

2022/23 Performance Indicators

ervice Measure	Definition	Data Use	Calculation	Expected Range	2019-20 Actual 2020-2	21 Actual	2021-22 Actual 2	2022-23 Actual	Comments
uatic Facilities (not applicable) e: Golden Plains Shire Council has 1 x Splashpad located at th	he Bannockburn Heart outdoor playspace Environmental Hea	Ith Officers inspect and take a water sample once a year the	n water quality is tested daily while in use (between December and N	March). Additionally (Council have a remote water	r guality m	onitorina system TI	ilisation and ser	vice cost cannot be quantified as it is an outdoor open playspace, not a fac
ng an admission/receipting system.	ie Bannockburn freart outdoor playspace. Environmental frea	un Omicers inspect and take a water sample once a year, the	in water quality is tested daily wrille in use (between beceinber and it	aren). Additionally C	Journal Have a remote water	r quanty me	mitoring system. Of	msation and ser	vice cost cannot be quantined as it is an outdoor open playspace, not a rac
imal Management ovision of animal management and responsible pet owne	rship services to the community including monitoring, re	egistration, enforcement and education							
M1 Time taken to action animal management requests	The average number of days it has taken for Council to action animal management requests	Assessment of the timeliness of Council services. Quicker response rates show greater commitment to improving animal management service efficiency	Numerator: Number of days between receipt and first response action for all animal management requests Denominator: Number of animal management requests	1 to 10 days	1.00	1.00	1.00	1.00	Animal management indicators for this year have remained within the expect range.
M2 Animals reclaimed	The percentage of collected registrable animals under the Domestic Animals Act 1994 reclaimed	Assessment of the effectiveness of Council services. Higher proportion of registered animals reclaimed shows greater community commitment towards animal management	Numerator: Number of animals reclaimed Denominator: Number of animals collected The result is multiplied by 100	30% to 90%	25.22% 20	0.95%	30.00%	17.62%	133% increase in number of animals collected in 2022/23 compared to only increase in the number of animals rehomed, generating a 41% reduction in tindicator compared to 2021/22 numbers.
M5 Animals rehomed	The percentage of collected registrable animals under the Domestic Animals Act 1994 that are rehomed	proportion of animals rehomed suggests greater community commitment towards animal management	Numerator: Number of animals rehomed Denominator: Number of animals collected The result is multiplied by 100	20% to 80%	5.22% 35	5.14%	5.56%	18.57%	1.33 times increase in number of animals collected in 2022/23 compared to times increase in the number of animals rehomed in 2022/23.
M6 Cost of animal management service per population	The direct cost of the animal management service per municipal population	Assessment of the cost-efficiency of Council services. Lower costs suggest greater commitment towards efficient animal management services	Numerator: Direct cost of the animal management service Denominator: Population	\$3 to \$40	\$ 17.42 \$	19.22	\$ 20.25	\$ 28.55	Increased operational costs in 2022/23 combined with higher staffing costs defined the introduction of a Team Leader and more utilisation of Relief Community Stafficer.
M7 Animal management prosecutions	The percentage of successful animal management prosecutions	Assessment of Council commitment to protecting the health and safety of animals, the community and the environment. Lower total number of animal prosecutions and higher success rates suggests an improvement in the effectiveness of the animal management service	Numerator: Number of successful animal management prosecutions Denominator: Total number of animal management prosecutions The result is multiplied by 100	0% to 200%	100.00% 10	00.00%	100.00%	0.00%	Council did not have any prosecutions finalised during 2022/23.
od Safety									
rovision of food safety services to the community including	g registrations, education, monitoring, inspections and c								
Time taken to action food complaints	The average number of days it has taken for Council to action food complaints received from members of the public about the safety or handling of food for sale	Assessment of Council responsiveness to community concerns Low or decreasing time between receipt and first response action and/or low or decreasing food complaints suggests a greater commitment towards food safety	Numerator: Number of days between receipt and first response action for all food complaints Denominator: Number of food complaints	1 to 10 days	1.00	1.00	3.17	1.20	Number of days between receipt and first response action for food complaint reduced from 3.1 to 1.2 days with a similar number of food complaints to 202
FS2 Food safety assessments	The percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment	Assessment of the degree to which Councils comply with legislative requirements. High or increasing compliance suggests greater commitment to food safety for the community	Numerator: Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the <i>Food Act 1984</i> Denominator: Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the <i>Food Act 1984</i> The result is multiplied by 100	50% to 120%	100.00% 60	0.16%	89.15%	98.41%	Increase of 7.8% in number of food premises that received an annual food sa assessment in 2022/23.
Cost of food safety service	The direct cost of the food safety service per food premises registered by Council, or for which Council has received notification, during the year	Assessment of the degree to which Councils deliver services in a cost-efficient manner. Low or decreasing costs suggests a greater commitment towards the food safety service	Numerator: Direct cost of the food safety service Denominator: Number of food premises registered or notified in accordance with the Food Act 1984	\$300 to \$1,200	\$ 225.67 \$	417.35	\$ 214.09	\$ 241.04	16% increase in food safety costs due to more utilisation of Relief Environme Health Officer in 2022/23.
Critical and major non-compliance outcome notifications	The percentage of critical and major non-compliance outcome notifications that are followed up by Council	Assessment of Council commitment to protecting community health and safety. Lower number of public health notifications suggests greater commitment to the food safety service. Higher follow up by Council suggests an improvement in the effectiveness of the food safety service	Numerator: Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about a food premises followed up Denominator: Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about food premises The result is multiplied by 100	60% to 100%	100.00% 10	00.00%	100.00%	88.89%	78% reduction in number of non-compliance notifications in 2022/23.
overnance									
rovision of good governance to the community including n	making and implementing decisions with reference to col	mmunity engagement, policy frameworks and agreed pr							A higher number of confidential decisions were made in Q1 and 2 of 2022-23
G1 Council decisions made at meetings closed to the public	The percentage of Council resolutions made at a meeting of Council, or at a meeting of a delegated committee consisting only of Councillors, closed to the public under section 66(1) of the Local Government Act 2020	Assessment of Council openness and transparency. Low or decreasing proportion of closed meetings suggests Council is promoting openness in its decision making	Numerator: Number of Council resolutions made at meetings of Council, or at meetings of a delegated committee consisting only of Councillors, closed to the public Denominator: Number of Council resolutions made at meetings of Council or at meetings of a delegated committee consisting only of Councillors The result is multiplied by 100	0% to 30%	5.31% 2	2.70%	9.03%	8.45%	Council was undertaking a process to enter into a new CEO employment of These decisions were confidential as they would otherwise have resulted in unreasonable disclosure of information about a person or their personal affallncrease in confidential decisions in Q4 of 2022-23 due to tender for collaboration surfacing resealing program, growing places strategy informing document for community engagement and glass early adopter expression of interest.
G2 Satisfaction with community consultation and engagement	The community satisfaction rating out of 100 with the consultation and engagement efforts of the Council. This includes consulting and engaging directly with the community on key local issues requiring decisions by Council	Assessment of community satisfaction with Council. Demonstrates the community's perception of whether Council decisions made and implemented had community input. High or increasing satisfaction rating suggests an improvement in the effectiveness of Council's consultation and engagement strategies and decision-making practices	Numerator: Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement Denominator: Not applicable	40 to 70	49.00 4	47.00	49.00	43.00	Community consultation and engagement is of high importance to all demographics who felt performance was declining.
G3 Councillor attendance at council meetings	The percentage of attendance at Council meetings by Councillors	Assessment of the degree to which Council undertakes quality services and practices. Higher proportion of Council attendance at meetings suggests greater Council commitment towards effective governance practices	Numerator: The sum of the number of Councillors who attended each Council meeting Denominator: (Number of Council meetings) × (Number of Councillors elected at the last Council general election) The result is multiplied by 100	80% to 100%	95.92% 99	9.05%	96.94%	93.88%	Slightly lower for 2022-23 due to the 6 June 2023 Budget Submissions Coumeeting where two Councillors were absent, however only one matter was considered at this meeting and no submissions on the Budget were heard.
Cost of elected representation	The direct cost of delivering council's governance service per Councillor	Assessment of whether the Councillors perform their governance role in a cost-effective manner. Lower governance costs suggest greater commitment towards efficient governance services	Numerator: Direct cost of the governance service Denominator: Number of Councillors elected at the last Council general election	\$30,000 to \$80,000	\$ 44,124.14 \$	39,805.86	\$ 49,552.43	\$ 50,628.29	Increase in costs through Q2 of 2022-23 due to renewal of CEO contract an associated legal fees, as well as CEO Employment & Remuneration Commit independent member fees. Additionally, increase in costs through Q4 2022-due to increase in Councillor conference and training expenses.
35 Satisfaction with council decisions	The community satisfaction rating out of 100 with how Council has performed in making decisions in the interest of the	Assessment of community satisfaction with Council. Higher satisfaction rating for Council decision-making suggests Councils are acting in the best interests of the community and	Numerator: Community satisfaction rating out of 100 with the performance of Council in making decisions in the interest of the	40 to 70	47.00 4	49.00	50.00	43.00	Reflects community perception of decisions made in the interest of the comwhich is consistent with State results.

LB1	Physical library collection usage	The number of physical library collection item loans per physical library collection item	ISTINGAT OF ALL LINEARY ITAMS AND SARVICAS PANEAGANTS A SIGNIFICANT	Numerator: Number of physical library collection item loans Denominator: Number of physical library collection items	1 to 9 items	3.53	2.53	3.28	4.14	21% increase in number of physical library collection item loans combined with 3.6% reduction in physical library collection items. Indicator includes physical collection items only (previously included eCollections).
LB2	Recently purchased library collection	The percentage of the library collection that has been purchased in the last 5 years	library resources. Higher proportion of items purchased in the	Numerator: Number of library collection items purchased in the last 5 years Denominator: Number of library collection items The result is multiplied by 100	40% to 90%	71.94%	73.98%	74.33%	74.03%	
LB4	Active library borrowers in municipality	The percentage of the municipal population that are active library borrowers	by the community. Higher proportion of borrowers suggests	Numerator: The sum of the number of active library borrowers in the last 3 financial years Denominator: The sum of the population in the last 3 financial years The result is multiplied by 100	10% to 40%	10.69%	9.04%	8.02%	7.53%	The indicator measures activity as loans of library collection items. It does not capture other library activity such as children and youth programs, digital literacy programs and literary events, the use of public internet computers, using facilities such as meeting rooms or study areas, or using services such as wi-fi, or in library use of collections.
LB5	Cost of library service per population	The direct cost of the library service per population	IDITICIANT I OWAR COSTS SURGAST ARASTAR COMMITMANT TOWARDS	Numerator: Direct cost of the library service Denominator: Population	\$10 to \$90	\$ 14.78	\$ 14.80	\$ 15.12	\$ 14.79	
	nal and Child Health (MCH) ion of universal access to health services for children	from birth to school age and their families including earl	ly detection, referral, monitoring and recording child hea	alth and development, and providing information and advice						
	nfant enrolments in the MCH service		Assessment of the degree to which Council services are	Numerator: Number of infants enrolled in the MCH service	90% to 110%	101.52%	100.68%	100.34%	100.00%	A large percentage of clients that identify as Aboriginal or Torres Straight Islander peoples engage with Aboriginal MCH Services provided by Wadarrung and BADAC rather than Council.
мс3	Cost of the MCH service	The cost of the MCH service per hour of service delivered	letticient I ower costs suggest greater (Council commitment	Numerator: Cost of the MCH service Denominator: Hours worked by MCH nurses	\$50 to \$200	\$ 83.90	\$ 80.01	\$ 77.95	\$ 78.30	
MC4	Participation in the MCH service	The percentage of children enrolled who participate in the MCH service	Assessment of the degree to which the community participates with Council services. Higher participation rate suggests greater commitment to the MCH service and demonstrates	Numerator: Number of children who attend the MCH service at least once (in a year) Denominator: Number of children enrolled in the MCH service The result is multiplied by 100	70% to 100%	83.30%	84.58%	82.57%	80.75%	Previously neighbouring Councils' clients have been seen at Golden Plains Shire Council, due to neighbouring Councils' not seeing children older than 8 weeks. This has since resolved which has resulted in a reduction of participation in the MCH service. Council have noticed an increase in families enteringd full time work, resulting in inability to bring children in for appointments during business hours. Additionally, not all enrolled children have scheduled MCH appointments annually.
MC5	Participation in the MCH service by Aboriginal children	The percentage of Aboriginal children enrolled who participate in the MCH service	participates with Council services. Higher participation rate suggests greater commitment to the MCH service and demonstrates Council's promotion of healthy outcomes for	Numerator: Number of Aboriginal children who attend the MCH service at least once (in the year) Denominator: Number of Aboriginal children enrolled in the MCH service The result is multiplied by 100	60% to 100%	80.00%	86.05%	92.68%	82.22%	9.8% increase in number of aboriginal children enrolled in MCH service at 30 June 2023 and 2.5% decrease in number of children who attended. A large percentage of clients that identify as Aboriginal or Torres Straight Islander peoples engage with Aboriginal MCH Services provided by Wadarrung and BADAC rather than Council.
MC6	Participation in 4-week Key Age and Stage visit	The percentage of infants enrolled in the MCH service who participated in 4-week Key Age and Stage visit		Numerator: Number of 4-week key age and stage visits Denominator: Number of birth notifications received	90% to 110%	101.14%	95.27%	102.04%	99.26%	Increase in clients that have moved to Geelong/ Ballarat within weeks of the birth of their child decreasing the attendance rate at 4 weeks.
Roads <i>Provis</i>	ion of a network of sealed local roads under the contr	ol of the municipal Council to all road users								
R1	Sealed local road requests	The number of sealed local road requests per 100 kilometres of sealed local road	Lower sealed local road requests suggest a more effective	Numerator: Number of sealed local road requests Denominator: Kilometres of sealed local roads The result is multiplied by 100	10 to 120 requests	52.08	80.12	90.66	196.05	Flood events of October and November 2022 damaged a number of roads within the Shire resulting in a significant increase in calls from customers.
R2	Sealed local roads maintained to condition standards	The percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal	Assessment of the degree to which Councils maintain high- quality infrastructure. Lower proportion of roads above the	Numerator: Number of kilometres of sealed local roads below the renewal intervention level set by Council Denominator: Kilometres of sealed local roads The result is multiplied by 100	80% to 100%	98.98%	98.83%	98.86%	98.94%	The condition score for the sealed roads is for the road surface only. New condition assessment on all roads due in 2023-2024.
R3	Cost of sealed local road reconstruction	The direct reconstruction cost per square metre of sealed local roads reconstructed		Numerator: Direct cost of sealed local road reconstruction Denominator: Square metres of sealed local roads reconstructed	\$20 to \$200	\$ 42.67	\$ 64.83	\$ 44.47	\$ 51.86	A large number of roads were damaged during the flood events of October and November 2022 resulting in additional road repairs than planned.
R4	Cost of sealed local road resealing	The direct resealing cost per square metre of sealed local roads resealed	Assessment of the degree to which Council services are cost- efficient. Lower costs suggest greater commitment towards the cost management of the renewal and maintenance of sealed local roads	Numerator: Direct cost of sealed local road resealing Denominator: Square metres of sealed local roads resealed	\$4 to \$30	\$ 4.25	\$ 4.52	\$ 6.08	\$ 6.35	
R5	Satisfaction with sealed local roads	The community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads	higher satisfaction measure suggests Council is meeting the	Numerator: Community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads Denominator: Not applicable	50 to 100	39.00	39.00	37.00	34.00	Many responses to community satisfaction results refer to roads affected by flood damage post October / November 2022 flood events.
	ory Planning ion of land use and development assessment services	s to applicants and the community including advice and c	determination of applications							
	ime taken to decide planning applications	The median number of days taken between receipt of a	Assessment of Council efficiency in decision-making. Higher proportion of planning applications decided in a timely manner	Numerator: The median number of days between receipt of a planning application and a decision on the application Denominator: Not applicable	30 to 110 days	80.00	78.00	84.00	102.00	Vacancy in planning team has impacted the turnaround timeframes of planning application decisions.

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SP2 Planning applications decided within required time frames	The percentage of regular and VicSmart planning application decisions made within legislated time frames	proportion of planning applications decided within required timeframes suggests a higher quality and effective statutory	Numerator: Number of planning application decisions made within 60 days for regular permits and 10 days for VicSmart permits Denominator: Number of planning application decisions made The result is multiplied by 100	40% to 100%	77.81%	66.20%	67.25%	5 4 /1 4%	Vacancy in planning team has impacted the turnaround timeframes of planning application decisions.
SP3 Cost of statutory planning service	The direct cost of the statutory planning service per planning application received	IAπισιαρίτ I OWAr σοςί εμπαρείε αγασίας commitmant towards	Numerator: Direct cost of the statutory planning service Denominator: Number of planning applications received	\$500 to \$4,000	\$ 1,035.16	\$ 707.84	\$ 896.46	\$ 1,224.76	Increase in costs related to VCAT hearings, noting the number of VCAT hearings increased 6 times in 2022/23.
SP4 Council planning decisions upheld at VCAT	The percentage of planning application decisions subject to review by VCAT that were not set aside	application processing and decisions are consistent with the local planning scheme. Higher proportion of VCAT decisions that do not set aside Council's decision suggests an improvement in the effectiveness of Council's statutory.	Numerator: Number of VCAT decisions that did not set aside Council's decision in relation to a planning application Denominator: Number of VCAT decisions in relation to planning applications The result is multiplied by 100	0% to 100%	100.00%	0.00%	100.00%	25.00%	Three council planning decisions wre not upheld by VCAT in 2022/23.
Waste Collection									
Provision of kerbside waste collection services to the commo	unity including garbage and recyclables								
WC1 Kerbside bin collection requests	The number of kerbside bin collection requests per 1,000 kerbside bin collection households	Assessment of community satisfaction with Council services. Lower or decreasing proportion of requests suggests Council is committed to meeting customer expectations	Numerator: Number of kerbside garbage and recycling bin collection requests Denominator: Number of kerbside bin collection households The result is multiplied by 1,000	10 to 300 requests	101.48	115.91	90.99		Recent system improvements will be able to capture missed bins much better and further reduce collection requests in the future.
WC2 Kerbside collection bins missed	The number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts	Assessment of the quality of Council services. Lower proportion of bins missed suggests an effective waste collection service	Numerator: Number of kerbside garbage and recycling collection bins missed Denominator: Number of scheduled kerbside garbage and recycling collection bin lifts The result is multiplied by 10,000		4.85	4.88	3.75	2.56	29% reduction in the number of kerbside collection bins missed during 2022/23 compared to 2021/22 with only a 2.8% increase in the number of kerbside bin collection households.
WC3 Cost of kerbside garbage bin collection service	The direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin		Numerator: Direct cost of the kerbside garbage bin collection service Denominator: Number of kerbside garbage collection bins	\$50 to \$150	\$ 129.79	\$ 133.75	\$ 156.21	\$ 164.31	
WC4 Cost of kerbside recyclables collection service	The direct cost of the kerbside recyclables collection service (including the contract cost of collection) per kerbside recyclables collection bin	efficient. Lower cost suggests greater commitment towards	Numerator: Direct cost of the kerbside recyclables bin collection service Denominator: Number of kerbside recyclables collection bins	\$10 to \$80	\$ 140.48	\$ 136.38	\$ 151.46	\$ 163.88	
WC5 Kerbside collection waste diverted from landfill	The percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill	community environmental outcomes. Higher volume of waste diverted away from landfill suggests a more effective waste	Numerator: Weight of recyclables and green organics collected from kerbside bins Denominator: Weight of garbage, recyclables and green organics collected from kerbside bins The result is multiplied by 100	20% to 60%	22.46%	36.97%	35.75%	35.32%	
Financial Performance Measures									
Efficiency Measures whether a Council is using resources efficiently									
E2 Expenses per property assessment	Total expenses per property assessment	Assessment of whether resources are being used efficiently to deliver services	Numerator: Total expenses Denominator: Number of property assessments	\$2,000 to \$5,000	\$ 3,602.58	\$ 3,647.83	\$ 3,876.42	\$ 4,215.65	
E4 Average rate per property assessment	The average rate revenue per property assessment	,	Numerator: Total rate revenue Denominator: Number of property assessments	\$700 to \$2,000	\$ 1,838.68	\$ 1,793.42	\$ 1,855.75	\$ 1,867.91	
Liquidity Measures whether a Council can generate sufficient cash to	nav hille on timo								
L1 Current assets compared to current liabilities	Current assets as a percentage of current liabilities	I/Accessment of Council's tinancial position. Higher accets	Numerator: Current assets Denominator: Current liabilities The result is multiplied by 100	100% to 400%	216.72%	228.43%	181.61%	173 / 1%	\$2.5m increase in value of unearned income at June 2023 compared to June 2022 resulting in increase in current liabilities.
L2 Unrestricted cash compared to current liabilities	Unrestricted cash as a percentage of current liabilities	unrestricted cash relative to liabilities suggests Councils are	Numerator: Unrestricted cash Denominator: Current liabilities The result is multiplied by 100	10% to 300%	183.17%	189.24%	101.27%	42.03%	\$7m increase in carried forward capital works at June 2023 compared to June 2022.
Obligations									
Measures whether the level of debt and other long term oblig									
O2 Loans and borrowings compared to rates	Interest bearing loans and borrowings as a percentage of rate revenue	borrowing strategy in relation to the revenue it raises	Numerator: Interest bearing loans and borrowings Denominator: Rate revenue The result is multiplied by 100	0% to 70%	58.94%	53.65%	44.52%	36.64%	\$1.6m reduction in total loans at June 2023 compared to June 2022.
O3 Loans and borrowings repayments compared to rates	Interest and principal repayments on interest bearing loans and borrowings as a percentage of rate revenue	size and nature of Council's activities. Demonstration of Council managing its borrowing strategy in relation to the revenue it raises	Numerator: Interest and principal repayments on interest bearing loans and borrowings Denominator: Rate revenue The result is multiplied by 100	0% to 20%	17.21%	6.75%	7.28%	6.80%	
O4 Non-current liabilities compared to own source revenue	Non-current liabilities as a percentage of own source revenue	Langrangiata to the cize and nature at Council's activities. Lower	Numerator: Non-current liabilities Denominator: Own source revenue The result is multiplied by 100	2% to 70%	53.61%	51.35%	43.46%	37.23%	80% increase in value of non-monetary assets gifted to Council in 2022/23.
O5 Asset renewal and upgrade compared to depreciation	Asset renewal and upgrade expense compared to deprecation assesses whether Council spending on assets is focused on purchasing new assets or renewing and upgrading existing ones	upgraded as planned. It compares the rate of spending on existing assets through renewing, restoring, replacing or upgrading existing assets with depreciation. Ratios higher than	Numerator: Asset renewal and asset upgrade expenditure Denominator: Asset depreciation The result is multiplied by 100	40% to 130%	150.35%	72.67%	115.07%	107.70%	
Operating Position Measures whether a Council can generate an adjusted under	orlying surplus								
Measures whether a Council can generate an adjusted under OP1 Adjusted underlying surplus (or deficit)		significant surplus (or deficit) achieved in a particular financial	Numerator: Adjusted underlying surplus (or deficit) Denominator: Adjusted underlying revenue The result is multiplied by 100	- 20% to 20%	1.07%	1.06%	-0.86%	-11114%	Additional costs resulting from flood damage to road and bridge assets for repairs to roads and reduction in condition of some bridge assets.
Stability		portormanoo in triat you							

Meas	ures whether a Council is able to generate revenue f	from a range of sources								
S1	Rates compared to adjusted underlying revenue	Rate revenue as a percentage of adjusted underlying revenue	Assessment of whether Council can generate revenue from a range of sources to fund services and activities. Lower proportion of rate to underlying revenue suggests greater stability	Numerator: Rate revenue Denominator: Adjusted underlying revenue The result is multiplied by 100	30% to 80%	57.78%	55.84%	56.55%	57.63%	
S2	Rates compared to property values	Rate revenue as a percentage of the capital improved value of rateable properties in the municipality	Assessment of whether Councils set rates at an appropriate level. Lower proportion of rate revenue suggests a reduced rate burden on the community	Numerator: Rate revenue Denominator: Capital improved value of rateable properties in the municipality The result is multiplied by 100	0.15% to 0.75%	0.43%	0.41%	0.38%	0.31%	30% increase in property values with only a 4% increase in total rate revenue.
	ustainable Capacity Indicators The results manapiled by the surface of the community									
C1	Expenses per head of municipal population	Total expenses per head of population	Assessment of the extent to which population is a key driver of Council's ability to provide services to the community. Lower proportion of expenses relative to population suggests an improved capacity to provide services	Numerator: Total expenses Denominator: Total population	\$800 to \$4,000	\$ 1,718.07	1,805.19	\$ 1,878.34	\$ 2,078.00	Additional costs resulting from flood damage to road and bridge assets for repairs to roads and reduction in condition of some bridge assets.
C2	Infrastructure per head of municipal population	The value of infrastructure per head of population	Assessment of the extent to which population is a key driver of Council's ability to provide services to the community. Higher proportion of infrastructure value relative to population level suggests greater council commitment to improving infrastructure	Numerator: Value of infrastructure	\$3,000 to \$40,000	\$ 18,029.17	\$ 18,819.25	\$ 19,490.89	\$ 20,822.74	
C3	Population density per length of road	Population per kilometre of local road	Assessment of the impact of population on Council's ability to provide services to the community. Higher proportion of population relative to length of local roads suggests a lower population density	Numerator: Population Denominator: Kilometres of local roads	1 to 300 people	14.08	13.98	14.24	14.51	
C4	Own-source revenue per head of municipal population	Own source revenue per head of population	Assessment of the degree to which Councils generate revenue from a range of sources. Higher amount of own source revenue suggests greater capacity to deliver services	INIIMAratori ()Wh cource revenue	\$700 to \$2,000	\$ 1,142.27	\$ 1,148.34	\$ 1,171.61	\$ 1,213.87	
C5	Recurrent grants per head of municipal population	Recurrent grants per head of population	Assessment of the degree to which Councils generate revenue from a range of sources. Higher amount of grant revenue suggests greater capacity to delivery community services	Numerator: Recurrent grants Denominator: Population	\$100 to \$2,000	\$ 499.03	\$ 552.11	\$ 550.94	\$ 525.34	
C6	Relative Socio-Economic Disadvantage	The relative Socio-Economic Disadvantage of the municipality	Assessment of the degree to which Councils can fund the delivery of services to the community. Lower level of disadvantage may suggest greater need for services	Numerator: Index of Relative Socio-Economic Disadvantage by decile Denominator: Not applicable	1 to 10 decile	8.00	8.00	8.00	8.00	
C7	Percentage of staff turnover	The number of permanent staff resignations and terminations as a percentage of the average number of permanent staff	Assessment of the degree to which Councils use resources efficiently to delivery services. Lower proportion of workforce turnover may be representative of greater organisational efficiency or engagement	Numerator: Number of permanent staff resignations and terminations Denominator: Average number of permanent staff for the financial year	5% to 20%	23.11%	29.40%	22.90%	17.56%	20% reduction in resignations in 2022/23.