

Asset Management



Service Level 1	Service Level 2
Asset Delivery & Construction	- Engineering Design & Construction - Project Management - Works Delivery - Information
Asset Maintenance	- Fleet Maintenance - Building & Facilities Maintenance
Open Space, Parks & Reserves Management	- Reserves Management - Open Space Management - Project Management
Property & Leasing	- Property Management - Lease Development & Implementation - Community Connection
Property Maintenance	- Maintenance - Building & Facilities Maintenance - Storm Water Maintenance

Community & Stakeholder Relations



Service Level 1	Service Level 2
Community Engagement	- Strategy Development & Framework - Community Engagement & Coordination Support
Community Grants & Grant Seeking	- Assessment & Delivery of Grants - Grant Preparation - Corporate Acquittals
External Communications	- External Communications via Channels - Media Management - Councillor Support - Corporate Reporting

Community Development



Service Level 1	Service Level 2
Affordable Housing	- Strategy Development & Delivery - Partnerships - Community Connection - Advocacy & Community Awareness
Planning Permits & Compliance	- Planning Information & Consultation - Planning Assessment - Compliance & Enforcement
Rural and Township Planning	- Township Zoning - Planning Information & Consultation - Planning Assessment - Compliance & Enforcement - Heritage Promotion & Education - Land Use Policy & Strategy Development - Urban Design

Hepburn

SHIRE COUNCIL

SERVICE MAP

Corporate Strategy & Governance



Service Level 1	Service Level 2
Corporate Governance & Assurance	- Policy & Compliance Management - Governance Advice & Support - Insurance Management • Risk Management Strategy Development - Training & Delivery of Risk Management - Audit Management
Corporate Reporting	- Corporate Strategic Planning & Performance • Corporate Reporting - Service Management
Councillor Governance	- Administrative Support - Council Meeting Support - Councillor Governance
Executive Governance	- Corporate Strategy Management - Corporate Reporting - Service Management - Policy & Compliance Management - Councillor Support
Information & Records Management	- Data Strategy - Data Governance Framework - Records Management

Economic Development



Service Level 1	Service Level 2
Business Support	- Business Development - Industry Development - Township Support - Business Licensing
Tourism	- Visitor Servicing - Destination Marketing • Events - Stakeholder Relationships - Community Connections

Environmental Sustainability & Waste



Service Level 1	Service Level 2
Sustainability, Climate Resilience & the Circular Economy	- Community Education & Awareness - Vegetation Management - Biodiversity • Water Management - Climate Change Adaption & Mitigation
Waste Collection & Recycling	- Waste Contract Management - Waste Disposal - Compliance & Enforcement - Awareness & Education

Financial Management



Service Level 1	Service Level 2
Financial Strategy, Accounting & Revenue Management	- Accounting • Financial Budgeting & Analysis • Rates & Property Billing - Financial Strategy Development - Corporate Reporting - Audit Management
Procurement	- Contract Administration - Purchasing - Strategic Sourcing - Training & Information Management
Rates & Property Billing	- Revenue Management - Data Management

Information, Communications & Technology



Service Level 1	Service Level 2
ICT Strategy, Infrastructure & Security	- ICT Risk Management, Policy & Compliance - ICT Vendor Management - ICT Asset Management - Cyber Security • Identity & Access Management • Training & Education
System Application Management	- System Integration - Business Ict Transformation - Process Development

Lifestyle & Social Connection



Service Level 1	Service Level 2
Aquatics	- Strategy Development - Management & Operations - Community Education, Awareness & Promotion
Arts & Culture	- Museum & Heritage Support - Cultural Support & Development - Strategy Development • Events
Customer Experience & Libraries	- Customer Service • Process Payments • Collections Management - Public Programs • Community Awareness • Community Technology Access • Meeting & Study Spaces
Events	Signature & Local Community Event Support • Funding & Delivery
Recreation & Leisure	- Strategy Development • Project Management • Access & Permits - Community Education, Awareness & Promotion

People & Culture



Service Level 1	Service Level 2
People, Culture & Performance	- People Strategy Development - Individual Performance - Policy & Compliance - Organisational Development - Learning & Development - People Leader Coaching & Mentoring - People Risk • Payroll
Work Health & Safety	- People Risk Management - Compliance • Policy Development & Implementation • Workcover & Return to Work • Training & Awareness - Corporate Reporting

Public Health & Safety



Service Level 1	Service Level 2
Building Safety	- Building Permits - Compliance & Enforcement
Emergency Management	- Emergency Response & Recovery - Fire Management & Prevention - Compliance & Enforcement - Community Awareness • Partnerships
Public Health	- Food Safety - Community Awareness - Compliance & Enforcement
Public Safety	- Animal Management - Compliance & Enforcement - Essential Safety Service - Amenities • Community Awareness

Social Support & Inclusion



Service Level 1	Service Level 2
Aboriginal Cultural Heritage & Reconciliation	- Community Connection - Cultural Development - Cultural Heritage Management - Information, Referral & Advocacy
Community Wellbeing	- Delivery & Management of Municipal Health & Wellbeing Plan - Community Awareness - Community Connections - Partnerships
Early Years	- Maternal & Child Health - Early Years & Kindergarten Strategy - Supported Events
Senior, Disability & Inclusion Support	- Community Connections - Strategy Development & Delivery - Partnerships • Information, Referral & Advocacy • Events
Youth Development	- Community Outreach - Education - Partnerships - Youth Events & Programs - Information, Referral & Advocacy