

# Progress update

Corporate Business Plan 2023-27

Quarter 2: 1 October to 31 December 2023-24



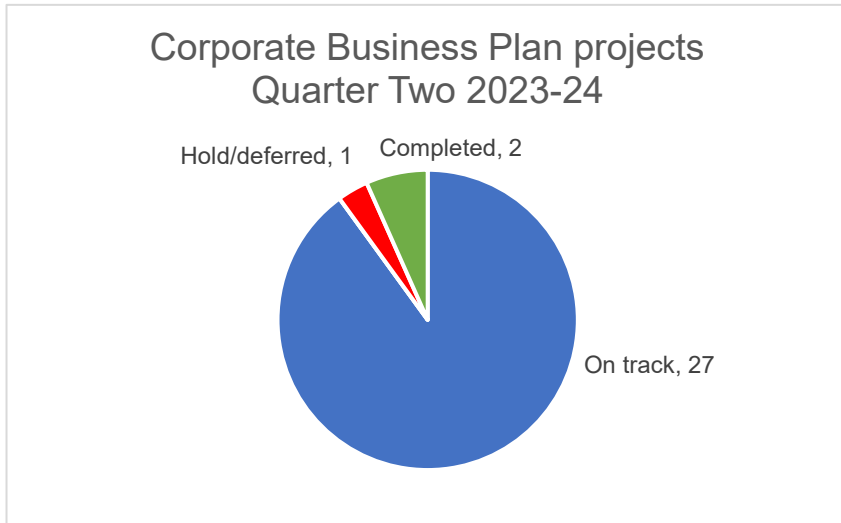
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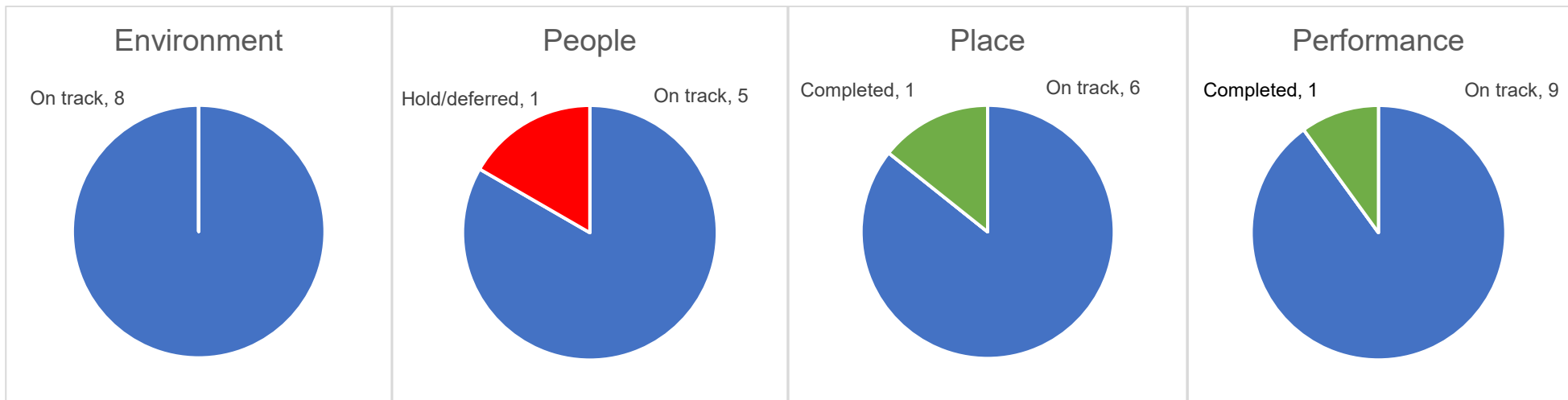
## **Section 1:**

Corporate Business Plan 2023-27 projects

## Overview



PROJECT STATUS	DEFINITION
<b>On Track</b>	The project is currently underway or planned to commence as scheduled and expected to be delivered on time and on budget
<b>Monitor</b>	The project is progressing but may face time delays or a need to increase the original budget
<b>Hold/Deferred</b>	Action has been taken to hold or defer this project
<b>Completed</b>	The project has been completed



## Status comments

CORPORATE BUSINESS PLAN 2023-24 STRATEGIC PROJECTS								
		23/24	24/25	25/26	26/27			
Job	Detailed description	Timeframes				2023-24 Budget	Status	Comments
<b>ENVIRONMENT</b>								
LCA72	Develop a Biodiversity Strategy for public and private land that prioritises (i) retention of native vegetation (ii) protection and enhancement of natural areas (iii) a 'plant local first' approach (iv) opportunities or advocacy (v) engendering a culture of stewardship towards the natural environment (vi) resourcing required to deliver the strategy	●	●			\$ 40,000	On track	The consultant is progressing the Biodiversity Strategy. There have been regular meetings with the consultant and the Shire project team, monthly email updates and a Shire staff workshop (November 2023) to provide input into the Strategy. The consultant has collated relevant dataset mapping information, relevant planning/environment documents and drafted a table of content for the report. Community and Stakeholder consultation is planned for February 2024 and a first draft of the Strategy is due by late March 2024. A presentation to Council is planned for April 2024
N/A	Undertake a review of the Shire's Climate Action Plan	●	●			\$ -	On track	Review of the Climate Action Plan will include the addition of a climate adaptation component (see comments below)
TNP38	Investigate feasibility of replacing streetlight globes with energy efficient LED globes and pursue transition of Shire's vehicle fleet to electric vehicles	●	●	●	●	\$ 100,000	On track	Currently undertaking studies to design and inform the streetlight replacement plan. WALGA is finalising the funding agreement with ARENA for charging infrastructure. Seven electric vehicles in budget but waiting for charging infrastructure to be installed before purchasing vehicles
TNP45	Develop a Climate Adaptation Plan and ensure staff are trained in climate adaptation and biodiversity so that Shire functions are carried out in a way that is responsive to the changing climate	●	●			\$ 26,000	On track	Contractor appointed and leading consultations starting in February 2024
LCA71	Review and implement the Coastal Hazard Risk Management and Adaptation Plan, including full review of the CHRMAP	●	●	●	●	\$ 120,000	On track	A consultant has been engaged to review the CHRMAP with stakeholder consultation and assessments well underway

# CORPORATE BUSINESS PLAN 2023-24 STRATEGIC PROJECTS

		23/24	24/25	25/26	26/27			
Job	Detailed description	Timeframes				2023-24 Budget	Status	Comments
<b>ENVIRONMENT</b>								
WAS55	Progress development and implementation of the Landfill Closure Management Plan, including progressive rehabilitation of landfill cells	●	●	●	●	\$ 150,000	On track	LCMP is with DWER for review and approval
WAS27						\$ 1,440,000		
WAS55	Commence development of detailed design for a transfer station at Davis Road in preparation for cessation of landfilling activities on the site	●	●	●	●	\$ 150,000	On track	Not started - scheduled for Quarter Four
<b>PEOPLE</b>								
HI29	Undertake a major review of the Public Health Plan 2020-2024	●	●			\$ 16,360	On track	This project will progress in 2024-25 once staff levels have returned to normal
N/A	Undertake a major review of the Bushfire Risk Management Plan 2017-2022 in line with the latest State guidelines	●				\$ -	Hold/deferred	New draft guidelines received and being reviewed to understand resourcing requirements. Staff attending online sessions to receive further guidance. New date for completion November 2024
LGPO1	Finalise and commence with implementation of the 50 Year Cemetery Masterplan, including establishment of a 'friends of' group, installation of signage for denominational areas, feasibility study for installation of internal walkways, creation of Cemetery Business Plan, installation of portable toilets, installation of seating in priority locations and other operation maintenance priorities	●	●	●	●	\$ 13,210	On track	Installation of temporary toilets and additional seating completed. Operation maintenance priorities in Karridale have now also been completed with the creation of a Cemeteries Business Plan in progress. A 'Friends of' group is currently being established and feasibility of internal walkways is being reviewed
MPC04	Construct a Changing Places adult change facility at the Margaret River Aquatic Centre	●				\$ 170,000	On track	Works ongoing to coincide with Aquatic Centre refurbishment works
N/A	Review and simplify processes for Shire event support/facilitation that focus on improving customer experience and community support	●	●			\$ -	On track	An alfresco dining trial period is currently underway with informal audits being conducted from 1 November 2023 until 1 April 2024
N/A	Undertake a review and update of the Turner Caravan Park Business and Masterplan (2018) and incorporate Flinders Bay Holiday Park and Alexandra Bridge Campground	●				\$ -	On track	Scheduled to be undertaken in the second half of the financial year

# CORPORATE BUSINESS PLAN 2023-24 STRATEGIC PROJECTS

		23/24	24/25	25/26	26/27			
Job	Detailed description	Timeframes				2023-24 Budget	Status	Comments
PLACE								
TYA68	Undertake a traffic study for Cowaramup to inform future improvements required to manage traffic growth, including improvements for pedestrians and cyclists	●				\$30,000	On track	Consultant engaged and meeting held with community group
TNP31	Undertake a review of the Local Planning Scheme	●				\$10,000	On track	Out for public consultation
N/A	Finalise the Shire's Leisure Planning process incorporating the Community Facilities and Recreation Plan and Public Open Space Strategy to inform future priorities for use of public open space	●				-	On track	Draft Leisure Plan and Public Open Space Strategy endorsed by Council, currently out for public consultation
SEP12	Partnering with local, national and international speakers to deliver a Regenerative Agriculture Conference	●				\$184,280	Completed	
TYA73	Undertake feasibility and implement recommended measures from the RAC Safer Speeds Trial project	●	●			-	On track	Recommended streets/areas where lower speed limits could be implemented are currently being reviewed by MRWA officers
TYA79	Undertake detailed design for completion of a shared use path from Dead Finish to Cape Leeuwin, in line with the Taalinup Healthy Country Plan	●	●			\$50,000	On track	Procurement process underway
MPC01	Finalise refurbishment of the Margaret River Recreation Centre, including incorporation of a Changing Places adult change facility	●				\$5,845,554	On track	Works underway with expected completion Quarter Three
PERFORMANCE								
MC35	Partner with the Western Australian Electoral Commission to conduct the biennial election of Council members	●		●		\$78,500	Completed	
CX50	Undertake a staged approach to the Customer Experience Strategy, including setting baseline measurement data and commencing a review of the	●	●	●	●	\$54,000	On track	Customer Experience Strategy finalised and published on Shire website, priority projects identified for 2023-24. Project planning underway

# CORPORATE BUSINESS PLAN 2023-24 STRATEGIC PROJECTS

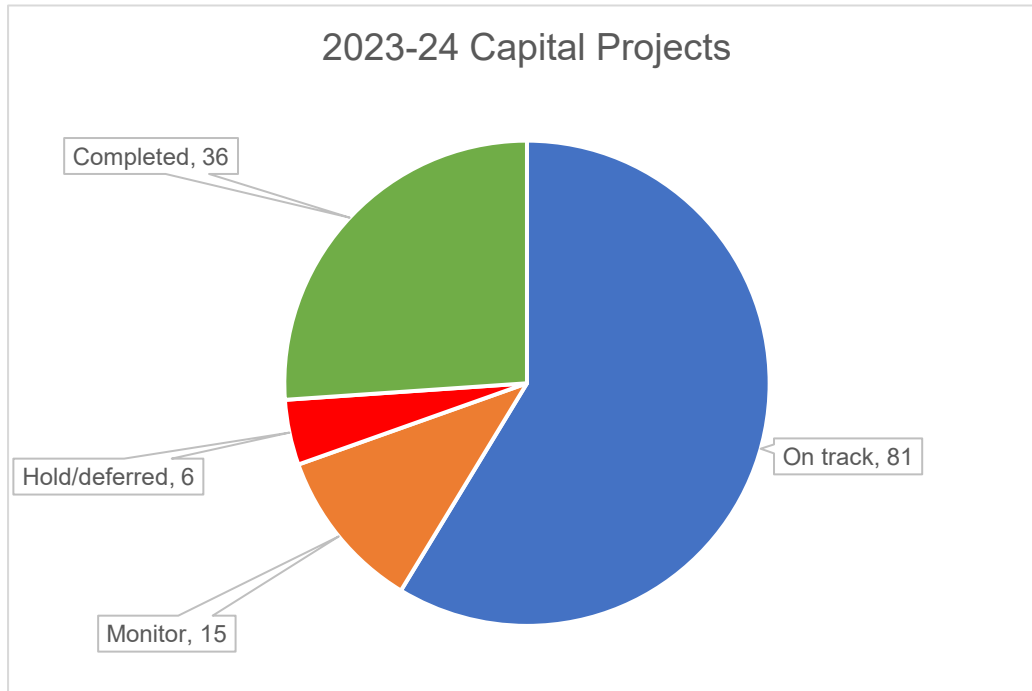
		23/24	24/25	25/26	26/27			
Job	Detailed description	Timeframes				2023-24 Budget	Status	Comments
<b>PERFORMANCE</b>								
N/A	Establish post transaction customer satisfaction for major transactions	●	●			-	On track	Majority of business units have been interviewed to identify major transactions and suitable measurement methodologies
CPF06	Shire process review - commence mapping of 'as-is' Shire processes in readiness for future implementation of a new enterprise resource planning system	●	●			\$40,720	On track	Business analyst recruited, progress made on development of draft timeline for enterprise resource planning software planning
WK1920	Implement a new phone system incorporating improved functionality to enable better customer experience	●	●			\$15,000	On track	Procurement plan endorsed, and procurement documentation is currently being finalised. Plan to issue RFQ in early Quarter Three
N/A	Develop and implement an organisational wide Project Management Framework	●				-	On track	To be commenced Quarter Three
N/A	Develop a Strategic Work Health and Safety Plan for the Shire	●				-	On track	Draft Strategic Work Health and Safety Plan in development
N/A	Undertake a safety audit of the Shire's safety management system every two years	●		●		-	On track	LGIS safety management system audit scheduled for Quarter Three
N/A	Undertake an initial staff engagement survey to establish benchmark data and develop a cultural improvement plan with an aim to improve on this benchmark	●				-	On track	Scheduled to be undertaken in the second half of the financial year
N/A	Develop and implement an organisational wide accountability framework including KPI's defined and monitored for each business unit linked to performance reviews	●				-	On track	KPIs set for Directors and Managers in Quarter One through annual performance review process. Development of a wider organisational accountability framework scheduled for Quarter Three



## **Section 2:**

### Capital Works Program 2023-24

## Overview



PROJECT STATUS	DEFINITION
On Track	The project is currently underway or planned to commence as scheduled and expected to be delivered on time and on budget
Monitor	The project is progressing but may face time delays or a need to increase the original budget
Hold/Deferred	Action has been taken to hold or defer this project
Completed	The project has been completed

CAPITAL WORKS PROGRAM 2023-24 - Quarterly Progress Report								
Job	Detailed description	Locality	Timeframes				Completed	Comments
			Q1	Q2	Q3	Q4		
IRC014	New office fit out & conference room Recreation Centre	Margaret River	●				On track	To be completed after construction completed
IRC015	Foyer furniture Recreation Centre	Margaret River	●				On track	To be completed after construction completed
IRC012	Safe building entrance access control Recreation Centre	Margaret River	●				On track	To be completed after construction completed
IRC016	Entrance control door to basketball court Recreation Centre	Margaret River	●				On track	To be completed after construction completed
ICT010	Production server upgrade (HCI)	Various	●				Monitor	RFQ completed with vendor awarded. Pending delivery, configuration and migrating of existing virtual servers
REM12	Curtis St precinct seal/speed treatments (sheeting incl)	Cowaramup	●	●	●	●	On track	On track for drainage installation in Quarter Three. Ongoing overall project delivery investigation
REM13	Salter St and Langley Cr survey and design	Gracetown	●				Completed	
REM14	Rosa Brook Rd design	Rosa Brook	●				Completed	
DEN21	Rosa Glen Rd widen culverts	Rosa Glen		●	●	●	Completed	
PXN034	Hillview Rd upgrade, Hart Rd to Investigator Ave	Augusta		●	●	●	Completed	
PXN035	Redgate Rd upgrade - Reserve on Redgate to Bussell Hwy	Witchcliffe		●	●	●	On track	
PAP32	Wadandi track annual allocation for renewal	Margaret River		●	●	●	Completed	Additional tidy up works to be completed in Quarter Three/Quarter Four
PXN040	Allnut Tce from Stephenson St to Primary School pedestrian access	Augusta		●	●	●	On track	
PXN041	Duggan Dr design of shared path	Cowaramup		●	●	●	On track	Scoping underway
PXN042	Tingle Ave design of shared path	Margaret River		●	●	●	On track	Scoping underway
CPN31	Wallcliffe Rd lookout upgrade	Prevelly		●	●	●	On track	
FFS34	Alexandra Bridge campground riverside platform expansion	Warner Glen		●	●	●	On track	
AUA04	Airstrip illuminated wind sock replacement swivel mechanism	Margaret River		●	●	●	Completed	
AUA05	Augusta aerodrome taxiway upgrade and associated works	Augusta		●	●	●	On track	Works portion deferred. Assets portion underway
X996	Lower order road renewals	Various		●	●	●	Monitor	Key project deferred
X998	Asphalt overlays	Various		●	●	●	On track	
X999	Rural reseals	Various		●	●	●	On track	
RRN117	Cowaramup Bay Rd reseal	Cowaramup		●	●	●	On track	
RRN118	Rosa Brook Rd reseal	Rosa Brook		●	●	●	On track	
RRN119	Warner Glen Rd reseal	Warner Glen		●	●	●	On track	
T998	Miscellaneous gravel resheeting	Various		●	●	●	On track	
PAP28	Brookfield entry park replacement pathway	Margaret River		●	●	●	On track	
PAP29	Wallcliffe Rd crossover to Kevill Rd West	Margaret River		●	●	●	On track	
PAP30	Wallcliffe Rd, pedestrian access Kevill Rd East to reserve boundary	Margaret River		●	●	●	On track	
PAP31	Blackwood Ave, pedestrian access from Stirling St to Green St	Augusta		●	●	●	On track	To be completed with bakery parking works
PAP33	Old Settlement precinct paths and car park detailed design	Margaret River		●	●	●	On track	Scope to be defined. Internal staff movement may affect ability to deliver
PAP34	Ellis St precinct paths, road and car park detailed design	Augusta		●	●	●	On track	Awaiting outcomes from consultation to commence
CPN32	Augusta Bowls Club carpark upgrade	Augusta		●	●	●	Completed	Tied in with Centennial Hall carpark
PED09	Granny's Pool replacement stairs	Augusta		●	●	●	Completed	
PED10	Ocean View carpark replacement stair rail	Gnarabup		●	●	●	Completed	

## CAPITAL WORKS PROGRAM 2023-24 - Quarterly Progress Report

			Q1	Q2	Q3	Q4		
D032	Various drainage renewal projects	Various		●	●	●	On track	To be delivered in Quarter Four
WK2002	Manear Rd culvert renewal aligned with resheeting programme	Margaret River		●	●	●	Completed	
D034	Drainage Design - Various	Various		●	●		Monitor	Loss of internal resources may reduce scope and increase timeframes
WK1996	Bunbury St drainage design	Augusta		●	●		Monitor	Loss of internal resources may reduce scope and increase timeframes
WK1997	Wilson St drainage design	Augusta		●	●		Monitor	Loss of internal resources may reduce scope and increase timeframes
FFS17	East Augusta foreshore walls	Augusta		●	●	●	On track	Concept consultation in Quarter Three
FFS29	Ted's Landing upgrade	Molloy Island		●	●	●	On track	
RES119	Play equipment replacement annual program	Various		●	●	●	On track	
WK1820	Riflebutts play space replacement	Prevelly		●	●	●	On track	Commencing January 2024
WK1949	Cowaramup Hall playground replacement	Cowaramup		●	●	●	On track	
WK1950	Recreation Centre play space replacement	Margaret River		●	●	●	On track	
WK1952	Turner Street foreshore playground replacement	Augusta		●	●	●	On track	
RES126	Annual Allocation for POS infrastructure renewal	Various		●	●	●	On track	
WK1941	Cowaramup Oval various works	Cowaramup		●	●	●	On track	
WK1943	Caledonia Rs timber bridge	Margaret River		●	●	●	On track	
WK1944	Softfall replacement Program - annual	Margaret River		●	●	●	Completed	
WK1945	Riflebutts BBQ replacement	Prevelly		●	●	●	On track	
WK1963	Brookside Boulevard – Revegetation (Symphony Waters)	Margaret River		●	●	●	On track	
WK1965	River Mouth Precinct - balustrade renewal - Phase 1	Prevelly		●	●	●	On track	
WK1946	Reactive works - works identified as urgent			●	●	●	On track	
RES132	POS improvement	Various		●	●	●	On track	
WK1805	Hasluck St upgrade	Cowaramup		●	●	●	On track	
WK1937	Farmhouse POS garden edging	Margaret River		●	●	●	On track	
WK1938	Duggan POS garden edging	Cowaramup		●	●	●	On track	
WK1939	POS court development design	Witchcliffe		●	●	●	On track	
WK1964	Symphony Waters irrigation	Margaret River		●	●	●	On track	
WK1917	Grannies Pool Memorial Bench Augusta	Augusta		●	●	●	Completed	
RES155	Annual allocation for renewal of water tanks and stand pipes	Various		●	●	●	Completed	
CPN33	CAC installation of charging infrastructure	Margaret River		●	●	●	On track	Project delays due to Western power. Some infrastructure purchases may be undertaken in Quarter Three/Quarter Four
CPN34	Depot installation of charging infrastructure	Margaret River		●	●	●	On track	Project delays due to Western power. Some infrastructure purchases may be undertaken in Quarter Three/Quarter Four
TIA26	Augusta Interpretation plan implementation	Augusta	●	●	●		On track	Currently negotiating dispute regarding wording of signage
TIA42	Beach user education signs	Various		●			Hold/deferred	To be completed in Quarters Three and Four

# CAPITAL WORKS PROGRAM 2023-24 - Quarterly Progress Report

			Q1	Q2	Q3	Q4		
TIA43	Reimbursement to DOE for Station Road drainage and basin	Margaret River	●				Completed	
PXN043	Internal path design for Karridale and Margaret River cemeteries	Karridale		●	●	●	On track	
RES68	Two bench seats Karridale cemetery	Karridale		●			On track	
WAS27	Capping and rehabilitation of active landfill area	Various				●	On track	LCMP submitted to DWER, application for licence amendment and works approval to be submitted in Quarter Three.
WAS61	Leachate evaporative system stage 2	Various	●				Hold/deferred	Deferred - Planned for Quarter Three and Quarter Four.
WAS55	Development of transfer station	Various			●	●	On track	Planned for Quarter Four
WAS59	4 in 1 bucket for wheel loader	Various		●			On track	Planned for Quarter Four
FBA040	Flinders Bay Holiday Park signage	Augusta				●	Hold/deferred	Deferred until next financial year to coincide with branding and website completion
FBA042	Flinders Bay Holiday Park retaining wall upgrades	Augusta	●				Completed	
ACC27	Pool blanket Recreation Centre	Margaret River		●			Hold/deferred	Purchase of pool blanket has been deferred until 2024 with additional funds being required for the sand filters (project ACC26)
ACC28	Lane ropes Recreation Centre	Margaret River		●			Completed	
ACC29	Pool return grating Recreation Centre	Margaret River		●			Completed	
ACC26	Sand filters in plant room Recreation Centre	Margaret River		●	●		On track	Filters arrived December 2023 removed prior to Christmas. Estimated to be completed 14 January 2024
ACC25	Wet deck Recreation Centre	Margaret River	●				Completed	
FCC07	Mirrors for gym and fitness Recreation Centre	Margaret River	●				Monitor	To be completed after construction work has ceased
FCC08	LED stage lights Recreation Centre	Margaret River	●				Monitor	To be completed after construction work has ceased
FCC09	Air Con units Group Fitness x 3 not included in building contract	Margaret River	●				Monitor	To be completed after construction work has ceased
FCC10	Integrated TV & AV System for new gym and group fitness	Margaret River	●				Monitor	First part of cabling completed. To be completed after construction completed
GPP041	Multi club storage shed	Margaret River	●	●	●	●	Completed	
GPP044	Football away change rooms	Margaret River		●	●		On track	
GPS035	Gate for HEART/football	Margaret River			●		On track	
GPS036	MR Bowling Club LED lighting project	Margaret River	●				Completed	Completed purchased 4 x LED lights
GPP042	Ticket box reallocation and fencing	Margaret River			●		On track	Deferred due to Leisure Plan consultation which concludes 8 January 2024
GPP043	Western playing field shelters	Margaret River	●				Monitor	Still awaiting customs clearance of units early January 2024
LIA002	Dual naming signage at both libraries	Various				●	On track	
RP94	Heavy plant replacements	Various		●			Monitor	Industry delays continuing. Staff shortages impacting workshop
RP95	Light fleet replacements	Various		●			Monitor	Industry delays continuing. Staff shortages impacting workshop
RP96	New heavy plant/fleet replacements	Various		●			On track	
RP97	Minor capital items over \$5,000	Various		●			On track	
CBS202	MRCC building asset renewal	Margaret River				●	On track	Awaiting priority works report from MRCC Architect
STS11	Willmott/Bussell Highway/Elva St Streetscape renewal & upgrade	Margaret River		●			On track	
CBS159	Asbestos removal and replacement works	Various				●	On track	Kudardup landcare asbestos removal completed for storage sheds.
CBS185	Witchcliffe public toilets replacement	Witchcliffe	●				Completed	

# CAPITAL WORKS PROGRAM 2023-24 - Quarterly Progress Report

			Q1	Q2	Q3	Q4	
CBS196	MRCAC replacement of southern wall weather boards	Margaret River	●				Completed
CBS198	MRCAC fire detection system	Margaret River	●				On track
CBS206	Witchcliffe CWA Hall - renewal and upgrade	Witchcliffe	●				Completed
CBS211	Augusta Croquet/Tennis Club wall removal & concertina door install	Augusta	●				Completed
PAP35	Memorial Dr/Miamup Dr intersection path	Cowaramup		●	●	●	Completed
FCC06	Supply and install 3 air-conditioning units to GF Room	Margaret River					On track
MPC01	Margaret River Aquatic Centre refurbishment	Margaret River	●	●			Monitor
MPC02	Margaret River HEART fire compliance and ventilation	Margaret River	●				Monitor
CBS182	Margaret River Aquatic Centre design and superintendency	Margaret River	●	●	●		On track
MPC04	Margaret River Aquatic Centre Changing Places facility	Margaret River		●			On track
CBS216	Augusta Shire Office air conditioner mechanical renewal	Augusta			●		Completed
CBS217	Karridale Hall - partial fit out upgrades	Karridale			●		On track
CBS218	Memorial Park toilet block roof replacement	Margaret River			●		On track
CBS219	Gracetown Hall partial re-roof and veranda structure renewal	Gracetown				●	On track
CBS220	Margaret River Aquatic Centre creche floor coverings renewal	Margaret River		●			On track
ARB06	Replacement hydro pool safety cage (concrete pad incl)	Augusta		●			Monitor
ACC30	Hammerhead cleaner	Augusta		●			Hold/deferred
ACC31	Augusta Recreation Centre fit out of lockers	Augusta		●			Hold/deferred
RG012	Dog exercise area fencing & infrastructure	Various				●	On track
ICT011	Mainbreak TV	Margaret River	●				Completed
ICT007	Chambers and Mainbreak AV upgrade	Margaret River	●				Completed
ICT008	DR storage & network solution	Margaret River	●				Completed
PED07	Trail development Minnie Keenan, Alfred Bussell and Barrett St	Margaret River		●	●	●	Completed
AUA06	Supply and install of illuminated wind direction device	Augusta		●	●		On track
CPN29	Blackwood Ave carparking outside bakery	Augusta		●	●	●	Completed
CPN30	Witchcliffe CWA building modify gravel carpark including entry path	Witchcliffe		●	●	●	Completed
WK1876	Gloucester Park Masterplan Implementation kerbs - parking bay	Various		●	●	●	Completed
WK1877	Gloucester Park drainage & bollards - scoreboard	Various		●	●	●	On track
WK1878	Gloucester Park contribution to shed for parks and gardens	Margaret River		●	●	●	Completed
WK1871	Riflebutts shelter	Prevelly		●	●	●	On track
PXN044	Kevill Rd waterfall site pedestrian structures design - rock wall	Margaret River	●				On track
PXN045	Kevill Rd waterfall site pedestrian structures design - boardwalk	Margaret River	●				On track
CPN35	Kevill Rd waterfall site carpark expansion design	Margaret River		●	●	●	On track
PXN046	Kevill Rd waterfall site path expansion design	Margaret River	●				On track
WK1992	Rotary Park POS Improvements	Margaret River		●	●	●	On track
D026	Ablett Rd culvert renewal aligned with resheeting programme	Cowaramup		●	●	●	Completed
D024	Fantail Pl pipe dredging	Margaret River		●	●	●	On track
GPP045	Engineering on lighting towers in active sport spaces	Margaret River		●	●	●	Completed

In progress, awaiting on final commissioning

RFQ after construction completed

Works underway with expected completion Quarter Three

Works largely completed, with final commissioning to coincide with opening of Margaret River Recreation Centre

Ongoing, due for completion in Quarter Three

Ongoing - coincides with Aquatic Centre refurbishment

RFQ has been issued and awaiting responses

Contract awarded. Works scheduled to commence 2024

RFQ development underway

Awaiting handover of the building

RFQ has returned twice unsuccessful due to contractors

On hold as new pool liner may require alternate type of cleaner

On hold due to Margaret River Recreation Centre Refurbishment

Initial meetings underway to develop scope of works with implementation due March/April 2024

Completed in Quarter Two

Completed in Quarter Two

Path to be included with balance for Redgate road works

Works expected to be undertaken in Quarter Three

Works expected to be undertaken in Quarter Three

Works expected to be undertaken in Quarter Three

Works expected to be undertaken in Quarter Three

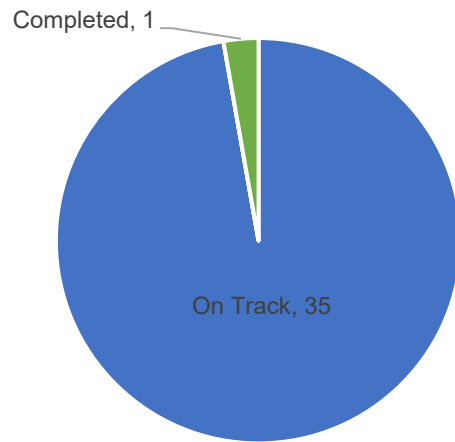
Report sent to Asset team December 2023 for an implementation schedule to be completed

## **Section 3:**

### CEO Key Performance Indicators

## Overview

### CEO Performance Indicators Quarter Two 2023-24



PROJECT STATUS	DEFINITION
<b>On Track</b>	The project is currently underway or planned to commence as scheduled and expected to be delivered on time and on budget
<b>Monitor</b>	The project is progressing but may face time delays or a need to increase the original budget
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CEO Key Performance Indicators 2023-24								
			Q1	Q2	Q3	Q4		
	Performance Criteria	Performance Standards	Timeframes				Status	Comments
1	<b>ACHIEVEMENT OF THE FUNCTIONS OF THE CEO IN S41 OF THE LG ACT</b>							
	Advise the Council in relation to the functions of a local government under the LG Act and other written laws	Provide timely, relevant and accurate information to enable the President and Elected Members to fulfil their obligations	●	●	●	●	On track	Ongoing advice provided and weekly update provided to Councillors on key issues
	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	●	●	●	●	On track	Ongoing advice provided
		Monthly financial reporting to Council	●	●	●	●	On track	Monthly financial activity statements reported to Council
	Cause Council decisions to be implemented	A biannual report on outstanding resolutions reported to Council		●		●	On track	A report was presented to Council on the 13 September 2023 Ordinary Council Meeting. The next report is scheduled for 13 March 2024
	Manage the day to day operations of the local government	Budget compliance, financial performance and asset management	●	●	●	●	On track	Monthly financial activity statement and statement of financial performance reported to Council
		Management of organisational risks	●	●	●	●	On track	The Executive Leadership Team conduct an ongoing quarterly review of the Shire's risk registers and report annually to the Audit and Risk Management Committee
	Liaise with the President on the local government's affairs and the performance of the local government's functions	Attend weekly meetings with the President	●	●	●	●	On track	In place and ongoing
		Conduct monthly informal discussion sessions with Council	●	●	●	●	On track	In place and ongoing
	Speak on behalf of the local government if the President agrees	As required by the President	●	●	●	●	On track	CEO provided responses to the media and enquiries as agreed with the Shire President
		Continue to engage positively with external stakeholders, particularly to progressing and advocating strategic matters and priorities, implementing the place-based approach, and engaging proactively with key community stakeholder groups	●	●	●	●	On track	The Executive Team continue to meet with community groups, external stakeholders and strategic partners. Monthly meetings with Jane Kelsbie, MLA for Warren Blackwood to advocate for community needs and to share information

# CEO Key Performance Indicators 2023-24

		Q1	Q2	Q3	Q4		
Performance Criteria	Performance Standards	Timeframes				Status	Comments
<b>1 ACHIEVEMENT OF THE FUNCTIONS OF THE CEO IN S41 OF THE LG ACT</b>							
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	●				On track	The bulk of staff annual performance reviews were completed in October 2023 with the remaining staff i.e. those on extended leave, seasonal workers etc to be picked up once staff return to the workplace
	Review and update the Shire's workforce plan annually by June each year detailing current operating environment/trends and plans to address future needs			●	●	On track	Scheduled to be undertaken in alignment with the 2024-25 Annual Budget
Ensure that records and documents of the local government are properly kept for the purposes of the LG Act and any other written law	Ensure all legislative audits are reported to the Audit and Risk Management Committee			●	●	On track	That records and documents of the local government are diligently maintained in accordance with the requirements of the LG Act and all other relevant written laws. The comprehensive report encompassing all legislative audits was presented during the Audit Risk Management Committee Meeting on 22 November 2023. Next Audit Risk Management Committee scheduled for 28 February 2024
<b>2 CORPORATE BUSINESS PLAN OUTCOMES</b>							
Delivery of <b>Strategic Projects</b> in the Corporate Business Plan	80% 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	●	●	●	●	On track	In place and ongoing
Delivery of <b>Capital Works Program</b> within the Shire's control	75% of the approved Capital Works projects delivered within the approved budget, timelines and outcomes, with any initiatives/projects being impacted by external factors being communicated to Council and varied as needed	●	●	●	●	On track	In place and ongoing

# CEO Key Performance Indicators 2023-24

		Q1	Q2	Q3	Q4		
Performance Criteria	Performance Standards	Timeframes				Status	Comments
<b>3 WORK HEALTH &amp; SAFETY (WHS)</b>							
Develop a Strategic WHS Plan for the Shire	Strategic WHS Plan presented to the Audit & Risk Committee				●	On track	Draft Strategic Work Health and Safety Plan in development
Undertake a safety audit of the Shire's Safety Management System every 2 years	Internal audit conducted in 23/24 with a target of 70% compliance			●	●	On track	LGIS audit of the Shire's safety management systems scheduled for Quarter Three
<b>4 PEOPLE</b>							
Continue with Councillor/ELT team development to ensure Councillors and the Executive team role model expected behaviours	Ongoing workshop/s to monitor progress		●	●	●	On track	To be progressed in Quarter Three following appointment of the new Council and CEO
Undertake an initial engagement survey	Establish initial benchmark based on initial survey in 2023-24			●	●	On track	Scheduled to be undertaken in the second half of the financial year
	Cultural improvement plan to be developed post the initial assessment				●	On track	Scheduled to be undertaken after completion of the engagement survey
<b>5 CUSTOMER SERVICE &amp; COMMUNITY ENGAGEMENT</b>							
Implement actions within the Customer (CX) Strategy	CX Strategy document will be finalised in June/July 2023 with actions to roll out over 3 years from 2023-2026	●				Completed	CX Strategy finalised and published on Shire website
	Annual review on progress, including metrics to be provided to Council				●	On track	Review outlining progress to be presented to Council towards end of financial year
Further implementation of ICT Strategic Plan	Annual update to Council on ICT Strategic Plan				●	On track	Framework developed and finalised. Review outlining progress to be presented to Council towards end of financial year
Establish post transaction customer satisfaction for major transactions (Rates, Customer Service, Works Requests, Rangers, Planning, Building, Environmental Health, Waste Services, Libraries, Recreation Centres and Website Usage)	Establish benchmark in 2023/24 with initial target set at minimum of 75% satisfaction				●	On track	Majority of business units have been interviewed to identify suitable transactions and methodologies for measurement
	Website utilisation and satisfaction scores to increase year on year		●	●	●	On track	UX study (71 community members) revealed positive NPS shift from -58 to -34. Need to review results and apply to website to further improve scores

# CEO Key Performance Indicators 2023-24

		Q1	Q2	Q3	Q4		
Performance Criteria	Performance Standards	Timeframes				Status	Comments
<b>6 BUSINESS IMPROVEMENT</b>							
Undertake at least one service review per annum to be determined in conjunction with Council	23/24 - no service reviews due to the need to bed in existing reviews and focus on CX Strategy (update Council on current reviews and CX Strategy by June 2024)				●	On track	CX Strategy has been finalised and key projects for 2023-2024 identified. Project planning in progress
Implement an organisation wide accountability framework including KPI's defined and monitored for each business unit linked to performance reviews	Framework finalised for operation in 2024/25			●		On track	KPIs set for Directors and Managers in Quarter One through annual performance review process. Development of a wider organisational accountability framework scheduled for Quarter Three
	Business unit plans presented to Council for 2024/25 budget considerations				●	On track	Requirement communicated to Senior Leadership Team and included on Corporate Calendar for 2023-24
<b>7 STAKEHOLDER RELATIONSHIPS</b>							
Ongoing implementation (and intermittent review) of Stakeholder Map focus and actions	Six monthly briefings of Council on progress		●		●	On track	The Stakeholder Map will be reviewed with Council in Quarter Three
	Annual review with Council				●	On track	The Stakeholder Map will be reviewed with Council in Quarter Three
<b>8 SUSTAINABILITY</b>							
Review the Shire's Climate Action Plan and update Council on progress	Annual report to Council on the Shire's Climate Action Plan				●	On track	Review of the Climate Action Plan will include the addition of a climate adaptation component, and will be referred to the new Climate Action and Biodiversity Operational Reference Group. Reflections on 2023 year will be provided to Council early in 2024
Continue to be a role model organisation as a leader in responding to the impacts of climate change on the municipality	Review carbon emission targets on an annual basis in conjunction with the annual review of the Shire's climate action plan				●	On track	Currently shortlisting candidates for a position which will provide additional assistance for this project

## CEO Key Performance Indicators 2023-24

		Q1	Q2	Q3	Q4		
Performance Criteria	Performance Standards	Timeframes				Status	Comments
<b>8 SUSTAINABILITY</b>							
	Maintain the percentage of waste collected by kerbside collection diverted from landfill above 60%				●	On track	Quarter Two achieved a landfill diversion rate of just over 60%. These figures are reported to the Shire on a monthly basis and are consolidated for reporting quarters
	Ensure waste education is focused to maintain contamination rates below 5%. (It should be noted there is some subjectivity with this measure)			●		On track	A representative waste composition audit is scheduled for Quarter Three to identify contamination figures, composition and to inform waste education programs
Staff to undertake climate adaptation and biodiversity training to ensure all Shire functions are carried out in a responsive way to the changing climate	Key staff trained				●	On track	Induction material to be developed (informed by Biodiversity Strategy). New Councillors will receive an induction
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	Commence the project and finalise the technical assessment component of the strategy giving the baseline of condition etc				●	On track	On track for completion of the technical assessment by end of Quarter Four. Note that development of the Strategy is a CEO KPI for 2024-2025

The Shire reports quarterly on progress made against its Corporate Business Plan 2023-27.

To view all scheduled Shire projects, services and activities click [here](#) to view the full plan, or visit [amrshire.wa.gov.au](https://amrshire.wa.gov.au) for more information.

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