

2025-2026 MID-YEAR (JANUARY 2026) LOCAL GOVERNMENT PERFORMANCE REPORTING FRAMEWORK (LGPRF) PERFORMANCE SUMMARY: NILLUMBIK SHIRE COUNCIL

| | | | | | | | | | | | | Positive result | Negative result | Exceeding result | * as defined by the LGPRF guidelines set by the Victorian Gov't | |
|--------------------|-------------------|--|--------------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------|------------------|--------------------------------|---|---|
| SERVICE AREA | INDICATOR | MEASURE DESCRIPTION | EXPECTED RANGE* | January 2022 | July 2022 | January 2023 | July 2023 | January 2024 | July 2024 | January 2025 | July 2025 | January 2026 | SIMILAR COUNCILS | PERFORMANCE V SIMILAR COUNCILS | PERFORMANCE WITHIN OR EXCEEDING EXPECTED RANGE* | JANUARY 2026 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 | 1 day | 2 days | 2.4 days | | | Time taken to action animal management requests remains steady. There were 797 animal management requests received in 2025, which on average were responded to within two business days 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% | 68.72% | 54.71% | 39.90% | | | Of the 106 animals impounded from 1 July 2025 to 31 December 2025, 58 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% | 83.30% | 35.84% | 59.80% | | | Of the 106 animals that were impounded from 1 July 2025 to 31 December 2025, 38 were rehomed. Nillumbik has established multiple agreements with various rescues to ensure many options for rehoming impounded animals. |
| | Service cost | Cost of animal management service per population | \$3 to \$40 | NM | \$17.30 | NM | \$14.25 | NM | \$13.71 | NM | \$12.77 | NM | \$14.95 | | | This measure is only reported on an annual basis. Therefore, results are compared to the most recent figures available, from July 2025 |
| | Health and Safety | Animal management prosecutions | 0 to 200% | NM | 100% | NM | 100% | NM | 0% | NM | 0% | 100% | 65.20% | | | Nillumbik proceeded with one successful animal management prosecution in 2025. 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 | 2 | 2 | 2 | | | Microbiological testing was completed for both Eltham Leisure Centre and Diamond Creek Outdoor Pool in November 2025. All samples returned results within acceptable limits, and no issues were identified. |
| | Service cost | Cost of aquatic facilities per visit | \$0 to \$30 | (\$14.75) | (\$2.82) | (\$8.81) | (\$0.44) | (\$4.15) | \$1.19 | \$0.11 | \$1.03 | \$0.62 | \$10.91 | | | Visitation numbers in 2025-2026 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 | 12.06 visits | 5.92 visits | 5.4 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 day | 1 day | 2 days | | | Council officers maintained the 1 day average for responding to food complaints. This is a full day ahead of similar councils. |
| | Service standard | Percentage of required food safety assessments undertaken | 50% to 100% | 98.82% | 98.83% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 92.50% | | | 100% of Class 1 and 2 premises received a food safety assessment in the 2025 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 | \$494.33 | \$494.33 | \$608.84 | | | The cost of service has remained steady and a final figure will be reported at the end of the financial year when all food safety services have been offered. |
| | Health and Safety | 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% | 100.00% | 100.00% | 88.60% | | | 100% of critical and major non-compliant inspection outcomes were followed up within the reporting period. |
| | Health and Safety | Food safety samples | 50% to 100% | NM | NM | NM | NM | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 105.10% | | | 100% of food samples required for testing and analysis have been collected. |

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|---------------------------------------|-----------------------------|---|----------------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|------------------|--------------------------------|---|--|
| 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% | 0.58% | 2.42% | 8.80% | ✓ | ✓ | Council made 124 resolutions at six Council and five Delegated Committee meetings, of which three resolutions were 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. The three confidential reports considered were all relating to CEO employment matters. |
| | Consultation and Engagement | Community satisfaction with community consultation and engagement | 40 to 70 out of 100 | N/A | 62.1/100 | N/A | 69.3/100 | N/A | 69.0/100 | N/A | 68.0/100 | N/A | 68.0/100 | ✓ | ✓ | This measure is reported on an annual basis only via the Annual Community Survey (figures available in March 2026). |
| | Attendance | Councillor attendance at Council meetings | 80% to 100% | 96.10% | 95.24% | 91.84% | 89.29% | 100.00% | 100.00% | 94.29% | 96.70% | 100.00% | 94.30% | ✓ | ✓ | There were six Council meetings held and one Extraordinary Council meeting from July to December 2025. There were no apologies recorded throughout the period against a possible 49 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 | \$44,449.33 | \$31,166.53 | \$62,337.06 | ✓ | ✓ | The cost of governance includes training, conference and seminar costs, travel, mayoral vehicle, mobile, internet, Councillor allowances and other miscellaneous expenditure. Mandatory professional development training as required under the <i>Local Government Act 2020</i> is reflected in these figures, as well as the CEO Employment Matters Committee. |
| | Satisfaction | Community satisfaction with Council decisions | 40 to 70 out of 100 | N/A | 62.6/100 | N/A | 67.7/100 | N/A | 69.0/100 | N/A | 66.0/100 | N/A | 66.0/100 | ✓ | ✓ | This measure is reported on an annual basis only via the Annual Community Survey (figures available in March 2026). |
| Libraries | Utilisation | Physical library collection usage | 4 to 8 items | 1.15 items | 6.72 items | 2.04 items | 8.45 items | 2.59 items | 10.92 items | 5.65 items | 13.91 items | 3.38 items | 5.73 items | ✗ | ✗ | Loan items have decreased compared to the previous 12 months and also the July 2025 results. This measure is showing a favourable overall upwards trend in loans, with some seasonal fluctuations due to the festive period public holidays and reduced opening hours in December 2025. |
| | 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% | 86.76% | 87.91% | 61.60% | ✓ | ✓ | The percentage of recently purchased items has increased slightly compared to the end of 2024-2025. The result also exceeds Yarra Plenty Regional Library's (YPRL) target of 85%, reflecting robust collection management practices. |
| | 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 | \$45.67 | \$46.00 | \$38.95 | ✗ | ✓ | Direct costs are apportioned to member Councils by the Library Agreement. Costs are increasing over time due to the general increase of operational costs across the library service. |
| | Participation | Active library members in municipality | 20% to 40% | 7.39% | 25.24% | 13.78% | 25.83% | 46.20% | 45.75% | 49.32% | 52.47% | 51.94% | 28.80% | ✓ | ✓ | Library membership for Nillumbik has risen by 2.6% compared to the same time in the previous year. The introduction of a membership requirement to use WiFi in our libraries is contributing to this figure, alongside other initiatives to increase membership. |
| Library visits per head of population | | 2 to 6 visits | NM | NM | NM | NM | NM | NM | 5.07 | 2.80 | 5.32 | 2.81 | 3.60 | ✗ | ✓ | Library visitation decreased marginally compared to the same time last year. This variation reflects seasonal fluctuations associated with festive period public holidays and reduced opening hours in December 2025. |

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| Maternal and Child Health (MCH) | Participation | 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% | 97.47% | 101.11% | 97.30% | ✓ | ✓ | 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 Key Ages and Stages visits is on early intervention and preventative care. |
| | 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% | 100.78% | 100.74% | 101.40% | ✗ | ✓ | The high-service standard for infant enrolments in the MCH 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 | \$68.17 | \$68.17 | \$93.32 | ✓ | ✓ | 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% | 78.37% | 67.95% | 78.70% | ✗ | ✗ | High participation in the 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. There are also a lot of older children who are yet to attend for 2 year old and 3.5 year old Key Ages and Stages visits. These appointments have been limited over the past few months due to service limitations. 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% | 82.14% | 74.51% | 84.50% | ✗ | ✓ | Participation in MCH services by First Nations children has decreased 7.63% in the past 6 months, however, has increased 40.36% from this time last year. With many older ATSI children, they can be in between Key Ages and Stages visits, resulting in varied results. 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 | 32.24 requests | 15 requests | 59.6 requests | ✓ | ✓ | The number of requests related to sealed local roads continues to decrease over time. |
| | Condition | Sealed local roads maintained to condition standards | 80% to 100% | 88.07% | 95.10% | N/A | 95.28% | N/A | 95.47% | N/A | 77.10% | N/A | 95.80% | ✗ | ✗ | Of the 487km of sealed local roads in the Shire, approximately 375km are currently maintained within condition standards. This result varies depending on the frequency of road audits undertaken (currently every four years), the rate of deterioration of the road pavements between audits and the amount and type of road resealing required based on the audit findings. |
| | 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 | N/A | \$126.85 | N/A | \$130.99 | ✓ | ✓ | This measure is only recorded on an annual basis. No road reconstruction works were completed in 2024-2025. Cost includes three road patching 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 | N/A | \$19.24 | N/A | \$19.68 | ✓ | ✓ | This measure is only reported on an annual basis. Costs in 2024-2025 included asphalt and spray seal works. Higher costs arose from using recycled rubber bitumen products. |
| | 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 | N/A | 57.0/100 | N/A | 51.0/100 | ✓ | ✓ | This measure is reported on an annual basis only via the Annual Community Survey. Satisfaction with sealed local roads decreased by 15.8% in 2024-2025. Road maintenance and repairs rated as the top issue for Community Survey respondents. |

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|--------------------|------------------|---|------------------|--------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|------------------|--------------------------------|---|---|
| Statutory Planning | 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 | 69 days | 64 days | 72.5 days | | | Council is committed to improving decision timeframes. Over the 6 month period, Council has reduced median processing times even though there were several staffing gaps and absences within the team. The team remains focussed on reducing processing times. |
| | 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% | 67.53% | 60.96% | 69.70% | | | Over the 6 month period, planning applications decided within the required timeframes has marginally reduced. This is partly attributed to reduced staffing numbers and absences within the team. Council maintains a strong commitment to improving decision making timeframes, whilst recognising that some variability is expected throughout the year. |
| | 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 | \$2,702.67 | \$2,702.67 | \$3,895.49 | | | 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% | 36.84% | 28.57% | 59.40% | | | There were only 7 appeal decisions issued for this period, a substantial reduction compared with 16 appeals in the previous half year, highlighting a marked decrease in matters requiring review. Of the 7 decisions, 2 delegated decisions were upheld and 5 overturned. |
| 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 | 3.94 bins | 2.70 bins | 6.30 bins | | | The number of bins reported as missed has reduced compared to July-December in previous years. Council continues to work with our service provider to maintain a low 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 | \$94.32 | \$53.54 | \$144.85 | | | There has been an increase in the direct cost of the service per garbage bin compared to the same time last year, primarily due to the increase in the waste (landfill) levy. |
| | 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 | \$73.58 | \$35.67 | \$76.81 | | | There has been a decrease in the direct cost of the service per recycling bin, due to lower recycling processing costs and lower recycling tonnes. The decrease in processing costs is due to lower contamination and associated penalties, as a result of Council's bin inspection program. |
| | 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% | 68.95% | 68.93% | 49.70% | | | The diversion rate is lower than the same period the previous year (July-December 2024), due to lower recycling and green waste tonnes, and consistent landfill tonnes. Recycling tonnes have continued to trend downward since 2020-21, with Victoria's container deposit scheme contributing to this since November 2023. Nillumbik waste audits show a third of landfill tonnes on average is food waste needlessly being put in the red bin. Using the green bin or home composting instead for food scraps is the simplest change that would have the greatest impact on minimising waste sent to landfill. |