

Wodonga City

Performance Summary: 2016-2017

Animal Management

Provision of animal management and responsible pet ownership services to the community including monitoring, registration, enforcement and education

	Wodonga City	Similar Councils	All Councils
Time taken to action animal management requests ⓘ	1.23 days	2.38 days	2.06 days

The council has assigned more resources to this area to improve the service. This has resulted in a reduction in time taken to action animal management requests.

Animals reclaimed from council ⓘ	53.09%	50.03%	51.24%
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The result of this measure has decreased by 17%. The number of animals collected by council increased in 2016-17 compared to the previous year, whilst the number of animals reclaimed remained stable across 2015-16 and 2016-17.

Cost of animal management service per registered animal ⓘ	\$44.90	\$47.15	\$53.75
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The result of this measure has increased by 16%. The council has assigned more resources to this area to improve the service. This has resulted in an increase to employee costs.

	ⓘ	NOT APPLICABLE	
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Animal management prosecutions

FOR THIS
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PERIOD

4.57

10.84

There were no animal management prosecutions in 2016-17. Council were able to resolve animal management issues without charges being laid.

Aquatic Facilities

Provision of indoor and outdoor aquatic facilities to the community and visitors for wellbeing, water safety, sport and recreation

		Wodonga City	Similar Councils	All Councils
Health inspections of aquatic facilities	i	2.50	1.92	1.71
The result of this measure has decreased by 58%. There was a reduced need for follow up inspections in 2016-17.				
Reportable safety incidents at aquatic facilities	i	1.00	2.70	1.36
The result of this measure has decreased to one incident in 2016-2017. This incident related to an attendee's personal condition.				
Cost of indoor aquatic facilities per visit	i	\$2.17	\$2.38	\$2.76
Cost of outdoor aquatic facilities per visit	i	\$5.09	\$9.26	\$12.03
Number of visits to aquatic facilities per head of municipal population	i	8.92	6.74	5.27


Food Safety

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance

		Wodonga City	Similar Councils	All Councils
Time taken to action food complaints		1.85 days	7.67 days	2.56 days
Percentage of required food safety assessments undertaken		97.17%	82.95%	93.20%
Cost of food safety service per premises		\$400.77	\$434.74	\$477.02

The council has assigned more resources to this area to improve the service. This has resulted in a reduction in time taken to action food complaints.






The result of this measure has decreased by 23%. The number of food premises reported in 2016-2017 has increased since the previous year, whilst operational costs have remained stable across 2015-16 and 2016-17.

Percentage of critical and major non-compliance outcome notifications followed up by council		85.71%	89.86%	91.48%
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In 2017, 'Critical and major non-compliance outcome notifications' were reported by calendar year. In prior years this indicator was reported by financial year. This has been implemented to better align reporting with the Department of Health and Human Services. This has resulted in some variances year on year.

Governance

Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice

		Wodonga City	Similar Councils	All Councils
Council decisions made at meetings closed to the public		6.28%	9.28%	9.45%
<p>The council recorded 13 confidential items in 2016-17, compared to 6 in 2015-16. Confidential items included the appointment of committee members (2), confirmation of confidential minutes (5), future CBD planning (3) and re-appointment of the CEO (3).</p>				
Community satisfaction with community consultation and engagement		57/100	54/100	55/100
Councillor attendance at council meetings		98.10%	94.65%	94.34%
Cost of governance per councillor		\$42,875.29	\$62,439.11	\$47,978.61
Community satisfaction with council decisions		55/100	52/100	54/100

Home and Community Care

Provision of support to frail older people and younger people with disabilities living at home and their carers whose capacity for independent living is at risk. Reporting on this service area ceased on 1 July 2016 due to changes in the local government sector, as a result of introduction of the National Disability Insurance Scheme (NDIS) and Commonwealth Home Support Programme (CHSP). Data for 2014/15 and 2015/16 can be viewed in the detailed service area report.

Performance data not available

Reporting on this service area ceased on 1 July 2016 due to changes in the local government sector, as a result of introduction of the National Disability Insurance Scheme (NDIS) and Commonwealth Home Support Programme (CHSP). [View past data and comments \(../reports/home-and-community-care\)](#)






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

		Wodonga City	Similar Councils	All Councils
Number of times a library resource is borrowed		4.30	4.10	4.49
Proportion of library resources less than 5 years old		55.48%	58.10%	64.77%
Cost of library service per visit		\$4.73	\$6.70	\$6.39
<p>The library has undergone an operational review resulting in a staffing restructure; this in turn affected a spend on redundancies and consultancies which were offset by a reduced spend on equipment and stock.</p>				
Active library members in municipality		11.75%	13.80%	16.93%






Maternal and Child Health

Provision of universal access to health services for children from birth to school age and their families including early detection, referral, monitoring and recording of child health and development

		Wodonga City	Similar Councils	All Councils
Participation in first MCH home visit		100.38%	100.85%	101.47%
Infant enrolments in the MCH service		100.00%	99.25%	99.85%
Cost of the MCH service		\$84.50	\$73.27	\$76.02
Participation in the MCH service		68.86%	76.56%	78.00%
<p>Wodonga experienced a significant number of birth notifications in 2015-16, this number had reduced in 2016-17. MCH staff also experienced follow up delays due to the implementation of new software and processes.</p>				
Participation in the MCH service by Aboriginal children		74.46%	69.24%	72.93%

Roads

Provision of a network of sealed local roads under the control of the municipal council to all road users

		Wodonga City	Similar Councils	All Councils
Sealed local road requests per 100km of sealed local roads		43.51	39.38	47.10
Wodonga experienced a very wet winter and spring in 2016. Significant rainfall and flooding resulted in an increase in pothole and other road repair requests.				
Sealed local roads maintained to condition standards		99.30%	96.76%	96.12%
Cost of sealed local road reconstruction per square metre		\$120.83	\$103.49	\$83.91
The result of this measure has increased by 45%. This increase can be attributed to the existing underlying road conditions prior to reconstruction. Increased expenditure to replace failed pavement areas and subgrade improvement works.				
Cost of sealed local road resealing per square metre		\$11.73	\$7.39	\$11.97
The result of this measure has increased by 25%. This has increased due to the increase in preparation works that were required to be undertaken prior to resealing.				
Community satisfaction with sealed local roads		65/100	53/100	54/100

Statutory Planning

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

Wodonga City Similar Councils All Councils

Time taken to decide planning applications



33 days

55.01 days

72.54 days

The result of this measure has increased by 10%. The statutory planning department had a number of position vacancies in 2016-17. This has resulted in reduced resources available to process planning applications.

Planning applications decided within required time frames



71.09%

77.51%

70.06%

The result of this measure has decreased by 22%. The statutory planning department had a number of position vacancies in 2016-17. This has resulted in reduced resources available to process planning applications.

Cost of statutory planning service per planning application



\$1,586.17

\$2,204.63

\$2,311.71

The result of this measure has decreased by 59%. The statutory planning department had a number of position vacancies in 2016-17. This has resulted in reduced employee costs.

Council planning decisions upheld at VCAT



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PERIOD






55.24%

58.73%

There were no appeals regarding council planning decisions heard at VCAT in 2016-2017.









Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables

		Wodonga City	Similar Councils	All Councils
Kerbside bin collection requests per 1,000 households		87.27	134.71	101.19
<p>Due to the introduction of the organic waste kerbside collection program, community members are making a number of requests to either increase or decrease the size of their bins to suit their needs.</p>				
Kerbside collection bins missed per 10,000 households		2.32	5.19	4.51
<p>The result of this measure has decreased by 33%. Community members are now more educated in bin collection times. As general waste and recycle bins are collected on a fortnightly basis, community members are now more driven not to have their bin collection missed, which has improved presentation rates.</p>				
Cost of kerbside garbage bin collection service per bin		\$56.26	\$94.65	\$102.30
Cost of kerbside recyclables collection service per bin		\$26.19	\$32.16	\$37.34
Kerbside collection waste diverted from landfill		72.19%	48.36%	44.52%

Financial Performance

Provision of relevant information about the effectiveness of financial management in local government including efficiency, liquidity, obligations, operating position and stability

		Wodonga City	Similar Councils	All Councils
Average residential rate per residential property assessment		\$2,072.25	\$1,705.38	\$1,571.58
Expenses per property assessment		\$3,182.25	\$3,459.28	\$3,076.54
Percentage of staff turnover		12.69%	11.36%	12.10%
Terminations for the 2016-2017 year include a number of redundancies as a result of business unit restructures and grant funding ceasing.				
Current assets as a percentage of current liabilities		268.96%	242.76%	293.07%
Restricted purpose cash of \$9.7 million and \$2.5 million prepaid financial assistance grant for 2017-2018 have resulted in a high working capital ratio as at June 30, 2017.				
Unrestricted cash as a percentage of current liabilities		205.80%	65.79%	96.18%
Prepayment of 2017-2018 financial assistance grant revenue of \$2.5 million in 2016-2017 has increased the level of unrestricted cash for 2017.				
Asset renewal as a percentage of depreciation		34.09%	76.69%	77.30%
Renewal costs were down in 2017 due to substantial new CBD construction, some of which may have included a renewal component but was all classified as new construction.				
Loans and borrowings as a percentage of rates		55.36%	33.39%	20.75%
Rate revenue increased due to population growth and a 2.5% rate increase, whilst loan costs continue to decline due to no new borrowings.				
Loans and borrowings repayments as a percentage of rates		7.42%	5.21%	3.62%

Rate revenue increased due to population growth and a 2.5% rate increase, whilst loan costs

continue to decline due to no new borrowings.

Non-current liabilities as a percentage of own source revenue



51.87%

35.78%

22.64%

Own source revenue increased due to the rate increase, whilst non-current liabilities reduced due to loan repayments being reclassified from non-current liabilities to current liabilities.

Adjusted underlying surplus (or deficit) as a percentage of underlying revenue



9.09%

3.52%

9.00%

Prepayment of 2017-2018 financial assistance grant revenue of \$2.5 million in 2016-2017 has inflated this indicator.

Rates as a percentage of adjusted underlying revenue



67.67%

57.82%

57.59%

Rates as a percentage of property values in municipality









0.77%

0.63%

0.45%

Sustainable Capacity

Provision of relevant information about whether local governments have the capacity to meet the agreed service and infrastructure needs of their community

		Wodonga City	Similar Councils	All Councils
Expenses per head of municipal population		\$1,476.11	\$1,786.41	\$1,888.36
Infrastructure per head of municipal population		\$8,503.94	\$12,619.72	\$13,619.21
Population density per length of road		78.55	50.22	104.34
Own-source revenue per head of municipal population		\$1,256.75	\$1,350.42	\$1,423.45
Recurrent grants per head of municipal population		\$341.92	\$461.64	\$569.18
Prepayment of 2017-2018 financial assistance grant revenue of \$2.5 million in 2016-2017 has inflated this indicator.				
Relative Socio-Economic Disadvantage of the municipality		4.00	3.50	5.47

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