

WORKING TOGETHER TO DEVELOP OUR COMMUNITIES

Good practice and benchmarking in Local Government community development and community services

This document is the first comprehensive response to the challenge of benchmarking to emerge from Local Government community development workers across Australia.

This document wrests the concept of benchmarking from its context of competition to rework its meaning and application in a field where social justice is the value base and cooperation underlies working relationships.

The report moves from the conceptual to the practical, with definitions of community development, community services, local governance and social capital being important foundations. A framework for measurement is developed to enable the outcomes of community work to be clearly understood and communicated. A list of further resources and examples of good practice are included.

This document is a valuable guide for Local Government across Australia and in particular, for staff involved in community development. The breadth of the information will assist Local Government staff in their efforts towards continuous improvement, as well as for those with an interest in the theory and practice of Local Government.

The principal consultant for the project was Jackie Ohlin, assisted by Dee Elliott and Sue O'Brien, all of whom have considerable experience in Local Government and community development issues.

Contents include:

- a context for benchmarking and good practice in Local Government community development and community services;
- local governance, social justice, social capital and the common good;
- definitions of good practice, benchmarking and community development;
- all about indicators;
- a framework for developing performance indicators, including indicators of community well-being and community development practice indicators;

- community planning indicators in a local area planning framework;
- community services indicators;
- milestones in community development practice and advances in public social policy;
- good practice Councils – potential for benchmarking;
- available literature and resources.

Local Government Community Services Association of Australia Inc

LGCSAA ABN 11 704 045 114

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O R D E R F O R M

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