



# Governance Capability

Brisbane City Enterprises Pty Ltd (BCE) offers the combined skills, expertise and experience of Brisbane City Council (BCC) which is Australia's largest local government authority and is recognized nationally and internationally for its excellence in governance and management. BCC's corporate and organizational governance framework, structures and processes ensure the highest levels of transparency, accountability, efficiency and effectiveness.

BCC's management excellence ensures clarity and consistency in strategic direction, effective and responsive people management, prudent use of resources and successful design and delivery of an extensive range of services. These services involve strategic and financial planning, monitoring of legislation and regulations, providing transparent, accountable administration, organizational development and promoting strong civic leadership.

BCE is able to offer the services of professional staff who have extensive, practical experience in all aspects of local government with a strong commitment to the principles of participation, accountability, transparency, and to building alliances and partnerships with other entities on a regional, national and international scale.

## *Capacity Building and Institutional Strengthening*

BCE's capabilities in these areas come from its ability to access practitioners with local government expertise. These capabilities have been utilized in numerous development aid, and privately funded projects around the world. Sustainable and effective capacity building is achieved through organizational development programs and skills training in areas such as:

- organizational performance evaluation.
- needs analysis and program design.
- development of service delivery options.
- community engagement and participation programs.
- customer-focused initiatives.

In addition, BCE offers expertise in organization structure and change management, with an emphasis on improving processes and transferring skills and technology. Support is provided through continuous review of organizational business processes and deployment of internal communication and engagement strategies.

Specific, value-adding capabilities in governance and management include:



### ***Corporate Governance of Local and City Government***

- Corporate performance and conformance with legislative requirements.
- Corporate governance structures and processes.
- Governance of government owned entities.
- Inter-governmental relations.

### ***Local and City Government Organisational Structure and Administration***

- Establishment of effective and efficient organizational structures.
- Long term strategic planning for manor cities and regional municipalities.
- Financial planning, management, systems and processes.
- Asset management.
- Business structures and relationships, including cross-sector partnerships.
- Business process design and re-engineering.
- Information and knowledge management.
- Corporate and individual performance management.
- Legislative and regulatory environmental management.
- Fraud and Risk Management.
- Compliance process management.
- Community and economic development strategies.
- Human resource management, including training and development programs, occupational health and safety systems and workplace policies.
- Performance Management systems utilizing the balanced scorecard approach.

### ***Expertise in Community Engagement Models and Democratic Processes***

- Democratic processes at local government level.
- Community consultation and participation strategies.

- Service deliveries including Management and Operations of Key Services.
- Service delivery options including corporations, commercialization, public private partnerships, alliance contracting and outsourcing (with associated contract management).
- Contract Management and procurement processes.
- Customer service standards and procedures.

### ***Example Projects***

- The Aboriginal Tent Embassy – Future Directions Consultation.
- Chongqing Small Cities Infrastructure Improvement Project.
- Sunshine Coast Size, Shape and Sustainability Review.
- Douglas Cook and Wujal Wujal Size, Shape and Sustainability Review.
- ADB Solomon Islands Institutional ‘Strengthening for the Ministry of Infrastructure and Development.
- Queensland Government Tsunami Relief and Reconstruction Program in Sri Lanka.
- Al Ain Parks and Gardens Operation and Maintenance Privatisation –Project Management.
- Al Ain Municipal Services Review.
- AusAID Australian – South Africa Local Governance Partnership Program.
- AusAID Indonesia Management Implementation Plan.
- AusAID South Africa Capacity Building Program.
- AusAID Laos Land Titling Project.
- Fort Bonifacio Ratings and Tax Collections.
- Riyanh Medstar Project – City Master Plan (including service delivery models).
- eBusiness Strategy for Geelong Internet Portal.
- ourBrisbane Project – City Internet Portal.
- Thuringowa and Duaringa Shire Council Fleet Management Review.
- Capetown Balance Scorecard Project.
- Vanuatu Public Sector Reform Review.

