



Service Review Policy

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1. Purpose

East Gippsland Shire Council is committed to ongoing service reviews to ensure our services are efficient, effective, and aligned with the needs and expectations of our community. These reviews support continuous improvement and help us deliver public value in a sustainable and responsive way.

2. Scope

This policy applies to all Council staff, contractors, and community members involved in the delivery, funding, or receipt of Council services.

3. Statement

As part of our commitment to continuous improvement under the Council Plan 2025–2029, Council will carry out regular service reviews each year to ensure our services remain responsive, effective, and aligned with community needs. These reviews are designed to assess both financial and service outcomes, ensuring our services remain relevant, high-performing, and future-ready.

Service reviews will be:

- **Transparent** – with clear processes and open communication.
- **Engaged** – involving internal and external stakeholders where appropriate.
- **Evidence-based** – driven by data, performance metrics, and community feedback.
- **Change-ready** – supported by upfront change management planning to ensure any proposed changes are understood, accepted, and successfully implemented.

4. Principles

This policy identifies the principles that guide our approach to service reviews. Council's approach to service reviews align with the principles set out in Section 106 of the *Local Government Act 2020*:

- (1) A Council must plan and deliver services to the East Gippsland community in accordance with the service performance principles.
- (2) The following are the service performance principles—
 - (a) services should be provided in an equitable manner and be responsive to the diverse needs of the East Gippsland;
 - (b) services should be accessible to the members of the East Gippsland community for whom the services are intended;
 - (c) quality and costs standards for services set by the Council should provide good value to the East Gippsland community;
 - (d) a Council should seek to continuously improve service delivery to the East Gippsland community in response to performance monitoring;
 - (e) service delivery must include a fair and effective process for considering and responding to complaints about service provision.

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5. Roles and Responsibilities

The following teams or positions have direct and/or supporting responsibilities associated with this Policy:

Position	Roles and Responsibilities
Councillors	Provide community insight and strategic direction by identifying service priorities and representing community expectations. Review and provide feedback on findings and recommendations to ensure alignment with Council's vision and community needs. Endorse significant service changes as required.
Chief Executive Officer	Provides overall leadership and accountability for the service review process. Ensures alignment with organisational priorities, endorses final recommendations, and supports implementation through executive direction and resource allocation.
Executive Leadership Team	Provides strategic oversight and ensures service reviews align with Council priorities. Endorses review scopes, monitors progress and supports implementation of recommendations through leadership accountability.
Project Sponsor	Oversees the review at a directorate level, ensuring alignment with strategic objectives and resourcing. Supports governance, facilitates communication across leadership, and champions review outcomes.
Manager Organisational Strategy and Performance	Oversees the annual service review program. Provides guidance on review methodology, ensuring alignment with the Service Review Policy and supports consistency and quality across reviews. Leads reporting and supports integration of findings into strategic planning.
Project Control Group (PCG)	Provides strategic oversight and high-level decision-making to ensure the service reviews align with Council Plan actions. The PCG includes representatives from key service areas such as finance, customer experience, communications, and asset management. The group is responsible for setting direction and scope, approving changes, defining key milestones, monitoring progress and risks, and making recommendations throughout the project lifecycle.
Project Delivery Group (PDG)	Responsible for the day-to-day implementation of project activities. This includes planning, executing, and delivering project outputs, managing timelines, resources, and communications, resolving operational issues, and providing regular updates to the PCG throughout the project lifecycle.

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6. Human Rights

Council is committed to upholding the Human Rights principles as outlined in the *Charter of Human Rights and Responsibilities Act 2006* (the Charter). This Policy has been assessed as compliant with the obligations and objectives of the Charter.

7. Gender Equality

This Policy has considered the *Gender Equality Act 2020* in its preparation and has been assessed as not requiring an Equity Impact Assessment (EIA).

8. Risk Reference

This Policy is implemented as a control to mitigate risks in the following categories:

Risk Category	✓	Risk Category	✓
Community		Governance and Reputation	✓
Financial	✓	Environment	
People and Property	✓	Service Delivery and Projects	✓

9. References and Supporting Documents

9.1 Applicable Legislation:

- Local Government Act 2020
- Disability Discrimination Act 1992
- Gender Equality Act 2020

9.2 Applicable Policy and Procedure:

- Community Engagement Policy
- Complaint Management Policy

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10. Review and Revision History

Version Number	Date Approved	Approved By	Review Summary
1	15 April 2021	Strategic Leadership Group	New policy
2	3 August 2021	Council	Formatting; elevated to Council Policy
3	18 November 2025	Council	Policy reviewed to ensure alignment with Council Plan 2025-29

10.1 Administrative Updates

Minor amendments to this document may be required from time to time. Where amendments do not materially alter the intent of a document, they will be made administratively and approved by the Document Owner.

10.2 Document Control Disclaimer

Printed copies of this document are considered uncontrolled. Please refer to the Corporate Document Register on Council's intranet to access the most current version of this document.

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