

TCCS STRATEGIC PLAN 2021-2024

OUR VISION AND MISSION

TCCS is recognised by the community for delivering quality services that make Canberra a great place to live.

We value our people, we support diversity and strive to be a great place to work.

OUR VALUES UNDERPIN EVERYTHING WE DO



Collaboration



Innovation



Excellence



Safety



Respect



Integrity

OUR OBJECTIVES

Community-centric, sustainable outcomes

We deliver great services, infrastructure and public spaces for the community today. We are innovative, adaptive and creative in making Canberra more sustainable for the future.

A great place to work

Canberrans rely on us, and we rely on each other. We work together to create a rewarding, fulfilling and enjoyable workplace where everyone is able to achieve their potential.

Delivering services safely and efficiently

We look out for each other so that everyone goes home safely at the end of each day. We are trusted with public resources and we use them responsibly.



Transport Canberra and City Services



TCCS STRATEGIC PLAN 2021–2024

KEY GOVERNMENT COMMITMENTS THAT UNDERPIN OUR STRATEGY

Canberra: A Statement of Ambition

ACT Government Climate Change Strategy 2019–2025

ACT Transport Strategy

ACT Wellbeing Framework

ACT Government Infrastructure Plan 2020

Women's Action Plan: Second Action Plan 2020–2022

Parliamentary and Governing

Agreement: 10th Legislative Assembly

ACT Digital Strategy

Canberra's Living Infrastructure Plan: Cooling the City

ACT Aboriginal and Torres Strait Island

Agreement 2019–2028

ACT Planning Strategy 2018

Healthy Canberra: ACT Preventative

Health Plan 2020–2025

GOALS, STRATEGIES AND MEASURES 2021–2024

Goal: An informed and engaged community.

Strategies: Communication and engagement with the community.

Measures: Meeting response times to Ministerial correspondence.

Goal: Attractive and well-maintained places and streets.

Strategies: Road maintenance, mowing, street sweeping and cleaning programs.

Measures: Delivery of Strategic Objectives, as reported in the TCCS Annual Report.

Goal: Reliable, efficient, and integrated transport network.

Strategies: Data driven decision making. Climate Change Strategy. Transport Strategy. Customer Strategy.

Measures: Higher patronage on public transport. Improved outcomes under the ACT Wellbeing indicator: Transport use and access.

Goal: Improved service delivery through digitalisation.

Strategies: Data Strategy. IT Strategy. Establish the Digital Strategy.

Measures: CSRM benefits across business units.

Goal: Increased use of Active Travel.

Strategy: Deliver against the Active Travel Framework. Incorporate Active Travel into business cases for road infrastructure.

Measures: Increased use of active travel, measured through the Mode of Transport for Travel under the ACT Wellbeing Framework.

Goal: Deliver sustainable and fit for purpose infrastructure for our city.

Strategy: Planning and implementing projects in line with government direction with key delivery partners, consistent with the ACT Government Infrastructure Plan.

Measures: Submission of infrastructure related budget business cases annually. Delivery of infrastructure projects against agreed timelines and project budgets.

Goal: Support a net zero emissions future.

Strategies: ACT Climate Change Strategy, Zero-Emission Transition Plan for Transport Canberra, the ACT's Transition to Zero Emissions Vehicles and the Living Infrastructure Plan.

Measures: Six monthly reporting against ACT Climate Change strategy and performance data in the TCCS Annual Report, Ecological and Sustainable Development section.

Goal: Sustainable waste management.

Strategy: Parliamentary and Governing agreement, the ACT Waste Management Strategy 2011–25, the ACT Climate Change Strategy 2019–2025, the National Waste Policy and new legislation.

Measures: Higher resource recovery and less waste to landfill. Commitments to Food and garden organics services. Circular economy legislation during the 2021–24 period.

Goal: Rewarding and fulfilling careers.

Strategy: 2019–2023 People Strategy.

Measures: 2019–2023 People Strategy deliverables, employee satisfaction survey results, staffing indicators.

Goal: Safe, healthy and well workforce.

Strategy: COVID Safe Plan. Implementation of SafetyNet safety management system.

Measures: WHS performance indicators reported to TCCS Tier 1 Safety Committee.

Goal: Value for money procurement and good contract management.

Strategies: Ethical and Transparent Procurement. Aboriginal and Torres Strait Islander Procurement Policy. Government Procurement (Charter of Procurement Values) Direction.

Measures: Expenditure against capital projects in accordance with agreed deliverables. Percentage of staff who have undertaken procurement training.

Goal: Values based organisational culture.

Strategy: Providing the tools and resources people need to do their job according to values.

Measures: Increase in staff engagement measured through pulse surveys and staff engagement survey.



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