

# Local Government Performance Measurement Framework

## SUBMISSION

### January 2014



CENTRAL NSW  
COUNCILS



CENTRAL NSW  
COUNCILS

Centroc's Mission is to be recognised as the lead organisation advocating on agreed regional positions and priorities for Central NSW whilst providing a forum for facilitating regional co-operation and sharing of knowledge, expertise and resources; effectively nurturing sustainable investment and infrastructure development.

[www.centroc.com.au](http://www.centroc.com.au)



23 January 2014

Local Government Performance Framework  
Division of Local Government  
Locked Bag 3015  
Nowra NSW 2541

Thank you for this opportunity to respond to the Local Government Performance Framework.

Central NSW Councils (Centroc) represents over 220,000 people covering an area of more than 64,000sq kms comprising the Local Government Areas of Bathurst, Blayney, Boorowa, Cabonne, Cowra, Forbes, Lachlan, Lithgow, Oberon, Orange, Parkes, Upper Lachlan, Weddin, Young and Central Tablelands Water.

Centroc's vision is to be recognised as vital to the sustainable future of NSW and Australia.

Its mission is to be recognised as the lead organisation advocating on agreed regional positions and priorities for Central NSW whilst providing a forum for facilitating regional cooperation and sharing of knowledge, expertise and resources.

Centroc has two objectives:

Regional Sustainability - Encourage and nurture suitable investment and infrastructure development throughout the region and support members in their action to seek from Governments financial assistance, legislative and/or policy changes and additional resources required by the Region.

Regional Cooperation and Resource Sharing – Contribute to measurable improvement in the operational efficiency and effectiveness of Member Councils through facilitation of the sharing of knowledge, expertise and resources and, where appropriate, the aggregation of demand and buying power.

The Centroc Board is made up of the 30 Mayors and General Managers of its member Councils who determine priority for the region. These priorities are then progressed via sponsoring Councils.

For more advice on Centroc programming and priorities, please go to our website and download our annual report at [centroc.com.au/publications](http://centroc.com.au/publications)

There are two key questions seeking feedback.

1. What do councils and their communities need to know to determine if they are performing well and achieving their goals? and

2. How well does your council currently measure performance and how useful is your council's current performance measurement system?

As part of the Destination 2036 process, there are a number of panels being facilitated by the DLG looking at measurement and process improvement and from member feedback it is understood that they are doing good and in depth work.

It is therefore recommended that, in the context of the good work being done on performance measurement of Local Government;

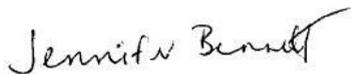
- SMART principles apply;
- The data is actually used, not just collected;
- It be meaningful to communities and embedded in the IPandR framework;
- KPIs are selected to target performance improvement in priority areas, leading to outcomes;
- They give consideration to efficient and effective resourcing, avoiding problems like the current statewide issue with delegations; and
- They measure attributes that are meaningful to the community and lead to the strengthening of Local Government.

This region is more than VERY concerned that there are a growing number of ideas in the reform agenda that come with a significant resourcing burden for both State and Local Governments. Measurement could so easily fall into this space, where there is a significant reporting and compliance burden regime currently in situ.

For example, currently every Council in NSW must manage its delegations. This is duplication of effort at its most ludicrous. Surely the DLG should at least be the gate keeper of the growing compliance burden with advice on delegations provided as part of their regular communications to members. Our members are rightly very worried that where there is little sense in the current compliance burden, there is a real risk that measurement going forward will end up wasting everyone's time if it is poorly resourced and administered.

Further advice in regards to this submission please contact myself on 0428 690 935 or [jenny.bennett@centroc.com.au](mailto:jenny.bennett@centroc.com.au)

Yours sincerely



Jenny Bennett  
**Executive Officer**  
Central NSW Councils (Centroc)