



FREQUENTLY ASKED QUESTIONS – ACCESSING THE SERVICE

Key Messages

- Suite of core policies
- Work with councils to develop, implement and train in-house
- Undertake health check of governance frameworks
- Policies tailored to council needs
- Build capacity of council officers to maintain and continuously improve
- Scalable service options

What is this Governance Advisory Service?

The three key aims of this two-year funded position is to support Queensland local Governments in:

- developing a library of core policy, reporting and monitoring systems.
- support the implementation of good governance (best) practices in councils of varying sizes; and
- work with individual councils to tailor documents, train staff and assist in the implementation and consistent adoption across councils.

The Governance Advisory Service is overseen by the Joint Reference Group, which consists of Department personnel, LGMA CEO and an independent LGMA Nominated expert.

Who is the Governance Advisor?

Liza Perrett, Governance Advisor
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Can all Councils access the service and tools?

YES, the Governance Advisory Service is to benefit all Councils of Queensland.

Advisory Service: - limited to one resource, therefore council specific engagement will be prioritised by the Joint Reference Group.

Tools – All templates, frameworks and tools created are for ALL Queensland Councils to utilise and will be available on LG Central - <https://lgcentral.statedevelopment.qld.gov.au/p/#/app/dashboard>

How much does it cost?

The service itself is free, with councils to pay costs of the Governance Advisors travel, accommodation and other incidentals.

How do I express an interest in the service?

Contact the Governance Advisor when you are ready to find out more about the service and how it can benefit you and your council.

You are also encouraged to visit [LG Central](#) and review the Policy Compliance Matrix and complete a Health Check Assessment. You can send the completed Health Check to Liza to commence the discussions. ALL Assessments will be treated confidentially.

Visit our website for more information - [Local Government Managers Australia](#)



How does the prioritisation process work?

Due to the limited resources, prioritisation for onsite engagement will need to be managed. A prioritisation framework will facilitate this process.

Opportunities for collaboration across councils will be considered to manage resources, cross skilling and shared knowledge in developing the suite of templates and good governance practice frameworks.

What are the levels of service?

Three specific levels of service have been identified, noting that each council is different, and each will be determined according to their specific need and circumstances. The levels will be determined in consultation with each council and against an established assessment matrix.

Level 1 – High – support across a suite of policies, etc, onsite consultation (based on need), enter into a service agreement, at least three months liaison with two-three weeks onsite with 6 month follow up

Level 2 – Medium – limited scope of policies, etc, enter into a service agreement, at least two months liaison with two weeks onsite and 6 month follow up (once-off)

Level 3 – Low – engagement only, desktop review, general advice/support.

What can be expected during engagement?

Depending on the level of engagement that is determined for your council, the following steps may apply:

1. Council engage/apply
2. Health check for preliminary state of organisation
3. Consult – Plan (prioritise)
 - a. negotiate Service Agreement
 - b. conduct audit and other information gathering activities
 - c. identify gaps and specific needs for good governance
4. Develop/workshop policies, procedures – customise/fit for purpose
5. Implement/embed (train)
6. Monitor/assess (review effectiveness)

All engagements will be held with the utmost confidentiality. All information gleaned from interviews, discussions and review of practices will be used to improve your internal processes, systems and governance.

Can I do my own Governance/Policy Health Check?

YES

A Policy Compliance Matrix has been developed in consultation with the Joint Reference Group. This Matrix identifies mandatory and best practice Governance policies and documents.

This Matrix, and the easy to complete Health Check, can provide you with insight into your level of compliance and/or governance health.

This can be used to manage your own inhouse governance transformation projects and reviews or you can contact the Governance Advisor for further information and guidance/support.

What is the obligation of Council?

If your council is prioritised to receive specialised individual engagement, the council will be required to enter into a Service Agreement.

This agreement defines each parties' roles and responsibilities and commitment to achieving agreed milestones and objectives.