

Performance, Monitoring and Review

Performance monitoring is essential to ensuring that community facilities are managed responsibly, deliver measurable community benefit, and remain fit-for-purpose over time.

This section establishes a consistent framework for evaluating tenant and user performance, linking outcomes to renewal decisions, subsidy eligibility, and continuous improvement across Council's portfolio.

It recognises the diverse capacity of community and volunteer-run organisations while ensuring accountability, fairness, and transparency in how public assets are used and maintained.

Performance Framework

Council will implement a structured Performance Monitoring Framework that applies proportionately to all occupancy agreements, from short-term licences to long-term leases and management agreements.

Performance will be assessed against key result areas (KRAs) that reflect the principles of inclusion, governance, sustainability, and community impact.

Scoring and Weighting Matrix

Key Results Area	Performance Indicators	Examples of Evidence
Participation and Physical Activity Outcomes	Growth in active participation across programs, membership, and casual use. Increased access for women, children, older adults, CALD, and people with disability. Activation of spaces for informal and unstructured activity.	Participation data (annual returns), activation schedules, program attendance records, community event logs, gender and inclusion breakdowns, partnerships with schools or health providers.
Community Inclusion and Access	Delivery of accessible, equitable, and affordable opportunities that reflect Council's Fair Access Policy. Demonstrated outreach or inclusion programs.	Inclusion action plans, Fair Access checklist, feedback from participants or advocacy groups.
Governance and Compliance	Legal incorporation, insurance, financial reporting, and adherence to relevant policies (Child Safe Standards, Gender Equality, etc.). Demonstrated volunteer succession planning.	Governance documents, annual reports, policy declarations, meeting minutes.
Financial and Operational Sustainability	Evidence of sound budgeting, cost recovery where applicable, and reinvestment into participation initiatives or facility improvements.	Audited financial statements, budgets, sponsorship or funding reports.
Facility Condition and Safety	Presentation, cleanliness, risk management, accessibility, and proactive maintenance consistent with Council standards.	Inspection reports, maintenance logs, safety audits, accessibility reviews.
Shared Use and Collaboration	Implementation of shared scheduling or programming that increases utilisation and reduces facility downtime. Partnerships with schools, clubs, or health agencies.	Seasonal booking schedules, MoUs, usage data, collaborative event records.
Environmental Sustainability	Adoption of sustainable practices in maintenance, water/energy use, and waste management. Integration of natural or active transport links.	Environmental management plans, utility tracking, sustainability initiatives.
Community Impact and Social Value	Broader outcomes achieved through activation, increased physical activity levels, improved wellbeing, community connectedness, and local economic benefit.	Survey data, case studies, testimonials, or partnership reports with health agencies.