

CITY OF SOUTH PERTH - CHIEF EXECUTIVE OFFICER

Contractual Performance Criteria and Performance Indicators 1 July 2025 to 30 June 2026

<p><u>Elected Member Relations</u> <i>Maintains productive working relationships with elected member underpinned by high levels of communication and the provision of timely, relevant and accurate advice and information.</i></p> <ul style="list-style-type: none"> • Council meeting agendas are accurate, provide relevant information and are distributed in a timely manner so as informed decisions are made. • CEO is always approachable and available to discuss relevant issues with Elected Members on a 'one on one' basis with all Councillors. • CEO responds promptly to elected member enquiries with relevant, useful and accurate information. Emails are generally responded to within 5 working days. • Council meeting agendas are received by elected members 72 hours before the meeting (in accordance with Section 5.5 of the Local Government Act). • Facilitates regular informal roundtable discussions with Councillors to share information and seek input. • Facilitates Workshops structured as two-way engagement forums—not unidirectional presentations. 	<p><u>Stakeholder Relations</u> <i>Maintains a professional, cooperative, effective and mutually respectful working relationship with key community - stakeholder groups and State and Federal government representatives.</i></p> <ul style="list-style-type: none"> • The CEO facilitates at least 4 meetings per year with local parliamentary representatives that are directly engaged or involved in City matters and issues. • The CEO is accessible and responsive to key community groups, including sporting club clubs, residents associations, and business networks. • The CEO is recognised by stakeholder groups as fair, engaged and supportive of community initiatives. 	<p><u>Customer Service</u> <i>Leads the delivery of timely, contemporary, and efficient customer service across all aspects of the organisation.</i></p> <ul style="list-style-type: none"> • The annual Customer Service Survey maintains or exceeds 75% satisfaction with the overall service provided by the City. • There is demonstrated achievement of the customer service standards contained within the Customer Service Charter. • Implements feedback loops between community consultation and service delivery, and reports findings to Council quarterly.
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<ul style="list-style-type: none"> • <i>CEO is visibly independent from the Mayor and administration in dealings with all elected members</i> 		
<p><u>Organisational Development</u> <i>Develops and inspires the workforce by providing the guidance, environment and resources necessary for them to develop their professional and technical skills, enjoy their work and deliver sound organisational outcomes.</i></p> <ul style="list-style-type: none"> • <i>The CEO is to assess the organisation's capability annually using relevant tools and benchmarks and provide Elected Members with a strategic briefing outlining key findings, capability gaps, and recommended strategic actions or improvements.</i> • <i>Demonstrated evidence of the number of employees receiving an annual performance review.</i> • <i>Demonstrated evidence of employee training and development programs and activities undertaken.</i> <i>CEO actively works to build trust and communication between the administration (CEO and Directors) and Council.</i> • <i>Undertakes a cultural engagement survey and seeks to improve transparency, organisational responsiveness, and maintain proactive employee morale</i> • <i>Promotes multidisciplinary collaboration, knowledge sharing across Business Units</i> 	<p><u>Corporate Strategic Planning</u> <i>Facilitates a community driven integrated planning framework with transparent and functional linkage between community vision and aspiration and service, program and project delivery underpinned by the Corporate Business Plan.</i></p> <ul style="list-style-type: none"> • <i>The Council Plan reflects the aspirations of the community and is current, relevant and used by employees and elected members as a guide to resource allocation and decision making.</i> • <i>The Council Plan accurately reflects the aspirations and strategic objectives of the Council and contains comprehensive, relevant and useful financial projections.</i> • <i>The CEO and elected members have regular forums in which progress against the objectives of the Strategic Community Plan and Corporate Business Plan are discussed.</i> • <i>Council is engaged early in strategy development and delivery planning.</i> 	<p><u>Financial Management</u> <i>Collaborates with Council in developing and adopting the annual budget in a timely manner, informed by the Strategic Community Plan, Corporate Business Plan and Long-Term Financial Plan.</i></p> <ul style="list-style-type: none"> • <i>The Corporate Business Plan is relevant and useful in assessing revenue capacity, allocating resources and determining financial priorities in the annual budget process.</i> • <i>The CEO and Council participate in interactive forums where current and strategic financial challenges and opportunities are discussed and understood and the long-term sustainability of the local government is explained.</i> • <i>Financial reporting is transparent and provides a timely and accurate representation of the local government's financial position to elected members and the community.</i> • <i>The annual financial statements auditors report contains no qualification and improvement in existing audit findings.</i>

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<p><i>(e.g. Ranger services/parks and environment/infrastructure, building/planning etc) for the benefit of the customer and community.</i></p>		<ul style="list-style-type: none"> • <i>Budgeting and capital works planning reflects Council and community infrastructure priorities.</i> • <i>Provides advice on how best to balance development pressures and financial sustainability with community expectations.</i>
<p><u>Governance</u> <i>Ensures compliance with all statutory and legal obligations and the currency, efficacy and accessibility of Council policies, local laws, strategies, plans and public registers.</i></p> <ul style="list-style-type: none"> • <i>The Annual Compliance return demonstrates compliance across all areas of assessment.</i> • <i>Local laws are all current and reviewed within the statutory time frame.</i> • <i>All public registers are current and accessible on the local government's website.</i> • <i>Council policies are current and effectively guide Council decision making.</i> • <i>Implement strong governance practices that include transparency in planning decisions and Council engagement.</i> • <i>Ensures administrative officers provide clear, jargon free advice within Council reporting that enables informed decision-making by Councillors.</i> • <i>Ensures independence is maintained between the Mayor (the Council) and the CEO (the Administration)/ Executive</i> 	<p><u>Program and Project Delivery</u> <i>Leads the delivery of quality programs and projects in line with the annual projections and allocations of the corporate business plan and annual budget in a timely and cost-effective manner.</i></p> <ul style="list-style-type: none"> • <i>All programs being identified and endorsed as part of the integrated planning process and delivered within budget and projected time frame.</i> • <i>Projects being delivered in-line with intended objectives and scope and being on time and within budget.</i> • <i>Progress the priority land projects , including Collins St Hall, Angelo St and Drainage Sumps, and hold a workshop on land assets.</i> • <i>Facilitates a review, including a Council Workshop, of the existing Community Recreation Facilities Plan.</i> • <i>Develops a Public Place Activation proposal that identifies opportunities and initiatives that aim to stimulate and enhance social and economic development across the City.</i> 	<p><i>This box has intentionally been left blank</i></p>

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	<ul style="list-style-type: none">• <i>Prioritise sporting infrastructure delivery, precinct based activation and visible community benefit projects.</i>• <i>Quarterly reports on key project progress, risks and stakeholder engagement.</i>	
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