

## How City of Sydney is making Local Government More Open and Accountable

The council is focused on utilising the best digital tools to become accessible to the community

The City of Sydney Council provides diverse services that make it vital for its community to have access to a wide variety of information. However, the council still faces several challenges in meeting the principles of transparency and being open and accountable to the public.

### Addressing the challenges for transparency

To address these challenges, the City of Sydney has adopted a code of meeting practice that is based on the Model Code of Meeting Practice developed by the Office of Local Government, New South Wales (NSW). The code standardises the meeting procedures for councils in NSW and aims to improve transparency and accountability in local government. The council also realised that to improve transparency and accountability to the community, they would need to undergo digital transformation. To achieve this,

the council implemented Civica's Modern.Gov software to manage their business processes.

### Next Step to Engage with the public

The council is taking proactive steps to improve transparency and public engagement. As part of this effort, they plan to expand the information provided in individual councillor profiles, with a special focus on using the functionality of Modern.Gov to include conflicts of interest disclosed at meetings.

Erin Cashman, Manager OCEO, City of Sydney Council, highlights that the staff are working diligently behind the scenes to set up an ePetition facility. Overall, the council is focused on utilising the best digital tools to become more accessible and responsive to the community they serve.

The implementation of this new technology has helped to make the process clearer for staff and councillors. It has also enabled us to go back and check that internal processes have been followed and internal approvals are taken to ensure that council decisions are published on our website and live streamed, and recordings of meetings are also available to members of the public.

Erin Cashman, Manager OCEO,  
City of Sydney Council.



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Contact email:

[anzmoderngovenquiries@civica.com.au](mailto:anzmoderngovenquiries@civica.com.au)

