



Desired outcome

This Key Direction focusses on the need for strong civic leadership and effective governance with an engaged community actively participating in decision making processes affecting their future.

What the community has said

The workshops conducted between March and May 2010 expressed a number of significant concerns and aspirations for the future. They include:

- Encouraging greater community engagement in decision making processes
- Improving communication between Council and the community by providing more feedback on community issues
- Ensuring the community voice is heard
- Greater attendance by Councillors at community meetings

- Ward Councillors should establish a community consultation mechanism such as a Village Council
- Developing trust in Council and service providers
- Improving relationships and developing stronger partnerships between different levels of government – e.g. State Forests, RFS, NPWS – to reduce fire hazards
- Improving management efficiency of Council by reducing costs and improving relationships between council officers and the public
- Attracting and retaining well trained and qualified community leaders in business, industry and at Council
- Building aspirations of young people to become leaders through interaction with current leaders
- Ensuring succession planning is in place
- Removing party politics in Council
- Need for a community education program regarding party politics
- Leadership should include consideration of the history of the area

Proposed objectives and strategies

In order to address these challenges the tables below contain a number of objectives for the future and the strategies which will assist in achieving those objectives.

Objective 5.1 - Fostering and supporting community leadership

	Strategies	Responsibility	Support	Timing
5.1.1	Promote volunteering and mentoring as a strategy to develop partnerships and community leadership	Council	Service groups, Community	2010-2016
5.1.2	Establish scholarships and mentoring programs to foster young leadership. Further development of academic and sporting programs	Council	Business community, Service groups, Schools	2010-2016
5.1.3	Establish education campaigns to involve community members in local organisations	Council	Business community, Service groups	2010-2016
5.1.4	Increase recognition of the work of community leaders	Council	Community	2010-2016



Objective 5.2 - Encouraging more community participation in decision making

	Strategies	Responsibility	Support	Timing
5.2.1	Councillors to be regularly available for community members to raise issues of concern	Council	Community	2010-2012
5.2.2	Develop and implement strategies to encourage and empower the community to participate in consultation activities	Council	Community, Service groups,	2010-2016
5.2.3	Council to have a greater presence in outlying communities within the area	Council	Community	2010-2016

Objective 5.3 - Making Council more responsive to the community

	Strategies	Responsibility	Support	Timing
5.3.1	Implement a best practice customer service strategy within Council	Council	Community	2010-2012
5.3.2	Provide follow up on decision making to keep community engaged and informed	Council	Community	2010-2012
5.3.3	Reduce the red tape in Council processes	Council	Community	2010-2016
5.3.4	Increase the availability of information on Council's website	Council	Community	2010-2020