

# SERVICE REVIEW OUTCOMES

## HUMAN RESOURCES

### DETAILS OF SERVICE

Human Resources is a service unit within the Resources Service Area. It reports to the Director Community and Organisational Development, who is one of three Directors.

Civic & Governance provides a range of services to meet certain operating and statutory needs of Council. It is predominantly an internally focused service unit, meeting daily administrative requirements of the Maroondah City Council and Councillors as well as all Directorates and service areas.

### SCOPE OF SERVICES

The Human Resources team consists of 6.5 EFTs (equivalent full time), located at Council's Ringwood City Offices. The scope of services considered in this review include:

- Strategic Planning
- Policy Development in Human Resource Management
- Recruitment and Selection
- Induction
- Training & Development
- Performance Management
- Performance Recognition and Reward Programs
- Remuneration Services
- Workplace Relations
- Health and Wellbeing Program
- Equal Opportunity Program
- Other Staff Support Services

### SERVICE REVIEW OUTCOMES

Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Human Resources Service Costs per EFT Employee (Benchmark VECCI Survey 2002/03 Average \$389, Median \$397)	\$359	Performance to +/- 5% of Previous actual \$359
Quality standard	Customer satisfaction rating – Overall satisfaction averaged result. Target 80% (Internal customer satisfaction survey)	82%	80%

<b>Best Value Principle</b>	<b>Key Performance Indicator</b>	<b>Performance Result 2002-03</b>	<b>Target 2003-04</b>
Quality standard	Approachability of service – Customer satisfaction rating Target 80% (Internal customer satisfaction survey)	86%	80%
Quality standard	Responsiveness of service – Customer satisfaction rating Target 80% (Internal customer satisfaction survey)	84%	80%
Quality standard	Quality of service – Customer satisfaction rating Target 80% (Internal customer satisfaction survey)	82%	80%

**Best Value Principle**

**Action taken**

Benchmarking

Maroondah City Council has used the results of the VECCI Human Resources Comparative Data 2002/03 benchmarking exercise as the basis for benchmarking the performance of our service (all Councils with remuneration of \$20m or greater)

Benchmark indicators included:

Council EFTs, Human Resource Budget, Human Resource staff levels, Average total expenditure, Human Resource staff per 100 EFT.

The key financial indicator of Human Resources Service Costs per EFT Employee has been identified as the key financial performance indicator for value for money.

Consultation

The core component of the consultation process was an internal survey conducted across all service areas in 2001 and then in 2003.

The survey focussed on determination of both the levels of use of Human Resource services and also users' satisfaction with those services in terms of approachability, response times, quality and effectiveness. It also provided an opportunity for survey respondents to submit comments, criticisms and suggested improvements on any aspect of the unit's performance.

**Best Value  
Principle**

**Action taken**

Consultation (cont)

The subsequent scores for these three qualities have been captured as the key quality performance indicators for the service area.

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings, key performance targets and results will be available on Council's web page or from one of our Customer Service Centres.