

TAB A - FY22 CEO SCORECARD

Priority Themes	Performance Objective	Measures – Refer to Appendix A for detailed definitions/calculations	Baseline	FY22 Target	FY22 Stretch Target	Weighting & Linked to APP
Financial Management & Scheme Performance	<ul style="list-style-type: none"> Overall improved expense management discipline Drive financial sustainability of schemes 	Net Result (\$m)	FY21 Forecast: NI: - \$152m TMF (WC & GL): +\$342m LTCS (including CTP): +\$222m	FY22 Budget: NI: - \$371m TMF (WC & GL): +\$155m LTCS (including CTP): +\$226m	Achieve additional 5% reduction on total operating expenses (~\$75m)	30
	<ul style="list-style-type: none"> Improved Customer Outcomes and Sentiment 	26 Week NI Return to work rate	84.5% (as at Jan 21)	87.8%	N/A	
		Scheme NPS and customer complaints	In accordance with Scheme Scorecards	In accordance with Scheme Scorecard customer targets	In accordance with Scheme Scorecard customer stretch targets	
Strategic Reset	<ul style="list-style-type: none"> Set and drive newly defined icare Strategy 	A 5 year Strategic Plan defined and endorsed by the Board and embedded into the FY23 SBI and Business Plan 5 Year Strategic Plan communicated to internal and external stakeholder	N/A	5 Year Strategic plan is approved by the Board by and embedded into the by July 2021 Business Plan by 30 December 2021 Business plans in place to drive strategy execution by 30 December 2021	N/A	15
	<ul style="list-style-type: none"> Remediation of McDougall Recommendations 	Remediation (McDougall Recommendations) initiatives delivered against approved scope, key milestones/lead indicators, budget and independently assured.	Scope and Lead Indicators approved by Q4 FY21	Assurance confirms delivery of initiatives in accordance with Remediation Plan (scope, key milestones/lead indicators and budget) on a quarterly basis.	Assurance confirms delivery of initiatives ahead of Plan (key milestones/lead indicators and budget)	

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Risk Management & Operational Effectiveness	<ul style="list-style-type: none"> Material progress in icare's risk maturity Establish effective risk management framework and operationalise 	Risk Culture Index	Placeholder for baseline to be measure in August 2021	RCI remains stable or improves by #% [or #points] To be confirmed once RCI baseline is determined	RCI improves by more than #% [or #points] To be confirmed once RCI baseline is determined	20
		Internal Audit Actions - Minimising Overdue Audit Actions	High and Medium items:- 2 items overdue: 50% (3 out of 6) 1 item overdue: 33% (2 out of 6) No overdue: 17% (1 out of 6)	No high risk items overdue Max 1 medium risk item overdue items reported in more than 75% of the reporting period (9/12 months).		
		Timeliness of resolving incidents - Incidents closed within required time frames	87% of incidents were closed within required timeframes over each Quarter	90% of incidents closed within required time frames each quarter		
		Meeting regulatory time frames within risk appetite	RAS metric for regulatory time frames met in 2 out of 4 quarters	RAS metric for regulatory time frames met in 4 out of 4 quarters (rolling metric, and measured for the full four quarters at the end of the year).		
People	<ul style="list-style-type: none"> Role models icare values and leads executive team to work collaboratively & effectively Develop senior leadership capability Material progress in transformation of organisation from a cultural and brand perspective 	PMES - Employee Engagement score	Below 50%	Greater than 50%	62%	25
		People Leader Index (PLI) – subset of OCI	Placeholder for People Leader Index baseline	Placeholder for People Leader Index target	Placeholder for People Leader Index stretch target	
		Organisational Culture Index (OCI)	Placeholder for OCI baseline	Placeholder for OCI key focus area targets	Placeholder for OCI key focus area stretch targets	
External Stakeholder Brand Reputation	<ul style="list-style-type: none"> Effectively manage key stakeholder relationships Treasury, Treasurers Office and SIRA 	Board feedback	Board assessment of stakeholder relationships			10