

SERVICE REVIEWS

Councils are challenged to provide quality services that meet value for money cost standards and be responsive to community expectations.

CT Management Group Service Reviews have regard to the Service Performance Principles outlined in the Draft Local Government Act which guide how services should be planned and delivered to communities in the future.

- Services should be provided in an equitable manner and be responsive to the diverse needs of the municipal community;
- Services should be accessible to the members of the municipal community for whom the services are intended;

- Quality and costs standards for services set by the Council should provide good value to the municipal community;
- A Council should seek to continuously improve service delivery to the municipal community in response to performance monitoring;
- Service delivery must include a fair and effective process for considering and responding to complaints about service provision.

Service Review Projects are undertaken by skilled Associates and cover key areas of stakeholder engagement, service analysis, performance measurement reporting and final reporting which will include systems and processes, service delivery model and recommendations for future direction.

An important aspect of the CT Management Group approach to Services reviews is the active involvement of key staff in the review in order that they have a detailed understanding of the issues and have ownership of the outcomes.

To find out more about our Service review process, contact us on 1300 500 932.



OUR SERVICES

Project establishment:

- Project Control Group.
- Scope.
- Identity stakeholders.

Stakeholder engagement:

- Staff consultation and community consultation.

Benchmarking & analysis:

- Level of service.
- Cost of service.
- Delivery model options.

Reporting:

- Service definition.
- Service quality & cost standards.
- Risk.
- Measuring performance & reporting.
- Systems & processes.
- Benchmarking.
- Leadership, competencies & culture.
- Service delivery model.
- Continuous improvement.
- Recommendations for future direction.

CT Management Group has developed a service review methodology that is efficient and effective. With over 115 Associates with expertise in Local Government we will source a reviewer with a detailed understanding of the service under review with access to innovative ideas being employed elsewhere.



CT Management Group specialises in providing independent financial advisory and leadership services to organisations.

CT MANAGEMENT GROUP SERVICES

Contract and Project Management

- Contract Specifications.
- Contract Management.
- Procurement Policies and Audits.

Financial Services

- Strategic Resource Plan.
- Rating Strategies.
- Financial Sustainability Reviews.
- Long Term Financial Plans.

Service Planning

- Service Plans.
- Service Reviews.
- Community Consultation.

Asset Management

- STEP/NAMAF Program.
- Condition Assessments.
- Renewal Modelling.
- Asset Management Policy, Strategy and Plans.
- Benchmarking.
- GIS Audit & Data Consolidation.
- Waste Management.

Organisation Development

- Organisation Performance Reviews.
- Council Plans.
- Business Plans.
- Investigations.
- Executive Coaching.
- Workforce & Succession Planning.
- Procurement.

Professional Placements

- Senior Executive Recruitment.
- Professional Placements.
- CEO and Director Performance Plans and Appraisals.

CT MANAGEMENT GROUP PRODUCTS

Long Term Financial Plan

Designed to improve financial planning methodologies and highlight the importance of key strategies, our Long Term Financial Plan (LTFP) supports Council's financial sustainability.

Service Cost Evaluation Model (SCEM)

SCEM enables Council to identify its range of services, review costs, service priorities and then define affordable levels of service. In combination with Council's LTFP, the financial sustainability can be assessed.

Strategic Resource Plan (SRP)

A key medium term financial plan summarising resource forecasts over at least a four year term and forming part of the Council Plan (Vic only).

Capital Works Evaluator

Designed to evaluate competing eligible capital works projects, the Capital Works Evaluator (CWE) assists Council in managing and prioritising its capital works program. In combination with the LTFP, Council's capital program, including whole of life cost, is indexed. Indexation rates are user defined.

Financial Ratios Benchmarking

The financial ratio package provides benchmarks of Council's financial performance across a wide range of financial ratios.

CT Connect

CT Connect is a flexible cloud based platform and has the following features:

- A cloud based service hosted by a reputable and reliable vendor.
- Software vendor independent.
- CT Connect can provide GIS, asset and condition data in various formats to suit the most popular vendor financial and asset management systems.
- Secure access by a Council via 'web' interface to access various data/services.
- Provides Councils with a menu of services/tools that can be purchased as and if required.
- Access to a library/knowledge base, benchmarking data etc.
- Promotes shared services for Councils.

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