

Council's Reference:  
**ECM 693263 BW/AP**

Telephone Enquiries to:  
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14 October 2011



Independent Pricing and  
Regulatory Tribunal  
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Dear Sir/Madam

Reference is made to the Discussion Paper in regard to the measuring and assessing of productivity performance in local government.

The following responses/comments are provided in that regard:

- it will be difficult for Councils to measure all of their productivity gains in terms of changes in physical units. In that regard there are many variances that can occur and there are varying types of services (from correspondence response times to how many times/year a park is mown. To be able to provide specific productivity measurement on each service provided would require a specific resource (and supporting processes) to determine the type and basis of measurement for each service.
- capturing productivity improvements in Long Term Financial Plans could occur in some instances. However, as indicated above, this would require a specific measurement focus. In addition, comparing how things change from year to year to ensure total accuracy would be difficult, e.g. Council may get additional reserve/park lands transferred to it by way of a development or a transfer from the State Government; this won't result in additional resources being made, it will mean more areas have to be maintained without additional resources (unless resources are transferred from another program). Accordingly, the accuracy of the productivity measurement will be vulnerable.
- examples of productivity improvements are listed in the Discussion Paper. The promotion of these and other examples on an annual basis could lead to an improvement in productivity indicators over time.

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*All correspondence should be addressed to:*

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RICHMOND VALLEY COUNCIL**

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- the comparison of net cost of individual services between Councils could have some use, however, it would need to recognise that different levels of service/standards may apply between Councils, i.e. the comparison may not be based on the same "information" and the community expectations of service levels will vary between Councils.

Councils appreciates the opportunity to be able to comment on the Discussion Paper.

Yours faithfully



Brian Wilkinson  
**General Manager**