

Notice of CEO Performance and Remuneration Review Committee



MEMBERSHIP

Cr Lucas Jones (*Presiding Member*)

Cr Brett Rankine
Cr Peter Field

Cr Lyn Petrie
Vacant

NOTICE is given pursuant to Sections 87 and 88 of the Local Government Act 1999 that the next **CEO PERFORMANCE AND REMUNERATION REVIEW COMMITTEE** will be held in the Civic Centre, 571 Montague Road, Modbury on **WEDNESDAY 24 AUGUST 2022** commencing at **7.30 pm**.

A copy of the Agenda for the above meeting is supplied.



ILONA COOPER
MANAGER GOVERNANCE AND POLICY

Dated: 15 August 2022

CITY OF TEA TREE GULLY

CEO PERFORMANCE AND REMUNERATION REVIEW COMMITTEE 24 AUGUST 2022

AGENDA

1. Opening and Welcome

Acknowledgement of Country Statement - to be read out as arranged by the Presiding Member

2. Attendance Record:

- 2.1 Present
- 2.2 Apologies – *Cr B Rankine*
- 2.3 Record of Officers in Attendance
- 2.4 Record of Number of Persons in the Public Gallery
- 2.5 Record of Media in Attendance

3. Confirmation of Minutes to the Previous Meeting

That the Minutes of the CEO Performance and Remuneration Review Committee held on 6 September 2021 be confirmed as a true and accurate record of proceedings.

4. Public Forum

Available to the public to address the Committee on policy, strategic matters or items that are currently before the Committee. Total time 10 mins with maximum of 2 mins per speaker. For more information refer to Council's website www.teatreegully.sa.gov.au

5. Deputations

Requests from the public to address the meeting must be received in writing prior to the meeting and approved by the Mayor. For more information refer to Council's website www.teatreegully.sa.gov.au

6. Presentations

Requests to present to the meeting must be received in writing 5 days prior to the meeting and approved by the Mayor. For more information refer to Council's website www.teatreegully.sa.gov.au

6.1 Presentation - Performance on CEO Key Performance Indicators (KPIs) 2021-22

Mr John Moyle, Chief Executive Officer (CEO) will provide an overview of performance against the CEO KPIs for 2021-22 at this meeting. This coincides with the Information Report titled "Performance of the CEO Key Performance Indicators 2021-22".

7. Petitions

8. Declaration of Conflicts of Interest

Members are invited to declare any material, actual and/or perceived conflicts of interest in matters appearing before the Committee.

9. Motions Lying on the Table - Nil

10. Adjourned Business

11. Management Reports

Office of the Chief Executive Officer - Nil

Assets & Environment - Nil

Organisational Services & Excellence

11.1 Proposed CEO Key Performance Indicators (KPI) for 2022-23.....5

Community & Cultural Development - Nil

12. Notice(s) of Motions - Nil

13. Motions without Notice

14. Questions on Notice - Nil

15. Questions without Notice

16. Information Reports

16.1 Performance of the CEO Key Performance Indicators 2021-22 12

17. Other Business

18. Status Report on Resolutions

18.1 Status Report on CEO Performance and Remuneration Review Committee
Resolutions..... 25

19. Section 90(2) Local Government Act 1999 – Confidential Items

A record must be kept on the grounds that this decision is made.

20. Date of Next Meeting

To be advised.

21. Closure



REPORT FOR

**CEO PERFORMANCE AND
REMUNERATION REVIEW COMMITTEE**

MEETING DATE

24 AUGUST 2022

RECORD NO:

D22/51378

REPORT OF:

ORGANISATIONAL SERVICES & EXCELLENCE

TITLE:

**PROPOSED CEO KEY PERFORMANCE INDICATORS (KPI) FOR
2022-23**

Item 11.1

PURPOSE

To provide the Committee with an opportunity to consider the proposed draft Chief Executive Officer's (CEO's) Key Performance Indicators (KPIs) for 2022-23 financial year.

RECOMMENDATION

Either of the two recommendations are submitted for the Committee's consideration

- A. That the draft Chief Executive Officer's (CEO's) Key Performance Indicators (KPIs) for the 2023-23 financial year provided in Attachment 1 to the report titled "Proposed CEO Key Performance Indicators (KPI) for 2022-23" and dated 8 August 2022, be returned to another Committee meeting for further consideration.**

OR

- B. That the CEO Performance & Remuneration Review Committee recommends to Council:**

That Council adopts the Chief Executive Officer's (CEO's) Key Performance Indicators (KPIs) for the 2022-23 financial year provided in Attachment 1 to the report titled "Proposed CEO Key Performance Indicators (KPIs) for 2022-23" and dated 8 August 2022.

1. BACKGROUND

The Chief Executive Office plays a fundamental role in the success of Council's operations and strategic outcomes.

Performance on the CEO Key Performance Indicators (KPIs) for 2021-22

Mr John Moyle, Chief Executive Officer (CEO) will provide an overview of performance against the CEO Key Performance Indicators that were established for the 2021-22 at the meeting.

2. DISCUSSION**Establishing 2022-23 CEO KPIs**

To ensure that CEO KPIs for 2022-23 are established relatively early in the financial year, it is anticipated that the Committee will discuss proposed CEO KPIs for 2022-23 financial year and consider any suggested amendments at this meeting. The proposed draft KPI topics (detailed in Attachment 1) are summarised as follows:

- ☒ Financial Sustainability
- ☒ Project Delivery
- ☒ Community Wellbeing / Living in the City of Tea Tree Gully
- ☒ Customer Experience
- ☒ Continuous Improvement
- ☒ Safety and Wellbeing
- ☒ Leadership
- ☒ Staff Engagement

A revised approach to the draft CEO KPIs for 2022-23 has resulted in the new draft KPIs for the new CEO (due to commence in September 2022).

These new draft KPIs were developed after undertaking a review of a number of other major metropolitan councils CEO KPIs, with a focus on having a greater strategic and leadership outcomes emphasis. The draft CEO KPIs for 2022-23 contained in Attachment 1, have been provided for the Committee's consideration and approval (subject to any final amendments that the Committee may choose to make).

In the event that the Committee is satisfied with the proposed CEO KPIs for 2022-23, these could then be recommended to Council for adoption (with any suggested amendments incorporated). Alternatively, the proposed KPIs could be returned to another Committee meeting for further consideration and/or amendments. While this is an option for the Committee to consider, it is not the recommended approach, given almost a quarter of the financial year would have passed at this point which results in reduced time for delivery and implementation of the new KPIs.

It is preferable to have any KPI's for 2022-23 in place as early in the year as possible in order to drive the correct priorities through the organisation starting with Council 's Directors and Managers and then following this through the organisation.

3. FINANCIAL

The CEO KPIs established for 2022-23 will need to be able to be delivered within the parameters of the 2022-23 financial year budget and Annual Business Plan (ABP) for 2022-23 which was endorsed by the Council on 5 July 2022. The draft KPIs for 2022-23 submitted are based on Council's adopted ABP. Any new KPIs or shift in priorities that may result in variations to the budget or Annual Business Plan will require consideration by Council as part of a budget review.

4. STRATEGIC OBJECTIVES

Strategic Plan

The review of the CEO's performance is closely aligned to the delivery of Council's strategic management plans, including the Strategic Plan, Long Term Financial Plan and the Annual Business Plan.

5. LEGAL

Section 99 of the Local Government Act 1999 outlines the CEO role and function.

The CEO's Employment Agreement contains specific clauses regarding a review of performance which must be undertaken each year. The employment agreement requires the establishment of KPIs to be agreed with the CEO, on which part of the performance review is based.

Given this item is considering the establishment of CEO KPIs for 2022-23 and does not propose to consider the personal affairs or prior performance of the CEO for the 2021-22 performance cycle, it has not been proposed to consider this matter in confidence. It is anticipated that the CEO and any other staff in attendance will be present for the discussion of this item.

6. RISK – IDENTIFICATION AND MITIGATION

There is a risk that CEO KPIs could be established that are inconsistent with previous resolutions, strategies or business plans already adopted by Council. The Committee should consider this when determining any new CEO KPI's for the 2022-23 financial year.

7. ACCESS AND INCLUSION

N/A

8. SOCIAL AND COMMUNITY IMPACT

The community are impacted by the majority of decisions made by Council and its Committees, as well as through the overall performance of Council and the CEO in meeting specific objectives, however, there is no direct impact to the community or stakeholders (other than the CEO) as a result of this particular report.

9. ENVIRONMENTAL

N/A

10. ASSETS

N/A

11. PEOPLE AND WORK PLANS

Key Performance Indicators are a measurement tool used to determine how well an organisation or person meets set operational and strategic goals and objectives. Establishing CEO KPIs assists the Committee (and subsequently Council) in establishing clear direction and priorities for the year, and provides a tool to define and measure the CEO's progress in leading the organisation to meet these specific goals and objectives. The CEO's KPIs are delivered through the work of staff throughout the organisation and therefore are likely to have a direct impact on staff work plans and priorities.

12. COMMUNITY AND STAKEHOLDER ENGAGEMENT

No community engagement has been undertaken in relation to the draft CEO KPIs for 2022-23.

13. COMMUNICATIONS OF COUNCIL DECISION

The CEO will be kept informed of any decision regarding this matter.

14. INTERNAL REPORT CONSULTATION

No formal report consultation has been undertaken in relation to this report, however relevant staff have been consulted in the preparation of the draft CEO Key Performance Indicators for 2022-23 (in Attachment 1).

Attachments

1. DRAFT CEO and organisational KPIs - Key Performance Indicators ~ for new Chief Executive Officer 10

Report Authorisers

Deana Taglierini	
Governance Advisor	8397 7263
Ilona Cooper	
Manager Governance and Policy	8397 7310
Ryan McMahon	
Director Organisational Services & Excellence	8397 7297

CEO and organisational KPIs 2022-23

Ref	Topic	Core Target / Outcome	Measure
1	Financial sustainability	<p>Ensure robust financial management by achieving the following:</p> <ul style="list-style-type: none"> Operating surplus ratio - between 2.5% and 10% on an annual basis in accordance with Long Term Financial Plan Asset sustainability ratio – Capital outlays on renewing / replacing assets net of proceeds from the sale of replaced assets, as greater than 90% but less than 110% of depreciation over a rolling 3 year period Net financial liabilities ratio of between 25% and 35% within a 3 to 5 year period (subject to decisions of Council not within the CEO's control) 	As per measures in Financial Sustainability Policy
2	Project delivery	Ensure transparent and consistent project delivery by establishing a new project management and major projects office, with progress reports on major projects delivery presented to Council.	<p>Establishment of project management office</p> <p>Progress reporting to Council at least once per quarter</p>
3	Community Wellbeing / Living in the City of Tea Tree Gully	<p>Ensure that a baseline measurement is established to improve community wellbeing within the City (with target to be established in 2023-24 KPIs once baseline has been established).</p> <p>The extent to which residents agree or disagree (based on their experience of living in the City of Tea Tree Gully), whether;</p> <ul style="list-style-type: none"> diversity is welcome and celebrated; the City is a good place to raise a family and grow old; 	<p>New baseline measurement established</p> <p><i>[Note: New question to establish initial baseline for 2022-23 in Community Survey results (5pt scale (strongly agree to strongly</i></p>

		<ul style="list-style-type: none"> the City is a place of growth and prosperity; and people feel safe in the community. 	<i>disagree + don't know) for future year's CEO KPIs]</i>
4	Customer Experience	Commence the development of a new customer experience strategy	Customer experience strategy development commenced
5	Continuous Improvement	Demonstrate value for money and continuous improvement in what we deliver across our services, with four service reviews undertaken and 100% initiatives from the Assets & Environment opportunities review implemented within agreed timeframes	4 service reviews undertaken A&E opportunities review initiatives completed within agreed timeframes
6	Safety and Wellbeing	Provision of a safe workplace, with the safety and wellbeing strategy to be implemented in accordance with the included key performance indicators	Safety and wellbeing strategy performance indicators 100% implemented
7	Leadership	Create sustainable leadership that is focused on the long term interests of the community, with the implementation of a revised organisation structure and executive development program	Revised organisation structure is implemented Executive development program is in place
8	Staff Engagement	<p>Ensure the regular measurement of staff engagement levels, with an achievement of an employee engagement result of at least 65%, with at least 50% employee participation.</p> <p>Ensure that a process is in place to address the feedback provided.</p>	Pulse surveys are conducted at least once per quarter, with engagement results based on the prior 12 month average

INFORMATION REPORT**CEO PERFORMANCE AND REMUNERATION REVIEW COMMITTEE****24 August 2022****Organisational Services & Excellence****Performance of the CEO Key Performance Indicators 2021-22 (D22/51897)**

The CEO's employment agreement requires that the CEO's Key Performance Indicators (KPIs) be reviewed, and amendments will be agreed, within one month after each performance review (noting that the CEO undergoes a performance review each year). This year due to the current CEO Mr John Moyle's Employment Agreement ending in September and appointment of new CEO Mr Ryan McMahon, a performance review has not been undertaken.

Performance on 2021-22 CEO KPIs

Mr John Moyle, Chief Executive Officer (CEO) will provide an overview of performance against the CEO KPIs for 2021-22 at this meeting. Attachment 1 provides detail of performance against the established CEO KPIs which will be combined with a presentation on performance overall across a number of key focus areas, which is to be delivered at the meeting.

Attachments

1. CEO Key Performance Indicators KPIs 2021-22 - endorsed by Council 13 July 2021¹⁴

Report Authorisers

Deana Taglierini	
Governance Advisor	8397 7263
Ilona Cooper	
Manager Governance and Policy	8397 7310
Ryan McMahon	
Director Organisational Services & Excellence	8397 7297

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22

The following KPIs and focus areas are in addition to the general major responsibilities set out in the adopted Position Description for the Chief Executive Officer of Council



KPIs linked to the Strategic Plan 2025

Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
Community We create opportunities for people to connect with one another and to their local community	1.	Disability Access & Inclusion Plan and Public Health Plan Progress and implement actions from Disability Access & Inclusion Plan and Public Health Plan in accordance with defined timeframes.	<p>We are on track to deliver many of the Disability Access and Inclusion Plan (DAIP) 2020-2024 actions endorsed by Council in August 2020. Since its adoption, we have developed a detailed implementation plan to meet each of the action, with over half of the actions delivered within 2 years of the 4 year plan.</p> <p>Total number of Actions in DAIP: 59 Number of Actions Completed: 32 Number of Actions in Progress: 24 Number of Actions not yet started: 3</p> <p>Strategic partnerships have been established and strengthened in a number of areas such as Northern Volunteering, Feros care and other NDIS providers, to assist with the implementation of the DAIP and the Public Health Action Plan.</p> <p>Key actions completed include:</p> <p>Networks developed</p> <ul style="list-style-type: none"> DAIP Community Reference Group established 2021 of local residents with lived experience of disability and service providers. Bi-annual meetings of internal staff steering committee established in 2021. 'NDIS let's network' event engaged local businesses in health industry 2022.

Ref: D21/39249

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
			<p>Training</p> <ul style="list-style-type: none"> Disability Access and Inclusion awareness training undertaken with Elected Members. Customer Service staff trained in how to use Communication Access Boards with people living with disability. Disability training delivered to 16 volunteer coordinators (staff) and 12 volunteers to support the 'Volunteer buddy' program. Key staff have undertaken accredited training in Universal Design. Fair Treatment staff training has been rolled out to all staff in 2021. <p>Communications</p> <ul style="list-style-type: none"> City of Tea Tree Gully website launched in July 2021 is fully compliant with Web Content Accessibility Guidelines (WCAG) 2.0. UserWay accessibility pilot to increase access to Council website, intranet, Have your say and community request portal platforms. Communication Access boards for Council reception to support non-verbal enquiries. This is accredited with Two Way Street and consulted DAIP Community Reference group. Council meetings have been live streamed and electronic attendance facilitated. Implementation of workforce and Council/Committee meetings that are inclusive of work from home and preferred communication options. Easy Read and plain English documents for key documents such as the Disability Access and Inclusion Plan, relevant Community Engagement documents and the Community Grants.

Ref: D21/39249

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Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
			<ul style="list-style-type: none"> Proactive campaigns celebrating people living with disabilities through council's online and print channels. <p>Universal Design</p> <ul style="list-style-type: none"> Access and Inclusion audits completed on 4 Council facilities and 11 leased buildings. Leased buildings upgrades support accessibility: new DDA change rooms, toilets, shower and clubs rooms at Modbury Soccer Club, automatic doors at Modbury Bowling Club, Accessible improvements at Jubilee, Greenwith, Lyons Road, Civic Centre, Golden Grove Arts Centre and Holden Hill with DDA toilets, dispensers, hand rails, mirror height, ramps, tiles, wash basin, tactile indicators and lighting. Water World Aquatic centre entry and café redesign incorporates DDA compliant counters and turnstiles. Additional disability park at Jubilee Community Centre. Two adult 'Changing Places' toilet facilities are funded and underway. All Inclusive play spaces are completed at Solandra Reserve and near completion at Edinburgh Reserve. Audit of Library floor by DAIP Community Reference Group made several improvements to signage, communication and programs. Open Space Strategy and Playground guide include Universal Design principles and standards. <p>Inclusion</p> <ul style="list-style-type: none"> Implementation of the Diversity and Inclusion Framework, including steering committee.

Ref: D21/39249

3

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
			<ul style="list-style-type: none"> Admission fee waived at Waterworld for carer/companions, under a prescribed criteria. Hire fee reduced for Community Centres for disability service providers. Tea Tree Plaza management consulted with DAIP Community Reference group on parking, accessibility and internal environments. Community Centre hire fees reduced for service providers who support people with lived experience of disability. 2021 Youth Achievement Awards recognised 2 young people who identified as living with a disability and won the Everyday Achiever Award and the Giving back Award. Events ensure inclusive best practice through risk and consulting DAIP Community Reference group 'Volunteer buddy' program supports people living with disabilities to volunteer. Program was developed in partnership with Volunteer SA-NT and DAIP Community Reference group. Adaptions to council programs, events and services including: sensory elements in early childhood programs. Inclusive sports are supported by community grants eg: TTG Football Club – men's inclusive football team. Workplace modifications and flexible work arrangements procedure improvements. Employment barriers are reduced by including clauses in employment adverts.

Ref: D21/39249

4

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
Environment We are leaders in how we manage and care for our environment, we minimise the impacts of climate change, protect our community from public and environmental health risks, and actively promote sustainable and healthy living.	2.	Climate Change focus Develop and present a refocussed revised Environment Sustainability Policy, including the Urban Landscape Master Plan and Climate Change Adaptation Plan to Council's relevant Committee that focusses on at least Biodiversity, Water and Climate Change as set out as priorities in Council's Strategic Plan.	Implementation of this KPI is still in progress, with the following achievements for 2021-22: <ul style="list-style-type: none"> • Council endorsed the Dry Creek Stormwater Management Plan (SMP) and Integrated Water Cycled Management Plan at Council meeting dated 18 January 2022. The Dry Creek SMP has been included in the Annual Business Plan for 2022-2023 financial year. • Climate Change modelling work with Forty2Science is progressing – status at 30% completion. This work is focused on developing predictive models for fire risk, heat impacts, flood risk, vegetation (biodiversity) impacts and land use impacts. • Hydraulic assessment of Dry Creek Catchment – project status at 50% completion. This work had to be undertaken during the rain season, because the flow sensors that will be used to measure the flow in the creek will need to be calibrated against the flow in the creek. The project is expected to be completed second week of September 2022. • In discussion with Director Assets & Environment regarding the establishment of climate change steering group. Internal consultation of the climate change risk assessment has commenced. • Council's Audit Committee has endorsed a Strategic Environmental Management Initiatives internal audit as part of the 2022-23 Internal Audit Plan, which will assist in providing Council guidance in the development of appropriate environmental sustainability policy statements.
Places We create places where people enjoy living and spending time because they are appealing, safe, accessible and interesting	3.	Capital Works Budget and Program Ensure that the capital works program as set out in Council's Annual Business Plan for 2021-22 (as adopted in June 2021) is delivered. This will be evidenced by reporting on projects completed (by	Capital Works Program Progress against the adopted Capital Works Program as part of the Annual Business Plan is monitored and reported as part of Council's Project Management Framework.

Ref: D21/39249

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Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
		<p>project line), with a focus of a 90% completion rate (and 98% commenced by 30 June 2022) and within a negative 5% to positive 5% range of Council's third quarter budget review based on each budget category.</p> <p>The progress of this KPI to be reported to Council at the end of each quarter.</p> <p>It is noted that this includes additional Grant projects such as the Harpers Field Community Building at approximately \$12m.</p>	<p>The project management register is reviewed monthly by the capital works steering group where any project pressures or amendments can be escalated for decision making.</p> <p>Capital projects are reported to elected members regularly via email using the project management update templates. Capital works program progress is updated to Council via elected member bus tours and also via council report and workshop presentations.</p> <p>A number of items on the capital works program have been impacted by material supply and contractor availability issues.</p> <p>Number of projects commenced or completed: 175 (91%)</p> <p>Number of projects cancelled: 22</p> <p>Number of projects on hold: 5</p> <p>Capital Works Budget</p> <p>Final financial figures won't be available in relation to this KPI until late August 2022, however preliminary figures for the year ending 30 June 2022 (as at August 2022) indicates that 83% of budget has been spent in comparison to Q3 Budget review. This is represented by a net actual spend of \$25.3 million in comparison to a Q3 Budget forecast position of \$30.4 million noting that several invoices continue to be received as works are completed. This gap will bridge during this time.</p>
<p>Places (cont...)</p> <p>We create places where people enjoy living and spending time because they are appealing, safe, accessible and interesting</p>	4.	<p>Community Wastewater Management System (CWMS)</p> <p>Complete a Prudential Review and continue with negotiations with SA Water regarding SA Water's</p>	<p>Council staff continue to negotiate with SA Water the transition of all CWMS customers and sale of Council CWMS infrastructure to SA Water.</p> <p>The transition plan agreement was progressed with SA Water and Council and is now under review in consideration of state government election results and associated commitments</p>

Ref: D21/39249

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Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Strategic Plan Aspiration	Ref	CEO KPI	Progress Update
		Transition Plan for the best interest of the whole of Council's community.	
Leadership We are trusted to make good decisions that are in the best interests of our community	5.	Local Government Act changes from legislative Review from June 2021 Ensure a plan is developed and delivered in accordance with the introduction of amendments to Local Government Act (as part of Local Government Review Bill 2020).	An action/implementation plan was developed in accordance with the introduction of amendments to the Local Government Act 1999, Local Government (Elections) Act 1999, and associated regulations. Dates for implementation range from 6 January 2022 to 30 November 2023. Key stages of introduction to date were as follows: <ul style="list-style-type: none"> • 20 September 2021 • 10 November 2021 • 6 January 2022 • 30 April 2022 • 30 June 2022 A number of changes will also come into effect in November 2022, post the periodic local government elections. No. of changes to legislation to date: 166 Actions completed: 124 Actions in progress: 24 Actions still to commence: 18 Actions have been delivered within proposed timeframes, noting that a number of legislative amendments that have commenced will not require action until 2023 (eg. Changes to annual business plan requirements), and therefore are listed as actions in progress or still to commence.

Ref: D21/39249

7

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



KPIs linked to the Organisation Plan 2025

Organisation Plan Theme & Aspiration	Ref	CEO KPI	Progress Update
Customer Care We are a high performing, customer focussed organisation	6.	Community Value Program Continue with reviews for Council services and progressively present these to the Service Reviews Committee for consideration. Deliver a program of works as endorsed by the Steering Committee, including progressing documented Operational Service Levels (OSLs).	Service Reviews A priority listing of service reviews was determined by the Service Reviews Committee at its meeting on 8 September 2022. The following projects were selected to commence the program, with scopes endorsed by the Service Reviews Committee: <ul style="list-style-type: none"> • Road management (construction and maintenance) • Information technology • Horticultural maintenance (limited to verge maintenance services in the first instance). The draft Service Review Framework has been developed in conjunction with the pilot service review for road management. Training for the framework will occur with management at the end of August 2022. The comprehensive service review report on Road Management will be presented to the August Committee meeting. Scopes have been developed and approved for the other two reviews, however these are awaiting the finalisation of the framework prior to commencing.
			Opportunities Review Opportunities Review is in progress with the Assets and Environment portfolio. Report and recommendations have been considered by the Community Value Program Steering Committee, and will now progress to implementation.

Ref: D21/39249

8

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Organisation Plan Theme & Aspiration	Ref	CEO KPI	Progress Update
			<p>Operational Service Levels Operational Service Levels (OSLs) that exist across the organisation have been documented for the following departments:</p> <ul style="list-style-type: none"> • City Strategy • Customer & Communications • Organisational Development • Procurement & Contracts • IT Solutions • Governance & Policy • City Development • Community Wellbeing • Recreation & Leisure • Library Services • Community Safety • Civil & Building Projects • Parks & Gardens • Operations, Fleet & Property • Strategic Assets <p>These will further be developed and refined as further service levels are established with individual service reviews across the organisation. OSLs are to be further discussed and presented to a future Service Reviews Committee meeting pending feedback from Executive.</p>

Ref: D21/39249

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Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Organisation Plan Theme & Aspiration	Ref	CEO KPI	Progress Update
Future Capability We are building the capacity and capability of our people, the community and businesses through the continuous improvement of our services and operations	7.	Continuous Improvement Complete at least 25 Continuous Improvement initiatives for 2021-22 reporting a summary of the outcomes to Elected Members throughout the year.	<p>Council staff maintain a rolling register for continuous improvement projects and initiatives, and report on these periodically throughout the year to Council.</p> <p>During 2020-21 a total of 70 continuous improvement (CI) activities have been identified and reported to Council. This is well above the target of 25 initiatives per year, highlighting the commitment of the organisation and staff to embed continuous improvement into standard work practices. Reporting on CI initiatives throughout the year has been presented to Council at its following meetings:</p> <ul style="list-style-type: none"> • 9 November 2021 (first quarter update) • 26 April 2022 (second and third quarter update) • 26 July 2022 (fourth quarter and end of financial year update) <p>The majority of CI initiatives are related to the themes of:</p> <ul style="list-style-type: none"> • Productivity or efficiency gains' - 40% and • Improved customer service, satisfaction and access to new services' - 34% • Employee capability, leadership, safety and/or culture – 20% • Improved asset utilisation, data security and/or cost savings – 6% <p>It should be noted that only the primary benefit has been recorded noting that most CI initiatives cross multiple benefit types.</p>
Sustainable Operations Our management practices contribute to the long-term	8.	Operating Budget Deliver robust and accurate financial planning and reporting that incorporates a balanced budget delivery where operating expenditure is	<p>The full figures will not be available in relation to this KPI until late August 2022, however preliminary figures for 30 June 2022 (as at August 2022) indicate that we are on track to meet this KPI in comparison to Q3 Budget review.</p> <p>The current result indicates a forecast operating surplus of \$8.8m, compared to budget surplus of \$7.1m, which is represented by:</p>

Ref: D21/39249

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Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2021-22



Organisation Plan Theme & Aspiration	Ref	CEO KPI	Progress Update
sustainability and adaptability of our services and operations		within a negative 1% - positive 2% range of Council's third quarter budget review.	<ul style="list-style-type: none"> Income – Actual \$102.3 million in comparison to forecast \$102.5 million. Expenditure (excluding depreciation which is still to be finalised) – Actual \$76.33 million in comparison to forecast \$78.28 million. <p>This sits close to the KPI range at this stage and will likely result in a favourable variance between \$1m - \$1.8m net, noting that other invoices and accruals may be received in the coming days as per standard practice during the end of financial year.</p> <p>A final report will be presented to Council in September 2022.</p>
	9.	Work Health & Safety Ongoing implementation of Council's Safety and Wellbeing Strategy 2021-2023 and the achievement of the associated targets focussing on the CEO demonstrating Council's Executive Commitment our culture of caring for and supporting each other and providing an annual report to Council on Council's achievements in this area. <i>Note: The above focus is on internal safety which contributes to community safety.</i>	<p>We are on track to deliver the targets described in the Safety and Wellbeing Strategy 2021-2023.</p> <p>Each of the four Safety and Wellbeing Programs have an executive sponsor and progress against the key programs is monitored bi-monthly by the Strategic WHS Committee and reported to the Executive Leadership Team (ELT) and all managers on a monthly basis.</p> <p>The LGAWCS KPI progress report is monitored by the Scheme, ELT and the Strategic WHS Committee and is currently tracking at 100% against agreed targets.</p>

Ref: D21/39249

11

Status Report on CEO Performance and Remuneration Review Committee Resolutions 24 AUGUST 2022

Note: This report is provided as information only. Actions relating to confidential minutes may not be included in the Status Report.

Pending Actions

Nil

Completed Actions

Minute No.	Meeting Date	Officer	Subject	Completed
24	6/09/2021	Taglierini, Deana	Draft CEO Performance and Remuneration Review Outcomes 2020-21	25/10/2021
D21/67675				
25 Oct 2021 9:44am Taglierini, Deana				
Completed by Taglierini, Deana (action officer) on 25 October 2021 at 9:44:24 AM - Letter sent to CEO informing of Council's decision on 5 October 2021.				