



JUDGING CRITERIA

Innovation & Excellence in Government Leadership

THIS AWARD RECOGNISES INNOVATION AND EXCELLENCE BY A LOCAL, STATE OR FEDERAL GOVERNMENT DEPARTMENT OR AUTHORITY AND ITS DEALINGS WITH THE PROPERTY INVESTMENT AND DEVELOPMENT INDUSTRY.

1. CUSTOMER SERVICE

Explain how the Government department/authority delivers superior customer service to all levels of stakeholders.

2. STRATEGIC PLANNING

Describe the best practice strategic planning framework that:

- draws on solid research that focuses on facilitation, short-term actions and longer term urban management objectives;
- demonstrates innovation in economic development strategies, including infrastructure planning within broader ESD principles;
- engages community and business in planning process;
- provides regular and timely reviews of statutory plans that meet evolving community and industry needs; and
- provides accountable policy implementation through clear, concise planning instruments that can be readily understood by both industry and the community.

3. DEVELOPMENT ASSESSMENT

Describe how the Government department/authority delivers a development assessment process that demonstrates the advancement of best practice principles;

- the independent application of objective rules and tests linked to stated policy and intentions;
- provides for timely and transparent decision making;
- applies an assessment track that is relevant to the proposal; and
- demonstrates efficiency of process in dealing with assessment from other agencies or authorities.

4. PROJECT MANAGEMENT

Explain, using examples, how the nominated Government department/authority contributed to the successful delivery of a major project that met the needs of the developer, investors and the community.

The *Voice* of Leadership

GROUND LEVEL, 191 ST GEORGE'S TERRACE PERTH WA 6000
PH 08 9426 1200 - FAX 08 9226 2865
Email wa@propertyoz.com.au - www.propertyoz.com.au


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