



2009-2019

Long-Term Council Community Plan Volume One



part 5: support services

part 5: support services

Support Services

Support services are an essential part of ensuring Council operates in an effective and efficient manner, meeting its statutory obligations, and is able to work towards the achievement of community outcomes.

These activities are internally focused and do not have a direct output to the community, rather they are internal support systems for those activities that do. The support services activities have their own business plans and performance targets.

The support services activities include customer services, finance and business services, health and safety, human resources, information technology, Kaimai Consultants, Kaimai Valley Services, land information, quality assurance, records and administration.

Customer services

The customer services activity offers customers a quality service in all aspects of their individual needs. The customer services team provide a 'one-stop shop' offering various contact options to customers through phone, email or face to face contact. There are three area offices based in Matamata, Morrinsville, and Te Aroha. Internal departments also rely on customer services to answer customer enquiries and process certain applications.

Finance and business services

The finance and business activity is responsible for offering financial advice and services to all of Council's other activities. All aspects of Council's operations have some financial aspect to them and require support in areas such as revenue gathering, capital funding, meeting financial and tax obligations, monitoring of expenditure and corporate reporting. This activity provides a cost effective financial and accounting service that enhances the achievement of Council's goals and meets the needs of the organisation.

Health and safety

This activity is in place to support all activities of Council and to provide a system to ensure that all safety objectives can be addressed and achieved as well as meeting our legislative requirements. This activity underpins good management as well as developing and enhancing corporate culture.

Human resources

The human resources activity works in partnership with managers to ensure that Council recruits, trains, and supports it's staff to perform in their roles competently. This activity provides training and development, performance management, remuneration, policy development and planning, and provides a payroll service.

Information technology

The primary role of the information technology activity is to support and assist other activities to meet their goals and objectives through the provision of technological solutions. Access to information is vital to allow effective decision-making, analysis, and monitoring to take place.

Kaimai Consultants

Kaimai Consultants operates as a stand alone unit of Council and is part of the operational services division. The consultancy operates under a series of service level agreements to provide professional services required for the operation and improvement of Council's assets.

Kaimai Valley Services

Kaimai Valley Services is a unit of Council that operates like an external contractor. The activity undertakes Council work in the areas of water and wastewater, parks and cemeteries, light civil works and also works in the central business areas.

part 5: support services

Land information

The land information activity manages the creation and integration of land records within the corporate system. All Council activities rely on land information to some degree. Accurate land related records impact on our ability to provide correct, relevant information to our external customers.

Quality assurance

Recognising the importance of consistent and quality service, Council has committed to the ISO 9001:2000 quality assurance system. Quality assurance provides documented evidence of what we do, how we do it and what we expect the outcomes to be. This evidence is audited against quality principles, our own internally generated understandings, and the expectations and needs of the customer.

Records and administration

The records and administration activity supports all internal departments with information management. This activity ensures the information held by Council has integrity, is accurate, accessible and is efficiently managed. The department also provides general administration functions to internal staff.

