in accordance with the Best Value Principles to best meet the needs of the local community.

BACKGROUND

The Council is required to comply with the Best Value Principles under Part Nine, Division Three of the *Local Government Act 1989* (the Act).

The Act requires that all Council services

- meet quality and cost standards, as set by the Council;
- be responsive to community needs;
- be accessible to those members of the community for whom the service is intended; and
- achieve continuous improvement in service provision.

Further, the Act requires the Council to

- develop quality and cost standards for the provision of services that set performance outcomes in relation to each service and to make those standards publicly available;
- develop a program of regular consultation with its community in relation to the services it provides; and
- report at least once every year to the community on what it has done to give effect to the Best Value principles.

POLICY AND PRINCIPLES

Councils have a degree of flexibility in determining how to comply with the Best Value principles to meet community and organisational needs.

Best Value principles should be integral to normal operational practice. Council managers are to consider the Best Value Principles in the Act when delivering services. This includes taking into account the following factors in section 208C of the Act:

- the need to review services against the best on offer in both the public and private sectors;
- an assessment of value for money in service delivery;
- community expectations and values;

- the balance of affordability and accessibility of services to the community;
- opportunities for local employment growth or retention;
- the value of potential partnerships with other councils and state and the Commonwealth governments; and
- potential environmental advantages for the Council's municipal district.

Formal service reviews may be undertaken on an as needs basis, as directed by the Corporate Management Team, to assess the effectiveness and efficiency of services and to take action where necessary to assure services continue to meet community needs.

Best Value standards will be set annually and the Council's performance will be reported annually to the community.

PROCEDURAL GUIDELINES

Within the annual service planning process, for all services provided by the Council, managers will describe an approach to:

- quality and cost standards;
- service responsiveness to community needs;
- accessibility of services to those members of the community for whom the service is intended; and
- consultation with the community.

The Council will undertake robust strategic and operational planning processes associated with the production of the annual budget to ensure continuous improvement can be reported annually.

The Council will consult regularly with the community regarding service provision in accordance with its Community Engagement Framework.