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Your submission for this review:

Executive staff - A proportion of executive council staff (suggest 50% target) should be externally sourced, this would ensure new skills are brought to the table and that entrenched attitudes diluted. Councillors - minimum skill sets, either qualifications or experience should be mandated. Software systems - Council software systems should be supplied by subscription by OLG to councils. Councils are in effect a franchise model (all do the same things, if to varying degrees) the idea that councils are allowed to spend tens of millions on software systems (often with disastrous results) is unsustainable. Restricted funds - the rules around restricted funds should be reviewed, are restrictions justified in all cases ? The Base Rate - the base rate, in my LGA a little over \$500 a year, applies to units etc. These properties in general receive the same access to services as a stand alone home yet pay a fraction of the rates, the current trend towards building high density will exacerbate this issue (on the Central Coast LGA about 20% of properties are base rate). Council culture towards residents - The council culture towards rate payers is too often adversarial in nature, efforts must be made to encourage customer service culture. Housing provision / DA assessment - The true timing for DAs on the Central Coast is often over 12 months, the Planning Portal facilitates Councils scamming the system to make assessment times look far better than they actually are. Penalties for slow assessment should be investigated, also expand compliant development to reduce minor DA numbers. Misfeasance in public office - Council staff should be better educated on their responsibilities and OLG should be willing to pursue personal responsibility and charges against senior staff. There seems to be a culture of failing upwards in Councils and nobody ever has responsibility when things are mismanaged. The recent financial collapse of Central Coast Council an example.