

2024-2025 MID-YEAR (JANUARY 2025) LOCAL GOVERNMENT PERFORMANCE REPORTING FRAMEWORK (LGPRF) PERFORMANCE SUMMARY: NILLUMBIK SHIRE COUNCIL

SERVICE AREA	INDICATOR	MEASURE DESCRIPTION	EXPECTED RANGE*	January 2022	July 2022	January 2023	July 2023	January 2024	July 2024	Positive result	Negative result	Exceeding result	* as defined by the LGPRF guidelines set by the Victorian Government	
										January 2025	SIMILAR COUNCILS	PERFORMANCE V SIMILAR COUNCILS	PERFORMANCE WITHIN OR EXCEEDING EXPECTED RANGE*	JANUARY 2025 COMMENTARY
Animal Management	Timeliness	Time taken to action animal management requests	1 to 10 days	2.01 days	1 day	2.2 days	1 day	2 days	1 day	1.5 days	2.2 days	✓	✓	Time taken to action animal management requests remains steady. There were 729 animal management requests received in 2024, which on average were responded to within one business day of receipt.
	Service standard	Animals reclaimed from Council	30% to 90%	92.30%	78.70%	95.23%	81.25%	82.65%	66.82%	65.38%	41.40%	✓	✓	Of the 52 animals impounded from 1 July 2024 to 31 December 2024, 34 were reclaimed. An increase in surrendered animals to Council has been observed.
	Service standard	Animals rehomed from Council	20% to 80%	14.41%	7.87%	7.87%	16.80%	16.80%	20.27%	32.69%	54.10%	✗	✓	Of the 52 animals that were impounded from 1 July 2024 to 31 December 2024, 17 were rehomed. This continues the ongoing positive trend for this measure, despite still being lower than similar councils results.
	Service cost	Cost of animal management service per population	\$3 to \$40	NM	\$17.30	NM	\$14.25	NM	\$13.71	NM	\$14.79	✓	✓	This measure is only reported on an annual basis. Therefore, results are compared to the most recent figures available, from July 2024.
	Health and Safety	Animal management prosecutions	0 to 200%	NM	100%	NM	100%	NM	0%	NM	58.90%	✓	✓	There were no animal management prosecutions in 2024. As a result of community education around responsible pet ownership, matters have been resolved without the requirement to refer to court for further prosecution.
Aquatic Facilities	Service standard	Health inspections of aquatic facilities	1 to 4 inspections	3	2	2	2	2	2	1	1.7	✓	✓	Microbiological testing was performed at Diamond Creek Outdoor Pool during the July-December 2024 period.
	Service cost	Cost of aquatic facilities per visit	-\$3 to \$10	(\$14.75)	(\$2.82)	(\$8.81)	(\$0.44)	(\$4.15)	\$1.19	\$0.11	\$12.09	✓	✓	Visitation numbers in 2024-2025 to date are strong, with the community responding strongly to the programs and services being provided. This has resulted in a \$212,000 increase in income (5.75%) on the previous year, driven by an increase in health and wellbeing memberships and increased casual attendance and stadium bookings.
	Utilisation	Number of visits to aquatic facilities per head of municipal population	1 to 10 visits	0.45 visits	5.2 visits	6.75 visits	11.22 visits	6.25 visits	12.47 visits	6.13 visits	12.5 visits	✗	✓	Diamond Creek Outdoor Pool is open from November to March only. Due to the school holiday period and warmer weather, recorded visits are higher for July reporting as Jan-March sees higher visitation. The results are on par with previous results which are in line with other council's results.
Food Safety	Timeliness	Time taken to action food complaints	1 to 10 days	1.7 days	1.68 days	1.78 days	1.93 days	1.31 days	1.78 days	1 day	1.7 days	✓	✓	A continued focus on implementing new procedures has reduced the time taken to action food complaints from 1.78 days to 1 day.
	Service standard	Percentage of required food safety assessments undertaken	50% to 120%	98.82%	98.83%	100.00%	100.00%	100.00%	100.00%	100.00%	90.20%	✓	✓	100% of Class 1 and 2 premises received a food safety assessment in the 2024 reporting period.
	Service cost	Cost of food safety service per premises	\$300 to \$1,200	\$484.22	\$461.55	\$461.55	\$208.94	\$208.94	\$224.78	\$533.00	\$567.29	✓	✓	The cost of service increased for January 2025 as calculations were revised to reflect current LGPRF guidance as part of ongoing review and continuous improvement processes. This brings the service costs in line with similar councils.
	Health and	Percentage of critical and major non-compliance outcome notifications followed up by Council	60% to 100%	94.40%	94.44%	95.00%	100.00%	100.00%	100.00%	100.00%	86.80%	✓	✓	100% of critical and major non-compliant inspection outcomes were followed up within the reporting period.

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	Safety	Food safety samples	50% to 100%	NM	NM	NM	NM	100.00%	100.00%	100.00%	100.00%	✓	✓	100% of food samples required for testing and analysis have been collected.
Governance	Transparency	Council decisions made at meetings closed to the public	0% to 30%	2.80%	2.33%	1.85%	1.98%	1.86%	2.84%	1.43%	9.30%	✓	✓	Council made 70 resolutions at 8 Council and Delegated Committee meetings, of which one was made in a meeting closed to the public under section 66(2) of the <i>Local Government Act 2020</i> . As required by the Act, the reasons why a meeting was closed to the public are recorded in the public version of the minutes.
	Consultation and Engagement	Community satisfaction with community consultation and engagement	40 to 70 out of 100	NA	62.1/100	NA	69.3/100	NA	69.0/100	NA	54.0/100	✓	✓	This measure is reported on an annual basis only via the Annual Community Survey. Therefore, results are compared against the most recent figure from July 2024. Satisfaction with Council's community consultation and engagement remained stable in 2023-2024.
	Attendance	Councillor attendance at Council meetings	80% to 100%	96.10%	95.24%	91.84%	89.29%	100.00%	100.00%	94.29%	92.30%	✓	✓	Council held three Council meetings and two Extraordinary Council meetings from July to December 2024. Two absences were recorded throughout the period against a possible 35 attendances.
	Service cost	Cost of elected representation	\$30,000 to \$80,000	\$22,974.43	\$53,468.00	\$24,149.40	\$51,175.19	\$29,976.67	\$60,788.49	\$23,492.66	\$63,579.96	✓	✓	The cost of governance includes training, conference and seminar costs, travel, mayoral vehicle, mobile, internet, Councillor allowances and other miscellaneous expenditure.
	Satisfaction	Community satisfaction with Council decisions	40 to 70 out of 100	NA	62.6/100	NA	67.7/100	NA	69.0/100	NA	53.0/100	✓	✓	This measure is reported on an annual basis only via the Annual Community Survey. Therefore, results are compared against the most recent figure from July 2024. Satisfaction with Council decisions increased by 1.3% in 2023-2024, the second consecutive increase for this measure.
Libraries	Utilisation	Physical library collection usage	1 to 9 items	1.15 items	6.72 items	2.04 items	8.45 items	2.59 items	10.92 items	5.65 items	5.7 items	✗	✓	The past 6 months have seen a steady increase of 5.66% of loans of physical items when compared to the same period in 2023.
	Service cost	Cost of library service per population	\$10 to \$90	\$39.15	\$41.19	\$41.19	\$43.07	\$43.07	\$44.06	\$45.98	\$37.86	✗	✓	Direct costs are apportioned to member councils of the Yarra Plenty Regional Library (YPRL) by the Library Agreement. Costs have increased due to the general increase of operational costs across the library.
	Resource standard	Proportion of library resources less than 5 years old	40% to 90%	42.31%	91.83%	91.46%	91.14%	83.43%	80.52%	87.15%	61.90%	✓	✓	The YPRL target of 85% of collection items at 5 yrs or under has been exceeded. Collection management practices support YPRL to meet these targets.
	Participation	Active library members in municipality	20% to 40%	7.39%	25.24%	13.78%	25.83%	46.20%	45.75%	49.32%	27.00%	✓	✓	There continues to be a steady increase in the number of registered library members. This results exceeds the expected range for this measure
Visits per head of population		2 to 6	NM	NM	NM	NM	NM	NM	5.07	2.80	3.50	✗	✓	In comparison to previous periods, we continue to see increasing visitor numbers due to a combination of marketing and key programs.
	Satisfaction	Participation in 4-week key age and stage visit	90% to 110%	95.78%	98.98%	98.52%	97.02%	98.96%	94.50%	100.85%	96.50%	✓	✓	The first home visit of a newborn baby is the commencement of the ten Key Age and Stage (KAS) consultations that are performed as regular health checks within the MCH service. The focus of the KAS visits is on early intervention and preventative care.

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Maternal and Child Health (MCH)	Service standard	Infant enrolments in the MCH service	90% to 110%	101.81%	101.87%	101.85%	101.12%	100.76%	100.00%	101.71%	101.40%	✓	✓	The high-service standard for infant enrolments in the MCH (Maternal and Child Health) service is measured by the ratio of infants enrolled (from birth notifications received) to the total number of birth notifications received.
	Service cost	Cost of the MCH service	\$50 to \$200	\$78.36	\$73.74	\$73.74	\$72.22	\$72.22	\$70.84	\$70.84	\$88.59	✓	✓	This measure is only captured on an annual basis. The cost of service has remained steady in recent years.
	Participation	Participation in the MCH service	70% to 100%	45.94%	80.08%	70.10%	79.87%	67.74%	77.43%	43.73%	78.10%	✗	✗	High participation in the Maternal and Child Health (MCH) service is determined by the ratio of the number of children who attend the service at least once in a year to the total number of children enrolled in the MCH service. This indicator reflects the level of engagement and utilisation of the MCH service. There has been a decline in participation. This has been attributed to parents returning to work earlier in the first year following birth.
	Participation	Participation in the MCH service by Aboriginal children	60% to 100%	44.44%	81.63%	71.79%	73.17%	65.79%	87.23%	34.15%	83.70%	✗	✗	Participation in MCH services by First Nations children has increased by 14.06% since the last financial year. Addressing barriers such as cultural sensitivity, geographic isolation, and historical distrust has improved participation and ensured equitable healthcare for First Nations children.
Roads	Satisfaction	Sealed local road requests per 100km of sealed local roads	10 to 120 requests	96 requests	73.46 requests	32 requests	57.91 requests	25.67 requests	46.11 requests	52.60 requests	64.2 requests	✓	✓	There are 488km of sealed local roads in the Shire. There were 225 customer requests logged in relation to sealed local roads in 2023-2024.
	Condition	Sealed local roads maintained to condition standards	80% to 100%	88.07%	95.10%	N/A	95.28%	N/A	95.47%	NA	96.20%	✗	✓	This measure is only reported on an annual basis. At current, of the 488km of sealed local roads in the Shire, 466km are maintained within condition standards. Despite increasing in recent years, this result remains slightly below those of similar councils.
	Service cost	Cost of sealed local road reconstruction per square metre	\$24 to \$240	\$177.89	\$132.73	N/A	\$166.73	N/A	\$134.32	NA	\$125.98	✗	✓	This measure is only reported on an annual basis. Works in 2023-2024 included mostly smaller road patching pavement rehabilitation jobs.
	Service cost	Cost of sealed local road resealing per square metre	\$5 to \$40	\$13.47	\$10.70	N/A	\$14.90	N/A	\$14.99	NA	\$20.10	✓	✓	This measure is only reported on an annual basis. Costs of raw materials and labour continues to fluctuate, resulting in increased cost of reconstruction works. This service cost includes a mixture of approximately 50% of spray seals and asphalt resurfacing works.
	Satisfaction	Community satisfaction with sealed local roads	50 to 100 out of 100	NA	60/100	N/A	68.5/100	N/A	66.0/100	NA	50.0/100	✓	✓	This measure is reported on an annual basis only via the Annual Community Survey. Satisfaction with sealed local roads decreased by 2.5% in 2023-2024. Road maintenance and repairs rated as the top issue for Community Survey respondents.
	Timeliness	Time taken to decide planning applications	30 to 110 days	87 days	100 days	105 days	102 days	84 days	91 days	74 days	80.6 days	✓	✓	Council is committed to improving decision timeframes. Over the 12-month period, Council has reduced processing times even though there were several staffing gaps and absences within the team. There has also been a strong focus on determining applications with higher gross days.

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Statutory Planning	Service standard	Planning applications decided within required timeframes	40% to 100%	65.01%	60.36%	56.90%	55.99%	68.83%	64.02%	70.23%	67.70%	✓	✓	Council is committed to improving decision timeframes. Over the 12-month period, Council has improved the timeliness of decisions even with staffing gaps and absences within the team. There has also been a strong focus on determining applications with higher gross days.
	Service cost	Cost of statutory planning service per planning application	\$500 to \$4,000	\$2,885.45	\$2,989.05	\$2,989.05	\$2,788.89	\$2,788.89	\$2,590.96	\$2,590.96	\$3,554.68	✓	✓	This measure is only calculated on an annual basis. The cost of service has remained steady in recent years.
	Decision making	Council planning decisions upheld at VCAT	0% to 100%	73.00%	64.00%	55.00%	46.15%	62.50%	48.75%	25.00%	62.40%	✗	✓	This measure has decreased from the 2023-2024 result. Of the 16 decisions referred to VCAT, 3 were upheld, 4 were consented or withdrawn and 9 were not upheld.
Waste management	Service standard	Kerbside collection bins missed per 10,000 households	1 to 20 bins	6.97 bins	6.46 bins	4.13 bins	4.56 bins	3.15 bins	4.11 bins	4.30 bins	6.30 bins	✓	✓	The number of bins reported as missed has remained similar to previous years. Council continues to work with our service provider to reduce the number of missed bins.
	Service cost	Cost of kerbside garbage bin collection service per bin	\$44 to \$164	\$46.02	\$103.21	\$49.51	\$96.96	\$45.23	\$91.04	\$47.79	\$138.13	✓	✓	There has been an increase in the cost of the service per bin due to increasing disposal costs and a slight increase in tonnes.
	Service cost	Cost of kerbside recyclables collection service per bin	\$11 to \$86	\$51.18	\$100.35	\$49.41	\$102.52	\$41.00	\$75.85	\$37.07	\$76.73	✓	✓	There has been a decrease in the cost of the service per bin due to lower recycling processing costs and lower recycling tonnes.
	Waste diversion	Kerbside collection waste diverted from landfill	20% to 60%	75.00%	72.69%	75.00%	72.24%	72.00%	70.61%	71.00%	49.20%	✓	✓	<p>Nilumbik residents diverted 8,300 tonnes of recycling and green waste from landfill between July and December 2024.</p> <p>The diversion rate is fairly consistent with the same time last year, with slightly higher green waste tonnes but slight lower recycling tonnes, along with a small increase in landfill waste. Recycling tonnes have continued to trend downward since 2020-21, however, another contributing factor is the introduction of Victoria's container deposit scheme in November 2023.</p> <p>This result exceeds the expected range for this measure.</p>