



...Working with Local Government

Local Government – in the front line of communities

There are 531 Councils across Australia and 85 in New Zealand acting in every city, town, shire, municipality, district and region. Australian Councils employ 168 000 people, and they spend more than \$200 billion a year. New Zealand Councils spend almost \$6 billion more. Councils are the first level of Government that most people come across, and they are responsible for much more than the “three R’s” (Roads, Rubbish and Recreation).

Local Government in modern Australia and New Zealand faces enormous challenges. As the first line of government engaging with communities, Councils have to deal with a huge number of domestic issues which affect communities every day. There is always too much to do, and not enough resources to do it. Budgets to balance, demands from the community, too many emails, environmental issues, development applications, ratepayer complaints, dangerous dog complaints, Liquor licensing, staff turnover, management of documents, and a host of other problems. Councils are also faced with numerous projects to manage – projects to improve the Council, construction of amenities and other Council assets, information technology and many others.

Most regions have experienced widespread mergers of Councils which have created their own problems of integrating several Councils into a single unit. These integration issues pose further challenges that require dedicated additional effort to ensure that different Councils learn to work seamlessly together.

With these pressures it is not surprising that many Council employees are under stress, and Councils are increasingly finding that their ability to retain staff is affecting efficiency and productivity.

Priority Management

..... working with Councils across Australia and New Zealand

Priority Management has worked for many years with City, Shire and Regional Councils in every Australian state and in New Zealand to help them:

- ⇒ Provide skills to Councillors, Council Executives and Employees to manage their time more productively, manage their emails and other information more effectively and hence be more stable and less stressed;
- ⇒ Use new technology mobile devices like Blackberries easily and effectively;
- ⇒ Manage major and minor projects on time, on budget, every time;
- ⇒ Coach their staff to improve individual and team performance, improve influencing and communication skills; and acquire negotiating skills that provide lasting win-win outcomes;
- ⇒ Improve Customer Service and a wide range of selling skills to assist in Council’s business enterprises and customer contact areas.



What Council employees say...

All of it was great -there is so much to be taken away from this course- can't wait to return & implement!

Polly Huthnance, Caloundra Shire Council (Qld)

This is a cultural change so the program is being deployed progressively to the organization as it changes and people come and go.

Malcolm Jenkinson, City of Melville (WA)

Someone has worked out how to do this! Manage time/priorities/tasks/inbox and align the Outlook tools for correct use.

Ian Hawkins, City of Port Adelaide-Enfield (SA)

I need to get more people from WCC on here.

Josh Tabor, Wellington City Council (NZ)

Enjoyable and entertaining presentation with good content – well worthwhile. Thanks!!

Susan Chittenden, Wellington Shire Council (Vic)

Fast paced, interesting and lots of info received

Maurice Bonner, Gold Coast City Council (Qld)

The programme is not just designed around office tasks – the techniques and tips can be applied to almost any aspect - work or home!

Palmerston North City Council (NZ)

Thank you for the opportunitythis course has made a spectacularly positive difference to the way I work.

Kellee Brown, City of Swan (WA)

Provides a planned approach to work and prioritizing tasks

George Levay, City of Port Adelaide/Enfield (SA)

Hands on experience and practical exercises – a great opportunity to understand the working styles of my colleagues.

Tamsin Evans, Hutt City Council (NZ)

Dennis was an excellent facilitator. His knowledge shone through.

Andrew Wright, East Gippsland Shire Council (Vic)

Practical and Immediately approachable & beneficial.

Bob Wallis, Brisbane City Council (Qld)

I found the course extremely helpful, and possibly the best training that I have attended.

Caron Forrest, City of Gosnells (WA)

Among the best

Royden James, Whitsunday Shire Council (Qld)

We will have more satisfied clients, and negotiations finalized much quicker and not dragged out.

Karen Duncan, Wellington Shire Council (Vic)

I gained techniques to better manage time and workload. Exercises were good to better use Outlook tasks, contacts, planning and effective delegation.

Rosa Gagettti, City of Port Adelaide/Enfield (SA)

Some Councils who have worked with Priority Management...

Adelaide City Council (SA)
Alexandrina City Council (SA)
Bega Valley Shire Council (NSW)
Shire of Busselton (WA)
City of Charles Sturt (SA)
Dalby Shire Council (Qld)
Gold Coast City Council (Qld)
Hawkesbury City Council (NSW)
Leichhardt Council (NSW)
Manly Council (NSW)
City of Melville (WA)
Paramatta City Council (NSW)
Palmerston North City Council (NZ)
Randwick City Council (NSW)
City of Salisbury (SA)
City of Swan (WA)
Toowoomba City Council (Qld)
Waikato City Council (NZ)
Wellington City Council (NZ)

City of Albany (WA)
Ballarat City Council (Vic)
Brisbane City Council (Qld)
Cairns City Council (Qld)
Caloundra City Council (Qld)
East Gippsland Shire Council (Vic)
Gosford City Council (NSW)
City of Greater Dandenong (Vic)
Hawkesbury City Council (NSW)
Logan City Council (Qld)
City of Marion (SA)
City of Mitcham (SA)
North Shore City Council (NZ)
City of Port Adelaide/Enfield (SA)
City of Rockingham (WA)
City of South Perth (WA)
City of Subiaco (WA)
City of Unley (SA)
Waitakere City Council (NZ)
Wellington Shire Council (Vic)

Auckland City Council (NZ)
Bankstown City Council (NSW)
Botany Bay City Council (NSW)
Canterbury City Council (NSW)
Capiti Coast District Council (NZ)
Environment Waikato (NZ)
City of Greater Dandenong (Vic)
Ipswich City Council (Qld)
Hutt City Council (NZ)
Mosman Council (NSW)
Newcastle City Council (NSW)
City of Onkaparinga (SA)
Queanbeyan City Council (ACT)
Ryde City Council (NSW)
Shoalhaven City Council (NSW)
Townsville City Council (Qld)
Upper Hunter Shire Council (NSW)
City of West Torrens (SA)
Whitsunday Shire Council (Qld)