

## CEO Key Performance Indicators (KPIs) - November 2024

Criteria	Objective	Actions	Measures	
			Performance Criteria	Timeframes
Criteria 1	Achievement of the functions of the CEO in S41 of the <i>Local Government Act 1995</i>	Advise the Council in relation to the functions of a local government under the Local Government Act and other written laws	Provide timely, relevant, and accurate information to enable the President and Elected Members to fulfil their obligations	Quarterly updates to Council
		Ensure that advice and information is available to the Council so that informed decisions can be made	High quality and timely advice to Council to enable the preparation of the Annual Budget and monthly financial reporting to Council	
		Cause Council decisions to be implemented	A biannual report on outstanding resolutions reported to Council	
		Manage the day-to-day operations of the local government	Management of organisational risks; Budget compliance, financial performance and asset management	
		Liaise with the President on the local government's affairs and the performance of the local government's functions	Attend weekly meetings with President; Conduct monthly informal discussion sessions with Council	
		Speak on behalf of the local government if the President agrees	Continue to engage positively with external stakeholders, particularly to progressing and advocating for strategic matters and priorities, implementing the place-based approach, and engaging proactively with key community stakeholder groups	
		Be responsible for the employment, management, supervision, direction and dismissal of other employees (subject to section 5.37(2) in relation to senior employees)	Ensure annual performance development reviews are held for 100% of staff; Review and update the Shire's workforce plan annually by June each year detailing current operating environment/trends and plans to address future needs	
Ensure that records and documents of the local government are properly kept for the purposes of the Local Government Act and any other written law	Ensure all legislative audits are reported to the Audit and Risk Management Committee			
Criteria 2	Corporate Business Plan - Responsible planning and	Delivery of Year One actions from the Corporate Business Plan	75% of Council's approved and funded initiatives delivered within the approved budget, timeline, and outcomes, with any initiatives/projects being impacted by external factors being communicated to Council and varied as needed (reported quarterly)	Quarterly updates to Council

	ownership of outcomes	Delivery of the Capital Works Plan within the Shire's control	75% of the approved Capital Works projects delivered within the approved budget, timeline and outcomes, with any initiatives/projects being impacted by external factors being communicated to Council and varied as needed	Quarterly updates to Council
Criteria 3	Rating Review	Review Shire's rating to inform fair, equitable and transparent Council decision-making in relation to rate setting	Rating review initiated via a workshop with Council	November 2024
			Rating Review Workshop Report presented to Council	January 2025
			Rating Review Proposed Way Forward report presented to Council for consideration	June 2025
Criteria 4	Work Health & Safety - Regulate and provide a safe, fair, and equitable workplace which engages employees in key decisions and issues	Develop and implement a Work Health & Safety plan for the Shire	Strategic Work Health & Safety Plan presented to the Audit & Risk Committee	June 2025
		Undertake an LGIS safety audit of the Shire's safety management system every two years	LGIS safety audit conducted in 2025-26 with an overall target score of 80%	June 2026
Criteria 5	People - A culture of innovation, quality and continuous improvement	Develop a plan that supports performance, good governance and robust decision-making that is based on teamwork, innovation, customer service and continuous improvement	Initiate Councillor and Executive Leadership Team culture and collaboration plan and program	December 2024
		Nurture a high performing organisational culture measured every two years or as needed earlier	Finalise the Councillor and Executive Leadership Team culture and collaboration plan and program with a biennial review following the Ordinary Council Elections	April 2026 and biennially thereafter
		Focus on delivering team cultural action plans. Ask teams how we will measure effectiveness after 12 months	Establish initial benchmark based on initial Organisational Cultural Inventory / Organisational Effectiveness Inventory survey conducted in 2024-25	June 2024
			Cultural improvement plan to be developed post 2024-25 Organisational Cultural Inventory / Organisational Effectiveness Inventory assessment and shared with Council	November 2024
Criteria 6	Business Process Transformation - A culture of	Implementation of the Information Communication Technology Strategic Plan	Annual update to Council on the progress on the Information Communication Technology Strategic Plan, including metrics	June 2025
		Implementation of the Enterprise Resource Planning Replacement Project 2024-28	Annual update to Council on the progress of the Enterprise Resource Planning Replacement Project 2024-28	June 2025
		Undertake at least one focused business unit service review per annum (as set out in a service review plan developed by the Executive Leadership Team)	Review of People, Culture and Systems completed	June 2025

	innovation, quality and continuous improvement	Implement an organisation wide accountability framework including key performance indicators defined and monitored for each business unit linked to performance reviews to demonstrate continuous improvement	Accountability Framework to be finalised	March 2025
			Business unit plans, set through the Corporate Business Plan and budgeting process (embedded in officer key performance indicators and Performance Plan and Review) to be presented to Council for annual budget considerations	June 2025 / aligned with budget process
Criteria 7	Customer Service, Community Engagement and Perception	Implement actions within the Customer Experience Strategy and measure and report on performance	Annual update to Council on the progress on the Customer Experience Strategy, including metrics	June 2025
		Establish a measurement framework for the quality of customer interactions with the Shire	Framework developed	June 2025
		Develop and implement a plan to improve the perception of the Shire	Quarterly updates to Council on actions taken	April 2024 and quarterly thereafter
Criteria 8	Stakeholder Relationships - Working with key stakeholders to jointly deliver outcomes for the community	Develop the Shire Stakeholder Strategy	Quarterly updates to Council on the progress of the Shire Stakeholder Strategy	June 2025
		Promote the Shire as a progressive, effective Council	Establish a Shire Advocacy Framework	June 2025
Criteria 9	Environmental Sustainability - Protecting and enhancing our unique natural environment and biodiversity of the region through climate action and informed decision making	Implement the Shire's Climate Action Plan	Annual update to Council on the Shire's Climate Action Plan implementation	June 2025
		Develop the Shire's Climate Adaptation Plan	Adoption of the Shire's Climate Adaptation Plan	June 2025
		Develop a Biodiversity Strategy for public and private land that prioritises: 1.Retention of native vegetation 2.Protection and enhancement of natural areas 3.A plant local first approach 4.Opportunities for advocacy 5.Engendering a culture of stewardship towards the natural environment 6.Resourcing required to deliver the strategy	Finalise the Shire's Biodiversity Strategy for Council decision	June 2025

Endorsed by Council 27 November 2024

Council Decision OM2024/162

Criteria 10	Leadership Behaviours - A CEO with the skills, knowledge and networks to deliver effective leadership of the organisation	Lead the development of the Strategic Community Plan	Delivery of the Strategic Community Plan	July 2025
-------------	---	--	--	-----------

Endorsed by Council 27 November 2024  
Council Decision OM2024/162