



The Four P's and how they helped shape Our Future

Morven Cameron – CEO
Carlie McQuillan - Coordinator





204,000+
residents, #3 regional
city in NSW by
population



\$17.8 billion
total output
estimate



75%
households connected
to broadband



1 million
visitors each year



5
hospitals
1 public, 4 private



91
schools
68 public, 23 private



13,000
businesses



9
town centres



95
villages



13,700
City target for
new dwellings
by 2036



2000+
development
applications
approved each year



50ha+
industrial land
available

Key City Statistics






 **180+**
services delivered
or facilitated

 **2**
main locations
+20 Citywide
workplaces

 **1100+**
employees
961 full time
equivalent

 **1 of the 10**
largest employers
in the City


 **200+**
trades and
professions

 **36**
trainees, apprentices
and cadets
3.3% of workforce

 **\$291 million**
annual turnover

 **\$2.5 billion**
assets

 **\$172 million**
purchase of goods
and services annually

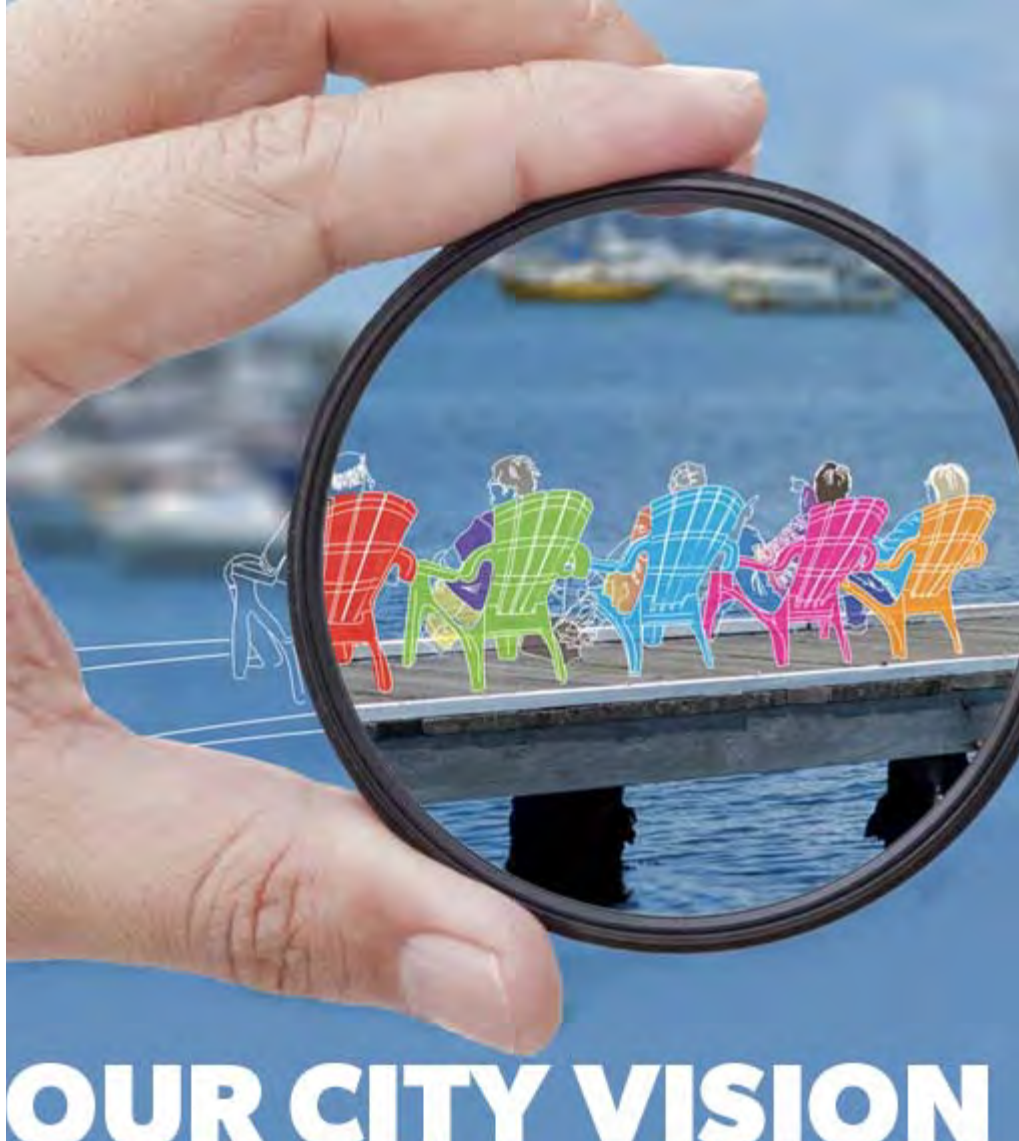
 **81%**
employee
engagement
(2017)

 **93%**
resident
satisfaction

 **95%**
achievement of
2016/2017
Operational Plan

Key Council Statistics





Lake Macquarie is a City with a lake at its heart encircled by distinctive towns and villages. We balance our cherished environments with our need for great spaces to live and visit, smart transport options and a thriving economy; which adapt and strive to be fair to all.





Our Future Vision

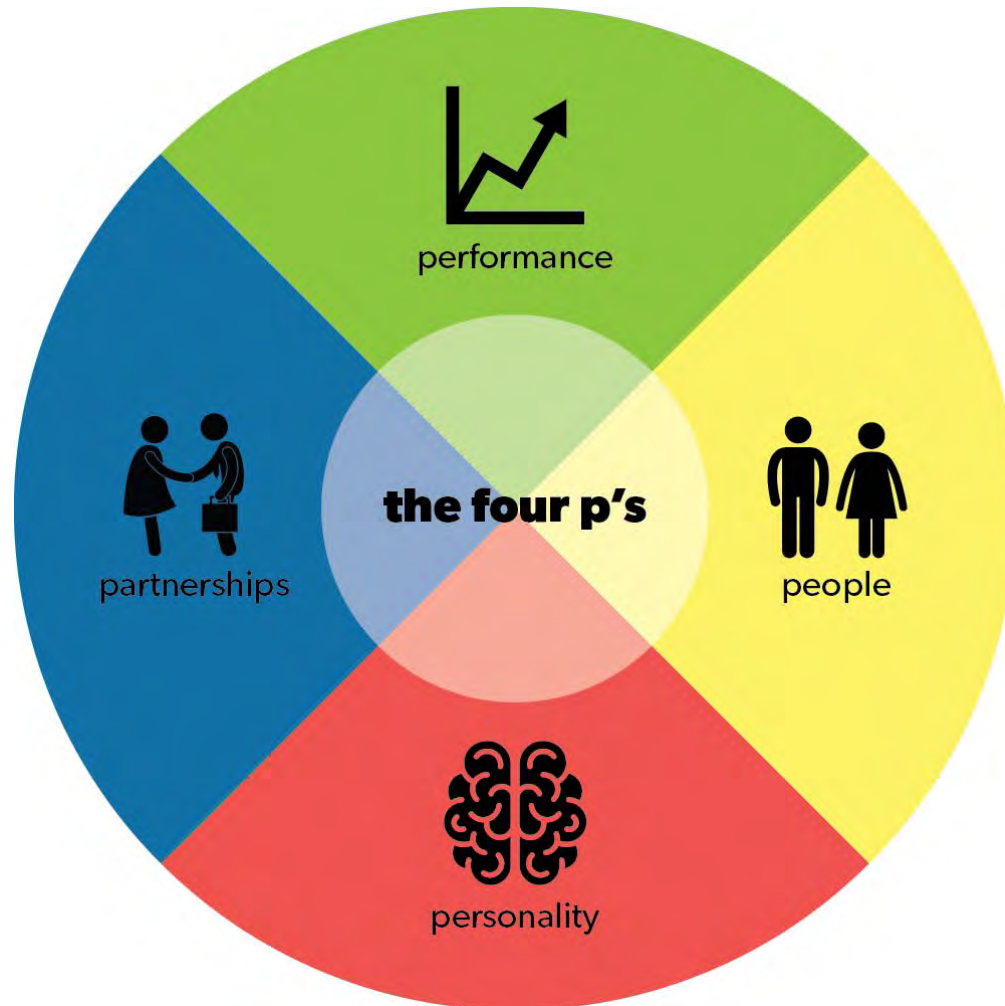
The vision for Our Future is to transform Lake Macquarie City Council into an organisation that **puts customers at the centre of everything we do.**

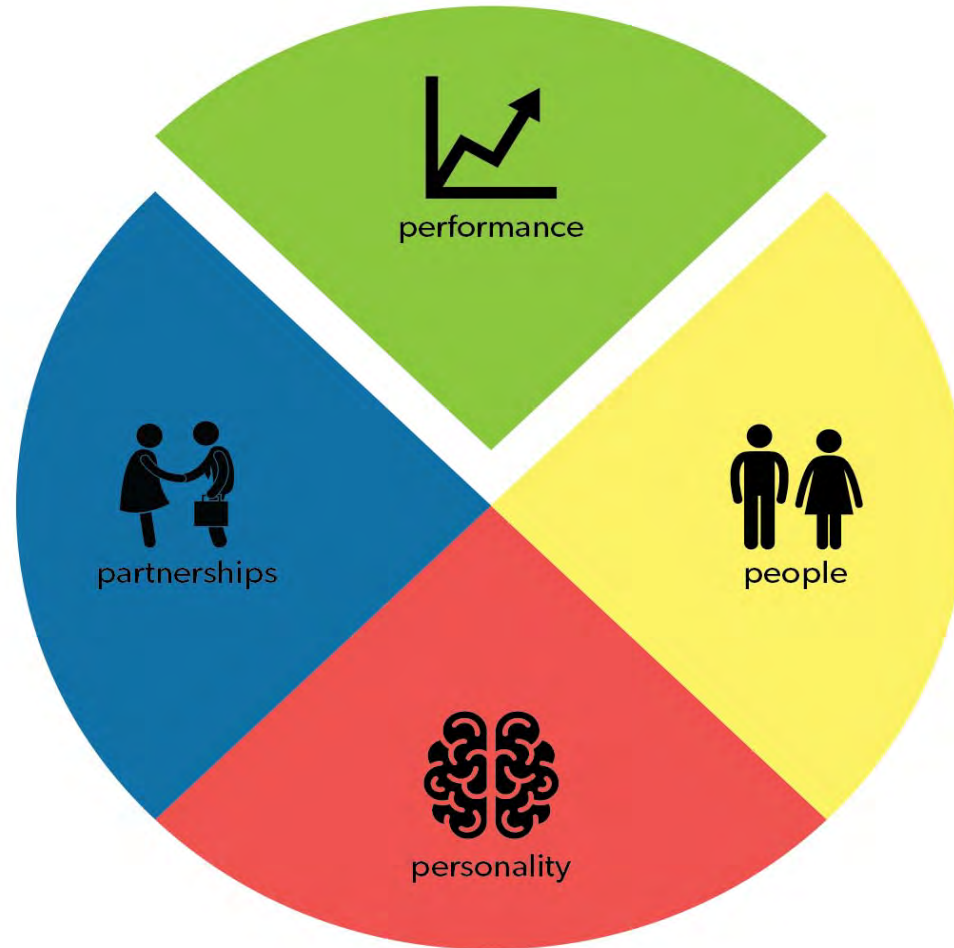
As a customer-centric organisation, we understand our customers, are clear about our commitment to them, and develop relationships that are collaborative and trusting.

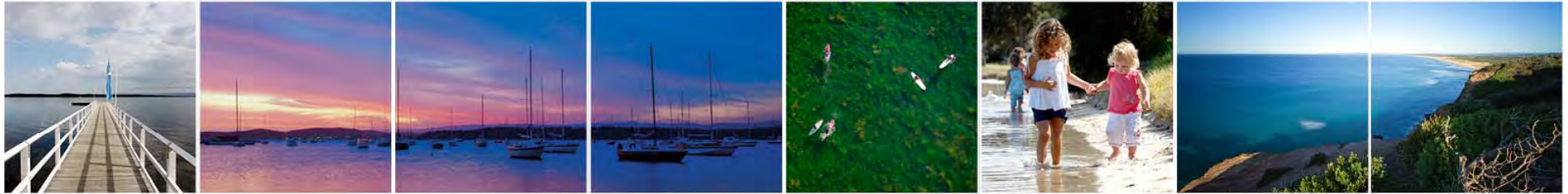
Our Future is a modern, progressive organisation that is responsive to change, and contributes to a fairer society. We advocate for our community and are a capable partner for government and other stakeholders.

We identify and implement improvements that transform the way we deliver key services, support our capacity for innovation, and nurture our collaborative culture. **We prioritise these improvements according to how they deliver better service to our customers**

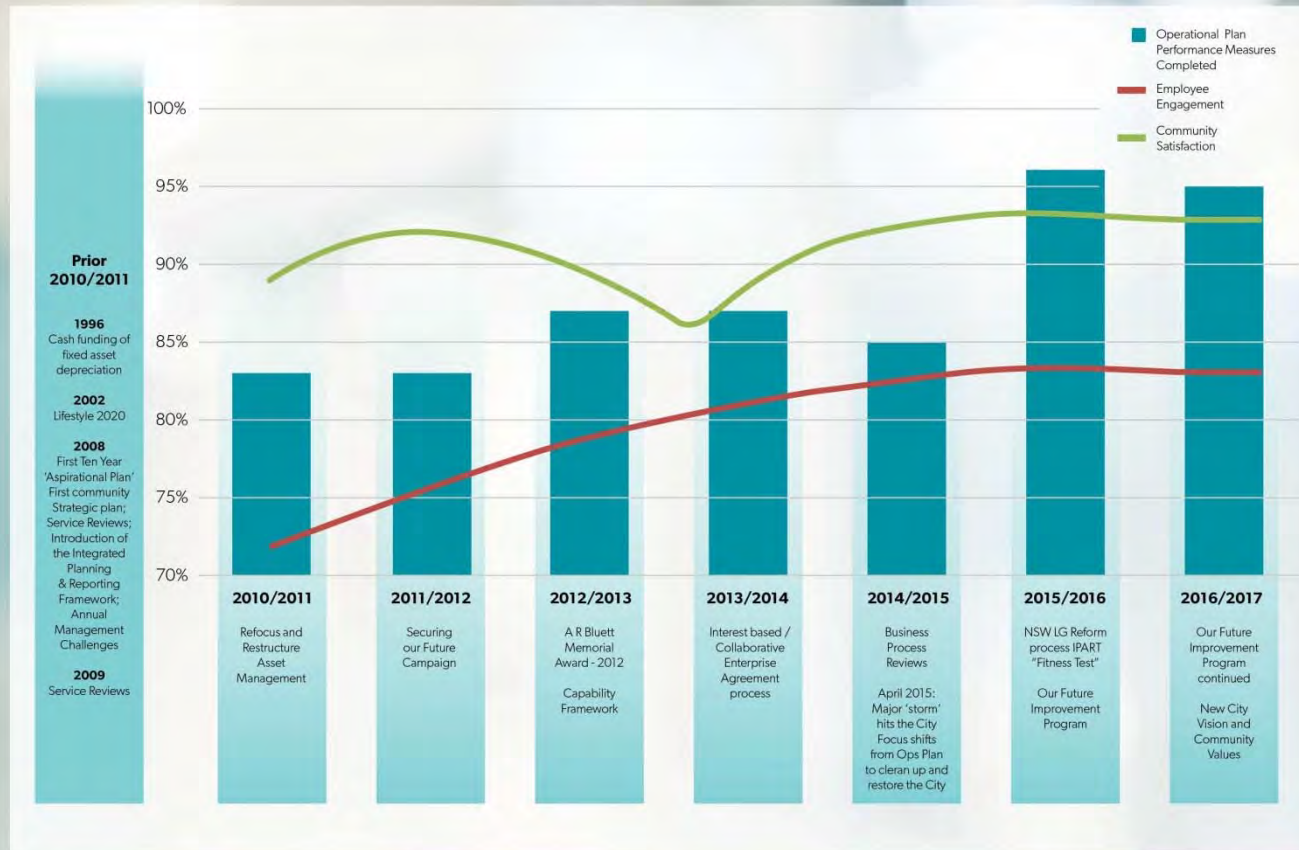


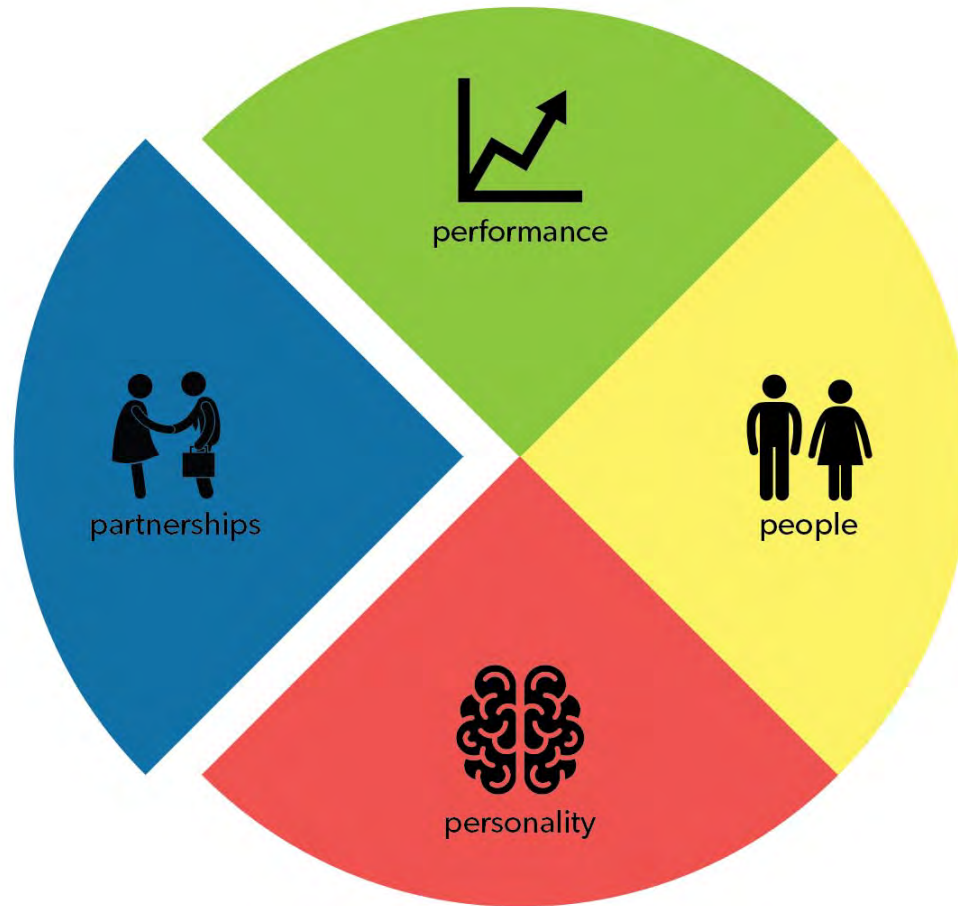






Performance over the years







**Enterprise
Agreement 2014**

**Service and
Business Process
Reviews**

Fit for the Future

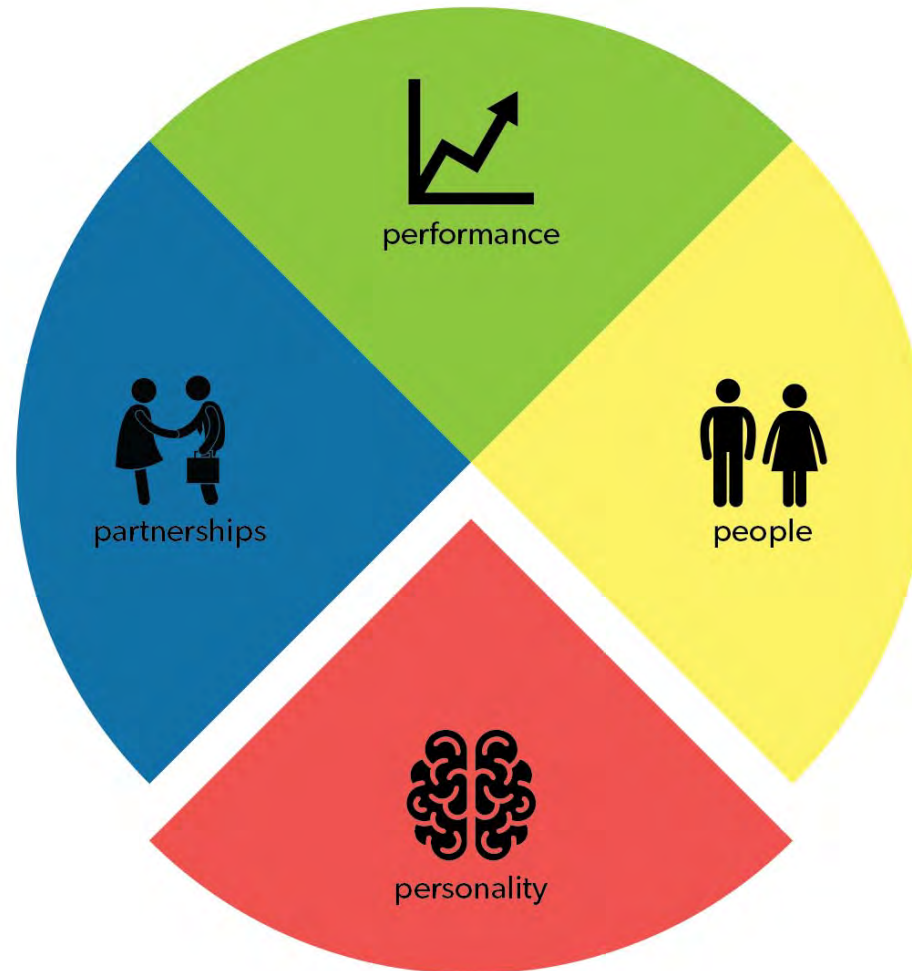
**Leadership
Development**

**Our Future - One
Team**

**Community
Partnerships**

How we work together

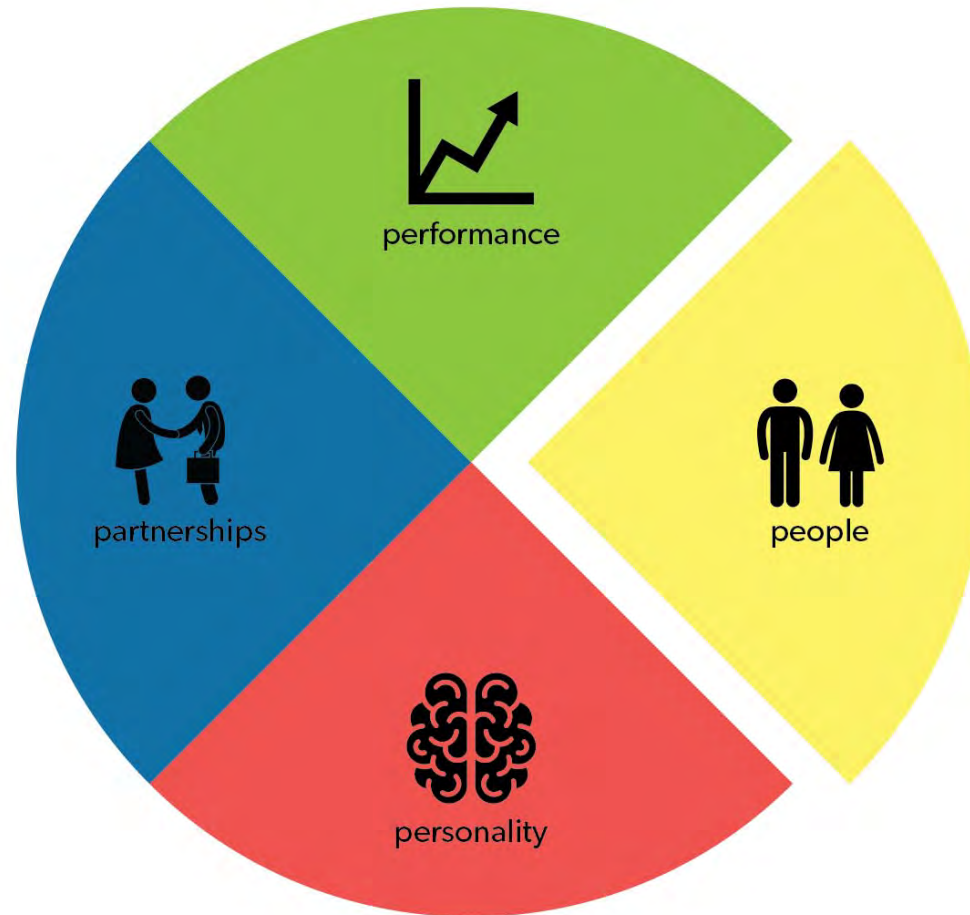






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 Based on the Bar-On EQ-i model by Reuven Bar-On, copyright 1997.







**Our people are our
greatest asset**





'... This was one of the most interesting, thought-provoking and life changing programs I have done. I still reflect on the 'discoveries' I made and believe this reflection will assist me throughout life...'

'... I have spent a lot of time trying to improve my skills and qualifications over the years, but the Challenge showed me a lot about myself, my style and the type of person I am in a team..... I threw myself in and it paid off...'

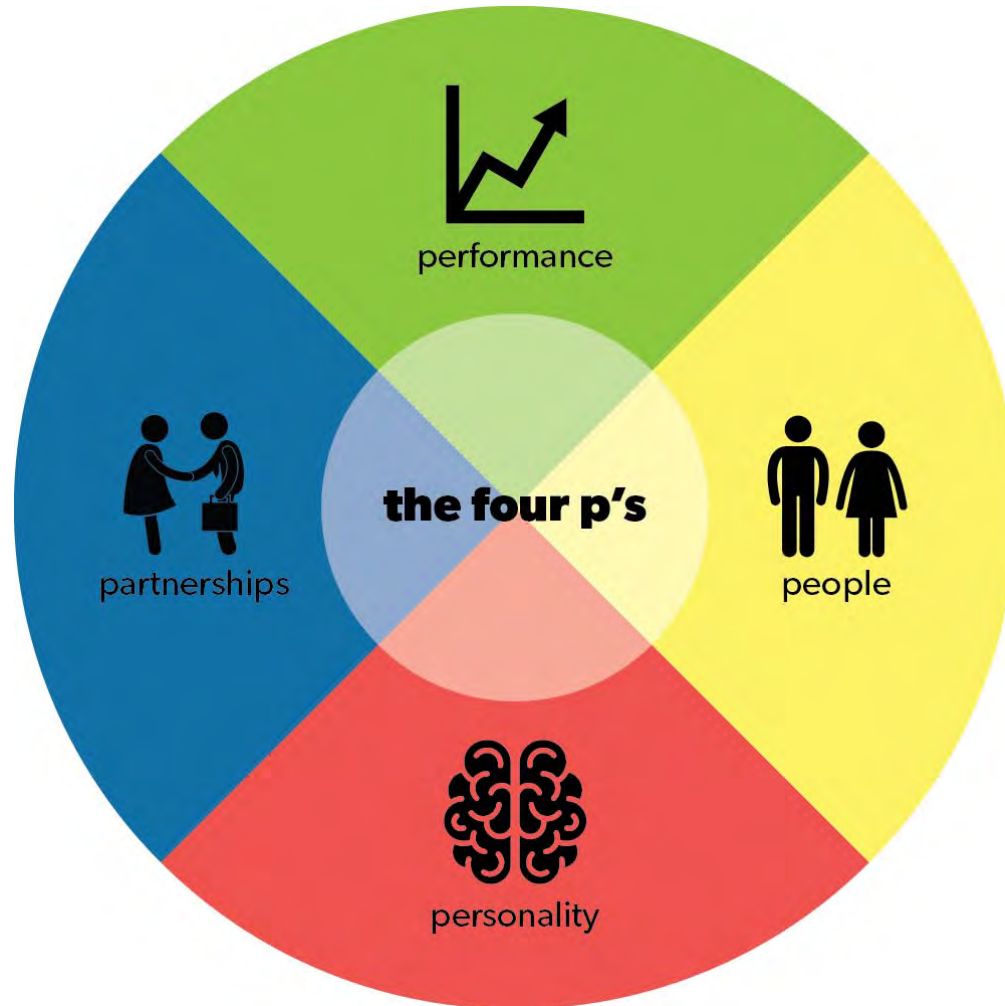
'... I completed the challenge on a high, feeling more confident and passionate about my organisation and future...'

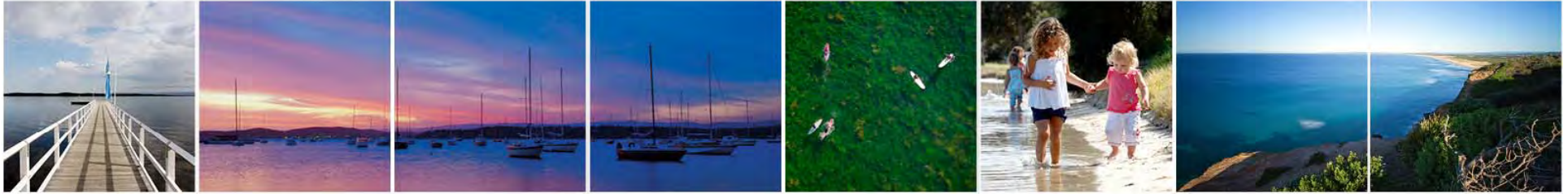




'... Having contacts in different departments has already added value to the work I do. I have a deeper understanding of the different roles and responsibility of local government which has made my time with LMCC feel more complete...'

'... The best personal development program I have ever been involved in , I learnt so much and it really has been life-changing for me...'





Thank You + Questions