

Service Performance Indicators

For the year ended 30 June 2021

Service/Indicator/measure	Results				Material Variations and Comments
	2018	2019	2020	2021	
Aquatic facilities Utilisation Utilisation of aquatic facilities <i>(Number of visits to aquatic facilities /population)</i>	8.25	8.30	5.13	2.70	A significant decrease in attendances over the four year period. This is due to the impact of COVID-19 lockdowns and reduction in capacity limits throughout 2019/20 and 2020/21 and also the closure and redevelopment of the Oakleigh Recreation Centre.
Animal management Health and safety Animal management prosecutions <i>(Number of successful animal management prosecutions /Total number of animal management prosecutions) x 100</i>	New 2020	New 2020	100%	100%	The continued high success rate in prosecutions is reflective of the willingness of people to report incidents that impact wider community safety and amenity, which is complemented by the quality of investigations and enforcement skills within the relevant teams.
Food safety Health and safety Critical and major non-compliance outcome notifications <i>(Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about a food premises followed up/ Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about food premises) x100</i>	100%	100%	100%	100%	All non-conformance notifications have been followed up and this is consistent with the previous year's result.

Service/Indicator/measure	Results				Service/Indicator/measure
	2018	2019	2020	2021	Material Variations and Comments
Governance Satisfaction Satisfaction with council decisions <i>(Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community)</i>	73	72	74	71	Satisfaction with Council's performance on making decisions in the interests of the community was marginally lower, although still rates highly compared to other Councils.
Libraries Participation Active library borrowers <i>(Number of active library borrowers in the last three years / The sum of the population for the last three years) x100</i>	17.51%	16.55%	16.28%	14.21%	This result is consistent with industry trends. The percentage of population actively using the library was declining prior to the pandemic impacting on availability of library services. Online programs and click'n'collect services partly offset this affect.
Maternal and child health Participation Participation in the MCH service <i>(Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service) x100</i>	79.27%	77.07%	77.22%	76.46%	There has been a slight decrease in participation rates compared to previous years. There has been an overall reduction in participation with the MCH Service (aside from the 4 week visit) in part due to the impact of the pandemic and in part to the change to telehealth methodology along with the inability to offer outreach to early childhood settings due to the Chief Health Officer's directions.
Participation Participation in the MCH service by Aboriginal children <i>(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</i>	72.13%	85.71%	82.72%	79.38%	There has been a reported decrease in participation rates overall for Aboriginal and Torres Strait Islander people. However there has been an increase in Aboriginal and Torres Strait Islander peoples identifying within our service, with 33 out of 35 clients attending the service aged from birth to 2 years of age. The ongoing higher participation rate families with an Aboriginal and Torres Strait Islander heritage is the result of the assertive engagement occurring by the MCH Team.

Service/Indicator/measure	Results				Material Variations and Comments
	2018	2019	2020	2021	
Roads Satisfaction Satisfaction with sealed local roads <i>(Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads)</i>	77	78	76	75	Satisfaction declined marginally, by 1 point but remains at a very high level compared to neighbouring Councils.
Statutory Planning Decision making Council planning decisions upheld at VCAT <i>(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</i>	45.95%	47.97%	51.43%	42.86%	<p>We have seen an overall decline in the number of applications going to VCAT since 2017/18, with 77 appeals being lodged less in 2019/20 compared with 2017/18. There has been an increase in the current year by 31 appeals lodged. Pleasingly, the number of failure to determine appeals have also dropped steadily with only 1 lodged in the 2020/21 period. We continue to see the trend of plans being substituted at VCAT rather than Applicant's choosing to address issues raised early in the application process. As issues have not been resolved with some applications, they are then either refused or conditions to requiring significant changes are imposed. Once the appeal has been lodged, applicants are choosing to substitute plans at the VCAT stage to strengthen the likely success of their proposal. In the majority of these cases, these changes also addressed the majority of issues raised by Council meaning that. If these amended plans been submitted to Council for consideration, then an approval would have been issued or less stringent conditions imposed. There would have been no need for an application to go to VCAT at all. This occurred in 15 cases and despite the solution being acceptable, the VCAT decision to approve the development still counts as a statistic where Council's decision was overturned. Had these plans been received and the application approved by Council at the application stage, the number of VCAT cases 'set aside' would only have been 36%. The reportable statistic would have been 64% of VCAT determinations found to be in favour of Council's decision.</p>

Service/Indicator/measure	Results				Material Variations and Comments
	2018	2019	2020	2021	
Waste Collection Waste diversion Kerbside collection waste diverted from landfill <i>(Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins) x100</i>	50.86%	49.81%	52.33%	56.41%	Diversion rates are consistently improving due to the food in the green bin initiative. Tonnages of green waste have also increased as the result of pandemic lockdown residents having more time for pruning and seasonal factors.

Definitions

"Aboriginal child" means a child who is an Aboriginal person.

"Aboriginal person" has the same meaning as in the *Aboriginal Heritage Act 2006*.

"active library borrower" means a member of a library who has borrowed a book from the library.

"annual report" means an annual report prepared by a council under section 98 of the Act.

"class 1 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 1 food premises under section 19C of that Act.

"class 2 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 2 food premises under section 19C of that Act.

"critical non-compliance outcome notification" means a notification received by council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorised officer under that Act, of a deficiency that poses an immediate serious threat to public health.

"food premises" has the same meaning as in the *Food Act 1984*.

"local road" means a sealed or unsealed road for which the council is the responsible road authority under the *Road Management Act 2004*.

"major non-compliance outcome notification" means a notification received by a council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorised officer under that Act, of a deficiency that does not pose an immediate serious threat to public health but may do so if no remedial action is taken.

"MCH" means the Maternal and Child Health Service provided by a council to support the health and development of children within the municipality from birth until school age.

"population" means the resident population estimated by the Australian Bureau of Statistics.

Financial Performance Indicators

For the year ended 30 June 2021

Dimension/indicator/measure	Results				Forecast				Material Variations and Comments
	2018	2019	2020	2021	2022	2023	2024	2025	
Efficiency Expenditure level Total expenses per property assessment. <i>(Total expenses / Number of property assessments)</i>	\$2,138.82	\$2,234.95	\$2,256.48	\$2,177.31	\$2,363.15	\$2,444.38	\$2,502.06	\$2,588.23	This ratio variance has decreased by 3.51% in 20/21 mainly due to a higher number of property assessments compared to last year as a result of large developments which were completed and occupied during the 20/21 year. Expenditure levels were slightly higher than in 19/20, predominantly related to employee costs. This was higher than the prior year by \$2.85M as Council received a \$3M grant under the Working for Victoria program to support workforce that were left unemployed due to the pandemic. Additional employee costs related to balance day adjustments required for employee entitlements due to a reduction of leave taken during the 20/21 period as a result of the extended lockdown periods. Depreciation is higher than last year as a major upgrade to Oakleigh Recreation Centre redevelopment was completed in February 2021. These higher levels of expenditure was partially offset by lower materials, services and contracts due to reduced levels of service delivery.

Dimension/indicator/measure	Results				Forecast				Material Variations and Comments
	2018	2019	2020	2021	2022	2023	2024	2025	
Revenue level Average rate per property assessment <i>(General rates and Municipal charges / Number of property assessments)</i>	New 2020	New 2020	\$1,528.68	\$1,372.86	\$1,574.76	\$1,615.90	\$1,661.96	\$1,713.27	The Minister for Local Government rate cap of 2% was applied to the 20/21 rate charges however as recognition of the impacts of the pandemic on rate payers, a 10% rate waiver was applied to all ratepayers. This resulted in a significant drop in the average rate per property assessment than in 19/20. It will revert back to normal levels in 21/22 as there will be no rate waiver and the rate cap of 1.5% is applied.
Liquidity Working capital Current assets compared to current liabilities <i>(Current assets / Current liabilities) x100</i>	229.80%	237.05%	189.69%	177.25%	151.04%	129.04%	115.08%	122.72%	The liquidity ratio drops in 20/21 as the current liabilities have increased since 19/20 by \$5.1M. Mainly due to increases in employee provisions and unspent grants. The current assets are only higher by \$1.2M compared to 19/20 levels which is mostly related to less rates revenue received as a result of the 10% rate waiver on the 20/21 rates charges. Council's forecast working capital levels are expected to reduce in future years mainly due to significant capital works projects but are still forecast to remain positive.
Unrestricted cash Unrestricted cash compared to current liabilities <i>(Unrestricted cash / Current liabilities) x100</i>	34.01%	20.28%	24.80%	10.10%	59.90%	-2.00%	35.96%	37.51%	The variations in this ratio reflects the level of cash held in short term deposits (with maturity dates of 90 Days or less) which is lower than 19/20 levels. In addition there is an increased level of statutory reserves predominantly from Public Open Space contributions in 20/21. Unrestricted cash compared to current liabilities is expected to reduce early in the forecast period due to major capital works investment but is expected to return to more favourable levels by 2024/25.

Dimension/indicator/measure	Results				Forecast				Material Variations and Comments
	2018	2019	2020	2021	2022	2023	2024	2025	
Obligations									
Loans and borrowings									
Loans and borrowings compared to rates <i>(Interest and principal repayments on interest bearing loans and borrowings / Rate revenue) x100</i>	0.00%	0.00%	0.00%	0.0%	0.00%	0.00%	0.00%	0.00%	Council achieved a debt free status as at 30 June 2015 and has no plans to borrow funds in the immediate future.
Loans and borrowings									
Loans and borrowings repayments compared to rates <i>(Interest and principal repayments on interest bearing loans and borrowings / Rate revenue) x100</i>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	Council achieved a debt free status as at 30 June 2015 and has no plans to borrow funds in the immediate future.
Indebtedness									
Non-current liabilities compared to own source revenue <i>(Non-current liabilities / Own source revenue) x100</i>	2.28%	2.04%	7.25%	7.43%	4.87%	4.19%	3.59%	3.09%	The 20/21 ratio compared to the prior year is slightly higher by 0.18% due to lower income levels. Own source revenue is lower by \$18.52M than 19/20 levels due to a significant impact on revenue from the extended lockdown periods imposed by the Government to control the covid-19 pandemic and the 10% rate waiver provided to all ratepayers. Council has forecast a steady reduction in non-current liabilities whilst maintaining own source revenue levels going forward.

Dimension/indicator/measure	Results				Forecast				Material Variations and Comments
	2018	2019	2020	2021	2022	2023	2024	2025	
Asset renewal and upgrade Asset renewal and upgrade compared to depreciation <i>(Asset renewal and upgrade expenses/Asset depreciation)x100</i>	New 2020	New 2020	178.19%	138.59%	185.89%	143.57%	138.50%	138.75%	This ratio has reduced by 39.6%, however Council is still meeting its renewal targets and as indicated, the asset renewal and upgrade compared to depreciation sits at 138.59% for 20/21. Large variations are expected due to significant asset investment over the forecast period whilst maintaining the required investment in renewal and upgrade of existing assets.
Operating position Adjusted underlying result Adjusted underlying surplus (or deficit) <i>(Adjusted underlying surplus {deficit} / Adjusted underlying revenue) x100</i>	8.15%	7.45%	4.68%	-0.73%	-1.10%	1.62%	4.72%	3.69%	The 20/21 adjusted underlying surplus ratio is a decrease of 5.41% as a lower surplus was achieved compared to 19/20. Significant decrease in revenue streams mostly related to the COVID-19 pandemic had a significant impact on services. Council also provided a 10% rate waiver to all ratepayers in the 20/21 year. In addition higher expenditure related to employee costs and depreciation has resulted in a lower surplus figure.
Stability Rates concentration Rates compared to adjusted underlying revenue <i>(Rate revenue / Adjusted underlying revenue) x100</i>	63.07%	62.73%	65.50%	65.18%	69.36%	67.02%	65.38%	65.82%	This stability ratio in 20/21 compared to 19/20 year is a variance of -0.49%. This is predominantly related to Council providing a 10% rate waiver to all ratepayers in 20/21 due to the pandemic impacts and periods of lockdown. This ratio will improve as 10% rate revenue will be reinstated in the 21/22 year and expecting to return to an increased level of service during the COVID recovery phase.

Dimension/indicator/measure	Results				Forecast				Material Variations and Comments
	2018	2019	2020	2021	2022	2023	2024	2025	
Rates effort <i>Rates compared to property values (Rate revenue / Capital improved value of rateable properties in the municipality) x100</i>	0.16%	0.15%	0.16%	0.14%	0.16%	0.17%	0.17%	0.18%	<p>The ratio has dropped by 0.02% compared to 19/20. This is mostly due to an increase in capital improved values and a reduction in rate revenue from providing all ratepayers a 10% rate waiver as a result of the impacts of the coronavirus pandemic. Council applied the rate cap of 2% however also provided the 10% waiver on rates. The value of all properties in Monash increased by an average of 10% with the 2020 valuation. The rate waiver is not applied in the future years and the ratio will be restored to a historical level.</p>

Definitions

"adjusted underlying revenue" means total income other than:

- (a) non-recurrent grants used to fund capital expenditure; and
- (b) non-monetary asset contributions; and
- (c) contributions to fund capital expenditure from sources other than those referred to above.

"adjusted underlying surplus (or deficit)" means adjusted underlying revenue less total expenditure.

"asset renewal expenditure" means expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability.

"current assets" has the same meaning as in the AAS.

"current liabilities" has the same meaning as in the AAS.

"non-current assets" means all assets other than current assets.

"non-current liabilities" means all liabilities other than current liabilities.

"non-recurrent grant" means a grant obtained on the condition that it be expended in a specified manner and is not expected to be received again during the period covered by a council's Strategic Resource Plan.

"own-source revenue" means adjusted underlying revenue other than revenue that is not under the control of council (including government grants).

"population" means the resident population estimated by Council.

"rate revenue" means revenue from general rates, municipal charges, service rates and service charges.

"recurrent grant" means a grant other than a non-recurrent grant.

"residential rates" means revenue from general rates, municipal charges, service rates and service charges levied on residential properties.

"restricted cash" means cash and cash equivalents, within the meaning of the AAS, that are not available for use other than for a purpose for which it is restricted, and includes cash to be used to fund capital works expenditure from the previous financial year.

"unrestricted cash" means all cash and cash equivalents other than restricted cash.

Other Information

For the year ended 30 June 2021

1. Basis of preparation

Council is required to prepare and include a performance statement within its annual report. The performance statement includes the results of the prescribed sustainable capacity, service performance and financial performance indicators and measures together with a description of the municipal district and an explanation of material variations in the results. This statement has been prepared to meet the requirements of the Local Government Act 1989 and Local Government (Planning and Reporting) Regulations 2014 (as per the transitional provisions of the Local Government Act 2020).

Where applicable the results in the performance statement have been prepared on accounting bases consistent with those reported in the Financial Statements. The other results are based on information drawn from council information systems or from third parties (e.g. *Australian Bureau of Statistics*).

The performance statement presents the actual results for the current year and for the prescribed financial performance indicators and measures, the results forecast by the council's strategic resource plan. The Local Government (Planning and Reporting) Regulations 2014 requires explanation of any material variations in the results contained in the performance statement. Council has adopted materiality thresholds relevant to each indicator and measure and explanations have not been provided for variations below the materiality thresholds unless the variance is considered to be material because of its nature.

The forecast figures included in the performance statement are those adopted by council in its 2021/22 Adopted Budget on 29 June 2021 and which forms part of the council plan. The Adopted Budget 2021/22 includes estimates based on key assumptions about the future that were relevant at the time of adoption and aimed at achieving sustainability over the long term. Detailed information on the actual financial results is contained in the General Purpose Financial Statements. The Adopted Budget 2021/22 can be accessed online through the Monash City Council website.

Certification of the performance statement

In my opinion, the accompanying performance statement has been prepared in accordance with the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014 (as per the transitional provisions of the Local Government Act 2020).

DANIEL WAIN (CPA)
Principal Accounting Officer

Dated:

In our opinion, the accompanying performance statement of the (council name) for the year ended 30 June 2021 presents fairly the results of council's performance in accordance with the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014 (as per the transitional provisions of the Local Government Act 2020).

The performance statement contains the relevant performance indicators, measures and results in relation to service performance, financial performance and sustainable capacity.

At the date of signing, we are not aware of any circumstances that would render any particulars in the performance statement to be misleading or inaccurate.

We have been authorised by the council and by the Local Government (Planning and Reporting) Regulations 2014 to certify this performance statement in its final form.

GEOFF LAKE
Councillor

Dated:

TINA SAMARDZIJA
Councillor

Dated:

DR. ANDI DIAMOND
Chief Executive Officer

Dated: