

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 2001/02	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 91% Pioneer 99% QE II 94%	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	At least 120 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	56%	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 2002

	2002 Costs (After Internal Recoveries) \$000's	2002 Income \$000's	2002 Net Cost \$000's	2002 Estimate Net Cost \$000's	2001 Actual Net Cost \$000's
Operational Outputs					
Community Buildings, Advocacy and Funding	9,476	1,146	8,330	8,564	7,795
Customer Support Services	1,288	175	1,113	1,207	1,181
Customer Services-Corporate	286	27	259	338	442
Customers Services-Operations	315	3	312	351	255
Cathedral Square Toilets	487	3	484	465	446
Community Services Grants	1,446	0	1,446	1,441	1,235
Arts and Culture Grants	1,070	0	1,070	1,070	1,520
Grants Administration	117	0	117	129	95
Cost of Service	\$14,485	\$1,354	\$13,131	\$13,565	\$12,969

Notes (\$000's)

External Revenue included in Income is: Actual 2002 \$1,354, Estimate 2002 \$1,420, Actual 2001 \$1,614.

Depreciation included is: Actual 2002 \$54, Estimate 2002 \$70, Actual 2001 \$93.

Refer Note 22.