



ORGANISATIONAL DESIGN

Designing the optimal organisation
for Sunshine Coast Council

The Client

Sunshine Coast
Council

The Challenge

The rapidly-growing client needed to ensure it had the right organisation structure to enable it to meet an **ambitious strategic agenda**, as well as the needs of the current constituency, teamed with the **needs of an additional 200,000 residents in the next 10 years**.

The Solution

We worked with the Elected and Management Arms of the Council (1,700 employees) to design a future-focused optimal organisation structure that meets the Council's strategic needs.

We deployed a contemporary, robust design methodology that could withstand a multi-layered, evolving and complex landscape. This explored aligning the organisation to the new vision and strategies, coupled with a continued focus on customer experience and service standards. The resulting design included a 'match fit' structure for 2020 and beyond, a leadership structure promoting a collaborative culture, streamlined decision making, transition pathway and recommendations on managing the change

The Impact

The design took into account **all the strategic needs** of the Council and when completed, the **recommended structure received unanimous support** from the Elected Arm.



Over a two month period the Next Steps process involved over 250 interactions across the various stakeholder groups



Bendelta conducted **over 250 interactions** with stakeholders and collected over 1,500 Next Steps related comments



79 submissions were received electronically **39%** of those were from Coordinator and Team level roles



Over 100 Sessions of formal and informal consultations across Councillors, Directors, Managers, Coordinators, Team Leaders, Operational Staff and external stakeholders



All requests from staff to speak to Bendelta were met either **face to face** or by **phone**