



Image: Austinmer Sunrise

Wollongong City Council

Delivery Program 2025-2029 and Operational Plan 2025-2026 Performance Measures Dictionary

Delivery Program Performance Measures Dictionary

The Delivery Program 2025-2029 is a four year plan that turns strategic goals from the Community Strategic Plan into actions. To support the achievement of our Delivery Program, a series of performance measures have been identified to ensure we are heading in the right direction. The following pages present a clear definition of each measure, target or trend we are aiming for, baseline (where available), current data, source and frequency of data collection.

Data that informs the Delivery Program performance measures is primarily sourced from Council internal data collection or the Wollongong City Council Community Satisfaction Survey.

The Wollongong City Council Community Satisfaction Survey is undertaken by an external provider on behalf of Wollongong City Council every two years. The latest survey was undertaken in September 2023. The purpose of the survey is to track Council's performance in service delivery, identify priority areas and evaluate Council's customer services, organisational skills, and communication. Questions in the survey primarily ask residents to identify how often they use a number of Council facilities, and their level of satisfaction with these facilities; as well as satisfaction with a number of services provided by Council. Satisfaction questions ask residents to rate their level of satisfaction on a five-point scale where 1 is 'not at all satisfied' and 5 is 'very satisfied'. When reporting these results 'average' is used to denote the mean score for rating scale questions. For example, 'average satisfaction' refers to the mean satisfaction score.

The Wollongong City Council Community Satisfaction Survey seeks to collect 600 completed responses via a telephone based (mobile and landline) survey from a random sample of adult residents in the Wollongong City Local Government Area (LGA).

The survey sample comprises of permanent residents of the local government area aged 18 years or older. The latest Census, conducted by the Australian Bureau of Statistics (ABS), is used to establish quotas to ensure a good distribution of responses by age and gender. To qualify for a survey, residents have to have lived in the Wollongong Local Government Area for more than six months and not be an employee or Councillor with Wollongong City Council.

Ongoing measurement of progress against the Delivery Program is important to ensure that we plan for, resource and deliver the objectives and strategies identified in the community strategic plan. The following performance measures are monitored and reported on through the quarterly reviews, and annual report.

Goal 1 | We are a sustainable and climate resilient city

Services

- Botanic Garden and Annexes
- Environmental Services
- Floodplain Management and Stormwater Services
- Natural Area Management
- Floodplain Management and Stormwater Services
- Waste Management

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|---------------------------------|---------------------------------|---------------------------------|---|--|
| 1.1 Number of visitors to Wollongong Botanic Garden <i>Number of people entering/visiting Wollongong Botanic Garden.</i> | 360,000 per annum | 418,177 <i>Annual result</i> | 352,791 <i>Annual result</i> | 261,863 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 1.2 Residents' average satisfaction score with Botanic Garden <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 4.60 [^] | 4.70 | 4.60 [*] | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|---------------------------|---------------|--|--------------------------------|---------------------------------------|---------------------------------|
| 1.3 Number of participants in environmental education programs <i>Number of people participating in education workshops or programs either face to face or online (waste workshops, Discovery Centre/Botanic Garden, Indian Myna Bird workshop/NAM, urban greening/trees or other education focused workshop). Excludes events.</i> <i>* Includes National Red Room Poetry online events.</i> | 4,000 per annum | Not available | 8,700* <i>Annual result</i> | 9,577* <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 1.4 Number of participants in environmental programs <i>Number of participants in environmental programs including Bushcare, FiReady, Indian Myna Bird Program, Greenplan, tours/events, Discovery Centre, community cleanups, Community Service Personnel, Greenhouse Park, waste promotions and education, and Botanic Garden events (excluding Sunset Cinema and Sculptures in the Garden).</i> | Increase | 62,370 | 19,346 (impacted by COVID19) <i>Annual result</i> | 57,927 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 1.5 Number of engagements in environmental programs <i>Number of people (volunteers and customers) who accessed information about or participated in an environmentally themed Council program.</i> | At least 85,000 per annum | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|-------------------|-----------------------------|--------------------------|---|--|
| <p>1.6 Residents' average satisfaction score with environmental programs and education</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Increase | 3.30 [^] | 3.50 | 3.40* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>1.7 Percentage reduction in Council's greenhouse gas emissions</p> <p><i>Council's operational emissions inventory and it's progress towards the adopted emissions reduction target (net zero by 2030). Includes all greenhouse gas emissions sources under Council's operational control as per emissions inventory guidelines.</i></p> | 100% by 2030 | Not available | Not available | 13% reduction since 2021 | Wollongong City Council Internal Data | Annually |
| <p>1.8 Number of hours worked by volunteers in Bushcare, Dunecare and FiReady sites</p> <p><i>Number of hours volunteers are involved/ engaged in Bushcare, Dunecare and FiReady on different occasions.</i></p> | Increase | Not available | 2,714 (impacted by COVID19) | 7,414 | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|-------------------|---------------|----------------------|---|--|
| 1.9 Number of participants in Council tree planting activities <i>Participants in Council tree planting activities including community tree planting events, corporate tree planting, school participation urban greening projects, resident street tree requests, Greenplan. Excludes regular Bushcare maintenance/ restoration activities.</i> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| 1.10 Ratio of trees planted versus trees removed on public land <i>The total number of trees removed versus planted/ replaced on public open space. Includes shade trees (parks and streets) and natural areas trees/ revegetation.</i> | 2 : 1 minimum | Not available | Not available | 4.4 : 1 | Wollongong City Council Internal Data | Quarterly |
| 1.11 Residents' average satisfaction score with protection of our natural environment <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Increase | 3.30 [^] | 3.50 | 3.30* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 1.12 Number of participants in waste education programs (formal and online) <i>Total community reach of various waste themed education programs and workshops including formal and online.</i> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|---|-------------------------------|------------------------------|------------------------------|---------------------------------------|--|
| 1.13 Percentage of residential waste diverted from landfill (including recycling and organics) <i>Domestic waste collection from recycling, FOGO and on-call cleanup recycled; material diverted at community recycling centre; material diverted via community drop off events; and materials diverted from Return and Earn in the local government area.</i> <i>* Excludes community recycling centre; material diverted via community drop off events; and materials diverted from Return and Earn.</i> | Increase | 45%* <i>Annual average</i> | 53% <i>Annual average</i> | 49% <i>Annual average</i> | Wollongong City Council Internal Data | Quarterly |
| 1.14 Percentage of contamination in FOGO bin <i>Percentage of material recorded as contamination from Bin Survey.</i> | Less than 10% <i>(contract figure)</i> | Not available | 2% | Not available | Wollongong City Council Internal Data | Every two years <i>Next measured 2025</i> |
| 1.15 Percentage of contamination in recycling bin <i>Percentage of material recorded as contamination from Bin Survey.</i> | Less than 10% <i>(contract figure)</i> | Not available | 14% | Not available | Wollongong City Council Internal Data | Every two years <i>Next measured 2025</i> |
| 1.16 Percentage of material diverted from landfill via recycling and FOGO kerbside bins <i>Percentage of material diverted from landfill via recycling and FOGO kerbside bins.</i> | Increase | 46% | 53% | 54% | Wollongong City Council Internal Data | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--------------|----------------------|---|--|
| <p>1.17 Residents' average satisfaction score with Domestic Waste collection service i.e. red bin</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | Not available | 4.40 | 4.40* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>1.18 Residents' average satisfaction score with Recycling Waste collection service</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | Not available | 4.30 | 4.30* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>1.19 Residents' average satisfaction score with Green Waste (including FOGO) Service</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | Not available | 4.50 | 4.40* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--------------|----------------------|---|--|
| <p>1.20 Residents' average satisfaction score with public bin collection</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | Not available | 3.90 | 4.00* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>1.21 Residents' average satisfaction score with waste disposal depot facilities</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 3.70^ | 4.00 | 3.80* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>1.22 Residents' average satisfaction score with street cleaning</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 3.70^ | 3.70 | 3.60* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

Goal 2 | We have well planned, connected, and liveable places

Services

- Development Assessment
- Emergency Management
- Land Use Planning
- Memorial Gardens and Cemeteries
- Property Services
- Regulatory Compliance
- Transport Services

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|--------------|--------------|----------------------|---------------------------------------|---------------------------------|
| 2.1 Number of undetermined development applications <i>Total number of development applications in the system to be processed.</i> | 250 | 234 | 277 | 278 | Wollongong City Council Internal Data | Quarterly |
| 2.2 Percentage of undertermined development applications over 90 days <i>Percentage of development applications that have been in the system to be processed for more than 90 days, compared to the total number of undetermined development applications.</i> | 20% | 25% | 44% | 41% | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|---------------|----------------------|---|--|
| 2.3 Average net determination days for development applications <i>The average working days to determine development applications in accordance with planning legislation that includes stop the clock provisions when requests for further information are issued to applicants to enable a full and proper assessment.</i> | 100 | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| 2.4 Residents' average satisfaction score with planning controls for development in your local area/ town centre <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Increase | Not available | Not available | 2.76* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 2.5 Occupancy rate of commercial buildings <i>Number of occupied commercial buildings against the total number of commercial buildings.</i> | 90% | Not available | 96% | 97% | Wollongong City Council Internal Data | Quarterly |
| 2.6 Percentage of regulatory programs/patrols undertaken versus programmed/statutory <i>Percentage of regulatory programs/patrols undertaken including banners for schools and micro chipping programs; and patrols for parking (including schools), food, hairdressing and skin penetration; compared to total number of programmed and statutory inspections.</i> | 100% | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|-------------------|--------------|----------------------|---|---|
| <p>2.7 Percentage of residents aware of Council's animal care and impounding service</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to the question in Wollongong City Council Community Satisfaction Survey.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>2.8 Residents' average satisfaction score with domestic animal control in public places</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>2.9 Residents' average satisfaction score with maintenance of local roads</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Increase | 3.10 [^] | 3.20 | 2.80* | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>2.10 Residents' average satisfaction score with maintenance of footpaths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> | Minimum score of 3.75 | 3.20 [^] | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|--------------|--------------|----------------------|---|--|
| <p>2.11 Residents' average satisfaction score with maintenance of cycleways</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>2.12 Residents' average satisfaction score with maintenance of shared use paths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>2.13 Residents' average satisfaction score with availability of footpaths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>2.14 Residents' average satisfaction score with availability of cycleways</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--|--------------|--------------|----------------------|---|--|
| <p>2.15 Residents' average satisfaction score with availability of shared use paths</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>2.16 Length (lineal metres) of pathways renewed at end of life</p> <p><i>Measures the length of current pathways that are renewed (replaced) each year.</i></p> <p><i>*Condition 5 pathways are those that have reached the end of their useful life. This means they are in very poor condition, with severe cracking and other defects which are beyond rehabilitation and require full renewal (replacement) to ensure they remain safe and accessible for everyone.</i></p> | Decrease in lineal metres assessed as Condition 5* | New measure | New measure | New measure | Wollongong City Council Internal Data | Annually |
| <p>2.17 Length (lineal metres) of newly constructed pathways</p> <p><i>Measures the length of pathways that are newly constructed each year.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Annually |

3 | We foster a diverse economy, and we value innovation, culture, and creativity

Services

- Arts and Culture
- City Centre Management
- Engagement, Communications and Events
- Economic Development
- Tourist Parks

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|---------------|-----------------------------------|---------------------------------------|---------------------------------|
| 3.1 Number of Crown Street Mall inbound people movements via public domain entrances <i>People entering Crown Street Mall via surrounding streets and laneways (bottom of Mall; Church Street South; Crown Central, Church Street; Keira Street North; Lower Globe Lane; top of Mall). It does not measure people entering via Wollongong Central or car parks.</i> | Increase | Not available | Not available | 1,200,000 <i>Annual result</i> | Wollongong City Council Internal Data | Annually |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|-------------------|--|---------------------------------|---|---|
| <p>3.2 Residents' average satisfaction score with graffiti prevention and removal</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 3.40 [^] | 3.60 | 3.40* | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>3.3 Number of visitors to the Wollongong Art Gallery</p> <p><i>Number of people entering the Wollongong Art Gallery.</i></p> | Increase | 101,030 | 49,045 (impacted by COVID19) <i>Annual result</i> | 51,228 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| <p>3.4 Residents' average satisfaction score with Wollongong Art Gallery exhibitions</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>3.5 Number of visitors to the Illawarra Performing Arts Centre and Town Hall</p> <p><i>Number of people attending shows at the Illawarra Performing Arts Centre and Town Hall.</i></p> | Increase | 170,351 | 62,343 (impacted by COVID19) <i>Annual result</i> | 123,202 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|-------------------|---------------|----------------------|---|--|
| <p>3.6 Residents' average satisfaction score with Illawarra Performing Arts Centre and Town Hall</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 4.40 [^] | 4.20 | 4.30* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>3.7 Number of visits to Wollongong City Council's website</p> <p><i>Residents who visited Council's website during the reporting period.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| <p>3.8 Residents' average agreement score with the statement 'it is easy to find information on Council's website'.</p> <p><i>Average agreement score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Increase | Not available | Not available | 3.60* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|--------------|--------------|----------------------|---|--|
| <p>3.9 Percentage of residents using Council e-newsletter, social media channels and website to get information</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to the question in Wollongong City Council Community Satisfaction Survey.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>3.10 Percentage growth in audiences using Council-owned channels (e.g. e-newsletter, social media, website) to get information</p> <p><i>Growth of audiences consuming information on Council's owned channels determined using data tools available such as Good Analytics.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Annual |
| <p>3.11 Percentage of residents participating in Council community engagement activities</p> <p><i>Percentage of residents (aged 18 years or older) who recorded yes to participating in at least one Council community engagement activity in the past 12 months. Question in Wollongong City Council Community Satisfaction Survey.</i></p> | Increase | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>3.12 Residents' average satisfaction score with Council informing the community about its services and facilities</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|--------------|--|------------------------------|---|--|
| 3.13 Number of new business enquiries/engagements <i>Measures a range of interactions Council's Economic Development team has including investment enquiries (relating to external investment or significant local business expansion), local business support enquiries (wide ranging, relates specifically to support for a local business), industry and business stakeholder engagements (e.g. presentations to local business networks, industry famils etc), Economic and Industry Grant enquiries, internal facilitation (e.g. matter relates to other area of Council).</i> | 120 per annum | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| 3.14 Number of jobs located within the Wollongong Local Government Area <i>Total number of jobs located within the Wollongong Local Government Area.</i> ^ 2019-2020 * Latest data 2022-2023 | Increase | 93,563^ | 97,740 | 102,802* | National Institute of Economic and Industry Research (NIEIR) - .id (informed decisions) | Annually <i>(for previous financial year)</i> |
| 3.15 Occupancy rate of tourist park powered sites <i>Number of nights a powered site is occupied compared to total number of nights available; across all three tourist parks.</i> | Greater than 50% | 46% | 42% (impacted by COVID19) <i>Annual average</i> | 52% <i>Annual average</i> | Wollongong City Council Internal Data | Quarterly |
| 3.16 Occupancy rate of tourist park cabins <i>Number of nights a cabin is occupied compared to total number of nights available; across all three tourist parks.</i> | Greater than 65% | 59% | 62% (impacted by COVID19) <i>Annual average</i> | 70% <i>Annual average</i> | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|--------------|--------------|----------------------|---|---------------------------------|
| 3.17 Percentage of tourists' satisfied with Council's tourist parks (Bulli, Corrimal and Windang) <i>Tourist parks' customers percentage of satisfaction across five recorded areas undertaken post stay.</i> | Greater than 85% | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |

4 | We have a healthy, respectful, and inclusive community

Services

- Aged and Disability Services
- Aquatic Services
- Community Facilities
- Community Programs
- Corporate Strategy
- Integrated Customer Service
- Leisure Centres
- Libraries
- Parks and Sports Fields
- Public Health and Safety
- Youth Services

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|----------------------------|----------------------------------|--|---------------------------------|---------------------------------------|---------------------------------|
| 4.1 Number of visitors to Council commercial heated pools (Beaton Park/ Corrimal/ Dapto) <i>Number of people entering Beaton Park, Corrimal and Dapto heated pools.</i> <i>* Does not include Beaton Park Heated Pool</i> | At least 180,000 per annum | 202,870* <i>Annual result</i> | 166,442* (impacted by COVID19) <i>Annual result</i> | 227,093 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|--------------|--------------|----------------------|---|--|
| <p>4.2 Residents' average satisfaction score with Council commercial heated pools (Beaton Park/ Corrimal/ Dapto)</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 4.10^ | 4.10 | 4.10* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>4.3 Residents' average satisfaction score with public swimming pools (free) (Continental, Port Kembla, Berkeley, Unanderra, Thirroul, Helensburgh)</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 4.20^ | 4.10 | 4.10* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--|--------------------------------|---|--|
| 4.4 Residents' average satisfaction score with patrolled beaches <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 4.50^ | 4.50 | 4.50* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 4.5 Residents' average satisfaction score with tidal rock pools <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 4.10^ | 4.20 | 4.20* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 4.6 Residents average satisfaction score with lifeguard services <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 4.7 Number of hours Council managed district centres are used (Thirroul, Corrimal and Dapto) <i>Number of hours Council managed district community centres (Thirroul, Corrimal and Dapto) are used.</i> | Increase | Not available | 21,029 (impacted by COVID19) <i>Annual result</i> | 34,793 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--|---------------------------------|---|--|
| 4.8 Number of visitors to Council managed district centres (Thirroul, Corrimal and Dapto) <i>Number of people visiting Council managed district community centres (Thirroul, Corrimal and Dapto).</i> | Increase | Not available | 90,992 (impacted by COVID19) <i>Annual result</i> | 229,637 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 4.9 Residents' average satisfaction score with managed district centres (Thirroul, Corrimal and Dapto) <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 4.50^ | 4.20 | 4.30* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 4.10 Residents' average satisfaction score with customer service centre <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 3.90^ | 3.90 | 3.90* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|--------------------------|---------------|---------------|----------------------|---|--|
| 4.11 Percentage of customer enquiries resolved at the first point of contact <i>Measures how often Customer Service Centre staff resolved customers' question(s) at the first point of contact – or First Contact Resolution specifically when calling Council's main telephone number or visiting the Customer Service Centre.</i> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| 4.12 Percentage of customer requests actioned within 10 working days <i>Percentage of customer requests Council staff have been able to complete or move to active investigation within 10 days.</i> | 80% | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| 4.13 Residents' average satisfaction score with leisure centres (Beaton Park/ Lakeside) <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | 4.20^ | 4.10 | 3.90* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| 4.14 Number of visitors to Council libraries <i>Number of people entering/ visiting all Council's libraries.</i> | Increase | Not available | Not available | 470,918 | Wollongong City Council Internal Data | Quarterly |
| 4.15 Number of active library members <i>Number of library members that have used a service that requires their library card within the last three years.</i> | Increase | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|--|---------------------------|---------------|--|---|---|--|
| 4.16 Number of physical and digital loans <i>Number of library loans including physical and digital loans from digital collections including Borrowbox, Kanopy, Overdrive, ULibrary, Hoopla, Indyreads.</i> <i>*Estimate – awaiting State Library NSW to release latest data.</i> | 4.36 per capita per annum | Not available | 1,066,371 (4.85 per capita) <i>Annual result</i> | 1,446,538 (6.58* per capita) <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 4.17 Number of participants in library learning programs <i>Number of people attending the library's learning programs including but not limited to Storytime, Tech Savvy Seniors, Author talks, social groups, game clubs, etc.</i> | Increase | 62,433 | 34,401 (impacted by COVID19) <i>Annual result</i> | 46,646 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 4.18 Number of library learning programs <i>Number of library's learning programs including but not limited to Storytime, Tech Savvy Seniors, Author talks, social groups, game clubs, etc.</i> | Increase | 2,167 | 714 (impacted by COVID19) <i>Annual result</i> | 2,497 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |
| 4.19 Residents' average satisfaction score with libraries <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Maintain | Not available | 4.40 | 4.40* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--------------|----------------------|---|---|
| <p>4.20 Residents' average satisfaction score with library services</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | Not available | 4.30 | 4.20* | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>4.21 Residents' average satisfaction score with parks and open spaces</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>4.22 Residents' average satisfaction score with sports fields and facilities</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |
| <p>4.23 Residents' average satisfaction score with children's playgrounds</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Increase | 3.90^ | 3.90 | 3.90* | Wollongong City Council Community Satisfaction Survey | <p>Every two years</p> <p><i>Next measured 2025</i></p> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|---------------|--------------------------------|--------------------------------|---|--|
| <p>4.24 Residents' average satisfaction score with Russell Vale Golf Course</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> <p><i>^ Wollongong City Council Community Satisfaction Survey 2019.</i></p> <p><i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i></p> | Maintain | 4.20^ | 4.20 | 4.20* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>4.25 Residents' average satisfaction score with condition/cleanliness of public toilets</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>4.26 Residents' average satisfaction score with the location/availability of public toilets</p> <p><i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i></p> | Minimum score of 3.75 | New measure | New measure | New measure | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |
| <p>4.27 Number of participants in programs and activities delivered to young people through the youth centre</p> <p><i>Number of people participating in program and activities delivered to young people through the youth centre.</i></p> | 24,000 per annum | Not available | 24,788 <i>Annual result</i> | 27,074 <i>Annual result</i> | Wollongong City Council Internal Data | Quarterly |

S | Support Services

Services

- Employee Services
- Financial Services
- Governance and Administration
- Infrastructure Strategy and Support
- Information Management and Technology

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|--------------|--------------|----------------------|---|--|
| S.1 Average days to pay creditors <i>Average number of days from date of invoice receipt to date paid.</i> | 7 days | New measure | New measure | New measure | Wollongong City Council Internal Data | Quarterly |
| S.2 Residents' average satisfaction score with Wollongong City Council's overall performance <i>Average satisfaction score from all residents (aged 18 years or older) who responded to the question in the Wollongong City Council Community Satisfaction Survey.</i> <i>^ Wollongong City Council Community Satisfaction Survey 2019.</i> <i>* Latest data from Wollongong City Council Community Satisfaction Survey 2023.</i> | Increase | 3.60^ | 3.70 | 3.50* | Wollongong City Council Community Satisfaction Survey | Every two years <i>Next measured 2025</i> |

| Measure | Target/ Desired Trend | Data 2018 | Data 2021 | Current Data 2024 | Source | Frequency of Data Collection |
|---|--------------------------|--------------|--------------|----------------------|---------------------------------------|---------------------------------|
| S.3 Formal GIPA applications processed within 20 days <i>Percentage of formal Government Information (Public Access) Act (GIPA) applications that are processed within the statutory timeframe of 20 working days.</i> | 100% | 100% | 100% | 100% | Wollongong City Council Internal Data | Quarterly |



On Dharawal Country, from the mountains to the sea, we value our natural environment, we respect each other, our past and future. We will be a sustainable, connected, vibrant, and innovative city, with a diverse economy.

We are a sustainable and climate resilient city

We have well planned, connected, and liveable places

We foster a diverse economy, and we value innovation, culture, and creativity

We have a healthy, respectful, and inclusive community



Wollongong City Council

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