



Best practice approach to collaboration

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Overview

- Collaboration
- Three examples
- Learnings

Collaboration

VAGO 2014: Shared Services in Local Government

- Implementing shared services has been a key aspect of councils' response to dealing with cost pressures
- Benefits include:
 - Cost reduction
 - Improving service provision quality
 - Security of service provision
 - Access to skilled resources

KPMG 2017: Rural and Regional Councils Sustainability Reform Program

- Rural and regional councils face a range of barriers and challenges that limit their ability to be sustainable over the longer term
- Regional service delivery has the potential to:
 - Create significant financial savings, supporting the achievement of ongoing sustainability
 - Facilitate the provision of more integrated and coordinated services to the community
 - Increase collaboration between member councils and improve relationships with the State



Three examples

Three examples

- Simple: Accounts payable
- Complex: Rates
- Regional: Multiple services

Simple: Accounts Payable

- 4 councils (2x rural/2x regional cities)
- 1 service (3 major activities)
- Common IT platforms
- Commitment at Executive level
- PCG made up of Managers
- Funded through FAST program

Complex: Rates

- 5 metro councils
- 1 service (>20 activities)
- 3 different IT platforms
- Commitment at Executive level
- PCG made up of Directors
- Self funded

Regional: Multiple services

- 5 councils (1x regional city)
- 5 services (customer facing and back office with multiple activities)
- Multiple IT platforms
- Commitment at Executive and Council level
- PCG made up of CEOs
- Funded through Transformation Program

Key barriers

- Commitment
- Project management
- Communication
- Complexity
- Business processes
- Service levels
- IT platform

Key barriers

Barriers	Simple	Complex	Regional
Commitment	✓	✓	✓
Project management	✓	✓	✓
Communication	✓	✓	✓
Complexity	✓		
Business processes			
Service levels			
IT platform	✓		

Learnings

Learnings

- Commitment: Executive level (and Council?)
- Project management: PCG at senior level
- Communication: Change management strategy
- Complexity: Less complex services
- Business processes: Standardise
- Service levels: Standardise
- IT platform: Common

Other learnings

- Be clear about the why?
- Enter into a written agreement
- Be prepared to compromise
- Take the opportunity to innovate
- IT will be your biggest barrier
- Take your time!

Questions