

**BOROUGH OF QUEENSCLIFFE**  
**ANNUAL PERFORMANCE STATEMENT**  
*For the Year Ended 30 June 2012*

**Performance Statement**  
**For the year ending 30 June 2012**

This statement reviews Council's annual budget's key strategic activities performance targets against Council's actual performance for the year.

Each year a Community Satisfaction Survey is undertaken to provide information and responses to a series of questions on the community's perspective of the performance of Council on a range of services and activities. The results of this survey provide valuable feedback against those performance measures and targets set out in the Council Plan. The 2012 Community Satisfaction Survey conducted in June 2012 was a new survey in that the methodology and rating system was changed for the 2011/12 reporting year. The results no longer match the Performance measure stated in the original Council Plan which was prepared against the old rating measures and terminology. Survey responses in the categories: "very good, good and average" have been used to indicate "excellent, good or adequate" in an attempt to match the original intent of the performance measures.

**STRATEGIC OBJECTIVE: Governance, Finance & External Relations**

*Providing accountable governance and long term sustainable financial management.*

Key Strategic Activities	Performance Measure	Actual Performance	Target Achieved
Successful achievement of Business Plan priority actions.	100%	100% achieved (all 12 actions completed).	Yes
Increase opportunities for community participation in Council decision making.	Conduct at least four public meetings each year	Portfolio Reference Group (PRG) meetings held (both the Governance and Planning & Heritage PRG meetings were conducted in July 2011). Budget presentations to the community held in Queenscliff and Hawthorn (April 2012).	Yes
Maintain working capital ratio greater than 100%.	Greater than 100%	Working capital ratio as at 30 June 2012 is 179.83% (2010-11: 137.12%)	Yes
Improve the risk rating for each of Council's insurance audits.	Improve by 5% each year	Result for Liability Mutual Insurance (public liability) audit is 58% - an improvement of 11.5% on the previous audit result of 52%. Note JMAPP property and MAV fidelity audits are due in November 2012.	Yes
Prepare and adopt annual Budget and Strategic Resource Plan in accordance with the Local Government Act 1989.	Adopt by 31 August 2011	Annual budget and strategic resource plan adopted by Council on 15 June 2011.	Yes
Review the long term Strategic Financial Plan.	30 April 2012	Plan reviewed and discussed by Council at a Council Budget Workshop on 06/02/12.	Yes
Prepare and lodge annual financial statements and standard statements in accordance with the Local Government Act 1989 .	Lodge by 30 September 2011	Annual financial report (financial statements, standard statements and performance statement) lodged with the Minister for Local Government on 26/09/11.	Yes
Annual Local Government Community Satisfaction Survey rating for overall performance generally of the council.	At least 70% of respondents say Council performance was excellent, good or adequate.	The 2012 survey rating system includes the following responses: very good, good, average, poor, very poor and can't say. Results for the 2012 survey indicate 90% of respondents have deemed the Borough as being very good, good or average with respect to overall performance.	Yes
Annual Local Government Community Satisfaction Survey rating for council's advocacy and community representation on key local issues.	At least 70% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 68% of respondents have deemed the Borough as being very good, good or average with respect to lobbying on behalf of the community.	No
Annual Local Government Community Satisfaction Survey rating for council's engagement in decision making on key local issues.	At least 60% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 80% of respondents have deemed the Borough as being very good, good or average with respect to community consultation and engagement.	Yes
Annual Local Government Community Satisfaction Survey rating for council's interaction and responsiveness in dealing with the public.	At least 75% of respondents say Council performance was excellent, good or adequate.	Responses in the categories: "very good, good and average" have been used to indicate 91% of respondents have deemed the Borough as being "excellent, good or adequate" with respect to contact/customer service and 88% with respect to informing the community.	Yes

**STRATEGIC OBJECTIVE: Sustainability & Local Environment**

*Living sustainably and protecting and restoring our diverse environment.*

Key Strategic Activities	Performance Measure	Actual Performance	Target Achieved
Successful achievement of Business Plan priority actions.	100%	67% achieved (8 of 12 actions completed and 4 in progress).	No
Maintain Borough of Queenscliffe Council as a Waste Wise accredited organisation.	Accreditation maintained	Accreditation (bronze certification) achieved until program ceased in September 2011.	Yes
Achieve nett increase in street trees across the municipality.	Nett increase	15 street trees removed and replaced with 95 street trees across the Borough.	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in Waste Management.	At least 80% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 93% of respondents have deemed the Borough as being very good, good or average with respect to waste management.	Yes

**STRATEGIC OBJECTIVE: Business & Tourism**

*Supporting local businesses and tourism by providing an environment in which they can both flourish.*

Key Strategic Activities	Performance Measure	Actual Performance	Target Achieved
Successful achievement of Business Plan priority actions.	100%	89% achieved (8 of 9 actions completed, 1 in progress).	No
Increase number of people accessing Queenscliffe Visitor Information Centre.	Total number of people accessing the VIC in person, and via the phone and website increases each year.	Visitor Information Centre total visitations in 2011/12 = 134,188 comprising of : 44,257 walk in visitors; 2,744 phone calls; 167 email enquiries; 86,620 website hits and 400 heritage walk participants (2010/11: 117,880 total).	Yes
Maintain level of sponsorship and in-kind support provided to major tourism events.	Value of support maintained for regular tourism events.	\$33,500 Sponsorship and in-kind support provided for Queenscliff Music Festival, Busking for the Kids Easter Event, Australia Day celebrations and the Maritime weekend (2010/11 : \$27,500).	Yes
Number of food safety audit visits.	One inspection per registered food premises in accordance with the Food Act (exempting Class 4).	85 permanent food premises to be inspected, of which 85 food premises visits were conducted during the 2011/12 financial year.	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in Economic Development.	At least 70% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 80% of respondents have deemed the Borough as being very good, good or average with respect to business and community development and tourism.	Yes

**STRATEGIC OBJECTIVE: Community Development**

*Work in partnership with the community to build a strong, safe, inclusive and connected community.*

Key Strategic Activities	Performance Measure	Actual Performance	Target Achieved
Successful achievement of Business Plan priority actions	100%	74% achieved (14 of 19 actions completed, 2 in progress and 3 yet to commence).	No
Level of financial support to community initiatives and not-for-profit community groups and organisations.	Maintain value of grants	Total value of financial support to community initiatives & not-for-profit community groups and organisations = \$20,000 Community Grants (2010/11 : \$18,000 Community Grants)	Yes
Recognise and celebrate volunteer contributions in the Borough of Queenscliffe.	Conduct at least 2 events per annum	Australia Day Awards recognises outstanding volunteer contributions to the community. The Volunteer Celebration was held on 22/05/12 and over 130 people attended to celebrate the Volunteer contribution to the community. In addition, as part of Seniors Week, up to 8 residents (aged 60+) were invited to attend the Government House Reception held on 30/09/11 in recognition of their voluntary work in the community.	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in health and human services.	At least 90% of respondents say Council performance was excellent, good or adequate.	Responses in the survey indicate 96% of respondents who had directly received Elderly Support services deemed the Borough as being "very good, good and average" (refer p. 65 of survey report) and 97% for those receiving Family Services (p. 61)	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in recreational facilities.	At least 80% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 90% of respondents have deemed the Borough as being very good, good or average with respect to recreational facilities.	Yes

**STRATEGIC OBJECTIVE: Planning, Heritage & Community Assets**

*Striving to ensure development sustains and enhances the character of the natural and built environment.*

Key Strategic Activities	Performance Measure	Actual Performance	Target Achieved
Successful achievement of Business Plan priority actions	100%	43% achieved (6 of 14 actions completed, 7 in progress and 1 yet to commence).	No
Complete review of Queenscliffe Planning Scheme and draft Planning Scheme Amendment.	Council endorsement of final report by 30 June 2012	Consultant's draft report received. Internal review completed. Peer review completed and community consultation plan subject of July Council report.	No
Number of planning applications processed within 60 statutory days	70%	69% of planning application decisions made within statutory timeframe (149 decisions made in total).	No
Annual Local Government Community Satisfaction Survey rating for council's overall performance in appearance of public areas.	At least 80% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 94% of respondents have deemed the Borough as being very good, good or average with respect to the appearance of public areas and 85% with respect to the condition of local streets and footpaths.	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in traffic management and parking	At least 70% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 87% of respondents have deemed the Borough as being very good, good or average with respect to traffic management, 82% with respect to parking facilities and 79% with respect to enforcement of local laws.	Yes
Annual Local Government Community Satisfaction Survey rating for council's overall performance in town planning policy and approvals.	At least 50% of respondents say Council performance was excellent, good or adequate.	Results for the 2012 survey indicate 73% of respondents have deemed the Borough as being very good, good or average with respect to Council's general town planning policy and 60% with respect to planning and building permits.	Yes

**CERTIFICATION OF THE PERFORMANCE REPORT**

In our opinion, the accompanying performance statement of the Borough of Queenscliffe in respect of the 2011/2012 financial year is presented fairly in accordance with the Local Government Act 1989. The statement outlines the Key Strategic Activities set out in Council's Budget and describes the extent to which these activities were achieved in the year.

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

On 19th September 2012 we were authorised by the Council to certify this performance statement in its final form on behalf of Council.

Councillor Bob Merriman  
**Councillor**  
Date : 19 September 2012  
Queenscliff

Councillor John Burgess  
**Councillor**  
Date : 19 September 2012  
Queenscliff

Leonard Jenner  
**Chief Executive Officer**  
Date : 19 September 2012  
Queenscliff

