

ADOPTED		VERSION NO	VERSION 1.2
COUNCIL MEETING MIN	132/24	REVIEW DATE	19 JUNE 2026
DATE:	19 JUNE 2024	FILE NUMBER	COR400465

Purpose

This policy defines the Mid-Western Regional Council's (Council) approach to business improvement and its commitment to enhancing its processes and the way it delivers its services in a more customer focussed and efficient manner.

Scope

The requirements within this policy shall apply to all Council staff and Councillors.

Legislative requirements

Local Government Act 1993 (the Act)

Related policies and plans

- ARIC Charter
- Enterprise Risk Management Framework
- All council's policies, strategies and plans

Principles

In accordance with the Act, the Mid-Western Regional Council provides goods, services, facilities, and carries out activities, appropriate to the current and future needs of the community.

The guiding principles of the Act (Sections 8a, 8b and 8c) require each council to carry out its functions in a way that provides the best possible value for residents and ratepayers.

Objective

The objective of this policy is to:

- Confirm Council's commitment to the Framework
- Ensure Council seeks to continuously improve its processes; and
- Ensure Council's internal and external services are:
 - efficient;

- effective; and
- appropriate.

Roles and Responsibilities

Councillors

Adopt the policy and receive updates on the implementation of programs undertaken as part of the Business Improvement Framework (the Framework).

Audit Risk and Improvement Committee (ARIC)

Under S428 of the Act, the ARIC has responsibility for keeping under its review service delivery reviews, Council's performance measurement data and the implementation of the community strategic plan, delivery program and strategies.

Executive Team

The Executive Team will champion the Framework, programs and initiatives with all staff.

Business Improvement Team

The Business Improvement Team will comprise of the following positions:

- –Director Corporate Services
- Manager People and Performance
- Business Improvement Officer
- Financial Planning Coordinator
- Manager ICT
- Executive Assistant – Corporate Services

The team will manage and deliver business improvement projects including service delivery reviews.

All staff

All staff are responsible for implementing business improvement systems, policies and processes and undertake work in accordance with and contribute to the program. Staff should actively contribute to the improvement of Councils processes and identify and share opportunities for improvement.

Policy

Implementing a formalised Framework will streamline the implementation of business improvement projects, systems and processes which will enhance Council's internal and external service delivery.

Council's Framework provides an umbrella under which other business methodologies and tools such as standards and/or best practice initiatives can be implemented. Council's Framework is comprised of a program of work including but not limited to:

- A Continuous Improvement Process;
- Performance Measurement;
- An Integrated Review process;
- Business Process Management; and a
- Service Delivery Review Framework.

To support the Framework, the organisation has committed to:

- A whole of organisation approach;
- A culture of continuous improvement across the organisation;
- Strong organisational support;
- Understanding the resourcing requirements; and
- Stakeholder engagement.