

## NZ FY16 local government highlights

5.3 FTE  
per 1,000  
residents

### Workforce profile

In NZ councils, there are 5.3 FTE per 1,000 residents, compared to 6.5 in WA councils, and 9.3 in NSW councils. Among council participants in NZ, overall headcount has grown by 3.6% in FY16, compared to 1.4% growth in WA councils, and no movement in NSW councils.

### Gender diversity

Women comprise 58% of the overall workforce in NZ participating councils, compared to 49% in WA and 40% in NSW councils. Women are better represented within the senior leadership levels in NZ councils, with a median of 33% female CEOs and directors, compared to a median of 20% in both NSW and WA councils.



### Talent strategy focus

NZ councils are more focused on the future, compared to NSW and WA councils. 57% are targeting pipeline of future leaders and productivity through automation and technology as part of their talent strategy. In comparison, around 45% of NSW and WA councils are targeting pipeline of future leaders, and around one third on automation and technology.



### Gen Y retention rate

NZ councils have a higher percentage of Gen Y employees (28%), compared to WA (26%) and NSW councils (22%). However, as Gen Y employees enter the local government workforce, they often don't stay. The median Gen Y turnover rate in NZ councils is 30%, which is almost double the overall NZ turnover rate of 16.9%. In addition, the turnover rate for both Gen X and baby boomers was much lower, at 12%.



### Succession planning

Only 2 out of 30 NZ participating councils (7%) have a succession planning program in place, with NSW (13%) and WA (9%) councils in a similar position. This is despite 56% of CEOs and 34% of directors having the option to retire in ten years.



### Finance employees education levels

NZ councils tend to employ higher-educated finance staff, with 59% holding at least a bachelor's degree (compared to 37% in NSW and 38% in WA), and 28% having attained a postgraduate qualification (compared to 19% in NSW and 18% in WA).



### Budget cycle

NZ councils spend a median of 179 days on the budget cycle, compared to a median of 134 days for NSW councils, and a median of 121 days for WA councils. However, NZ councils have shaved a whole month off the process, shifting downwards from 209 days in the prior year.





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### Formal IT strategy

We now see 64% of NZ councils (up from 39% in the prior year) focused on aligning their IT strategy with their business strategy in FY16 by having a formal IT strategy in place. However, only 13% of NZ councils rate their IT systems as effective, compared to 20% of WA and 32% of NSW councils.

### Online customer self-service

NZ councils are embracing technology to create new ways to engage residents. 50% rank online customer self-service in their top 3 IT priorities over the next 3 years. 87% of NZ councils are offering online payments and online library services, and 77% enable residents to submit an online service request.



### Outsourcing or sharing corporate services

NZ councils are leading the way when it comes to outsourcing or sharing IT hosting and support (70%), and customer service call centres (63%). Potential opportunities lie in the outsourcing or sharing of procurement, with 40% of NZ councils currently doing so, compared to 50% of NSW councils.

### Risk management

NZ councils are displaying an increased focus on managing risk, with 77% now having an approved risk management policy in place (up from 61% in the prior year). We also see 66% of NZ councils using key risk indicators to analyse and report risks, compared to 43% of NSW and 60% of WA councils.



### Council meetings

NZ council meetings have a median duration of 168 minutes (2.8 hours), producing a median of 18 resolutions. In comparison, NSW council meetings have a median duration of 139 minutes (2.3 hours), producing a median of 24 resolutions. WA council meetings have a median of 82 minutes (1.4 hours), producing a median of 18 resolutions.

### Staff and community engagement levels

While 23% of NZ councils saw improved staff engagement levels, and 17% reported no change, in comparison, 39% of NSW and 37% of WA councils, reported improved staff engagement levels. 93% of NZ councils conducted a community engagement survey, with 32% reporting improved levels, and 50% reporting no change. In comparison, NSW councils were twice as likely (65%) and WA councils 1.9 times more likely (61%), to report improved community engagement levels.



### Asset management

We observe NZ councils leading the way with advanced infrastructure asset management. This is especially noticeable in the category of Road networks, with 100% of NZ councils having an asset management system, compared to 74% of NSW and 88% of WA councils. One in five NZ councils formally report the state of their assets to council at least quarterly, compared to 8% of NSW councils, and no WA councils.