



Transparency Hub

First of its kind for Victorian local government

- Popular with customers - 49,000 users with 265,000 API calls.
- Most popular story Councillors with 1,224 views – launched in June 2023 creating a spike in API calls from 200 to 7,000.
- Other popular data sets include pet registrations 1,089, capital works 945, contracts 778 and smart cities 832.
- Positive responses in socials from Media Watch and Ratepayers.
- Community Satisfaction trust score from 6.4 in 2021 to 7.2 in 2023 and engagement from 6.3 in 2021 to 7.0 in 2023.
- Learnings and platform can be replicated to share with other councils.

