

2020-2025 STRATEGIC PLAN SUMMARY

Stronger Councils, Stronger Region

Our Vision: A region that is prospering as a result of strong Councils working together, where ratepayers, industry and government see the benefits of investing in the CCA model. In short, 'Stronger Councils, Stronger Region'.

Our Purpose: To help Councils achieve regional outcomes and maintain strong local government, by working together.

Our Principles

We will achieve our vision by consistently acting according to our principles.

We take our responsibility as public administration professionals seriously. We are committed to value for money, impact and transparency, we act with integrity, honesty and respect.

Agile

Collaborative

Optimistic

Lean

Growth mindset

We adapt and refocus quickly and easily, in response to change.

We play to others' strengths and listen with intent to understand and avoid duplication.

We see the best possible outcome and strive for that.

We use our resources wisely and keep things simple. If a longer meeting or document won't add value, we'll keep it short.

We experiment, reflect and innovate - we constantly ask ourselves "how can we do this better"?



Nine Councils working together to make a difference – representing one in five Tasmanians.



A full copy of our Strategic Plan can be found here: <https://www.cradlecoast.com/cca/publications-media-releases>

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We will achieve our vision and purpose through the following strategies:

Strategies

- 1 Continue to lead regional economic development, with Councils, and others, to make our region an even better place to live, work, visit, learn and invest
- 2 Continue to lead regional Natural Resource Management, with Councils and others, to improve the environment
- 3 Further integrate our NRM and economic development work and that of Councils, demonstrating leadership in sustainable development
- 4 Ensure our new Strategic Services capability delivers for Councils
- 5 Achieve a sustainable financial position
- 6 Make the most of technology to improve organisational effectiveness and efficiency
- 7 Become a global exemplar of regional development, local government collaboration, and public administration

We will seek and measure the following outcomes through key performance indicators (KPIs) to realise our vision:

	KPI	Year 5
 People and Culture	The leadership team is unified and unifying, providing collective leadership across the business.	Yes
	Increase the average staff rating across key capabilities, for example: alignment with our principles, technology adoption, productivity, project management.	80%
 Internal Processes	Increase efficiency by formally mapping and improving processes (i.e. continuous improvement).	4
	Project milestones – not just projects overall - are achieved on time and within budget.	95%
 Member Councils and Funding Partners	Number of regionally significant projects delivered.	3
	Increase the number of stakeholders who are at least 'satisfied'.	90%
 Finance	Deliver a small operating surplus to maintain financial sustainability.	\$10k
	Increase the proportion of non-Council revenue.	75%

KPIs identified using the Balanced Scorecard approach



People and Culture outcomes lead to continuous improvement



Efficiency of internal processes reduces cost and satisfies Member Councils and other Funding Partners



Satisfied Member Councils and other Funding Partners leads to financial sustainability



Performance on all levels satisfies stakeholders