

Service Delivery Partnerships and Collaboration Policy

Date Adopted: 21 October 2025

Version: 1.0

Policy Objectives

The purpose of this policy is to outline Maitland City Council's approach to building and managing partnerships and collaborative arrangements in respect to the delivery of services that enhance community outcomes. Council recognises the value of working with external organisations, stakeholders and community groups to deliver services and shared objectives that benefit the Maitland community.

Policy Scope

This policy applies to all partnerships and collaborations entered into by Maitland City Council involving the delivery of services. It encompasses partnerships with community organisations, government agencies, private sector stakeholders and non-government organisations.

Objectives

- Ensure effective and efficient delivery of community services and assets.
- Support collaborative approaches to maximise community impact.
- Leverage external expertise and resources to support Council and community priorities.
- Enhance transparency and consistency in managing partnership relationships.
- Assist in supporting service delivery, financial and reputational risks for Council

Ensuring Community Outcomes

Council's primary responsibility is to ensure that community outcomes are delivered in an effective and efficient manner. This does not always mean that Council must be the direct service provider. Council supports and encourages partnerships and collaboration where appropriate to achieve shared goals.

Policy Statement

Maitland City Council is committed to fostering strong, productive partnerships and collaborations with stakeholders that align with Council's strategic priorities. These arrangements are governed by principles of mutual benefit, transparency, accountability, financial sustainability and community focus.

Enhancing Community Outcomes via Structured Partnerships

To strengthen the effectiveness and long-term sustainability of service delivery, it is vital to establish clear partnerships and collaborations across all engagement types. These partnerships should include documented agreements that outline roles, responsibilities, and shared expectations. This clarity promotes accountability, supports consistent service standards, and fosters a mutual understanding of objectives and deliverables.

Guiding Principles

- Ensure great outcomes for our community (Effectiveness).
- Manage longer term service delivery risks (Efficiency).
- Build trust and accountability with partners.
- Foster innovation through collaboration.

Benefits to Council and Community

- Significant cost savings to Council through shared delivery models.
- Improved community access to services and infrastructure.
- Stronger community ownership and sustainability.
- Enhance reputation of the City and Council

Delegation

The Council delegates authority to the General Manager via Section 377 of the Local Government Act to negotiate and implement partnerships that are consistent with this policy, and which can be resourced within the approved annual budget.

The General Manager provides a summary of agreed partnerships as part of the Annual Report.

Policy Definitions

Partnership	A collaborative arrangement between Council and external parties to achieve shared community outcomes.
Collaboration	Working together with stakeholders or groups to achieve common goals and enhance service delivery.
Formal Partnership	A documented agreement that outlines roles and responsibilities of all parties involved.
Strategic Partnership	A long-term partnership focused on delivering objectives aligned with Council's strategic goals.
Financial Partnership	An arrangement involving co-investment or cost-sharing to support service delivery or infrastructure projects.
Community Collaboration	Ongoing cooperation with community groups or schools for shared events or initiatives.
Mutual Benefit	Ensuring all parties in a partnership gain value or advantage through the arrangement.
Transparency	Operating with openness and clear communication in partnership dealings.
Accountability	Responsibility of all parties to deliver on agreed outcomes and report on performance.
Community Outcomes	Positive social, economic or environmental benefits experienced by the Maitland community as a result of partnerships.

Policy Administration

Business Group:	City Services
Responsible officer:	Director City Services
Council reference:	Ordinary Council Meeting – Item 12.4
Policy review date:	Three (3) years from date of adoption
File number:	35/33/21/4
Relevant legislation	Local Government Act 1993 (NSW) Local Government (General) Regulation 2005 (NSW) Government Information (Public Access) Act 2009 Privacy and Personal Information Act 1998 (NSW) State Records Act 1998 (NSW)
Related documents	Code of Conduct <ul style="list-style-type: none"> • Records Management Policy • Councils Asset Management Plan. • Capital Works Program • Relevant Plans of Management or Concept Plans

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	21/10/2025	Policy adopted