

Local Government Performance Reporting Framework

2024/25 Reporting Year



Service Performance Indicator Results – YTD Quarter 2
(1 July – 31 December 2024)

Introduction





The Local Government Performance Reporting Framework (LGPRF) is a Victorian Government initiative which seeks to:

- Improve both the transparency and accountability of Council performance to ratepayers
- Provide a meaningful set of information for both the local and broader community

The framework includes a specific range of key performance measures, as well as a checklist of governance and management items, which collectively build a comprehensive picture of Council performance over time.

The following report responds to the LGPRF service performance indicator results, to the end of Q2 2024/25.

The following status icons assist the reader in interpreting the service performance results:

	The result is currently on track / progressing as expected / within expected range for the reporting period
	The result is neutral / is yet to be finalised / is being monitored
	The result is not on track / is not progressing as expected / is outside of the expected range for the reporting period
	The result is not available / or is a new measure with no comparison data available

Highlights



76

Community satisfaction survey results for 'recreational facilities'*



60

Community satisfaction survey results for 'emergency disaster management'*



97.22%

Council attendance at Council meetings

The percentage of Councillor attendance at Council meetings has increased, compared to the same time in the previous year



5.37

Utilisation of aquatic facilities

There has been a positive trend regarding increasing utilisation, which indicates growth in popularity and an increased demand for these facilities



34.33%

Library membership

There has been an increase in memberships generally due to an increase in online membership registrations



99.49%

Food safety assessments

The majority of food safety assessments were completed during the 2024 calendar year. The remainder will be completed in the next quarter






87.94%



Participation in the Maternal & Child Health Service

There has been a significant increase in participation in the MCH service. Which is attributed to accessible options available to families




Provision of animal management and responsible pet ownership services to the community, including monitoring, registration, enforcement and education.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Timeliness Time taken to action animal requests	Number of days taken to action animal requests	1.00 day	1.03 days	1.03 days	1.01 days	This measure relates to the average number of days between the receipt of an animal management request, and the first action response. The time taken to action animal management requests continues to remain low, due to Council's responsive approach.	
Service Standards Animals reclaimed	% of collected animals reclaimed	62.96%	73.57%	69.75%	65.45%	This measure relates to the percentage of collected registrable animals reclaimed, under the Domestic Animals Act 1994. The number of animals reclaimed has decreased but still within expected range. Council continue to focus their efforts on reuniting animals with their owners	
Service Standards Animals rehomed	% of animals rehomed	15.56%	14.71%	15.92%	18.79%	This measure relates to the percentage of collected registrable animals under the Domestic Animals Act 1994, who are subsequently rehomed. The number of animal rehomed (adopted) is slightly higher compared to the same time in previous years.	



Provision of animal management and responsible pet ownership services to the community including monitoring, registration, enforcement and education.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of the animal management service	Direct cost (\$) of the animal management service, per registered animal	\$2.67	\$2.65	\$6.15	\$5.25	This measure highlights the direct cost of Council's animal management service per registrable animal, under the Domestic Animals Act 1994. The cost of animal management service remains consistent with the same time in the previous year.	
Health and Safety Animal management prosecutions	Percentage of prosecutions per unclaimed collected registrable animals, under the Domestic Animals Act 1994, which are rehomed.	100%	100%	100%	100%	This measure highlights the percentage of successful animal management prosecutions, under the Domestic Animals Act 1994. Council will continue to work proactively respond in this space, regarding the number of animal management prosecutions over the coming quarters.	

Provision of indoor and outdoor aquatic facilities to the community and visitors for wellbeing, water safety, sport and recreation.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standards Health inspections of aquatic facilities	Number of health inspections per Council aquatic facility	1 Inspection	<i>2 inspections</i>	<i>4 inspections</i>	<i>1 inspection</i>	Health inspections of Council's aquatic facilities are conducted annually. Council will continue to conduct aquatic facility inspections across all three aquatic facilities throughout the year.	
Utilisation Utilisation of aquatic facilities	Number of visits to aquatic facilities per head of municipal population	5.37 visits	<i>5.52 visits</i>	<i>11.02 visits</i>	<i>9.43 visits</i>	This measure relates to the number of visits to Council's aquatic facilities per head of the municipal population. The utilisation rate of aquatic facilities is consistent with the same time in the previous year.	
Service Cost Cost of aquatic facilities	Direct cost (\$), less income/revenue received for providing aquatic facilities, per visit	\$-1.16	<i>\$-0.99</i>	<i>\$-1.14</i>	<i>\$0.31</i>	This measure relates to the overall cost of running Council aquatic facilities, less revenue received. This measure indicates positive and consistent financial performance, in comparison to the same time in the previous year.	

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance.

Service indicator/measure	Measure expressed as:	YTD Calendar Year (Q4) 2024	YTD Calendar Year (Q4) 2023	EoY Calendar Year 2023	EoY Calendar Year 2022	Comment	Status
Timeliness Time taken to action food complaints	Number of days taken to action food complaints	1.47 days	1.42 days	1.43 days	1.53 days	This indicator measures the average number of days taken for Council to respond to food complaints (from receipt of an issue, to the first response action). The data provided is for the 2024 calendar year, which aligns with the reporting requirements of the Department of Health (DoH). The number of days taken to action food complaints is less than two days. Environmental Health Officers (EHOs) continue to respond to customer matters, as soon as they are received.	
Service Standards Food safety assessments	% of registered class 1 food premises and class 2 food premises, that receive an annual food safety assessment	99.49%	99.47%	99.47%	98.24%	This indicator measures the percentage of registered Class 1 and Class 2 food premises that receive an annual food safety assessment. The data provided is for the 2024 calendar year, which aligns with the Department of Health (DoH) reporting requirements. The number of food assessments undertaken is consistent with the same time in the previous two years. The remaining assessments will be completed in the next quarter.	





Food Safety




Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance.

Service indicator/measure	Measure expressed as:	YTD Calendar Year (Q4) 2024	YTD Calendar Year (Q4) 2023	EoY Calendar Year 2023	EoY Calendar Year 2022	Comment	Status
Service Cost Cost of the food safety service	Direct cost (\$) of the food safety service, per registered food premises	\$368.75	<i>\$354.36</i>	<i>\$713.88</i>	<i>\$737.18 (financial year)</i>	This measure shows the direct cost of providing food safety services (per food premises). The cost of the food safety service is slightly higher, due to increases in the Consumer Price Index.	
Health and Safety Service Standards Critical and major non-compliance notifications	% of critical and major non-compliance outcome notifications, that are followed up by Council	100.00%	<i>99.26%</i>	<i>91.89%</i>	<i>100.00%</i>	This indicator measures the percentage of both critical and major non-compliance outcome notifications, which are subsequently followed up by Council. The data provided is for the 2024 calendar year, and aligns with the Department of Health (DoH) reporting requirements. 100% of the premises (requiring a follow up inspection) were undertaken in 2024.	
Service Standards Food Safety Samples	% of food samples obtained (per required number of food samples).	101.32%	<i>101.34%</i>	<i>32.89%</i>	<i>N/A</i>	This relatively new indicator measures the percentage of food samples obtained (per the required number of food samples). Data will be collected over the coming quarters for future analysis and enhanced reporting. All required class 1 & 2 statutory food samples were undertaken in the 2024 calendar year.	

Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Transparency Council resolutions at meetings closed to the public	% of Council resolutions made at meetings closed to the public	8.00%	10.67%	9.93%	7.69%	This indicator measures the percentage of Council resolutions at an Ordinary, or Special Council meeting, or at a meeting of a Special Committee of Council, consisting only of Councillors (and which are closed to the public under Section 66 of the Local Government Act 2020). The percentage of Council resolutions at meeting closed to the public has decreased, primarily due to the decreased number of tender evaluation recommendations/reports that required Council approval.	
Consultation and engagement Satisfaction with community consultation and engagement	Satisfaction rating out of 100	Results to be released in Q4 2024/25	N/A	59	56	Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Results will be available in June 2025.	

Provision of good governance to the community, including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Attendance Council attendance at Council meetings	% of Councillor attendance at ordinary and special Council meetings	97.22%	84.48%	82.41%	89.81%	A number of Ordinary and Special meetings of Council are held annually. This indicator measures overall Councillor attendance at these meetings. The percentage of Councillor attendance at Council meetings has increased, compared to the same time in the previous year.	
Service Cost Cost of elected representation	Direct cost (\$) of Council governance, per Councillor	\$30,143.33	\$29,138.56	\$63,908.11	\$60,914.56	This measure relates to the direct cost of delivering Council's Governance service (per elected representative). The cost of elected representation is consistent compared to the same time in the previous year.	
Decision making Satisfaction with Council decisions	Satisfaction rating out of 100	Results to be released in Q4 2024/25	N/A	60	58	Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Results will be available in June 2025.	

Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs.




Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Resource standard Recently purchased library collection	% of the library collection that has been purchased in the last 5 years	76.86%	77.30%	77.97%	76.97%	This measure refers to the percentage of the library collection which has been purchased over the last five years. The percentage of recently purchased library collection items now include, digital items available through the 'Boo Book Consortium'.	●
Service Cost Cost of library service	Direct cost (\$) of the library service	\$12.66	\$11.63	\$25.64	\$20.21	This measure captures the direct cost of the library service (per municipal population). The cost of providing library services is consistent, compared with the same time in the previous year.	●
Utilisation Library loans per population	Number of collection item loans, per population	4.53	4.45	9.18	N/A	This measure captures the number of collection item (loans), per head of the municipal population. The number of loans in the last quarter is consistent with the same time in the previous year.	●

Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Participation Library membership	% of resident municipal population who are registered library members	34.33%	28.69%	34.89%	N/A	This measure shows the percentage of the resident municipal population who are registered library members. There has been an increase in library memberships this quarter, which is largely attributed to an increase in online membership registrations.	●
Participation Library visit per head of population	Library visits per head of population	2.26	2.16	4.35	N/A	This measure shows the number of library visits per head of municipal population. The results are consistent with the same time in the previous year.	●

Maternal and Child Health (MCH)



Provision of universal access to health services for children from birth to school age and their families. Including early detection, referral, monitoring and recording child health and development.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standards Infant enrolments in the MCH service	% of infants enrolled in the MCH service	100.31%	100.66%	101.24%	100.97%	The MCH service enrolls newborn infants in the service (for home visits) following receipt of a birth notification from the hospital. All birth notifications received by Council result in an enrolment into the MCH record data base. Families that move in and out of Maroondah reflect as a variation in the reporting period, as well as future attendance at key age and stage visits.	
Service Cost Cost of the MCH service	\$ cost of the MCH service, per hour of service delivered	\$80.51	\$76.45	\$58.48	\$76.45	This measure shows the cost of delivering Councils MCH service, per hours of delivered service. Additional programs running during the Christmas and New Year period resulted in a slight increase in the cost of delivering the MCH services.	
Participation Participation in the MCH service	% of children enrolled who participate in the MCH service	87.94%	66.23%	74.54%	75.16%	This measure shows the participation of children in key age and stage MCH visits. Participation in the MCH service has increased. This is due in part to the MCH service being increasingly more accessible, with after hours options for families.	






Maternal and Child Health

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Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Participation Participation in MCH service by Aboriginal children	% of Aboriginal children enrolled, who participate in the MCH service	50.00%	72.70%	82.73%	77.08%	This measure shows the percentage of Aboriginal children enrolled and participate in the service. Participation of Aboriginal children in the MCH has decreased. Participation rates can vary over time due to families accessing services that are culturally relevant to their needs but may be outside of the municipality.	
Satisfaction Participation in first MCH home visit	% of infants enrolled in the MCH service, who receive the first MCH home visit	99.23%	96.38%	97.68%	95.72%	This measure shows the percentage of infants enrolled in the MCH service who participated in their 4-week KAS (Key Ages and Stages) visit. Participation of children in the 4 week key age and stage visit has increased over this quarter. Having additional appointments as well as Saturday sessions, provides increased access to the MCH service.	

Provision of a network of sealed local roads under the control of the municipal council to all road users.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Satisfaction of use Sealed local road requests	Number of sealed local road requests per 100 kilometres of sealed local road	59.41	44.28	103.53	131.39	Road requests are defined as customer requests logged in Council's corporate customer service application, <i>Infor Pathway</i> . There has been an increase in sealed local road requests in Q2. Requests include such factors as: line marking, pothole repairs, damaged roads and patching, and road sweeping.	
Condition Sealed local road below the intervention level	% of sealed local roads that are below the renewal intervention level	99.37%	97.71%	97.71%	97.71%	Council applies a technical level of service intervention figure to a Pavement Condition Index (PCI) out of 5, in Council's pavement management system. There was little variation in the most recent result, compared to the same time in the previous year.	
Service Cost Cost of sealed local road reconstruction	Direct (\$) reconstruction cost per square metre of sealed local roads reconstructed	Results to be released in Q4 2024/25	N/A	\$304.93	\$238.00	This measure shows the total project costs associated with the reconstruction of a sealed local road. Some works commenced during this quarter, however the full costs are not yet known. This measure will be updated in coming quarters.	

Provision of a network of sealed local roads under the control of the municipal council to all road users.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of sealed local road resealing	Direct (\$) resealing cost per square metre of sealed local roads	Results to be released in Q4 2024/25	<i>N/A</i>	<i>\$38.05</i>	<i>\$29.90</i>	Some works have been commenced during this quarter however the full costs are not yet known. This measure will be updated in coming quarters.	●
Satisfaction Satisfaction with sealed local roads	Satisfaction rating out of 100	Results to be released in Q4 2024/25	<i>N/A</i>	<i>56</i>	<i>61</i>	Satisfaction is measured in the annual Community Satisfaction Survey. Results will be made available at the end of the current financial year (June 2025).	●



Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Timeliness Time taken to decide planning applications	Days between receipt of a planning application and a decision on the application	30.00	33.00	36.00	35.00	This measure shows the median number of days between the receipt of a planning application and the decision made regarding that application. The time taken to make a decision on planning applications remains low at 32 days (on average) for the quarter. This is consistent with the same time in the previous year.	
Service Standard Planning applications decided within required time frames	% of regular and VicSmart planning decisions made within legislated time frames	82.70%	74.95%	75.67%	73.99%	In accordance with the Planning and Environment Act 1987, Council is permitted 60 statutory days to determine a planning application. The 60 statutory days includes weekends, public holidays and commences from when the application is lodged with Council. However, the legislation allows for the 60-day statutory clock to be stopped and recommenced in certain circumstances. Decisions on planning application is slightly higher in comparison to the same time in the previous year.	



Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of statutory planning service	Direct (\$) cost of the statutory planning service, per planning application	\$2,537.46	<i>\$2,651.31</i>	<i>\$2,622.36</i>	<i>\$2,784.56</i>	This measure shows the direct cost to Council to provide the statutory planning service, per planning application received. The direct cost of the statutory planning service has reduced from the same time in the previous financial year due to the reduction in planning applications.	
Decision Making Planning decisions upheld at VCAT	% of decisions subject to review by VCAT that were not set aside	86.67%	<i>94.12%</i>	<i>87.50%</i>	<i>95.45%</i>	If an applicant disagrees with a decision of Council (in relation to a planning application) they can appeal that decision at the Victorian Civil and Administrative Tribunal (VCAT). The percentage of decisions upheld by VCAT is slightly lower compared to the same time in the previous year. The result still remains high and is within its expected range.	



Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standard Kerbside collection, bins missed	Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts	3.36	3.63	3.72	4.65	This indicator shows the ratio of bins missed (scheduled bin collections). This includes 120L, 80L, a second bin and fortnightly recycling kerbside bin collections. There was a slight variation in the kerbside bin missed collection requests, compared to the same time in the previous year.	
Service Cost Cost of kerbside garbage collection service	Direct (\$) cost of the kerbside garbage bin collection service, per kerbside garbage collection bin	\$71.39	\$63.86	\$137.31	\$133.26	This measure highlights the direct cost to Council to provide the kerbside garbage bin collection service (per kerbside garbage bin). In Q2, there was an increase in the tonnages collected compared to the same time last year, resulting in a slight increase in cost of the kerbside garbage collection service.	
Service Cost Cost of kerbside recyclables collection service	Direct (\$) cost of the kerbside recyclables collection service, per kerbside recyclables collection bin	\$33.80	33.60	\$66.42	\$66.22	This measure shows the direct cost to Council to provide the kerbside recyclables collection service per kerbside recyclables bin. The cost of recyclable bin collections remains consistent with the same time in the previous year.	



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Provision of kerbside waste collection service to the community including garbage and recyclables.

Service indicator/measure	Measure expressed as:	Q2 YTD 2024/25	Q2 YTD 2023/24	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Kerbside collection waste diverted from landfill	% of garbage, recyclables and green organics collected from kerbside bins that is subsequently diverted from landfill	59.53%	60.02%	59.30%	56.22%	This measure shows the percentage of garbage, recyclables and green organics collected from kerbside bins, which are then diverted from landfill. The percentage of kerbside collection waste diverted from landfill remains consistent with the previous year.	