

## **Director of Corporate and Community Services – Anna Watt CA, BCom**

The Department of Corporate and Community Services is comprised of the following sections:

- Administration and Records
- Human Resources and Payroll
- Finance, including Rates and Corporate Property Management
- Procurement
- Section 355 Committees of Council
- Corporate Risk Management and Compliance
- IT services
- Communications and Media
- Integrated Planning and Reporting Framework
- Work, Health and Safety and Injury Management
- Library and Learning Centre
- Community Services, which includes:
  - Aged and Disability Direct Care
  - Brokered and Packaged Care
  - Children and Family Services
  - Youth Services

Anna Watt, the Director of Corporate and Community Services, is Council's Public Officer, and also responsible for overseeing the Integrated Planning and Delivery Process. Under her guidance, the 10 year Glen Innes Severn Community Strategic Plan and associated four (4) year Delivery Programme have been updated in 2013.

Anna had a Bachelors Degree from Otago University and is a Chartered Accountant. Anna is currently in the final stages of completing a Masters in Business Administration. This is Anna's first role in Local Government, and is using her expertise in finance and management to maintain excellent, accountable corporate governance that ensures exceptional, cost effective internal and external service delivery.

Anna took up the position of Director of Corporate and Community Services in July 2012. Since then, the Department has achieved a number of significant outcomes under her leadership including:

- Establishing a Risk and Compliance function
- Enterprise-Wide Risk Management System (ERMS) developed to guide future risk responses
- Establishment of an Internal Risk Management Committee
- Introduction of a Business Continuity Plan
- Co-location of Aged and Disability Services and rebranded "Life Choices – Support Services"

- Aged and Disability Consumers have increased from 548 in May 2012 to 678 in March 2016
- Restructuring Children and Family Services; followed by rebranding campaign
- Early Intervention programs in April 2012 were being accessed by 44 families and 67 children; in March 2016 this had increased to 67 families and 101 children
- Average number of children enrolled in After School Hours Care in April 2012 was 6.82 in February 2016 this has increased to 15.3
- Solar panels installed at the Library Learning Centre; generating approx \$30k in annual savings
- Introduction of barcode scanning system for Rates and Water payments
- Procurement process strengthened; orders raised in advance has moved from 10% during 2012 to 58% in 2015
- Introduction of VendorPanel Procurement System
- Successful application for a three year Special Rate Variation
- Council assessed as “Fit for the Future” and financially sustainable
- New online Work Health and Safety Induction system for employees and contractors established
- Improved communications and training for Council’s Section 355 Committees.