

REPORT OF OPERATIONS
Service Performance Indicators

<i>Service/indicator/measure</i>		Results	Results	Results	Comments
		2015	2016	December 2016 year-to-date	
Aquatic Facilities					
Satisfaction					
AF1	User satisfaction with aquatic facilities (optional) [User satisfaction with how council has performed on provision of aquatic facilities]	0	0	N/A	User satisfaction not surveyed
Service standard					
AF2	Health inspections of aquatic facilities [Number of authorised officer inspections of Council aquatic facilities / Number of Council aquatic facilities]	1	0	1	
Health and Safety					
AF3	Reportable safety incidents at aquatic facilities [Number of WorkSafe reportable aquatic facility safety incidents]	0	0	0	
Service cost					
AF4	Cost of indoor aquatic facilities [Direct cost of indoor aquatic facilities less income received / Number of visits to indoor aquatic facilities]	0	0	N/A	
Service Cost					
AF5	Cost of outdoor aquatic facilities [Direct cost of outdoor aquatic facilities less income received / Number of visits to outdoor aquatic facilities]	\$ 15.09	\$ 8.40	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
Utilisation					
AF6	Utilisation of aquatic facilities [Number of visits to aquatic facilities / Municipal population]	27.00%	24.12%	5.00%	1,352 visits to 31 December 2016
Animal Management					
Timeliness					
AM1	Time taken to action animal management requests [Number of days between receipt and first response action for all animal management requests / Number of animal management requests]	0.00	0.00	1	
Service standard					
AM2	Animals reclaimed [Number of animals reclaimed / Number of animals collected] x100	87.00%	85.48%	80.72%	
Service cost					
AM3	Cost of animal management service [Direct cost of the animal management service / Number of registered animals]	\$ 57.18	\$ 55.96	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
Health and safety					
AM4	Animal management prosecutions [Number of successful animal management prosecutions]	3	0	0	
Food Safety					
Timeliness					
FS1	Time taken to action food complaints [Number of days between receipt and first response action for all food complaints / Number of food complaints]	0.00	1.55	1.4	
Service standard					
FS2	Food safety assessments [Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the Food Act 1984 / Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the Food Act 1984] x100	105.00%	104.09%	107.41%	
Service cost					
FS3	Cost of food safety service [Direct cost of the food safety service / Number of food premises registered or notified in accordance with the Food Act 1984]	\$ 743.14	\$ 521.55	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
Health and safety					
FS4	Critical and major non-compliance outcome notifications [Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100	100.00%	98.39%	97.92%	
Governance					
Transparency					
G1	Council decisions made at meetings closed to the public	6.00%	13.90%	16.81%	

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[Number of Council resolutions made at ordinary or special meetings of Council, or at meetings of a special committee consisting only of Councillors, closed to the public / Number of Council resolutions made at ordinary or special meetings of Council or at meetings of a special committee consisting only of Councillors] x100				
Consultation and engagement				
G2 Satisfaction with community consultation and engagement	60	54	N/A	2017 Community Satisfaction Survey Results will be available in the 4th quarter.
Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement				
Attendance				
G3 Councillor attendance at council meetings	88.00%	83.95%	88.89%	
[The sum of the number of Councillors who attended each ordinary and special Council meeting / (Number of ordinary and special Council meetings) × (Number of Councillors elected at the last Council general election)] x100				
Service cost				
G4 Cost of governance	\$ 42,184.37	\$ 44,127.31	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
[Direct cost of the governance service / Number of Councillors elected at the last Council general election]				
Satisfaction				
G5 Satisfaction with council decisions	58	50	N/A	
[Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]				
Home and Community Care (HACC)				
Timeliness				
HC1 Time taken to commence the HACC service	0.00	0.02	N/A	
[Number of days between the referral of a new client and the commencement of HACC service / Number of new clients who have received a HACC service]				
Service standard				
HC2 Compliance with Community Care Common Standards	78.00%	66.67%	100.00%	All standards have been met as per the audit in December 2016
[Number of Community Care Common Standards expected outcomes met / Number of expected outcomes under the Community Care Common Standards] x100				
Service cost				
HC3 Cost of domestic care service	\$ -	\$ 69.42	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
[Cost of the domestic care service / Hours of domestic care service provided]				
Service cost				
HC4 Cost of personal care service	\$ -	\$ 62.38	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
[Cost of the personal care service / Hours of personal care service provided]				
Service cost				
HC5 Cost of respite care service	\$ -	\$ 67.68	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
[Cost of the respite care service / Hours of respite care service provided]				
Participation				
HC6 Participation in HACC service	27.00%	26.99%	N/A	Municipal target unavailable for December year-to-date
[Number of people that received a HACC service / Municipal target population for HACC services] x100				
Participation				
HC7 Participation in HACC service by CALD people	13.00%	20.75%	N/A	Municipal target unavailable for December year-to-date
[Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100				
Libraries				
Utilisation				

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LB1	Library collection usage [Number of library collection item loans / Number of library collection items]	8.84	8.92	4.44	Number of loans in six months July to December 2016: 104,374 NOTE: Biannual data not representative of annual outcome (cf annual indicator result 2015/16=8.92). Indicator not useful as biannual indicator.
	Resource standard				
LB2	Standard of library collection [Number of library collection items purchased in the last 5 years / Number of library collection items] x100	85.00%	77.92%	77.92%	Number of collection items: 23,512 Items purchased in the last five years: 18,320 Indicator comparison to total collection: 77.92% note: Annual measure only. Indicator not available on biannual basis.
	Service cost				
LB3	Cost of library service [Direct cost of the library service / Number of visits]	\$ 4.31	\$ 5.27	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
	Participation				
LB4	Active library members [Number of active library members / Municipal population] x100	19.00%	19.88%	14.88%	Municipal population equals 28,941 Number of library members: 4,305 Note: Indicator does not capture other library activity for example children and youth programs, digital literacy programs and literary events, the use of public internet pcs, using facilities such as meeting rooms or study areas, or using services such as wifi, or in library use of collections
Maternal and Child Health (MCH)					
	Satisfaction				
MC1	Participation in first MCH home visit [Number of first MCH home visits / Number of birth notifications received] x100	98.00%	101.17%	103.80%	
	Service standard				
MC2	Infant enrolments in the MCH service [Number of infants enrolled in the MCH service (from birth notifications received) / Number of birth notifications received] x100	94.00%	96.78%	100.00%	
	Service cost				
MC3	Cost of the MCH service [Cost of the MCH service / Hours worked by MCH nurses]	\$ -	\$ 88.06	N/A	
	Participation				
MC4	Participation in the MCH service [Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100	72.00%	67.90%	40.37%	
	Participation				
MC5	Participation in the MCH service by Aboriginal children [Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100	76.00%	63.64%	56.25%	
Roads					
	Satisfaction of use				

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R1	Sealed local road requests [Number of sealed local road requests / Kilometres of sealed local roads] x100 Condition	22.63	17.68	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
R2	Sealed local roads below the intervention level [Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x100 Service cost	100.00%	99.65%	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
R3	Cost of sealed local road reconstruction [Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed]	\$ 27.06	\$ 28.45	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
R4	Cost of sealed local road resealing [Direct cost of sealed local road resealing / Square metres of sealed local roads resealed]	\$ 8.23	\$ 8.84	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
R5	Satisfaction with sealed local roads [Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]	65	61	N/A	2017 Community Satisfaction Survey Results will be available in the 4th quarter.
Statutory Planning					
Timeliness					
SP1	Time taken to decide planning applications [The median number of days between receipt of a planning application and a decision on the application]	76	90	52	
Service standard					
SP2	Planning applications decided within 60 days [Number of planning application decisions made within 60 days / Number of planning application decisions made] x100	65.00%	56.02%	69.00%	
Service cost					
SP3	Cost of statutory planning service [Direct cost of the statutory planning service / Number of planning applications received]	\$ 1,747.61	\$ 1,471.71	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
Decision making					
SP4	Council planning decisions upheld at VCAT [Number of VCAT decisions that did not set aside council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100	75.00%	76.47%	121.43%	
Waste Collection					
Satisfaction					
WC1	Kerbside bin collection requests [Number of kerbside garbage and recycling bin collection requests / Number of kerbside bin collection households] x1000	73.80	68.46	N/A	Reported annually due to seasonal fluctuations.
Service standard					
WC2	Kerbside collection bins missed [Number of kerbside garbage and recycling collection bins missed / Number of scheduled kerbside garbage and recycling collection bin lifts] x10,000	3.35	3.40	N/A	Reported annually due to seasonal fluctuations.
Service cost					
WC3	Cost of kerbside garbage bin collection service	\$ 39.90	\$ 83.65	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.

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WC4	<p>[Direct cost of the kerbside garbage bin collection service / Number of kerbside garbage collection bins]</p> <p>Service cost</p> <p>Cost of kerbside recyclables collection service</p>	\$ 29.77	\$ 31.26	N/A	As the figures for the LGPRF require year end figures there is no progress made until year end.
WC5	<p>[Direct cost of the kerbside recyclables bin collection service / Number of kerbside recyclables collection bins]</p> <p>Waste diversion</p> <p>Kerbside collection waste diverted from landfill</p> <p>[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100</p>	55.00%	54.26%	N/A	Reported annually due to seasonal fluctuations.