



# Support Services Ratonga Taunaki

# Support Services



**Our Corporate Plan guides the activities that support our staff to produce their best work and deliver the highest standards of service to our customers.**

## Overview

### Support services include:

- financial management
- human resources
- communications and community engagement
- customer service
- information technology
- asset management
- information management
- procurement
- risk management
- corporate assets and quality management.

## Direction of the Corporate Plan

We follow a philosophy of continuous improvement which is implemented across the organisation. Every three years we develop a Corporate Plan which identifies the key improvement areas management will focus on, over and above business as usual.

For the period 2020-2023, the organisational direction is to build on our understanding of what our current customers value and anticipate the services future customers will want. This means we will need to develop our capacity and capability to proactively manage change and make sound decisions about using technology effectively and strategically for the future.

### Corporate sustainability

There will be a new focus on corporate sustainability, building on our baseline energy benchmarking set in 2019 and appointing a staff 'energy champion' to guide efforts towards greater energy efficiency.

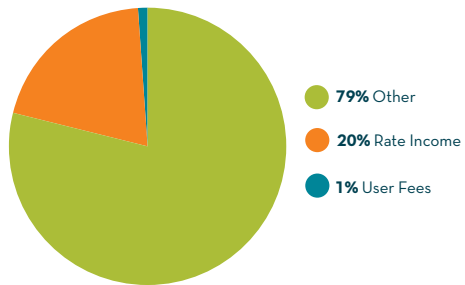
To achieve our wider goals, we will need a workforce that is ready for the future, with appropriate skills, knowledge and confidence to make the most of change and opportunity. This will require effective engagement and good workforce planning which includes training and career development, effective reward and recognition programmes, equal opportunity, fair treatment, flexible policies and family friendliness.



## Where the money comes from

Please refer to 'Policies, Summaries & Statements' for the Revenue and Financing Policy for support services.

## Funding sources for 2021-22



## Levels of service

These activities support the other activities of Council. These areas do not have external levels of service.

## Significant negative effects of providing this activity

There are no significant negative economic, environmental, cultural or social effects for providing this group of activities.