

Hobsons Bay City Council

CENTRES OF EXCELLENCE STRATEGY 2022-2027

VISION

A network of centres that provide inspiring and empowering learning experiences alongside mainstream Council services.

PURPOSE

The Centres of Excellence strategy sets the direction of where and how Council services are delivered. The Centres of Excellence will make services and learning opportunities more accessible to more people.

GOALS

- Establish Council+ Centres of Excellence at Council venues across Hobsons Bay, each with a unique theme and focus
- Community members find our services exciting, relevant, easy to access and supportive of their growth and aspirations
- Communities are more connected, inclusive and inspired
- An increased sense of civic pride across the municipality
- Each centre will be a destination that encourages increased visitation and participation

To achieve this, we will focus on three strategic areas:

ONE

DESIGNING & DEVELOPING THE CENTRES

- Consult and work with community to develop centres
- Enhance and adapt the centres over time
- Ensure centres are welcoming and accessible

TWO

SERVICE CHANGE & INNOVATION

- Service planning and decision making is informed by data
- A collaborative working approach across all Council departments
- Partner externally to co-curate and co-deliver creative, innovative solutions

THREE

SUPPORTING SERVICE EXCELLENCE

- Support integrated services that are customer-centric
- Draw on and continue to invest in the skills and experience of staff and volunteers
- Curate a program of outreach activities to ensure identified themes are accessible across the community



HOBSONS BAY
LANGUAGE LINE

9932 1212

INTERPRETER SERVICE FOR ALL LANGUAGES
Your Council in your language

HOBSONS
BAY CITY
COUNCIL



THEMES FOR THE CENTRES



ENVIRONMENT & SUSTAINABILITY



SCIENCE, TECHNOLOGY, ENGINEERING, ARTS AND MATHEMATICS (STEAM)



HERITAGE, WRITING & PUBLISHING



ART & MUSIC



VIDEOGAMES & BOARDGAMES



BUSINESS & INNOVATION

ENABLERS OF THIS STRATEGY



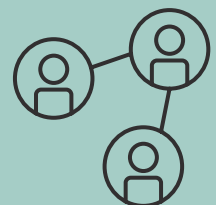
State of the art technology, experiences and environment



Partnerships and community engagement



Behaviours, mindset and organisational culture



Organisational agility

HOBSONSBAY CITY COUNCIL

