



RESPONDING TO THRIVE

LOCAL GOVERNMENTS

Citizens' needs and expectations of their local council are growing which requires a sustained, coordinated and effective approach

Over the past two years, the importance of community has come into increasingly sharp focus, with significant changes to the way we work, where we live and how we need to respond. In the wake of **unprecedented times**, Local Governments have continued to play a critical role by **supporting**, **providing** services, and **advocating** for communities throughout Victoria.

With Victoria's changing population demographic, budget constraints, and economic transitions, there have been strong demands and expectations from local businesses and communities for greater support to be provided by Local Governments. This presents Local Governments with three **main** challenges:

CHALLENGES

CAPITALISATION & FUNDING



- Increased level of infrastructure investment is straining council budgets
- The impact of rate capping and increase in material costs raises concerns over financial sustainability of long-term asset and infrastructure projects
- Budget constraints of meeting heightened staff expectation and demands for greater pay rise and flexible working options

POST COVID-19



- Significant increase of mental health conditions resulting from the pandemic
- Community members still experience health and safety concerns post COVID-19, hindering their social lives

OPERATIONAL EFFICIENCY



- Manual processes and outdated technology
- COVID-19 related uncertainties enabled significant shifts in working environment & council services, navigating towards a sustainable, responsive and agile future
- The upfront cost of digital tools raises concerns over budget constraints

Respond in order to thrive

Citizens' needs and expectations of their local council are growing, driven by rapid technology advances seen in other sectors and industries. Local government bodies must continue to focus on understanding the needs of their community more than ever.

Local governments are stepping up in major emerging policy areas, playing a key role in liveable communities, developing thriving economies, enhancing roads and transport infrastructure, and leading local pandemic recovery. However, each of these roles requires a sustained, coordinated, and effective approach.

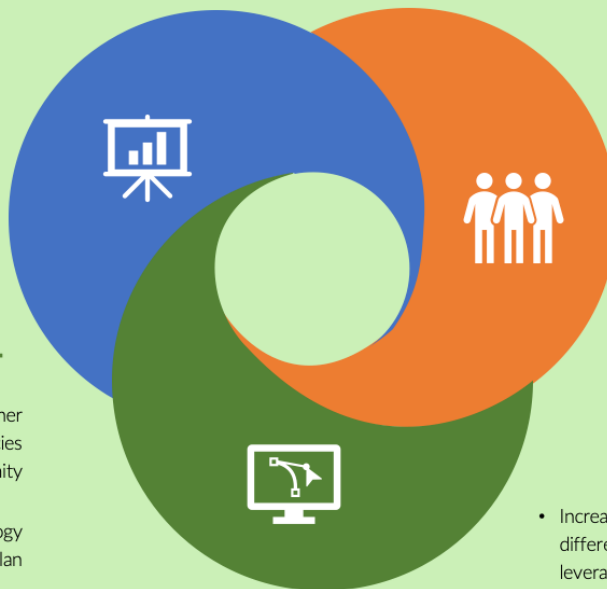
RESPONSES

CAPITALISATION & FUNDING

- Developing **efficient funding allocation** and **rationalizing projects** that are implementable within limited budget
- Establishing a **sustainable financial model** that helps LGAs make strategic investments that are **economically viable** and provide an overall **benefit to local communities**

TECHNOLOGY ADVANCEMENT

- Leveraging technology (website, customer service, planning tools) to drive efficiencies across the business and meet community expectations while reducing cost
- Developing an Integrated Technology Roadmap with a clear vision, strategy, and plan to maximise value from digital investments



POST COVID-19 COMMUNITY RECOVERY

- Engaging their communities through inclusionary planning and decision-making by organizing local events, markets and activities
- Encouraging community service programs in the post COVID-19 world to reintroduce tourism and reinspire the community
- Initiating and implementing programs that advocate and support mental health, healthcare, and young families
- Increasing capacity to capture and analyse different channels, including social media and leveraging insights for evidence-based decision-making

*“As management consultants with deep expertise and experience in local government, we are observing the **deepening economic impact** and **social disruption** on both metro and regional communities. We have been helping clients with reviewing their service model, developing strategic plans, implementing digital transformations and **uplifting community engagement**. NMC facilitated local governments with delivering the best impact for communities with **increasing efficiency**”*



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