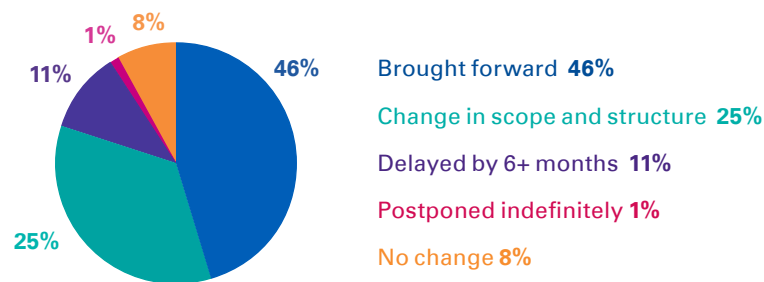


Local government transformation

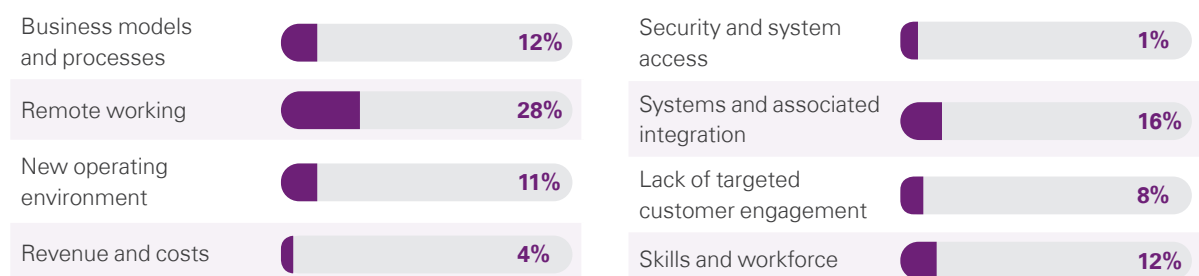
Public Sector Network results 2020

Across May and June 2020, we conducted the Local Government Transformation series in partnership with the Public Sector Network. The events spanned capital cities across Australia and New Zealand and focused on digital, leadership and customer-centric transformation for local councils. Through this series we were able to identify key insights which council leaders will need to consider as they navigate through to the new normal.

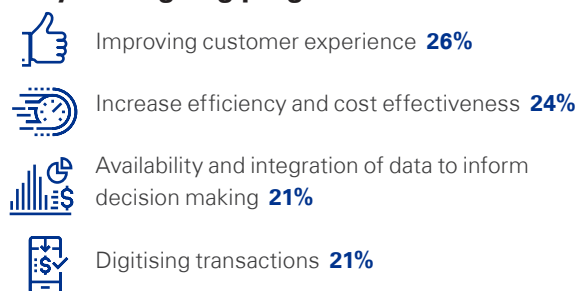
What impact has COVID-19 had on your priority and plans for transformation?



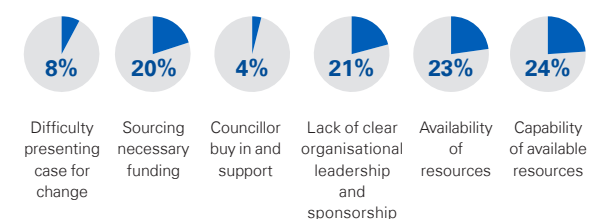
What gaps or areas of opportunity did COVID-19 highlight in your operations?



What are the top 3 focus areas for your ongoing program?



What challenges are you facing in your customer and technology activities?



What were the biggest benefits identified in your investment case for your program?

