

KEY PERFORMANCE MEASURES
2025/26

Goal	Service	Key Performance Measure/Indicator	Frequency of Reporting	Target	Target unit (\$,%,#)	Minimum tolerance	Responsible Team	Service Description
Goal 1	We respect Aboriginal people's cultural authority and connection to Ngurra (Country)							Facilitating Aboriginal involvement in civic leadership and City decision-making processes and to inform the development of City services, projects and programs. Nurture relationships with traditional owners, Aboriginal Corporations and community groups on Aboriginal community matters. Strengthen the City’s cultural competency.
Aboriginal Engagement and Partnerships	1	Deliver Reconciliation Action Plan and implement actions	6 monthly	100	%	90%	Engagement and Partnerships	
	2	Establish a process for engagement and relationship building with Aboriginal leaders and the wider Aboriginal community, including leadership meetings between the City’s leaders and leaders within the Aboriginal community	6 monthly	100	%	100%	Engagement and Partnerships	
Goal 2	Our Community is welcoming, connected, vibrant, healthy and safe							Deliver a range of community programs and projects that develop arts and cultural practices. Celebrate and share diverse cultural experiences, including multicultural, Ngarluma and other Aboriginal cultures.
Arts and Culture	1	Local arts and cultural content in city run events and programs	Quarterly	20%	%	18%	Community Programs	
	2	Conduct Arts & Cultural Development activities, programs and workshops	Quarterly	15	#	13	Community Programs	
	3	Develop and implement an arts and culture strategy.	Annual	100%	%	100%	Community Programs	
Events and Activation	1	Deliver events, markets and activities hosted in towns other than Karratha (ie. Dampier, Point Sampson, Wickham, Roebourne)	Quarterly	50%	%	45%	Community Programs	Deliver place-based activations that celebrate community identity. Program and manage a diverse range of community events and provide community event coordination services for event organisers.
	2	Deliver free events and activations	Quarterly	75%	%	68%	Community Programs	
Sport and Recreation	1	Number of school term swimming lessons at KLP, RAC and WRP	Quarterly	8 per annum	#	90%	Community Facilities	Delivery of aquatic and leisure program from Community Facilities.
	2	Number of School Holiday Programmes at KLP and WRP	Quarterly	2 per quarter	#	90%	Community Facilities	
	3	Number of school term Recreation programmes at KLP and WRP	Quarterly	2 per quarter	#	90%	Community Facilities	
Community Planning	1	Percentage of community planning projects completed on time and within budget	Annual	90%	%	80	Community Planning	Undertake strategic planning for new or upgraded community infrastructure and public spaces, in light of community needs and aspirations. It includes strategies, masterplans and concept plans are in place to guide implementation. Provide research, policy and technical advice to support the delivery of Council’s community services as required.
	2	Number of priority projects from the Community Infrastructure Plan implemented	Annual	3	#	2	Community Planning	
Community Facilities	1	Facility utilisation rate for the Karratha Leisureplex	Quarterly	In development			Community Facilities	Manage community facilities, recreation centres and sporting infrastructure, including aquatic centres, recreation centres, community hubs, halls, pavilions, and ovals. This includes Karratha Leisureplex, Wickham Recreation Precinct, Roebourne Aquatic Centre, Indoor Play Centre, etc.
	2	Facility utilisation rate for the Wickham Recreation Precinct	Quarterly	In development			Community Facilities	
	3	Facility utilisation rate for the Roebourne Aquatic Centre	Quarterly	In development			Community Facilities	
	4	Facility utilisation rate for the Karratha Indoor Play Centre	Quarterly	In development			Community Facilities	
	5	Minimise the gap between performance and importance in the Annual Community Survey for Karratha Leisureplex	Annually	0	#	-1	Community Facilities	
	6	Minimise the gap between performance and importance in the Annual Community Survey for Wickham recreation Precinct	Annually	0	#	-1	Community Facilities	
	7	Minimise the gap between performance and importance in the Annual Community Survey for Roebourne Aquatic Centre	Annually	0	#	-1	Community Facilities	
	8	Minimise the gap between performance and importance in the Annual Community Survey for Karratha Indoor Play Centre	Annually	0	#	-1	Community Facilities	
	9	Operating cost recovery rate (user revenue/operating expenditure)	Annually	40%	%	50%	Community Facilities	
Libraries	1	Percentage of programs delivered that are free and open-access	Quarterly	90	%	15%	Community Programs	Manage library collections, programs and workshops. Provide access to information services and enable free digital access and inclusion.
	2	Number of physical and digital loans combined	Quarterly	3000	#	2000	Community Programs	
	3	% of library program participants who report improved skills or confidence in literacy, learning, or digital inclusion	Annually	80	%	70	Community Programs	
Local History	1	% of digitised local history collection items made publicly accessible through exhibitions, website or programs	Annually	75	%	40%	Community Programs	Collect, conserve and celebrate the City’s rich local history collection. Support access to the collection and deliver programs to promote City heritage.
Community Safety	1	% of residents who report feeling safe in public spaces during the day and night as per the annual community survey	Annually	85%	%	75%	Engagement & Partnerships	Work in partnership with the community, local agencies and law enforcement to develop and deliver initiatives to reduce crime, prevent antisocial behavior and promote a sense of safety and wellbeing for all members of the community.
	2	Develop and implement a community safety plan in collaboration with key stakeholders (e.g. Police, NGOs, schools)	Annually	5	#	3	Engagement & Partnerships	
	3	Establish metrics and baseline measures for this service	Annually	In development			Engagement & Partnerships	

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	Environmental Health	1	Number of complaints received relating to nuisance mosquitos	Annual (Q4)	0	#	Max: 15#	Regulatory. Services	Deliver public health services, including food premises and public pool inspections; health approvals (e.g. septic, events, noise) and compliance enforcement; Mosquito management and education regarding mosquito borne viruses.
		2	Number of campaigns undertaken to provide public education and promote awareness relating to public and environmental health.	Annual (Q4)	12	#	9	Regulatory. Services	
		3	Establish metrics and baseline measures for this service	Annual (Q4)	In development			Regulatory. Services	
	Ranger Services	1	Percentage of property inspections undertaken for bushfire and cyclone mitigation	Annual (Q4)	100	%	80	Regulatory. Services	Provide community education and compliance on matters such as animal control, off-road vehicles, parking, bushfire and cyclone inspections, and litter control.
		2	Number of public education campaigns undertaken to promote awareness of legislation and local laws	Annual (Q4)	12	#	9	Regulatory. Services	
		3	Establish metrics and baseline measures for this service	Annual (Q4)	In development			Regulatory. Services	
	Emergency Management	1	Number of Local Emergency Management Committee meetings conducted	Annual (Q4)	4	#	4	Regulatory. Services	Plan for, and coordinate responses to, local emergency management, including Volunteer Brigade and SES management; Local Emergency Management Arrangements (LEMA); Local Recovery Plan (LRP) and Bushfire Risk Management Plan.
		2	Number of public education campaigns undertaken to promote awareness of emergency management matters	Annual (Q4)	6	#	4	Regulatory. Services	
		3	Establish metrics and baseline measures for this service	Annual (Q4)	In development			Regulatory. Services	
Goal 3	Everyone is included								
Diversity, Equity & Inclusion	1	Establish metrics and baseline measures for this service	Annual (Q4)	In development			Engagement and Partnerships	Foster a fair, inclusive, and welcoming environment for everyone who lives, works and visits the City. Work to eliminate discrimination, promote equal access to services, and ensure that diverse voices are heard and represented in decision-making processes.	
Early Years	1	Establish metrics and baseline measures for this service	Annual (Q4)	In development			Engagement and Partnerships	Collaborate with families, early education providers, health professionals, and community partners to support the development, wellbeing, and learning of children from birth to five years old and give every child the best possible start in life, particularly those who are vulnerable or disadvantaged.	
	2	Karratha and Surrounds Early Years Network collaboration	Annual (Q4)	4	#	3	Engagement and Partnerships		
Families and Children	1	Establish metrics and baseline measures for this service	Annual	In development			Engagement and Partnerships	Work in partnership with families and professionals to provide early help, protect vulnerable children, and ensure every child has the opportunity to grow up in a safe, supportive environment.	
Youth	1	Establish metrics and baseline measures for this service	Annual	In development			Engagement and Partnerships	Provide safe, inclusive spaces, targeted support, and opportunities for personal and social development – empowering young people aged 11 to 25 to thrive, make positive life choices, actively contribute to their communities and reach their full potential.	
	2	Number of Youth Advisory Group meetings held	6 monthly	3	#	2	Engagement and Partnerships		
Older Adults	1	Establish metrics and baseline measures for this service	Annual	In development			Engagement and Partnerships	Advocate for, and coordinate access to services, programs and events to help older adults aged 65 and over live fulfilling, connected, and dignified lives.	
Sponsorship and Grants	1	New streamlined grants process implemented	Annual	100	%	100%	Engagement and Partnerships	Provide cash and in-kind funding opportunities and partnership initiatives to support local community groups, organisations and businesses to deliver strategically aligned activities and initiatives.	
Goal 4	Our places and spaces are functional, attractive and reflect our unique identity								
Foreshore Management	1	Minimise the gap between performance and importance in the Annual Community Survey for Foreshore and Beach Amenity	Annually	0	#	-4	Asset Maintenance	Implement Foreshore Management Plans including foreshore enhancement projects; maintain beach areas and boat ramps for community use	
	2	Complete Annual foreshore enhancement projects	Annually	100%	%	90%	Asset Maintenance		
	3	Deliver Boat Ramp maintenance and cleaning program in accordance with agreed level of service	Quarterly	6 per annum	#	4 per annum	Asset Maintenance		
Streetscapes	1	Minimise the gap between performance and importance in the Annual Community Survey for Streetscapes	Annually	0	#	-3	Asset Maintenance	Maintain and enhance street and verge appearance; implement street tree planting and maintenance schedules	
	2	Deliver Annual cyclone tree pruning program prior to cyclone season	Annually	100%	%	90%	Asset Maintenance		
	3	Deliver Annual Tree Planting program aligned with Street Tree Plans	Quarterly	100%	%	90%	Asset Maintenance		

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Goal 4 We respect and care for our community	Parks Maintenance	1 Customer service requests responded to and preliminary investigations undertaken within agreed timelines and within Levels of Service	Quarterly	100%	%	80%	Asset Maintenance	Maintain and upgrade playgrounds and park furniture; landscape parks and Council facilities including cemeteries; maintain irrigation systems and turf to provide quality sporting surfaces; maintain and develop Karratha Golf Course; manage Karratha Effluent Reuse System for the reuse of non-potable water
		2 Level A Parks and Ovals maintained to level of service for mowing, gardening and reticulation and playground inspections	Quarterly	50	#	45	Asset Maintenance	
		3 Minimise the gap between performance and importance in the Annual Community Survey for Parks, Gardens and Opens Spaces	Annually	0	#	-4	Asset Maintenance	
	Roads, Drainage & Footpaths	1 Customer service requests responded to and preliminary investigations undertaken within agreed timelines within Levels of Service	Quarterly	100%	%	80%	Asset Maintenance	Maintain the local government sealed and unsealed road network, kerbs, drainage and footpaths
		2 Deliver Annual works program of Shoulder Grading, Rural Road maintenance, Road Reseals and Footpath and kerb renewals	Quarterly	100%	%	90%	Asset Maintenance	
		3 Minimise the gap between performance and importance in the Annual Community Survey for Local Roads	Annually	0	#	-8	Asset Maintenance	
	Building Maintenance	1 Customer service requests responded to and preliminary investigations undertaken within agreed timelines within Levels of Service	Quarterly	100%	%	80%	Asset Maintenance	Maintain all Council managed facilities including housing to be compliant with regulations and standards and fit for operational and community use
		2 Percentage of statutory maintenance, inspections and testing is assessed within statutory timeframes	Annual (Q4)	100%	%	90%	Asset Maintenance	
		3 Deliver Renewal program on facilities based on asset condition reports of facilities conducted	Quarterly	100%	%	90%	Asset Maintenance	
	Strategic Town Planning	1 Residential land that is subject to an endorsed structure plan but is not yet serviced for subdivision/development	Quarterly	300	Ha	200	Planning Services	Develop and apply the Local Planning Strategy and Local Planning Scheme, Scheme review and amendments; Crown Land matter referrals; City-initiated Crown Land matters
		2 Vacant and unoccupied industrial lots	Quarterly	70	Ha	40	Planning Services	
		3 Vacant residential lots	Quarterly	50	Ha	40	Planning Services	
	Statutory Town Planning	1 Assess all planning applications within the statutory timeframes	Quarterly	100	%	90	Planning Services	Assess Development Applications; planning compliance; subdivision review
		2 Minimise the gap between performance and importance in the Annual Community Survey for Town Planning and Building Approvals	Annual	0	#	-2	Planning Services	
	Building Services	1 Percentage of building permits assessed within statutory timeframes	Quarterly	100	%	95	Regulatory Services	Building approvals; building compliance; swimming pool inspections
		2 Percentage of statutory four yearly pool barrier inspections undertaken	Annual (Q4)	100	%	95	Regulatory Services	
	Engineering Services	1 Customer service requests responded to and preliminary investigations undertaken within agreed timelines within Levels of Service	Quarterly	100%	%	80%	Asset Maintenance	Prepare Civil Asset Design for capital works; approve and implement local road traffic management plans; survey for civil maintenance works; oversee the City’s subdivision design standards and guidelines; manage road funding
		2 Development Applications referred are responded to within agreed timelines	Quarterly	100%	%	90%	Asset Maintenance	
		3 Annual Program of investigations and designs completed within agreed timeframe	Quarterly	100%	%	90%	Asset Maintenance	
		4 All funding agreements acquitted as per Annual Budget	Quarterly	100%	%	90%	Asset Maintenance	
	Sanitation	1 Minimise the gap between performance and importance in the Annual Community Survey for Graffiti Removal	Annually	0	#	4	Waste, Fleet & Depot	Keep City managed facilities and public spaces clean, hygienic, free from graffiti and well presented; sweep City streets and footpaths so they are well presented and free of debris
		2 Remove instances of offensive graffiti within 48 hours of reporting	Quarterly	100%	%	95%	Waste, Fleet & Depot	
		3 Deliver road and footway sweeping program in accordance with documented Level of Service	Quarterly	95%	%	90%	Waste, Fleet & Depot	
Goal 5 We respect and care for the natural environment								
Environment & Sustainability	1	Reduce corporate Scope 1 & 2 green house gas emissions (tCO2e) from FY2024 level	Annual	53,918	#	53,918	City Growth	Develop and implement the City’s Environment and Sustainability Strategy, including energy, emissions reduction and climate action, water, waste, biodiversity, coastal management
	2	Increase percentage of corporate electricity from renewable sources (%) from FY2024 level	Annual	22	%	22	City Growth	
	3	Reduce potable water used for council operations (GL) from FY2024 level	Annual	474,568	#	474,568	City Growth	

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	Waste Management	1 Minimise the gap between performance and importance in the Annual Community Survey for Waste Facilites Operation	Annually	0	#	-4	Waste Fleet & Depot	Manage kerbside collection services including recycling and pre cyclone green waste service; manage the landfill facility at 7 Mile in Karratha including the Transfer Station, Tip Shop and recycling facilities; manage the Wickham Transfer Station; implement the City Waste Management and Resource Recovery Strategy
		2 Missed kerbside collections completed on the next work day	Quarterly	100%	%	95%	Waste Fleet & Depot	
		3 Reduction in proportion of non-recyclable material in kerbside recycling bins	Annually	5%	%	2%	Waste, Fleet & Depot	
	Litter Control	1 Collect Illegal dumps on City owned land within 3 days of reporting	Quarterly	95	%	90	Waste, Fleet & Depot	Manage litter collection service contracts to maintain the City's appearance and reduce the impact on the natural and built environment
		2 Minimise the gap between performance and importance in the Annual Community Survey for Street Litter Cleanup	Annually	0	#	-9	Waste, Fleet & Depot	
	Open Space Management	1 Deliver effective rotations of Annual Open Vegetation Slashing and Spraying Programs	Quarterly	3 per annum	#	2 per annum	Asset Mtce	Weed management; community environmental education; open space slashing, spraying, and maintenance
Goal 6	The local economy is diverse and thriving with opportunities for all							
	Housing	1 Percentage of service worker units occupied	Quarterly	100%	%	95%	Governance & Organisational Strategy	Advocacy, partnership, and facilitation to increase land development and options for diverse, affordable housing
		2 Number of new dwellings achieved through direct investment and facilitation/advocacy	Annual	200	#	50	City Growth	
	Economic Development	1 Minimise the gap between expectation and performance in the Annual Community Survey for Business Development and Support	Annual	0	%	-10	City Growth	Strategy and partnerships for business support, investment attraction and diversification, and City investment and partnerships; small and medium business support and economic development grants
		Establish metrics and baseline measures for this service	Annual (Q4)	In Development			City Growth	
	Tourism Development	1 Establish metrics and baseline measures for this service	Annual (Q4)	In Development			City Growth	Supports the development of tourism business, infrastructure and projects; provides for the development, attraction and promotion of tourism events; provides for local tourism providers, event holders, hospitality businesses and other relevant industry bodies.
	Visitor Servicing	1 Increase annual number of tourists visiting the Karratha Welcome Centre	Annual	10	%	5	City Growth	Deliver visitor services, including information, booking services, and retail through the Karratha Visitor Centre; manage nature based and overflow camping
		2 Increase annual number of tour bookings made via the Karratha Welcome Centre	Annual	5	%	0	City Growth	
		3 Increase annual revenue from the Karratha Welcome Centre (Retail & tours) 10% on FY2024 sales	Annual	148,500	\$	135,000	City Growth	
	Airport Management	1 Maintain or increase RPT Passenger Numbers	Annual	672,457	#	90%	Airport Services	Manage Karratha Airport operations; safety and compliance; commercial functions
		2 Minimise the gap between performance and importance in Annual Community Survey for Karratha Airport	Annual	0%	#	-10%	Airport Services	
		3 All non-conformities identified through audits have been resolved within the target timeframe	Annual	100%	%	90%	Airport Services	
Goal 7	Our civic leaders are innovative, listening and balanced in meeting community needs							
	Community Engagement	1 Project engagement reports completed and published	Annually	100	%	90	Engagement & Partnerships	Provide opportunities for the community to participate in decision-making, share feedback, and contribute to shaping local policies, projects, programs, and services through methods such as public forums, surveys, workshops, advisory groups, and digital platforms.
	Advocacy and Government Relations	1 Report to Council on progress of Advocacy priorities, including alignment to community feedback and engagement outcomes	6 monthly (Q2 & Q4)	1	#	1	Marketing and Communications	Advocacy and information sharing including liaison with other levels of government, media and political visits; develop council's advocacy position; establish and maintain strategic relationships with government entities; and maximize the benefits of memberships with Regional Capitals Australia and other relevant organisations.
	Industry Partnerships	1 Partnership projects aligned with Council Plan	Annually	100	%	100	Engagement & Partnerships	Support the development, coordination, and management of partnerships between the City and Industry, to ensure collaborative efforts align with the City's strategic goals and enhance the delivery of programs, services, and community outcomes.
	Council Support	1 Responding to incoming councillor requests within 48 hours	Quarterly	48	hrs	72 hrs	Executive Services	Provide Council and Committee meeting support, arrange and prepare workshops and presentations, coordinate Council training and development, and manage the Advisory Group and Council request process.
		2 Councillors meeting their statutory mandatory training obligations	Annual (Q2)	100%	%	90%	Executive Services	
	Customer Service	1 Completing incoming ICS enquiries (including the Report It app function) within 10 days.	Quarterly	100%	%	85%	Governance and Organisational Strategy	Deliver customer service through various channels (counter at Council offices, phone, mail and email enquiries and services, and after hours). Respond to a wide range of enquiries related to all council services, offering timely assistance that meets customer needs.
		2 Calls answered within agreed Levels of Service	Quarterly	10 sec	seconds	20 sec	Governance and Organisational Strategy	

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	Cemetery Management	1 Number of burials carried out at City controlled cemeteries	Quarterly	9 per quarter	#	5 per quarter	Governance and Organisational Strategy	Planning and managing cemetery provision and related services
		2 Cost of Cemetery Services per burial	Annual	\$3,700	\$	\$4,000	Governance and Organisational Strategy	
	Property Management	1 Maximise full occupancy of The Quarter HQ for office, retail or commercial purposes	Quarterly	100%	%	90%	Governance and Organisational Strategy	Residential and commercial property management
		2 Ensure all property leases are current	Quarterly	100%	%	85%	Governance and Organisational Strategy	
Enabling Services								
	Strategic Communications and Media	1 Percentage of media releases that resulted in media coverage	Quarterly	80	%	70	Marketing and Communications	Communicate key information to the public and keep the Council connected with the community; prepare statutory documents like the annual report; work with the media; run public relations campaigns; and manage communications during emergencies.
		2 Percentage of media coverage with neutral or positive tone (City mentions)	Quarterly	80	%	70	Marketing and Communications	
		3 Annual report produced and publicly released by statutory deadline	Annual	100	%	100	Marketing and Communications	
	City Promotions	1 Average Facebook post engagement rate (interactions ÷ reach × 100)	Quarterly	5	%	3	Marketing and Communications	Develop and implement integrated communications and marketing campaigns to promote council’s services, programs and events, including digital communications (social media, newsletters), corporate communications, and website content and design.
		2 Annual Community Survey respondents who report receiving City information through two or more official channels	Annual	75	%	70	Marketing and Communications	
	Project Management	1 Projects are delivered within 3 months of agreed milestones aligned with an agreed baseline schedule.	Annual (Q4)	90%	%	80%	City Projects	Responsible for the development and use of the City’s Project Management Framework and reporting, including expertise in the design and management of infrastructure projects.
		2 Projects are delivered within +/-10% of agreed project budgets. Budget change to be managed in accordance with project phases and approval gateways across project lifecycle.	Annual (Q4)	90%	%	110% - 90%	City Projects	
	Depot and Stores	1 Complete annual and half yearly stocktakes as scheduled	Half Yearly	100%	%	100%	Waste, Fleet & Depot	Provide stock purchasing, stores and chemical management at the City’s Operation Centre. Deliver an internal courier service across City management facilities.
	Plant and Fleet	1 Vehicle services completed within 14 days of schedule	Quarterly	90%	%	85%	Waste, Fleet & Depot	Maintain the City’s light fleet and heavy plant and plans and implement the City’s fleet and plant replacement program.
		2 Completion of Fleet & Plant Replacement Program	Annually	85%	%	80%	Waste, Fleet & Depot	
	Business Performance	1 Business Improvement Delivery: Deliver verified cost savings or cost avoidance through targeted business improvement initiatives	Annually	\$150 000	\$	\$100 000	Business Transformation & Change Management	Drive a program of change and business improvement through mechanisms such as business transformation plans, service plans and performance reporting
		2 Performance Reporting: Publish performance reports within 90 days of each quarter-end, tracking progress against service plan outcomes.	Quarterly	100%	%	75%	Business Transformation & Change Management	
		3 % of active BTP projects that meet monthly reporting and governance requirements (status, risks, milestones, resourcing)	Annual	90%	%	80%	Business Transformation & Change Management	
		4 % of completed BTP projects with post-implementation reviews including benefit tracking and lessons learned	Annual	90%	%	80%	Business Transformation & Change Management	
	Finance	1 Collection of all invoices within Council's terms of trade (excluding grants, contributions, donations and sponsorship)	Quarterly	85	%	80	Financial Services	Provide financial services such as the annual budget and financial strategy, accounting and auditing, rates administration, treasury functions, debt recovery, financial reports, and asset register. Oversee financial risks and the procurement of goods and services. Ensure compliance with standards and regulations
		2 Ensure supplier invoices are paid within the terms of trade	Quarterly	90	%	85	Financial Services	
		3 Annual Results of the Local Government Financial Indicator (LGFI)	Annual (Q4)	85	%	70	Financial Services	

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	People and Culture	1	Focused improvement on PsychoSocial Safety, as measured by Wellbeing Score (24/25 - 65%) in Annual Staff Survey.	Annual	69%	%	67%	People and Culture	Provide specialist advice and assistance on staff matters, including workforce planning, culture, capability, and performance. Deliver payroll and ensure enterprise agreements, contracts and policies are legally compliant. Drive a positive health and safety culture.
		2	Vacancy rate less than 3% per month (based on perm roles)	Quarterly	3%	%	5%	People and Culture	
		3	Successful renegotiation of IA, with no lost time to industrial action	Annual	0	hrs	0	People and Culture	
	Governance and Policy	1	Attain a high level of compliance with legislation through the Annual Compliance Audit Return.	Annual (Q3)	100%	%	92%	Governance and Organisational Strategy	Responsible for policy framework oversight, delegations and authorisations, election coordination, legal and leasing, local law administration, and compliance. Manage Council’s privacy obligations and respond to Freedom of Information requests. Coordinate risk management activity, including internal and external audits, risk registers, insurance, and business continuity planning.
		2	Ensure that all Council Policies are current	Annual (Q4)	90%	%	80%	Governance and Organisational Strategy	
		3	Respond to freedom of information requests within statutory time frames	Annual (Q4)	100%	%	90%	Governance and Organisational Strategy	
	Procurement and Contracts	1	Percentage of dollars paid through creditors to local businesses for the reporting period.	Quarterly	50%	%	40%	Governance and Organisational Strategy	Manage procurement and contracts to acquire goods, services and works through a formal process that ensures transparency, accountability, and value for money.
	Information Technology	1	Minimise unscheduled down time for all public interfacing telephone systems	Quarterly	100	%	98	Information Technology	Manage enterprise systems, technology and infrastrucure, and provide a stable, secure, and responsive ICT environment. Provide organisational ICT support that enables service delivery, digital transformation and innovation enablement. Provide data governance and analytics support.
		2	Minimise unscheduled down time for all public interfacing websites	Quarterly	100	%	98	Information Technology	
		3	Minimise unscheduled down time for all public interfacing email systems	Quarterly	100	%	98	Information Technology	
	Knowledge and Records Management	1	Process incoming correspondence into the Electronic Document Records Management System (EDRMS) within 24 hours of receipt	Quarterly	95	%	90	Information Technology	Responsible for overseeing the full lifecycle of information and records management, ensuring secure, accurate and accessible records. Develop frameworks for effective knowledge capture and sharing and supporting all business units with their recordkeeping requirements. Ensure organisational compliance with the State Records Act to safeguard information and maintain accountability and transparency.
		2	Organisational correspondence to be acknowledged within agreed time frames	Quarterly	90	%	80	Information Technology	
	Strategic Asset Management	1	Complete Culvert inspections and Road Safety audits including reports of findings and recommendations.	Quarterly	100%	%	80%	Asset Mtce	Long term planning and management of infrastructure to support community needs and service delivery. Ensure that assets are effectively maintained, renewed, or replaced to provide optimal value over their lifecycle while meeting financial and strategic goals.
		2	Complete Revaluation Audits of Buildings, Parks and Open Spaces for financial integrity and assessment updates	6 Monthly	2	#	2	Asset Mtce	
		3	Ensure audits aligned with asset condition reports are conducted within agreed deadlines for Asset Maintenance assets to form the Capital replacement program	6 Monthly	100%	%	80%	Asset Mtce	