



## SERVICE STANDARDS

Note: The following is a summary of the activity and outcomes of the Best Value Service Review.

Best Value Principle	Key Performance Indicator	Performance Result 2004-05	Target 2005-06	Target 2006-07
Cost Standard	Operate within Annual Financial Administration Budget	Exceeded budget by 2.1% #	Performance to +/- 5% of budget	Performance to +/- 5% of budget
Quality Standard	Appearance of Public Places rating *	67 indexed mean	67	67
	Local Roads and Footpaths rating *	62 indexed mean	62	62

\* Department for Victorian Communities Annual Community Satisfaction Survey

# Sports Ground and Tree maintenance budgets exceeded due to extreme weather and storm conditions.

### Consideration of Best Value Factors in setting Cost and Quality standards

#### Factors

**Best on offer  
208C(a)**

#### Consideration Comments

The industry comparison indicators are the Department for Victorian Communities, Annual Community Satisfaction Survey, 'Local Roads and Footpaths' and 'Appearance of Public Places' community satisfaction ratings. These are comparative measure of community satisfaction against the mean result of like local government councils.

Maroondah increased its satisfaction rating for Local Roads and Footpaths from the 2004 and 2003 result and retained its satisfaction rating for Appearance of Public Places 2004 result. The survey also compares Maroondah's results with 15 inner metropolitan councils, each of the above scores placed Maroondah close to the median or mid range in comparison with the other councils in the group.

**Consideration of Best Value Factors in setting Cost and Quality standards cont.**

**Factors**

**Consideration Comments**

**Value for money  
208C(b)**

A significant number of key annual services managed by the Parks and Works teams are provided by contractors engaged through a public tender process undertaken to ensure value for money through a process that compares the costs and quality of service offered. Currently tenders contracts are in place for the following:

Tree Service, Street Pit and Pipe cleaning and construction, Plumbing services, Electrical services, Public Toilet and BBQ cleaning, Landscaping, Garden product supply, Road Resealing, Asphaltting and Footpath Kerb and Channel maintenance. A total of 65 tender submissions were received for the above services and evaluated against cost and quality criteria to ensure a value for money result.

Management of the above contracts and services is in accordance with the annual operating budget, therefore the cost standard, 'to deliver all service within the service areas annual operating budget' is a key value for money indicator.

The operating budget includes the cost of park maintenance, the cost of Developed Parks, Conservation Areas and Street Trees maintenance for Maroondah at an average of \$37 per resident. In comparison to the Melbourne indicative regional average cost of \$43 per resident, the Maroondah result demonstrates a favourable, cost effective delivery of service.

**Community  
expectation and  
values 208C(c)**

The above quality standards represent key indicators of Victorian community expectations and value as identified and monitored by the Department for Victorian Communities. Local communities are surveyed on an annual basis and Council's can monitor their performance against past periods as well as attaining a comparison of their performance and progress with other like council's and communities.

In addition the service area engaged in widespread community consultation in the development of strategies and operating plans, which defined the service and quality standards and targets to be achieved. (See consultation section below)

**Consideration of Best Value Factors in setting Cost and Quality standards cont.**

**Factors**

**Consideration Comments**

**Affordability and Accessibility  
208C(d)**

The service maintains and develops a significant proportion of the built and natural environment for community use and enjoyment. There are no direct charges for the community to access local parks and bushlands or to travel the road and bike path networks maintained by Council. The service teams also undertake a role improving the accessibility of these facilities for people with disabilities as part of Council’s commitment to diversity and equity of access for all.

Council provides a range of community information relating to parklands and open space to assist the community in enjoying its natural environment. Access to these and other information including the Maroondah website and resource material is provided at no cost and is available to the entire community.

**Local Employment  
208C(e)**

Maroondah’s Best Value Supporting Local Suppliers policy is a demonstration by Council of its commitment to supporting and promoting local businesses as a means of sponsoring local employment opportunities. A Council wide KPI relating to the policy is the target of 25% of purchasing activity to be directed to local suppliers of goods and services. The initiative also extends to the local advertisement of vacant positions and appropriate tenders.

**Best Value Principle**

**Actions Taken**

**Responsive to Community Needs**

To ensure that council is being responsive to the needs of our community we have developed four key strategic documents through consultation and input from our community, which define the future direction, objectives and service commitments in relation to our natural and built environments and the service objectives of our Parks and Works and Open Space teams, they are:

- Open Space Strategy,
- Maroondah Bicycle Strategy,
- Habitat Corridors Strategy,
- Road Management Plan.

Examples of the extensive level of consultation in the development of these are detailed in the ‘Consultation’ section below.

## Best Value Principle

## Actions Taken

### Accessible

Access to the service and related information is achieved between normal business hours, Monday to Friday from 8.30 am to 5.00 pm via telephone on 1300 882 233, via email: [maroondah@maroondah.com.au](mailto:maroondah@maroondah.com.au) or in person at one of Council's three Customer Service outlets. The service also maintains Council's website <http://www.maroondah.vic.gov.au> which provides direct access, 24hours to a range of information, interaction, service enquiries, programs and projects being offered and undertaken by council.

Council also operates a 24-hour emergency service 7 days a week. Outside of normal office hours emergencies involving fallen trees, road and footpath damage and damage to Council owned community buildings or other significant hazards can be reported by calling Council's contact number, 1300 88 22 33.

### Continuous Improvement

During the period of the best value review of the service the following service improvements were identified and implemented:

- Development of a Road Management Plan in accordance with State government guidelines,
- Development of an Open Space Strategy in consultation with the community,
- Implementation of a Graffiti program,
- Development of a vehicle policy for management of Council's fleet,
- Undertaking of building condition audits for all Council buildings,
- Focus on core business by discontinuing Council's past involvement in competing for external private work contracts both within and outside of the municipality.

### Consultation

Four key strategies have been developed, which relate to the Parks and Works and Open Space services and provide the future direction of key services and facilities for our community, they are:

- Open Space Strategy,
- Maroondah Bicycle Strategy,
- Habitat Corridors Strategy,
- Road Management Plan.

Each has been developed in consultation with our community, As part of the Open Space strategy, surveys were forwarded to 5,000 households as well as consultation with 32 schools, Friends Of groups and community groups. Onsite interviews were also undertaken across 17 Maroondah parks. As part of the preparation and development process all of our strategies and the Road Management Plan were advertised for public comment and submission as part of Maroondah's ongoing commitment to community consultation and engagement.

**Best Value Principle**

**Actions Taken**

**Reporting**

A copy Maroondah’s Best Value Annual Community Report of key findings and key performance target and results will be available to the community via the following methods and access points;

- Council’s community web page for public access,
- At each of our three Customer Service Centres for public viewing,
- At each of Council’s Public Libraries for public viewing.

Performance reporting against key service indicators is undertaken on a monthly basis and the results documented in Council’s monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document. Each service area has an annual business plan, which is strategically aligned with Maroondah’s Council Plan, and our overarching strategic community plan Maroondah 2025. Annual performance and key achievements of the strategies in these plans is reported in Council’s Annual Report.