

TOWN OF GAWLER **COMMUNITY** scorecard



Gawler





WARNING
No Diving
No Swimming
No Jumping



COMMUNITY SCORECARD OVERVIEW

As part of the State Government's Local Government Reform the Town of Gawler is striving to provide greater transparency, reporting and monitoring of what and how we conduct our business. An important new focus area for Council is better understanding business data and the analysis of such data to drive process improvements and community outcomes.

The Town of Gawler's Community Scorecard forms a new component of Council's key performance measurement platforms and part of our strategic reporting framework including Business Plans, Financial Plans and Annual Reporting. The Community Scorecard provides a high-level overview of our performance regarding the services we provide to our community and assists in monitoring the implementation of the Community Plan.

Whilst in its infancy, the Community Scorecard includes several key performance indicators relating to financial and non-financial outcomes.

The aim of the Community Scorecard is to:

- ▶ Assist to provide further accountability and transparency to the Community;
- ▶ Outline services provided aligned with Community needs;
- ▶ Support the continuous improvement of our Services;
- ▶ Be innovative and Customer focused; and
- ▶ Inform our local Community of our service delivery outcomes.

GAWLER COMMUNITY PLAN 2030+

The Gawler Community Plan 2030+ includes five key goal areas:



IDENTITY

Goal 1 – Our Identity: A uniquely Identifiable Township



GROWTH

Goal 2 – Our Growth: Managed and Sustainable Growth



COMMUNITY

Goal 3 – Our Community: A Healthy, Active, Safe Engaged Community



ENVIRONMENT


Goal 4 – Our Environment: To Respect, Protect and Nurture the Environment



LEADERSHIP

Goal 5 – Our Leadership: A Strong, Vibrant Community

The objective of the Community Scorecard is to demonstrate how Council is performing in relation to the goals of the Community Plan. The Community Scorecard includes quantitative measures and outcomes across several programs, events and services, such as Development Services, Capital Works Program, Town Services, Library Programs, Youth Programs, Home Assist Program, Aquatic and Recreation, Environmental Services, Waste Management, Community Safety, Gawler Civic Centre, Heritage Gallery, Elderly Centre, Cultural Heritage Centre, Visitor Information Centre, Customer Service, Community Engagement and Governance.

A large tree with thick, gnarled roots in a park setting. The roots are prominent in the foreground, extending from the right side towards the left. The background shows a grassy area and other trees.

The Community Scorecard is not intended to measure our performance against the Community Plan in its entirety but rather to provide a quantitative view of performance outcomes. Council also provides information regarding the qualitative outcomes of the Community Plan through annual reports, business plans and strategies.

For more information refer to the Corporate Publications section of our website

www.gawler.sa.gov.au/your-council/publications.

Measures within the Community Scorecard are a reflection of current performance indicators and data sourced from existing processes and systems. Over time as Council further develops its service levels and performance measurement capability, through more sophisticated systems, additional performance indicators and data will be added, ultimately enhancing our ability to monitor and analyse our performance.

REPORTING

The Community Scorecard is published quarterly on Council's Website, noting some indicators including financial indicators are updated annually. Commentary regarding financial and non-financial indicators is reported on a six monthly basis to Council's Audit Committee and Council. Additionally, a more detailed analysis is provided annually within Council's Annual Report providing concise operational and financial information about Council's performance against the priorities and service delivery commitments as set out in the Gawler Community Plan 2030+.



PERFORMANCE INDICATORS

Following is a high-level overview of each of the Community Plan goals and the performance indicators related to each goal, noting indicators may relate across multiple goals.

GOAL 1

A Uniquely Identifiable Township



- 1.1 Gawler remains unique and distinct from its neighbouring areas.
- 1.2 Foster a vibrant and active local community that is proud of Gawler
- 1.3 Protect and promote Gawler's unique history

KEY ACTIONS ► OUR IDENTITY

Performance Indicator	Description
Celebrate Gawler's Unique Heritage	
Development Applications Heritage Buildings	<p>The total number of Development Applications processed regarding heritage properties including refusal or approved for demolition, referred for demolition or approved for upgrades for the period.</p> <p><i>As at June 2021 there are 164 State Heritage properties and 83 Local Heritage properties listed within the Town of Gawler. Noting there is currently a further 150 items before the Minister to seek elevation to Local Heritage status.</i></p>
Advice provided by Council's Heritage Advisor	<p>The number of contacts/advice provided to community members by Council's Heritage Advisor for the period. The current cost to Council in regard to providing this service is \$30,000 per annum.</p>
Town Planning to Retain Identity	
Development Applications Lodged	<p>The number of Development Applications lodged for assessment during the period.</p> <p><i>Applications are assessed against the Planning and Design Code to which policies prescribe the development outcomes envisaged which reflect the community's aspirations regarding land use and development outcomes. For more information refer to PlanSA.</i></p>

KEY ACTIONS ► OUR IDENTITY

Local Amenity and Open Space Maintenance	
Total Expenditure on Open Space	Total costs associated with Council's open spaces including playgrounds, parks and gardens, dog parks, recreation trails and cycling connections for the financial year. This includes Council's financial contribution and excludes any external funds received.
Number of Hectares of Open Space	The number of Hectares of open space maintained by Council for the financial year.
Vibrant and Active Local Community	
Number of participants in Council programs	The number of participants who have attended programs delivered by Council through the Cultural Heritage Centre, Gawler Aquatic Centre (Learn to Swim Programs), Gawler Sport and Community Centre, Library and Youth Programs for the period.
Number of visitors at key Council Civic Buildings	The number of visitors to key Council facilities including the Gawler Civic Centre (including Cultural Heritage Centre, Heritage Gallery, Gawler Public Library, Youth Space), Evanston Gardens Library, Elderly Centre, Gawler Aquatic Centre, Gawler Sport and Community Centre and Visitor Information Centre for the period.
Total Expenditure on Sporting Precincts	Total costs associated with Council's outdoor sporting precincts (Karbeethan Reserve, Essex Park, Eldred Riggs Reserve, Elliot Goodger Memorial Reserve, Gawler Oval etc.) including labour (internal and external), materials, utility costs (e.g. water and electricity), depreciation and other expenses for the financial year.
Total Expenditure on Supporting Community Organisations with the use of Council owned facilities	Council's financial support towards community and sporting organisations with the discounted use of Council owned facilities for the financial year.
Number of Events delivered by Council	<p>The number of events delivered by Council, including Civic Centre Ticketed Shows, Exhibitions, and Events supported by Council's Activation Strategy Library Events and Library Programs for the period.</p> <p>Note: Programs may comprise multiple activities or be on-going, whilst Events are generally once off activities.</p>
Total Number of Exhibitions held by Council	The number of exhibitions, including Art exhibitions held by Council and the community within the Gawler Civic Centre exhibition spaces (including James Martin Room, Institute Hall, Heritage Gallery, Research Centre, Café hanging space and digital exhibitions) and Gawler Administration Centre for the period.
Total Visitors Visitor Information Centre	The number of visitors to the Visitor Information Centre for the period.
Total Visitors Cultural Heritage Centre	The number of visitors to the Cultural Heritage Centre for the period.
Total Visitor Heritage Gallery	The number of visitors to the Heritage Gallery for the period.
Total Visitors Elderly Centre	The number of visitors to the Elderly Centre for the period.

GOAL 2

Managed and Sustainable Growth



- 2.1 Physical and social infrastructure to service our growing population and economy
- 2.2 Growth to be sustainable and respectful of culture and built heritage
- 2.3 Manage growth through the real connection of people and places
- 2.4 Local economic activity to create job opportunities and generate increased local wealth.

KEY ACTIONS ► OUR GROWTH

Performance Indicator	Description
Investment on Infrastructure	
Total Expenditure on footpaths, pedestrian, and cycle paths	Total costs associated with maintaining and upgrading Council's footpaths and cycle/walking paths, pedestrian ramps and bus stops for the applicable financial year. This includes Council's financial contribution and excludes any external funds received.
Total Expenditure on Roads	Total costs associated with maintaining and upgrading Council's road infrastructure, including roads, kerbs and gutters for the applicable financial year. This includes Council's financial contribution and excludes any external funds received.
Total Expenditure on Community, Social and Recreational Facilities	Total costs associated with maintaining and upgrading of Council owned and managed community, social and recreational facilities for the applicable financial year. This includes Council's financial contribution and excludes any external funds received.
\$ Investment on Cycle/Walking Paths.	The total value of capital investment in cycle/walking paths for the financial year.
\$ Investment on New Footpaths	Total expenditure on new footpaths for the financial year. It is noted that through increasing investment in new footpaths/cycle and walking paths council is increasing community connectivity.
\$ Investment on Pedestrian Ramps	The total value of capital investment on pedestrian ramps for the applicable financial year.

KEY ACTIONS ► OUR GROWTH

Asset Management	
Asset Sustainability Ratio	The Asset Sustainability Ratio is based on the amount of capital expenditure spent during the financial year on the replacement of assets as indicated in the Asset Management Plan and the Long-Term Financial Plan. This indicator aims to determine if assets are being renewed and replaced in an optimal way. The target range is 90-100%.
Supporting Business Development	
Total Expenditure Allocated to Business Development (GBDG and RDA)	<p>Financial support provided to the Gawler Business Development Group (GBDG) and Regional Development Australia (RDA) Barossa, Gawler, Light, Adelaide Plains for the applicable financial year.</p> <p>The financial support provided to the GBDG is collected via a separate rate that is levied against commercial and industrial properties for the purpose of developing and promoting businesses, and funds the GBDG's operations. Refer Council's Strategic Rating Policy for further information.</p> <p><i>Note: excluded from this measure is Council's contribution to the Business Innovation Hub.</i></p>
Investment in Growth	
\$ Value of Development Applications approved	<p>The estimated value of commercial and residential development approved during the period. By Council approving the appropriate forms of development it is facilitating local economic activity and thus investment and job creating outcomes.</p> <p><i>Note: The value of development is estimated by the applicant upon lodgement of the Development Application and may not reflect the true final cost upon construction.</i></p>
\$ Value of Residential Development Applications approved.	<p>The value of residential Development Applications approved during the period.</p> <p><i>Note: The value of development is estimated by the applicant upon lodgement of the Development Application and may not reflect the true final cost upon construction.</i></p>
\$ Value of Commercial Development Applications approved.	<p>The value of commercial Development Applications approved during the period.</p> <p><i>Note: The value of development is estimated by the applicant upon lodgement of the Development Application and may not reflect the true final cost upon construction.</i></p>

GOAL 3

A Healthy, Active, Safe, Engaged Community



- 3.1 Gawler to be an inclusive community with quality health and social wellbeing services to meet the needs of our growing community
- 3.2 Provide sporting and recreational facilities to meet local and regional community needs
- 3.3 Recognise, respect, support and advocate on behalf of volunteers
- 3.4 Encourage the development of the Arts and creative sector

KEY ACTIONS ► OUR COMMUNITY

Performance Indicator	Description
Sporting and Recreational Facilities	
Visitors to the Gawler Sport and Community Centre	The number of visitors to the Gawler Sport and Community Centre for the period. Includes participants and spectators.
Inclusive Library Services	
Library Programs	The number of Library programs held at the Gawler Civic Centre and Evanston Gardens Libraries for the period. Library programs include weekly story time sessions, after school craft-it sessions, school holiday programs, poetry competitions, community information sessions, author visits and other various programs. <i>Note: Council operated a reduced library service from the period December 2016 to February 2019 due to the redevelopment of the Gawler Civic Centre and for a period during 2020 and 2021 as a result of COVID-19.</i>
Library Visitors	The number of visitors to the Gawler Civic Centre and Evanston Gardens Libraries for the period. <i>Note: Council operated a reduced library service from the period December 2016 to February 2019 due to the redevelopment of the Gawler Civic Centre and for a period during 2020 and 2021 as a result of COVID-19.</i>
Supporting Healthy Lifestyles	
Visitors Gawler Aquatic Centre	The number of visitors to the Gawler Aquatic Centre for the period inclusive of programs provided by the Centre.

KEY ACTIONS ► OUR COMMUNITY

Community Services	
Volunteer Hours	The number of volunteer hours provided by the community to support the delivery of Council services for the period. Further information on volunteering and Council Volunteer Programs can be found at: https://www.gawler.sa.gov.au/your-council/volunteering .
Total Expenditure on Community Programs targeted at Youth and Older Persons	Total costs associated with the delivery of running services targeted at Youth and Older Persons for the financial year. This includes costs associated with running the Youth Space within the Gawler Civic Centre, the Elderly Centre and the Home Assist Program.
Total Number of Participants Youth Programs	Number of participants attending Council's Youth Programs at the Youth Space for the period. This includes Term, School Holiday and One Off Programs.
Total Number of Home Assist Clients	Number of Home Assist Clients (Older Persons and Vulnerable People) utilising Council's Home Assist Program for the period.
Community Health and Wellbeing	
Total Expenditure on Disability Access	Total costs associated with upgrading of infrastructure to improve disability access (e.g. ramps) for the applicable financial year.
Vaccines provided to the Community	<p>The number of vaccines provided to the community to minimise incidence of vaccine preventable diseases through the School Immunisations Program and the Public Immunisation Program for the period. The Public Immunisation Program is a free service delivered by Council from the Gawler Sport and Community Centre, offered 3 times per month, year round.</p> <p><i>Note: some vaccine costs may apply</i></p>
Food Inspections	The number of food inspections completed by Council's Environmental Health Officers at permanent food premises for the period. Food inspections are based on a risk rating system Food inspections are also undertaken on an ad-hoc basis for temporary food vendors, such as the Gawler Show and Village Fair.
Total Number of Building Inspections	The number of inspections undertaken by Council's building officers for the period. Building Inspections are undertaken in accordance with legislative requirements and Council's Building Inspection Policy to ensure new constructions comply with the approved building plans, in accordance with the National Construction Code.
Total Number Swimming Pool Inspections	<p>All swimming pools built from 1 July 1993 must comply with the Development Act 1993 and the Building Code of Australia.</p> <p><i>All new swimming pools and spas must be inspected by Council to ensure the pool safety barrier complies with legislation and Australian Standards. This requirement applies to any pool or spa over 680L capacity or capable of being filled to greater than 30cm.</i></p>
Total Number Food Notices issued	Number of food notices issued by Council's Environmental Health Officers for the period. Food notices are issued in accordance with the provisions of the South Australian Food Act and Regulations, when a breach of this Act occurs.

GOAL 4

To Respect, Protect and Nurture the Environment



- 4.1 Act on climate change
- 4.2 Create and maintain a riverine environment that reflects the social, cultural and landscape values of the river corridor
- 4.3 Protection of environmentally significant areas of native vegetation for present and future generations
- 4.4 Support sustainable use of natural resources and minimise waste
- 4.5 Support the provision of useable public realm that preserves and enhances the environment and biodiversity

KEY ACTIONS ► OUR ENVIRONMENT

Performance Indicator	Description
Act on Climate Change	
Council Net GHG Emissions Tonnes CO ₂ -e	Through Council's proposed Climate Emergency Action Plan (CEAP) Council is seeking to identify and prioritise actions to reduce Council's Green House Gas emissions, this includes investment in renewable electricity. With a proposed target (CEAP) net zero emissions by 2030, achieved by a 50% reduction by 2025, and 80% reduction by 2028.
Community GHG Emissions Tonnes CO ₂ -e	Through Council's proposed CEAP Council is seeking to advocate for communities to have access to solutions products and services to reduce community emissions and improve resilience to climate change.
Council Renewable Electricity Use	The amount of Renewable energy utilised by Council from on-site solar systems and purchased as accredited renewables via the grid. With a proposed target (CEAP) 100% renewable electricity use by 1 January 2023. <i>Note: this target is subject to contract negotiations underway as at July 2021.</i>
Preserve and Enhance the Environment	
Number of Street Trees	The number of existing Street Trees maintained by Council, within the Township of Gawler.
Health of Street Trees – In Good Health	The number of Street Trees maintained by Council in Very Good, Good to Fair condition, as defined by Council's Tree Management Policy.

KEY ACTIONS ► OUR ENVIRONMENT

Total Expenditure on River Corridors	Total costs associated with maintaining and upgrading the river corridors (including weed management, erosion control etc.) for the financial year in accordance with Council's Biodiversity Management Plan.
Tonnes waste prevented from entering water ways	An estimate of the tonnes of waste prevented from entering significant waterways through the use of trash racks and cleaning of stormwater side entry pits for the financial year.
Number Fire Prevention Expiations Issued	The number of Fire prevention expiations issued by Council under the Fire and Emergency Services Act for the period. Under this Act, property owners must take reasonable steps to protect property from fire and to prevent or inhibit the outbreak of fire.
Responsible Animal Management	
Number of Registered Dogs	The number of registered dogs within the Town of Gawler for the financial year. <i>Note: the number of registered cats to be included subject to Council By-law deliberations.</i>
Number of Animal Management Expiations	The number of animal management expiations for offences committed against the Dog and Cat Management Act 1995.
Environmentally responsible Waste Management	
General Waste Collected (Tonnes)	The total tonnes of general waste collected (household) by NAWMA through kerb side collection for the period.
Diversion Rate Landfill	The % of waste diverted from landfill including household, recycling, green and hard waste for the period.
Distribution Waste Collected (in Tonnes) Red, Green, Yellow	Total tonnes of waste collected by NAWMA through kerb side collection for the period, including household, recycling, green and hard waste.
Tonnes Green Waste Collected	Total tonnes of green waste collected by NAWMA through kerb side collection for the period.
Tonnes Recycled Waste Collected	Total tonnes of recycled waste collected by NAWMA through kerb side collection for the period.

GOAL 5

A Strong, Vibrant Community



- 5.1 Be recognised as a best practice organisation and collaborate regionally
- 5.2 Foster and encourage community teamwork
- 5.3 Continue to deliver effective services and refine management processes

KEY ACTIONS ► OUR LEADERSHIP

Performance Indicator	Description
Transparent and Accountable	
Number. of Council Items	All items considered by Council Members for the period representing important decisions made by Council Members.
% of Council Items considered in confidence	The percentage of items that were considered by Council Members in confidence for the period in accordance with the <i>Local Government Act (SA) 1999</i> . 33 items were considered in confidence during 2020/2021.
Customer Service Experience	
Customer Requests by category	The number of customer requests raised for the period via key areas of Council. <i>Note: Council's Customer Request Management System is currently under review and these categories may be subject to change.</i>
Total Number of Customer Requests	The total number of customer requests raised through Council's website, via telephone or in person for the period. <i>Note: Council's Customer Request Management System is currently under review and these numbers may be subject to change as a result of category changes.</i>

KEY ACTIONS ► OUR LEADERSHIP

Total Number of closed Customer Requests	<p>The total number of customer requests that have been closed for the period.</p> <p><i>Note: Council's Customer Request Management System is currently under review and these numbers may be subject to change as a result of category changes.</i></p>
Community Interaction and Collaboration	
Number of Community Engagement initiatives via Your Voice	The number of Community Consultations through your Voice, excluding category 2&3 notifications applicable to development assessment services.
Number of Website Hits - Your Voice	Number of Website Hits to Councils Your Voice Community Consultation Page.
Total Website Hits	The total number of visits to Council Webpages including Town of Gawler, Youth, Community Health Support Program and Digital Inclusion Portal.
Total Facebook Engagement (likes)	The total number of Facebook 'Likes' across all Council's Facebook pages for the period, including the Gawler Aquatic Centre, Gawler Civic Centre, Gawler Cultural Heritage Centre, Gawler Public Library, Gawler Sport and Community Centre, Gawler Visitor Information Centre, Gawler Youth and Town of Gawler pages.
Total Facebook Engagement (followers)	The total number of Facebook followers across all Council's Facebook pages for the period, including the Gawler Aquatic Centre, Gawler Civic Centre, Gawler Cultural Heritage Centre, Gawler Public Library, Gawler Sport and Community Centre, Gawler Visitor Information Centre, Gawler Youth and Town of Gawler pages.
Long Term Financial Sustainability	
Operating Ratio	This indicator is to determine the percentage that the operating revenue varies from the operating expense. Council has a target for its Operating Ratio to be between 0 -10% over any five year rolling period.
Net Financial Liabilities Ratio	This indicator shows the significance of the net amount owed to others, compared to operating revenue. Consistent with industry standards, Council will maintain its net financial liabilities ratio between 0-100%, such that the net financial liabilities will not exceed Council's operating revenue.
Supporting the Local Economy	
\$ Spent Locally (20km Radius) Materials, Contracts & Other	<p>Council's expenditure spent locally on materials, contracts and other miscellaneous expenses for the applicable financial year (GST Exclusive).</p> <p><i>Note: Local is defined in Council's Procurement Policy as being within a 20km radius of the Town of Gawler.</i></p>
% Local Expenditure (20km Radius)	<p>The % of Council's total materials, contracts and other expenditure spent locally for the applicable financial year.</p> <p><i>Note: Local is defined in Council's Procurement Policy as being within a 20km radius of the Town of Gawler.</i></p>

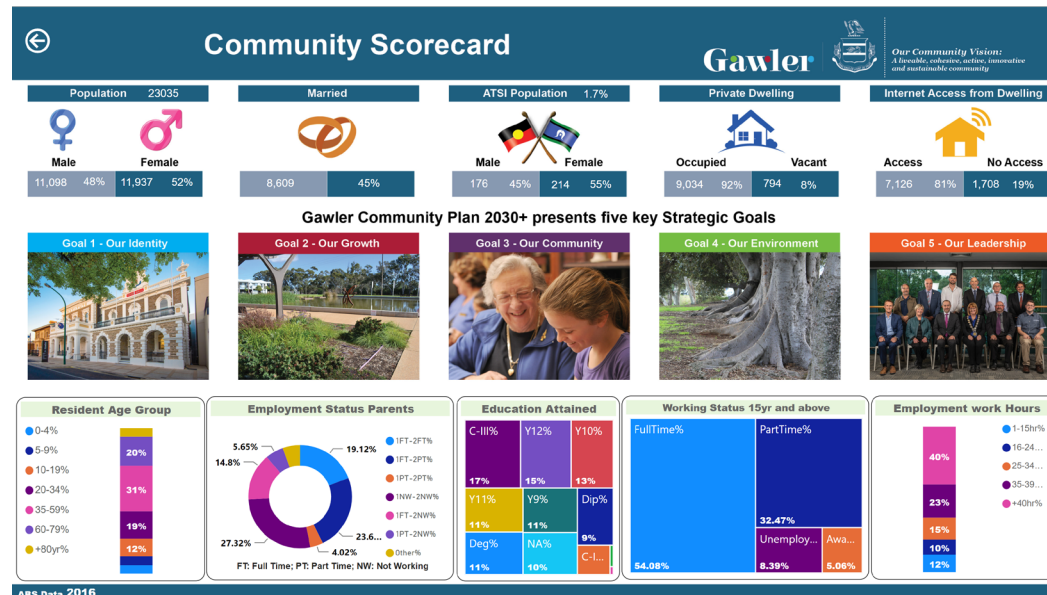
Note: All costs are GST exclusive



FINDING YOUR WAY AROUND THE COMMUNITY SCORECARD

The Community Scorecard Home Page includes data sourced from the Australian Bureau of Statistics.

Note data is provided as at 2016 and will be updated following the 2021 census (data due to be available June 2022).



- 1) From the Home page click on the relevant Goal.
- 2) To move between Goals click on the icons located at the top left corner of each page.



- 3) To Filter by Financial Year and Quarters select via the drop down menu

Fin. Year Quarter Latest 3 Fin Year



Gawler



Civic Centre Welcome

Café
Council Chamber
Business Innovation Hub
Institute
Town Hall
Library
Youth Space
Cultural Heritage Centre
Function Rooms

Council is seeking to enhance its performance measurement and reporting capability and will continue to improve and develop over time.

To provide feedback or suggestions for improvement please contact us.

TOWN OF GAWLER

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