

STRATEGIC SERVICE PLAN

Strategy and Innovation

2025-2029

The Strategy and Innovation Service is focused on ensuring the organisation is high performing through good planning and improvement. The service works across the organisation to find ways to deliver enhanced services to the community and improve the Council's performance. The Strategy and Innovation Service ensures that the voices of the Casey community are represented in the corporate suite of documents, including the Community Vision and Council Plan and that the organisation's performance is transparently measured and reported to the community

The City of Casey provides 24 services, including 97 sub-services, to the community. The Strategy and Innovation Service plays a vital role in ensuring that these services are effectively delivered by leading strategy development, driving new and innovative thinking, identifying efficient ways of working, supporting the organisation to implement projects and changes and through building skills across the organisation.

Strategy and Innovation sub-services

The Strategy and Innovation strategic service consists of five sub-services: Strategic Planning and Reporting, Improvement and Innovation, Enterprise Projects, Change Management and the temporary sub-service of Transformation (concluding in 2026).

Sub service	Purpose	How this is achieved
Strategic Planning and Reporting	Drive Casey's strategic direction and improve organisational performance through integrated planning, implementation and reporting to achieve the best outcomes for the community.	- Delivering the Annual Corporate Planning and Budget process. - Deliver Council's quarterly, six monthly and annual reports. - Supporting the delivery of annual audit activities. - Supporting the development of Strategic Service Plans for Council's services. - Undertaking reviews of Council's services. - Leading organisational planning, reporting and performance reviews
Improvement and Innovation	Leads and coordinates innovation and improvement programs to elevate the quality of the Council's services, with an emphasis on data-driven insights, community engagement, and collaboration with internal and external stakeholders.	- Delivering Council's Smart City Program. - Delivering Council's Innovation Program. - Delivering Council's Living Lab initiative. - Leading business improvement projects.

Enterprise Projects	The Enterprise Project Management Office helps to guide Council's priorities and supports quality project management across the organisation.	Supporting organisational project management and governance.
Change Management	The change management sub service supports Council staff to more readily adapt to major changes introduced across the organisation and to ensure change best practice is included in project planning.	- Ensuring that changes in the way people work at Casey are implemented well. - Engaging trained change managers to ensure the impact of significant projects is considered and addressed, both in terms of how it may affect staff and the community.
Transformation (temporary)	The Transformation sub-service leads the organisation's four-year Transformation Program, an organisation-wide program to ensure Council's staff, services and technology are best placed to benefit Casey's growing community.	- Developing and implementing an annual action plan to structure the delivery of projects and track progress. - Reporting on the progress of projects and benefits achieved.

Strategy and Innovation Strategic Service Goals

- ✓ Make the organisation more effective, efficient and financially sustainable and in doing so increase the value received from projects happening at Casey.
- ✓ Embed enterprise thinking in the organisation, ensuring better prioritisation and a focus on strategic outcomes for our community.
- ✓ Consider the impact, benefits and performance of services and projects as part of data driven decision making.
- ✓ Ensure strategic thinking, innovation, disciplined project delivery and change management are embedded across the organisation.