

Libraries

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

LB1	Physical library collection usage	The number of physical library collection item loans per physical library collection item	Assessment of the degree to which Council's physical library items are utilised by the community. Physical library items as a subset of all library items and services, represents a significant investment for Council. Utilisation demonstrates the value the community places on this investment	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	Assessment of the degree to which Council are investing in library resources. Higher proportion of items purchased in the last 5 years suggests a stronger investment in library resources	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	Assessment of the degree to which council services are utilised by the community. Higher proportion of borrowers suggests greater community participation with the library service	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	Assessment of the degree to which Council services are cost-efficient. Lower costs suggest greater commitment towards cost-efficient library services	Numerator: Direct cost of the library service Denominator: Population	\$10 to \$90	\$ 14.78	\$ 14.80	\$ 15.12	\$ 14.79	

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, and providing information and advice

MC2	Infant enrolments in the MCH service	The percentage of infants enrolled in the MCH service	Assessment of the degree to which Council services are provided in accordance with agreed standards. Higher proportion of infants enrolled suggests greater community appreciation of the MCH service	Numerator: Number of infants enrolled in the MCH service Denominator: Number of birth notifications received The result is multiplied by 100	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.
MC3	Cost of the MCH service	The cost of the MCH service per hour of service delivered	Assessment of the degree to which Council services are cost-efficient. Lower costs suggest greater Council commitment towards cost-efficient MCH services	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 Council's promotion of healthy outcomes for children and families	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	Assessment of the degree to which the Aboriginal community participates with Council services. Higher participation rate suggests greater commitment to the MCH service and demonstrates Council's promotion of healthy outcomes for children and families	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	Assessment of the degree to which Council provides valued services. Higher proportion of attendance from the clients suggests greater community satisfaction with the MCH service	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

Provision of a network of sealed local roads under the control 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	Assessment of community satisfaction with Council services. Lower sealed local road requests suggest a more effective roads service and greater satisfaction from road users	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 renewal intervention level suggests a high-quality road network	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	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 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	Assessment of community satisfaction with Council services. A higher satisfaction measure suggests Council is meeting the community's expectations on their sealed local roads	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.

Statutory Planning

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

SP1	Time taken to decide planning applications	The median number of days taken between receipt of a planning application and a decision on the application	Assessment of Council efficiency in decision-making. Higher proportion of planning applications decided in a timely manner suggests an effective statutory planning service	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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Measures whether a Council is able to generate revenue 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.
Sustainable Capacity Indicators										
Measures whether the Council can meet the agreed service needs 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 Denominator: Population	\$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	Numerator: Own source revenue Denominator: Population	\$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.