

FREQUENTLY ASKED QUESTIONS – SERVICE LEVELS

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.

Service levels explained*

Level	Definition/Scope	Rationale
High contact	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	External resource of value to ensure focus areas identified Councils that need assistance, gaps in compliance and/or limited access governance resources to develop and implement.
Medium contact	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)	External resource of value to ensure focus areas identified Councils that are operating with sound policies and governance practices but have some gaps and/or need assistance in refining their policies and/or implementing awareness of benefits of good governance
Low contact	Engagement only, desktop review, general advice/support	Councils that have good operating governance and policy implementation, however, require or request a health check and review Onsite contact by negotiation

*all contact and engagements will be strictly confidential

What costs would be incurred for travel or onsite contact?

The service itself is free, with councils to pay out of pocket expenses relating to the Governance Advisor’s travel, accommodation and other incidentals.