

SOUTH WEST CORRIDOR REGIONAL SHARED SERVICES PROJECT

There has been a trend towards shared services in state and local governments across Australia to enhance delivery of services and to reduce costs. “A disturbing feature of the current debate on shared services has been the absence of a well articulated economic and political rationale for this form of service delivery, a lack of analysis of alternative models of shared service provision and a neglect of available empirical evidence.”¹

The Western Australian local Government Association have prepared a discussion document “The Journey: Sustainability into the future”² encouraging regional cooperation and supporting shared services.

This scoping study seeks to identify the most prospective services that could be delivered through collaboration with one or more of the six regional local authorities.

The South West Group Board has agreed to assess opportunities for regional collaboration on delivery of services and has agreed to commission a scoping study in partnership with the Department of Local Government and Regional Development.

Preliminary assessment of opportunities for collaboration includes the following:

- a) Information Technology, Communications and Records Management
 - GIS mapping systems
 - IT Systems including remote primary data centres, back up, offsite data storage and server redundancy
 - VOIP
 - Optic Fibre planning and access including positioning the region for the Federal Government “Fibre to the Node” Project
 - IT Services including help desk support and other support activities
 - IT application support
 - Web development and administration
 - Website hosting
 - Intranet operation and development
 - Shared application support
 - Records Management including document scanning, mail handling and processing and document archiving

¹ “An Analysis of Shared Local Government Services in Australia”. Brian Dollery, Alexander Akimov and Joel Byrnes, University of New England School of Economics, April 2007.

² “The Journey: Sustainability into the future”. Systemic Sustainability Study Draft Report. Editor Ricky Burges. Western Australian Local Government Association, February 2008.

b) Purchasing

- Joint tendering construction work
- Panel Tenders for Professional Services such as design, architects, planners, surveyors and environmental services once the Local Government (Functions and General) Regulations 1996 have been amended to provide for Panel Contracts
- Preferred supplier agreements
- Kerbing contracts
- Sign writing
- Street lighting - negotiating power purchase as a group (check status of WALGA proposal)
- Road sweeping - contracts and equipment
- Kerbside Waste pick up
- Recycling pick up

c) Services and Management

- Fleet management and maintenance
- Emergency management and training including planning, operations, emergency response, linkages to FESA and State Emergency Services
- Drafting Services
- Environmental Health Services
- Coordinated relief for Environmental Health Officers and other occupations. One LGA to take on an extra position funded by South West Group and train and provide relief
- Home and Community Care Services
- Street signs - fabrication and installation
- Crossover - construction and maintenance
- Dog pounds
- Pool Inspection Services
- Ranger Services and Security
- Building Surveyor Services
- Financial Services
- Risk Management and Occupational Health and Safety Officers
- Rating Services
- Marketing and Publications
- Legal Services
- Economic Development
- Grants Officer
- Human Resources Management
- Payroll Services
- Internal Audit Services
- Customer Services especially after hours services

d) Coordinated action on issues that cross boundaries

- Improving signage on tourist routes and Kwinana Freeway
- Strategic Road Planning particularly where there were significant connections across local authority boundaries and where there were planning and land uses that impacted adjoining local authorities. The project could also include coordinating the use of consultants such as traffic engineers
- Regional Library Services and use of a common server and software applications
- After Hours customer services operations and security centre for the region
- Regional Recreation Services including harmonisation of Recreation Centres
- Harmonising planning for industrial and commercial development across the region

The South West Group will also identify a manner of service delivery for prospective collaboration covering private contracting, franchising, vouchering, service delivery by one LGA for other LGAs or coordinated service delivery. The architecture of operating systems and adopted standards will also be assessed in considering areas for prospective collaboration. The study will also identify issues relating to governance, taxation, service level agreements, cost recovery, standards and response times.

The scoping study will also consider the strategic role of collaboration, how regional local government can organise effectively for collaboration and the investment required for collaborative capability³

³ “Innovation through Global Collaboration: A New Source of Competitive Advantage”. Alan MacCormack, Theodore Forbath, Peter Brooks and Patrick Kalaher, Harvard Business School Paper 07-079, 2007.