

Monday, 17 May 2010

## HEALTHY REPORT CARD FOR COUNCIL

'The City of Ryde is an *efficient, well managed and transparent* local government body, that *works with the community, has a clear vision of the future and a committed workforce*'.

These are the key findings of a wide-ranging Department of Local Government (DLG) Better Practice Review of the Council's business procedures in 2009.

General Manager, John Neish, said: "All too often Councils receive negative reporting, but this Review demonstrates that the City of Ryde is a well run, accountable, ethical organisation with a high standard of management and procedural frameworks.

"It is a very encouraging report card and confirms to the community the integrity of their Council and its staff.

"Importantly, the report highlights our strengths as well as an Action Plan of 15 Recommendation to improve performance, several of which have already been implemented."

In summary, the Review that is carried out by the DLG to measure the efficiency and sustainability of Councils, found that the City of Ryde:

- is a well-managed and efficient local government authority committed to continuous improvement of its services and procedures
- it has stable financial resources and management structures
- has a clear vision
- demonstrates its transparency and keeps the community well informed through its reporting, newsletters, information management, technology and consultations
- has a dedicated and motivated workforce.

The Review was adopted by Council at its meeting on 11 May 2010. You can see a copy of the complete Review Report on the DLG website at [www.dlg.nsw.gov.au](http://www.dlg.nsw.gov.au).

## **Highlights of DLG Better Practice Review**

City of Ryde operational practices identified as being 'better practice' or 'noteworthy' include:

- Council's strategic planning and reporting framework – the City of Ryde has a clear vision on where it is headed and how to keep the community well informed on its progress.
- A rolling program of Best Value Reviews drives continual internal improvement to ensure that work procedures and quality delivery of service to the community are maintained.
- Communicating and consulting with all levels of the community (eg Local State of the Environment Newsletter, Development Information Sheets, bi-annual Community Survey and Children's Conference and Social Justice Charter) both informs the community on topical issues and assists the Council in improving programs and services.
- Environmental Management - Council's domestic waste management system, waste reduction and recycling initiatives and school educational programs are commended as 'leading edge'.
- Asset Management is linked to a 20 year Financial Plan that provides Council with clear long term strategies to maintain roads, drains, parks and buildings to meet the community's needs.
- Information Management and Technology – Council has developed a range of processes to make it easier for residents to view documents, development applications.