



New Normal Or Preferred Future?

These are certainly testing times for all of us. Whilst there is much uncertainty we do know that this situation will end. We just don't know when or what the "new normal" will look like.

It may seem rather strange to start thinking about the future while we are still living very restricted lives, but the organisations that will emerge successfully from this unprecedented period are already doing this.

At McArthur, we are starting the process of creating our preferred future by asking and searching for important questions about how we have responded to the COVID-19 crisis and the kind of organisation we aspire to be.

Here are some of the questions we are now asking ourselves.



A proud past. A bright future.

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- **What have we learned about our people**, particularly how they perform under times of pressure and major change?
 - **What systems and processes are in place** that are helping us get through this abnormal situation?
 - **What gaps did we identify in our systems, processes and org structure** as a result of our response to COVID -19
 - **What alternative areas should we be investing in** to meet the challenges of the future?
 - **What should we retain from our previous ways of doing business?** What should we discard? What do we miss most from pre-Corona days?
 - **What enforced changes do we want to retain?**
 - **What opportunities will present themselves in the “new normal”?**
 - **Are we nimble and agile enough** to take advantage of opportunities that come our way? If not, what do we need to change in order to do so?
 - **What is the best structure for us as we move forward?** We want to retain the best of what we have but simultaneously we want to take advantage of the opportunities likely to come our way.
 - **What approaches have we adopted** that should be discarded as a result of false beliefs and assumptions

As we begin to answer these and other questions we are going to model each scenario to examine how it impacts our business performance. We don't want to make decisions based on blind faith or wishful thinking. Our modelling will help us make informed, data-driven decisions about our preferred future.

We encourage you to now start thinking about how the emerging environment will impact your council and your ability to meet the needs of your community.

With the expertise of our consultants and long experience in local government we are uniquely placed to help you through this process.

If you would like to talk with us about how we can work with you on this vital work please contact Allan Preiss on 0414295512 or email allan.preiss@mcArthur.com.au or Michael Arcella on 0404219853 or email michael.arcella@mcArthur.com.au.