

community services

To work towards the outcomes of the Council's social and other policies through liaison, assistance and advocacy with metropolitan and local community organisations and networks, and to provide general and technical Council information to the public.

Statement of Objectives and Service Performance

Objectives for 2000/01	Performance Indicators	Actual	Target
1. Work towards the outcomes of the Community Development and Social Wellbeing Policy (and other relevant policies of Council) through service provision, grants, advocacy and liaison at a metropolitan and local level.	1.1 Achieve a satisfaction rate in the annual client surveys at each Council operated childcare centre of at least	Tuam St 94% Pioneer 92% QE II 100%	80%
	1.2 Participate in metropolitan networking forums, at least	8	5
	1.3 Participate in community networking forums, at least	At least one held in each area	One per Community Board area
	1.4 Facilitate for community groups to participate in Council decision making through deputations to Community Boards and the Community Services Committee.	At least 22 presentations facilitated	10 opportunities
2. Continue to deliver effective Council information and receipt payments for walk in customers.	2.1 Customer satisfaction with service, at least,	Not formally measured	85%
3. Effectively administer grants and funding for community organisations.	3.1 Residents satisfied with value for money of rates spent on supporting voluntary groups and community organisations, at least	57%	59%
4. Provide clean, accessible and safe toilets in Cathedral Square.	4.1 Number of complaints recorded about the cleanliness of Cathedral Square toilets	Nil	Nil

Statement Of Cost Of Services For The Year Ended 30 June 2001

	2001 Costs (After Internal Recoveries) \$000's	2001 Income \$000's	2001 Net Cost \$000's	2001 Estimate Net Cost \$000's	2000 Actual Net Cost \$000's
Operational Outputs					
Community Buildings, Advocacy and Funding	8,984	1,189	7,795	7,690	5,506
Customer Support Services	1,354	173	1,181	1,387	1,266
Customer Services-Corporate	486	44	442	365	344
Customers Services- Operations	257	2	255	323	318
Cathedral Square Toilets	449	3	446	451	364
Community Services Services Grants	1,235	0	1,235	1,234	1,015
Arts and Culture Grants	1,723	203	1,520	1,520	837
Grants Administration	95	0	95	102	93
Cost of Service	\$14,583	\$1,614	\$12,969	\$13,072	\$9,743

Notes (\$000's)

External Revenue included in Income is: Actual 2001 \$1,614, Estimate 2001 \$1,740, Actual 2000 \$1,517.

Depreciation included is: Actual 2001 \$93, Estimate 2001 \$105, Actual 2000 \$215.

Refer Note 22.