

Better Culture Better Governance Better Communities

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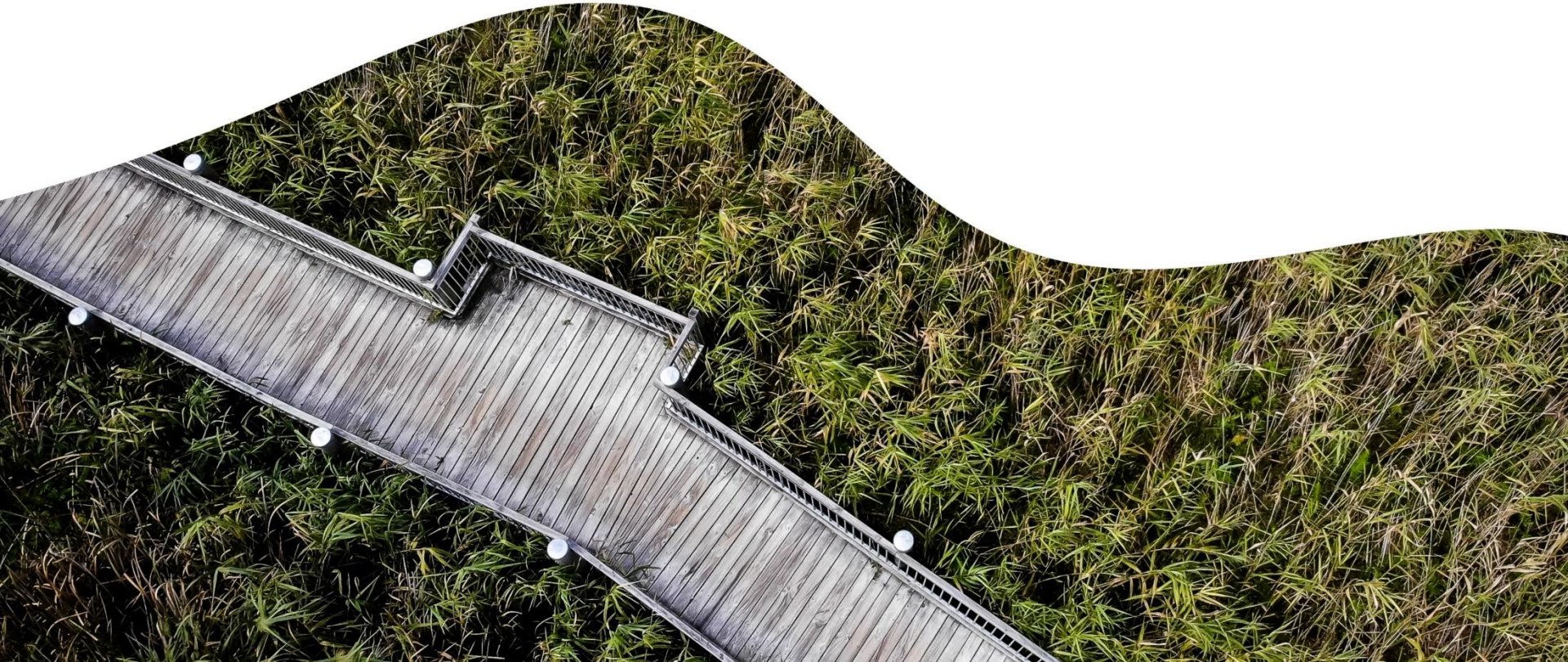
Culture

- Culture is King.
- Building Better Communities starts with Better Culture.
- Organisations personality that guides the decision making.
- Official policies specify what management want.
Corporate culture determines what actually happens.



Why is culture important?

According to the Harvard Business Review Culture “**picks up where the employee handbook leaves off.....** Employees make hundreds of decisions on their own every day and culture is our guide. **Culture tells us what to do when the CEO isn't in the room.**”



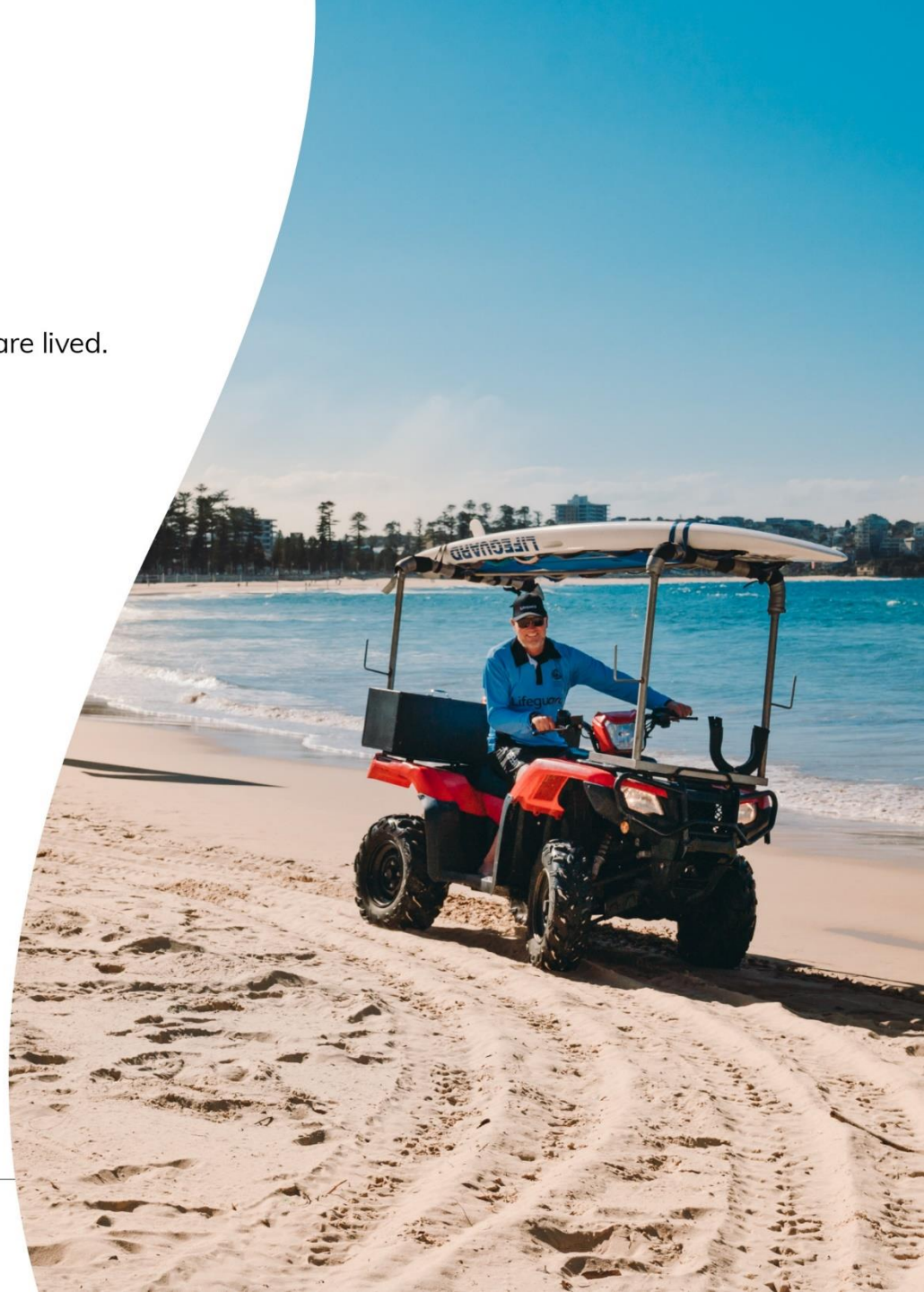
Why is culture important?

- It guides discretionary behaviour.
- It impacts on performance.
- It influences how we manage change.
- It impacts on a Council's reputation.
- It leads to Better Governance.
- It influences staff well being.
- It impacts on corrupt behaviour.



What is good culture?

- No one size fits all for the right culture.
- The values aren't just signs on the wall, they are lived.
- Customer is at the centre of what we do.
- Good enough is not the accepted standard.
- Staff enjoy their work and are valued.
- Zero tolerance for corrupt conduct.



Creating a good culture

- Starts with CEO “tone at the top”.
- What your senior leaders should do and act.
- Keep the message simple and continually reinforce the values, so that all staff know them.
- Managing organisational resistance to cultural change.



Role of Audit in building Better Communities

- A trusted adviser with a good knowledge of organisational practices and behaviour.
- Must be influencers in the organisation to provide a Better Culture and hence Better Governance which leads to building Better Communities.
- You are most valued.



