

# A well governed and empowered community





## Our vision

**In 2040, Maroondah will be an empowered community actively engaged in local decision making, led by an innovative community inspired Council that collaborates regionally and proactively champions local needs.**

## Our community said

We want to have access to relevant and timely information and be actively involved in decisions that affect us. There is a strong desire for Council to provide accountable leadership along with services that are accessible and responsive. We want to see strengthening of Council collaboration with the community and Council to continue advocating on behalf of local needs.

## The path ahead

Council will continue to provide transparent and accountable leadership through delivery of responsive people focused digitally enabled services. Community members will be informed on matters that affect them and encouraged to have their say on Council decisions. Together we will work in partnership and proactively advocate for community needs.

**“I would like to see more awareness around the opportunities to provide community input.”**

## Key directions

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### A well governed community

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| 8.1 | Provide community inspired governance that is transparent, accessible, inclusive and accountable  | 8.5 | Foster a workforce that is adaptable, capable, positive and engaged to deliver on our organisational mission, values and community vision                             |
| 8.2 | Ensure responsible and sustainable management of Maroondah's resources, assets, infrastructure and natural environment  | 8.6 | Work in partnership with key agencies and other levels of government to provide leadership in emergency preparedness, response and recovery processes                 |
| 8.3 | Nurture a continuous improvement council culture of being collaborative, strategic, sustainable and employing best practice, that positions Maroondah as a leader in local government | 8.7 | Embrace emerging technology, the digital economy and opportunities for innovation in the delivery of services, enhancement of assets, and engagement of the community |
| 8.4 | Work in partnership to deliver innovative, accessible and evidence informed services that are people focused, proactive, integrated and responsive                                    |     |   |
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### An empowered community

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| 8.8  | Ensure that all community members have access to, and are informed on, matters that affect them, including tailored information for under-represented and hard-to-reach groups  | 8.11 | Work in partnership to advocate for and champion the needs and aspirations of the community to Victorian and Australian levels of government, service providers and the business sector |
| 8.9  | Undertake inclusive engagement and consultation using accessible and tailored approaches to consider the needs and aspirations of people of all ages, abilities and backgrounds | 8.12 | Foster local and regional partnerships with individuals, community groups, businesses, service providers, agencies and all levels of government   |
| 8.10 | Create opportunities for shared decision making through active community participation  |      |   |

## Community indicators of progress

<b>Well governed</b>	<b>Community satisfaction</b>	Community satisfaction with Council
	<b>Decision making</b>	Community satisfaction with Council decisions
	<b>Financial sustainability</b>	Net result
		Liquidity ratio
		Internal financing
		Indebtedness
Capital replacement ratio		
Renewal gap ratio		
<b>Customer service</b>	Community satisfaction with Council customer service	
<b>Employees</b>	Employee satisfaction	
<b>Empowered</b>	<b>Community engagement</b>	Community satisfaction with consultation and engagement
	<b>Informing the community</b>	Community satisfaction with Council informing the community
	<b>Advocacy</b>	Community satisfaction with Council lobbying on behalf of the community

