

Chief Executive Officer Performance Criteria 2026/2027

Focus	Strategic alignment	Outcome	Measure
Organisational Performance	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Deliver 2026/2027 services, projects and programs as outlined within the Corporate Business Plan 2026 – 2030	Service Performance 80 percent or more of the City's services are on track.
			Project Performance 80 percent or more of the City's projects are on track/completed.
			Program Performance 80 percent or more of the City's capital programs are on track/completed.
	Key Result Area: Our Leadership Outcome: A customer-focused City Objective: Deliver excellent customer service	Provide consistent, responsive and efficient customer service	1. 90 percent or above overall community satisfaction score achieved in the 2026/2027 Annual Resident Satisfaction Survey. 2. The City's customer service targets are met: 90 percent of customer service enquiries actioned/responded to within seven business days. 90 percent of customer call backs conducted by the end of the following business day. 95 percent of Elected Member enquiries responded to within three business days.
	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Drive improvement and innovation to build capacity and increase efficiency and effectiveness	Biannual update provided to Elected Members on progress against the City's Digital Strategy 2025 – 2028, including: - Improvements in efficiency, service delivery and organisational effectiveness demonstrated through performance against established 2025/2026 baseline metrics. - An overview of the City's digital financial investment.

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Organisational Culture	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Embed a culture of safety through ownership, management and awareness of Workplace Health and Safety among City employees, volunteers, contractors and sub-contractors	Work Health and Safety Strategy 2026/2027–2028/2029 implemented, with baseline performance established from Year One WHS performance indicator results.
	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Lead organisational culture improvement with a focus on values alignment, leadership behaviours and employee experience	1. Two City-wide Employee Briefings delivered. 2. Update provided to Elected Members on the City's Annual Employee Engagement Survey results, including key strengths and improvement opportunities. 3. Update provided to Elected Members on the City's Diversity, Equity and Inclusion initiatives and workforce insights, informed by the Diversity Council Australia Inclusive Employer Survey.
Strategy and Risk	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Plan for the future, manage resources and measure performance through an effective Integrated Planning and Reporting Framework, aligned to the community's needs and aspirations	Strategic Community Plan <i>Sustainable Stirling 2026–2036</i> implemented, with quarterly progress updates provided to Elected Members.
	Key Result Area : Our Leadership Outcome: A well-governed City Objective: Provide accountable and ethical governance	Embed conscious and effective management of risk across City-wide operations	Risk Management System implemented, including delivery of an Operational Risk Management pilot and quarterly risk reporting to the Audit, Risk and Improvement Committee.

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Financial and Economic Sustainability	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency and effectiveness while maintaining a safe work environment	Provide responsible financial and asset management	1. Long-Term Financial Plan reviewed and updated, with scenario modelling developed to assess long-term financial sustainability. 2. Biannual update provided to Elected Members on the City's financial position including strategic asset management.
	Key Result Area: Our Economy Outcome: A smart and prosperous City Objective: Encourage economic investment	Advocate, lobby and partner with stakeholders to benefit the community	Quarterly update provided to Elected Members on the City's advocacy activities, including key advocacy priorities, funding opportunities and delivery of election commitment projects.