

REPORT OF OPERATIONS						
Service Performance Indicators	Results	Results	Results	Results		
Service/indicator/measure	2016	2017	2018	2019	Material Variations and Comments	
<b>Aquatic Facilities</b>						
<b>Satisfaction</b>						
User satisfaction with aquatic facilities (optional)	81.80	84.20	82.10	80.60	Council's satisfaction score of 80.60 is categorised as "excellent" from the 2019 Annual Customer Satisfaction Survey. Previous years' results are also categorised as "excellent" using the same survey instrument.	
[User satisfaction with how council has performed on provision of aquatic facilities]						
<b>Service standard</b>						
Health inspections of aquatic facilities	3.00	4.33	4.00	4.00	Council's pool inspection results are consistent with previous years and in accordance with its Pool Management Program.	
[Number of authorised officer inspections of Council aquatic facilities / Number of Council aquatic facilities]						
<b>Health and Safety</b>						
Reportable safety incidents at aquatic facilities	1.00	0.00	1.00	1.00	Council has had a consistently low number of reportable safety incidents due in part to its services safety accreditation program. In December 2018 Yarra pools were accredited with Life Saving Victoria's Platinum Pool Award.	
[Number of WorkSafe reportable aquatic facility safety incidents]						
<b>Service cost</b>						
Cost of indoor aquatic facilities	\$1.18	\$0.49	\$1.23	\$1.57	Service costs in 2019 increased due to a significant change in requirements for Life Guards which increased in the number of Life Guards and training requirements. The apparent increase in 2018 relates to expenses carried forward from the previous year.	
[Direct cost of indoor aquatic facilities less income received / Number of visits to indoor aquatic facilities]						
Cost of outdoor aquatic facilities	\$0.00	\$0.00	\$0.00	\$0.00	All City of Yarra pools are defined as indoor pools under the LGPRF guidelines.	
[Direct cost of outdoor aquatic facilities less income received / Number of visits to outdoor aquatic facilities]						
<b>Utilisation</b>						
Utilisation of aquatic facilities	11.63	11.96	9.14	9.23	Utilisation of Council's aquatic facilities is consistent with last year's result, in spite of Collingwood swimming pool being closed for 12 weeks for major refurbishment and maintenance.	
[Number of visits to aquatic facilities / Municipal population]						
<b>Animal Management</b>						
<b>Timeliness</b>						
Time taken to action animal management requests	2.06	2.46	1.89	1.63	Time taken to action animal management requests remains under 2 days. Council has improved systems and processes enabling officers to respond within Council's target of less than 3 days.	
[Number of days between receipt and first response action for all animal management requests / Number of animal management requests]						

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Service/ <i>indicator</i> /measure	2016	2017	2018	2019	
<i>Service standard</i>					
<i>Animals reclaimed</i>	72.85%	55.49%	52.25%	53.63%	The result for the number of animals reclaimed has remained consistent for the last 3 years. The change between 2016 and 2017 was the result of a definition change to include diseased and feral animals which according to legislation cannot be reclaimed or rehoused.
[Number of animals reclaimed / Number of animals collected] x100					
<i>Service cost</i>					
<i>Cost of animal management service</i>	\$40.11	\$51.98	\$55.04	\$54.96	Service costs have remained steady over the last 3 years. There was an overall increase in cost in 2017 relating to a service increase in patrol and prosecution activity.
[Direct cost of the animal management service / Number of registered animals]					
<i>Health and safety</i>					
<i>Animal management prosecutions</i>	5.00	11.00	13.00	14.00	The number of animal prosecutions has increased as Council continues to improve on its response and follow-up of alleged dog attacks. Improved systems and technology has enabled officers to respond faster and identify alleged offenders.
[Number of successful animal management prosecutions]					
<b>Food Safety</b>					
<i>Timeliness</i>					
<i>Time taken to action food complaints</i>	1.42	1.88	1.82	2.24	An increase in the time taken to action food complaints was identified during the implementation of a new customer contact service system that resulted in delays providing information to Field Officers. However when the issue was recognised, immediate measures were implemented to bring the response time back to under 2 days therefore in the last quarter of the financial year the response time reduced significantly back to 1.57 days. Council's Health Department continue to take all necessary steps to ensure public safety and all food complaints are monitored and actioned as a priority.
[Number of days between receipt and first response action for all food complaints / Number of food complaints]					
<i>Service standard</i>					
<i>Food safety assessments</i>	98.15%	99.83%	100.43%	100.00%	Council's food safety assessment result is consistent with previous years. Council continues to undertake food safety assessments in accordance with the Food Act 1984 that requires registered class 1 and 2 food premises to receive an annual food safety assessment.
[Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the Food Act 1984 / Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the Food Act 1984] x100					

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Service Performance Indicators Service/indicator/measure	Results 2016	Results 2017	Results 2018	Results 2019	Material Variations and Comments
<b>Service cost</b>					
Cost of food safety service [Direct cost of the food safety service / Number of food premises registered or notified in accordance with the Food Act 1984]	\$407.79	\$356.34	\$358.13	\$351.92	The reduction in cost since 2015/16 reflect operational efficiencies
<b>Health and safety</b>					
Critical and major non-compliance outcome notifications  [Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100	100.00%	100.00%	99.56%	99.54%	Council responds to 100% of critical and major non-compliance outcome notifications. Results less than 100% occur where follow-up inspections are delayed due to closures and re-inspections fall in the next period.
<b>Governance</b>					
<b>Transparency</b>					
Council decisions made at meetings closed to the public  [Number of Council resolutions made at ordinary or special meetings of Council, or at meetings of a special committee consisting only of Councillors, closed to the public / Number of Council resolutions made at ordinary or special meetings of Council or at meetings of a special committee consisting only of Councillors ] x100	12.67%	11.29%	11.90%	16.39%	The number of Council decisions made at meetings closed to the public increased this year due to Council embarking on a comprehensive Property Strategy in 2018. This required a number of decisions in relation to the potential sale, lease or other uses of Council properties. These decisions were required to be considered in closed session due to market sensitivity of discussion. Accounting for these matters, Council's proportion of decisions made in closed meetings remains consistent with the previous years' trend, and can be expected to return to these levels in 2019/20.
<b>Consultation and engagement</b>					
Satisfaction with community consultation and engagement  Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement	69.90	68.50	69.00	72.10	Council's satisfaction score of 72.10 is categorised as "good" from the 2019 Annual Customer Satisfaction Survey. Previous years' results are also categorised as "good" using the same survey instrument. The result reflects Yarra's continued commitment to consult and engage frequently and consistently on statutory and non-statutory matters that affect the community.
<b>Attendance</b>					
Councillor attendance at council meetings  [The sum of the number of Councillors who attended each ordinary and special Council meeting / (Number of ordinary and special Council meetings) × (Number of Councillors elected at the last Council general election)] x100	92.06%	93.00%	92.06%	91.03%	Councillors' attendance at meetings remains consistent.

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<b>Service cost</b>					
<i>Cost of governance</i> [Direct cost of the governance service / Number of Councillors elected at the last Council general election]	\$51,908.85	\$41,026.22	\$42,312.33	\$42,328.44	The cost of governance has remained consistent over the last 3 years. A reduction in the telecommunications contract in 2017 delivered significant, ongoing cost savings.
<b>Satisfaction</b>					
<i>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]	68.60	67.00	67.00	72.00	Council's satisfaction score of 72.00 is categorised as "good" from the 2019 Annual Customer Satisfaction Survey. Previous years' results are also categorised as "good" using the same survey instrument. The result is underpinned by Council's ongoing commitment to consultation and engagement.
<b>Home and Community Care (HACC)</b>					
<b>Timeliness</b>					
<i>Time taken to commence the HACC service</i> [Number of days between the referral of a new client and the commencement of HACC service / Number of new clients who have received a HACC service]	33.72	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Service standard</b>					
<i>Compliance with Community Care Common Standards</i> [Number of Community Care Common Standards expected outcomes met / Number of expected outcomes under the Community Care Common Standards] x100	83.33%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Service cost</b>					
<i>Cost of domestic care service</i> [Cost of the domestic care service / Hours of domestic care service provided]	\$65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Service cost</b>					
<i>Cost of personal care service</i> [Cost of the personal care service / Hours of personal care service provided]	\$65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Service cost</b>					
<i>Cost of respite care service</i> [Cost of the respite care service / Hours of respite care service provided]	65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Participation</b>					
<i>Participation in HACC service</i> [Number of people that received a HACC service / Municipal target population for HACC services] x100	13.44%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs

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Service Performance Indicators <i>Service/indicator/measure</i>	Results 2016	Results 2017	Results 2018	Results 2019	Material Variations and Comments
<b>Participation</b>					
<i>Participation in HACC service by CALD people</i> [Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100	10.24%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
<b>Libraries</b>					
<b>Utilisation</b>					
<i>Library collection usage</i> [Number of library collection item loans / Number of library collection items]	4.46	4.30	4.96	4.79	Library collection usage has remained stable over the last 4 years. The temporary closure of Collingwood Library had a marginal impact on the number of loans this year which underpin this measure.
<b>Resource standard</b>					
<i>Standard of library collection</i> [Number of library collection items purchased in the last 5 years / Number of library collection items] x100	99.14%	67.67%	69.37%	70.28%	The standard of the library collection has remained steady over the last 3 years reflecting a Council's continued commitment to refreshing the library collection. The apparent drop in service standard between 2016 and 2017 was due to a calculation error that was previously identified and reported at the time.
<b>Service cost</b>					
<i>Cost of library service</i> [Direct cost of the library service / Number of visits]	\$9.53	\$8.70	\$6.73	\$6.83	Council operates 5 libraries and the cost has remained stable for the last 2 years since the opening of the new Library and multipurpose community hub in North Fitzroy (Bargoonga Nganjin) in April 2017. The significant increase in visitations resulted in a decrease in the cost per visit.
<b>Participation</b>					
<i>Active library members</i> [Number of active library members / Municipal population] x100	17.39%	17.82%	20.72%	19.72%	This year's result reflects the community's continued utilisation of library services since the opening of the new Library and multipurpose community hub in North Fitzroy (Bargoonga Nganjin) in April 2017 which caused an increase in active memberships and visits.
<b>Maternal and Child Health (MCH)</b>					
<b>Satisfaction</b>					
<i>Participation in first MCH home visit</i> [Number of first MCH home visits / Number of birth notifications received] x100	102.72%	93.20%	98.81%	96.00%	As required, Council makes contact with every family, for a first home visit, whose details are provided as part of the birth notification process. In a small number of cases a first home visit is not possible where the family has relocated to a different municipality.

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<b>Service standard</b>					
<i>Infant enrolments in the MCH service</i>  [Number of infants enrolled in the MCH service (from birth notifications received) / Number of birth notifications received] x100	97.00%	101.85%	109.18%	101.77%	Infants are enrolled in the Maternal and Child Health Service by Council as part of the birth notification process. A result of >100% can occur where the birth and first home visit occur in different financial years.
<b>Service cost</b>					
<i>Cost of the MCH service</i>  [Cost of the MCH service / Hours worked by MCH nurses]	\$90.71	\$84.55	\$97.56	\$77.97	The cost of the service decreased in 2018/19 compared to previous years due to service improvements which increased the service hours provided to the community.
<b>Participation</b>					
<i>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	79.82%	79.38%	80.41%	82.75%	Participation in the Maternal and Child Health Service has had modest increases over the last 4 years. There are no significant service changes driving this result.
<i>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	59.72%	63.41%	79.37%	78.43%	There was a significant increase in participation in the Maternal and Child Health service by Aboriginal and Torres Strait Islander people between 2017 and 2018. This increase has been maintained in 2019.
<b>Roads</b>					
<b>Satisfaction of use</b>					
<i>Sealed local road requests</i>  [Number of sealed local road requests / Kilometres of sealed local roads ] x100	96.75	107.49	112.01	130.57	During the year a number of major works were undertaken by other authorities including the M41 main drain replacement and upgrade of gas mains across the municipality which resulted in significant road work and on-going temporary patching of the local road surfaces. This has contributed to an increase in customer requests compared to previous years. Requests are lodged via Council's customer request system introduced in 2017 which improved the capture and categorising of customer request and allows customers to log their own request on-line. Request numbers have increased slightly across a range of categories since its implementation.

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Service/ <i>indicator</i> /measure	2016	2017	2018	2019	
<b>Condition</b>					
Sealed local roads maintained to condition standards	98.39%	98.75%	99.06%	98.59%	Council has consistently demonstrated its commitment to maintaining it's local road network over the last 4 years with nearly 100% of it's roads above it's renewal intervention level. Community satisfaction with the maintenance and repair of sealed local roads scored 76.50 in the 2019 Annual Customer Satisfaction Survey which is categorised as "very good".
[Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x100					
<b>Service cost</b>					
Cost of sealed local road reconstruction	\$265.71	\$247.35	\$294.94	\$319.63	The vast majority of sealed road reconstructions in Yarra involve reconstruction of bluestone laneways. Council's Road Materials Policy stipulates that all laneways in heritage overlay areas are to be constructed in bluestones, which significantly increases costs.
[Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed]					
<b>Service Cost</b>					
Cost of sealed local road resealing	\$36.22	\$30.87	\$33.16	\$34.43	Council has experienced minor variations in the cost of sealed local road resealing over the last 4 years. The reduced costs in 2017 resulted from economies of scale where a smaller number of large resealing projects were undertaken compared to previous and current years.
[Direct cost of sealed local road resealing / Square metres of sealed local roads resealed]					
<b>Satisfaction</b>					
Satisfaction with sealed local roads	73.30	72.30	72.20	76.50	Council's satisfaction score of 76.50 is categorised as "very good" from the 2019 Annual Customer Satisfaction Survey. Previous years' results are also categorised as either "good" (65.00-72.50) or "very good" (72.50-77.50) using the same survey instrument. This year's increase in satisfaction is statistically significant and a positive result for Council.
[Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]					

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Service Performance Indicators	Results	Results	Results	Results	Material Variations and Comments
<i>Service/indicator/measure</i>	2016	2017	2018	2019	
Statutory Planning <i>Timeliness</i>					
<i>Time taken to decide planning applications</i>	117.00	118.00	117.00	127.00	<p>Planning applications can range from minor to complex. Yarra experienced a 20% increase in the number of complex applications in 2019 which inherently require a high degree of analysis due to the complexity of Yarra's Planning Scheme and impacts on the 'time taken to decide' result.</p> <p>Processing times were also impacted on by reduced capacity in the Statutory Planning Branch due to staff turnover and delays in sourcing suitably qualified staff.</p> <p>The 2019 Annual Customer Satisfaction Survey measures satisfaction with 8 aspects of planning and housing development. Across the aspects measured, Council received an average score of 7 out of 10 which is a statistically significant increase of 9.9% on the previous year's average score of 6.37. A score of 7 is categorised as "good". Satisfaction with the timeliness of planning decisions increased from 5.77 (2018) to 6.63 (2019). This is a 14.9% increase and is categorised as "good".</p>
[The median number of days between receipt of a planning application and a decision on the application]					



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Service Performance Indicators <i>Service/indicator/measure</i>	Results 2016	Results 2017	Results 2018	Results 2019	Material Variations and Comments
<i>Service standard</i>					Planning applications can range from minor to complex. Yarra experienced a 20% increase in the number of complex applications which require a high degree of analysis due to the complexity of Yarra's Planning Scheme. During the period a number of new Built Form Controls were introduced requiring applications being processed to be re-considered against the new controls. This impacted on the number of applications decided within the required timeframe.
<i>Planning applications decided within required time frames</i>	43.61%	54.44%	57.67%	46.88%	The 2019 Annual Customer Satisfaction Survey measures satisfaction with 8 aspects of planning and housing development. Across the aspects measured, Council received an average score of 7 out of 10 which is a statistically significant increase of 9.9% on the previous year's average score of 6.37. A score of 7 is categorised as "good"(6.5<7.25). Satisfaction with the timeliness of planning decisions increased from 5.77 (2018) to 6.63 (2019). This is a 14.9% increase and is also categorised as "good".
[(Number of regular planning application decisions made within 60 days) + (Number of VicSmart planning application decisions made within 10 days) / Number of planning application decisions made] x100					
<i>Service cost</i>					The decrease in the cost of delivering planning services in 2019 was due to the decrease in the number of applications received coupled with reduced legal fees.
<i>Cost of statutory planning service</i>	\$3,047.50	\$3,332.87	\$3,989.54	\$3,810.36	Yarra's success at the VCAT compulsory conferences negotiations increased which reduced legal fees and negated the need to go to a full VCAT hearing on a number of applications. Reduced staff numbers due to turnover and delays in sourcing qualified staff also reduced costs
[Direct cost of the statutory planning service / Number of planning applications received]					
<i>Decision making</i>					Council successfully negotiated outcomes on 20 application lodged with VCAT without the need for a VCAT decision. These are not included in this indicator which measures applications that went to a full VCAT hearing where Council's decision was upheld as a percentage of all applications lodged with VCAT. As a result of the compulsory conference process, Council negotiated positive outcomes in 3 overturned decisions and 17 varied decisions, which are not reflected in the result.
<i>Council planning decisions upheld at VCAT</i>	78.69%	74.07%	77.45%	61.04%	
[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					

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Service/ <i>indicator</i> /measure	2016	2017	2018	2019	
<b>Waste Collection</b>					
<b><i>Satisfaction</i></b>					
<i>Kerbside bin collection requests</i>	57.62	62.19	66.26	97.41	During 2018/19 there was a transition of the current recycling collection contract to a new contract provider which generated increased calls due to changes in bin collection rounds and times. Council also introduced a holistic waste trial during 2018/19, distributing additional bins to trial households which generated increased calls.
[Number of kerbside garbage and recycling bin collection requests / Number of kerbside bin collection households] x1000					
<b><i>Service standard</i></b>					
<i>Kerbside collection bins missed</i>	1.05	3.68	0.18	0.69	During 2018/19 there was a transition of the current recycling collection contract to a new contract provider which generated increased calls due to changes in bin collection rounds and time
[Number of kerbside garbage and recycling collection bins missed / Number of scheduled kerbside garbage and recycling collection bin lifts] x10,000					
<b><i>Service cost</i></b>					
<i>Cost of kerbside garbage bin collection service</i>	\$98.56	\$115.95	\$85.84	\$77.26	The number of collection bins reported last year was 44,362 which was calculated as an extrapolation of Multi Use Developments shared bins. Reviewing this methodology this year Council has chosen to use the rates data base as the number of collection bins from this point moving forward. This is the standard used by other Councils to report this number. The number reported this year that is based on the rates data base is 49,739 this will be the methodology for future reporting. This number is higher than last year which lowers the per household cost. NOTE: If the 2018/19 reference point (Rates data base) is applied to the 2017/18 period the cost would be \$76.62
[Direct cost of the kerbside garbage bin collection service / Number of kerbside garbage collection bins]					
<b><i>Service cost</i></b>					
<i>Cost of kerbside recyclables collection service</i>	\$49.81	\$71.09	\$50.25	\$48.05	The number of collection bins reported last year was 43,100 which was calculated as an extrapolation of Multi Use Developments shared bins. Reviewing this methodology this year Council has chosen to use the rates data base as the number of collection bins. This is the standard used by other Councils to report this number. The number reported this year based on the rates data base is 49,697. This number is higher than last year which lowers the per household cost. Cost have also been impacted by the introduction of a Recycle depot gate fee introduced as part of the new contract. NOTE: If the 2018/19 reference point (Rates data base) is applied to the 2017/18 period the cost would be \$48.06
[Direct cost of the kerbside recyclables bin collection service / Number of kerbside recyclables collection bins]					

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<b><i>Waste diversion</i></b>					The trend shows a consistent level of waste diversion from landfill, Council continues to promote environmental sustainability and the benefits of recycling including trialling a food organics waste service during 2018/19.
<i>Kerbside collection waste diverted from landfill</i>	38.52%	37.36%	37.73%	37.72%	
[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100					
<b>Economic Development (optional)</b>					
<b><i>Participation</i></b>					
<i>Participation in business development activities</i>	0.00%	0.00%	0.00%	0.00%	
[Number of businesses with an ABN in the municipality that participate in a business development activity / Number of businesses with an ABN in the municipality] x100					
<b><i>Service standard</i></b>					
<i>Delivery of planned business development activities</i>	0.00%	0.00%	0.00%	0.00%	
[Number of business development activities delivered / Number of planned business development activities] x100					
<b><i>Service cost</i></b>					
<i>Cost of economic development service</i>	\$0.00	\$0.00	\$0.00	\$0.00	
[Direct cost of delivering the economic development service / Number of businesses with an ABN in the municipality]					
<b><i>Economic activity</i></b>					
<i>Percent change in number of businesses</i>	0.00%	0.00%	0.00%	0.00%	
[Number of businesses with an ABN in the municipality at the end of the financial year less the number of businesses at the start of the financial year / Number of businesses with an ABN in the municipality at the start of the financial year] x100					
<b>Immunisation (optional)</b>					
<b><i>Satisfaction</i></b>					
<i>User satisfaction with immunisation service</i>	0.00	0.00	0.00	0.00	
[User satisfaction with how council has performed on provision of children immunisation service]					
<b><i>Service standard</i></b>					
<i>Vaccination of children by council</i>	0.00%	0.00%	0.00%	0.00%	
[Percentage of children fully vaccinated by council]					
<i>Return of consent cards by secondary school children</i>	0.00%	0.00%	0.00%	0.00%	
[Number of secondary school consent cards returned / Total number of secondary school children] x100					
<b><i>Service cost</i></b>					
<i>Cost of immunisation service</i>	\$0.00	\$0.00	\$0.00	\$0.00	
[Direct cost of immunisation service / Total number of vaccinations]					
<b><i>Participation</i></b>					
<i>Vaccination of children</i>	0.00%	0.00%	0.00%	0.00%	
[Percentage of children who are fully vaccinated in each age group]					
<i>Vaccination of secondary school children</i>	0.00%	0.00%	0.00%	0.00%	

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[Number of secondary school children fully vaccinated by council / Total number of secondary school children] x100					
<b>Sports Grounds (optional)</b>					
<b>Utilisation</b>					
<i>Structured activities on sports fields</i>	0.00	0.00	0.00	0.00	
[Number of structured activities / Total number of sports fields]					
<b>Condition</b>					
<i>Condition of sports fields</i>	0.00	0.00	0.00	0.00	
[Number of days sports fields are unavailable for structured activities due to condition excluding maintenance and reconstruction/redevelopment / Total number of sports fields]					
<b>Service cost</b>					
<i>Cost of sports grounds</i>	\$0.00	\$0.00	\$0.00	\$0.00	
[Direct cost of sports grounds / Total number of sports fields]					
<b>Availability</b>					
<i>Population per sports field</i>	0.00	0.00	0.00	0.00	
[Municipal population / Total number of sports fields]					
<b>Street Sweeping (optional)</b>					
<b>Satisfaction</b>					
<i>Street sweeping requests</i>	0.00	0.00	0.00	0.00	
[Number of street sweeping requests / Total number of sealed local road households subject to a street sweeping service]					
<b>Service standard</b>					
<i>Frequency of sealed local road sweeping</i>	0.00	0.00	0.00	0.00	
[Number of kilometres of sealed local roads swept / Total kilometres of local sealed local roads required to be swept]					
<b>Service cost</b>					
<i>Cost of street sweeping service</i>	\$0.00	\$0.00	\$0.00	\$0.00	
[Direct cost of street sweeping service / Total kilometres of sealed local roads required to be swept]					
<b>Environmental and flooding risk</b>					
<i>Routine cleaning of sealed local road pits</i>	0.00%	0.00%	0.00%	0.00%	
[Number of sealed local road pits requiring cleaning following routine inspection / Total number of sealed local road pits inspected] x100					