



**Present:**

<b>Presiding Member</b>	<b>The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith</b>
<b>Deputy Presiding Member</b>	<b>Deputy Lord Mayor, Councillor Martin</b>
<b>Council Member</b>	<b>Councillor Abrahamzadeh</b>
<b>Independent Members</b>	<b>Gael Fraser</b> <b>Jeff Tate</b>
<b>Consultant</b>	<b>Andrew Reed, Hender Consulting</b>

**1 Acknowledgement of Country**

The Chair stated:

‘Council acknowledges that we are meeting on traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past and present. We recognize and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.

And we also extend that respect to other Aboriginal Language Groups and other First Nations who are present today.’

**2 Apologies and Leave of Absence**

Nil

**3 Confirmation of Minutes - 5 June 2023**

Moved by Deputy Lord Mayor, Councillor Martin,  
Seconded by Councillor Abrahamzadeh -

That the Minutes of the meeting of the CEO Performance Review Panel held on 5 June 2023, be taken as read and be confirmed as an accurate record of proceedings.

Carried

**4 Items for Consideration and Determination**

**5 Item 3.1 - 2023/24 CEO Performance KPI's**

Moved by Deputy Lord Mayor, Councillor Martin,  
Seconded by Gael Fraser -

**THAT THE CEO PERFORMANCE REVIEW PANEL**

1. Approves the proposed KPIs for assessment of the Chief Executive Officers performance for 1 July 2023-30 June 2024 as contained in Attachment A to Item 3.1 as amended and attached in the minutes of the CEO Performance Review Panel held on 14 June 2023.
2. Agrees that Lord Mayor meet with the CEO to discuss and agree on the amendments to the proposed KPIs prior to the CEO Review Performance Panel's recommendation to Council.
3. Delegates authority to the Lord Mayor to finalise any editorial amendments arising from the discussion between the Lord Mayor and CEO.

THAT THE CEO PERFORMANCE REVIEW PANEL RECOMMENDS TO COUNCIL

That Council

1. Approves that the Chief Executive Officers performance for 1 July 23 – 30 June 24 will be:
  - 1.1 Assessed against the achievement of KPIs aligned to the Key Result Areas outlined in the CEO Position Description and contained in Attachment A as amended and attached to the minutes to Item 3.1 of the CEO Performance Review Panel held on 14 June 2023.
  - 1.2 Informed by a 360-degree survey to be conducted by Hender Consulting.

Carried

**6 Other Business - 360 Degree Survey for 2022/23 CEO Performance Review**

Moved by Jeff Tate,  
Seconded by Councillor Abrahamzadeh -

THAT THE CEO PERFORMANCE REVIEW PANEL

1. Approves the 360 degree survey for the CEO Performance Review for 2022/23 includes all current council members, Executive, Associate Directors and Corporate Managers, and the Executive Manager Office of the CEO.

Carried

**Closure**

The meeting closed at 4.28 pm

The Lord Mayor, Dr Jane Lomax-Smith

**Chair**

**CEO Performance Review Panel**

Documents Attached:

Minute 5 - Item 3.1 - 2023/24 CEO Performance KPI's – Attachment A as amended

# Minute Item 5

Attachment A

## CEO KRAs

Leadership and Strategic Plan Delivery  
 Financial and Risk Management  
 Operational and Project Delivery  
 Organisational Health (including Innovation and Service Improvement)  
 Stakeholder Management  
 Lord Mayor and Councillors

## PROPOSED CEO KPIS 2023/24

#	KPI	KRA
1	<b>Develop the Council's 2024-2028 Strategic Plan</b> Presented to Adopted by Council by end December 2023	Leadership and Strategic Plan Delivery
2	<b>Deliver all key objectives in Council's 2023/24 Business Plan and Budget</b> All key objectives delivered by end June 2024 Budgeted operating surplus result delivered	Leadership and Strategic Plan Delivery  Financial and Risk Management
3	<b>Develop a City Plan that provides guidance on sustainable City growth</b> Presented to Adopted by Council by end June 2024	Leadership and Strategic Plan Delivery
4	<b>Develop a Housing Policy that supports the provision of affordable and social housing to support City workers</b> Presented to Adopted by Council by end December 2023	Leadership and Strategic Plan Delivery
5	<b>Review Update the Council's Long-Term Financial Plan including the assumptions and parameters</b> Presented to Adopted by Council by end October 2023	Financial and Risk Management
6	<b>Deliver Council's Asset Renewal Works Program</b> Adopted by Council as part of the 2023/24 Business Plan and Budget Asset Renewal Funding Ratio of 90% <i>The Asset Renewal Funding Ratio indicates whether Council is renewing or replacing existing assets at a rate of consumption.</i> 90% delivery of Council's Asset Renewal works program representing a minimum 25% improvement over the historical 5 year average of 65% <del>Of the adopted base budget</del> <del>Extraordinary items, subsequent Council decisions and/or directions may impact attainment of this target</del>  <b>Deliver Council's Major / New and Upgrade Works Program</b> Adopted by Council as part of the 2023/24 Business Plan and Budget Reduce the level of Capital Works Carry Forward in the range of 10% - 25% from the historical 5 year average of \$26.1M or 66% <del>Of the adopted base budget</del> <del>Extraordinary items, subsequent Council decisions and/or directions may impact attainment of this target</del>	Operational and Project Delivery

7	<p><b>Conduct and implement the findings of four (4) public realm condition audits</b></p> <ul style="list-style-type: none"> <li>○ Quarterly reports on public realm condition audits <b>presented</b> to Council</li> <li>○ <del>Implement findings</del> <b>Develop a program to implement the findings</b> by end June 2024</li> </ul>	Operational and Project Delivery
8	<p><b>Lead organisational culture improvement with a focus on values, leadership, expectations and behaviours to ensure the City of Adelaide is recognised as an employer of choice</b></p> <p>All key priorities delivered by end June 2024</p>	Organisational Health (including Innovation and Service Improvement)
<p>Proposed Priorities:</p> <p>Develop and communicate the City of Adelaide Employer Brand</p> <p>Develop and implement the City of Adelaide Workforce Plan, with a focus on:</p> <ul style="list-style-type: none"> <li>○ Attraction of new talent</li> <li>○ Succession planning</li> <li>○ Improving Aboriginal and Torres Strait Islander employment participation rates <b>in accordance with Council's Reconciliation Action Plan</b></li> </ul> <p><del>Engage third party to design/deliver an organisation wide Culture Survey</del> <b>and Develop a more contemporary tool for Council to assess and monitor organisational culture</b></p> <p><del>Create a new role of Aboriginal Employment Advisor to effectively attract, develop and retain talented individuals from Aboriginal and Torres Strait Islander communities.</del></p> <p>Proposed Measures:</p> <p>Attraction and Retention of Employees</p> <ul style="list-style-type: none"> <li>○ Monitor early turnover rate as an indicator that employer brand matches the employee experience</li> <li>○ Benchmark workforce turnover rate against Australian Capital Cities and Territories</li> </ul> <p>Recognition for leadership in the sector (Awards)</p> <p>Employee participation in Performance and Development Conversations process &gt;80%</p> <p>Employee participation in and completion of Mandatory Training 100%</p>		
9	<p><b>Finalise the <del>Implement findings from two (2) external reviews of the Adelaide Economic Development Agency</del></b></p> <p>Report on findings of two external reviews noted by Council by end <del>July</del> <b>August</b> 2023</p> <p>Implement findings by end February 2024</p>	Organisational Health (including Innovation and Service Improvement)
10	<p><b>Improve the customer experience for residents, businesses, city users, the Lord Mayor and Councillors</b></p> <p>All key priorities delivered by end June 2024</p>	Stakeholder Management Lord Mayor and Councillors
<p>Proposed Priorities:</p> <ul style="list-style-type: none"> <li>✓ Effective management of responses to Council Members and related constituent enquiries <ul style="list-style-type: none"> <li>○ Respond in a timely manner to CEO undertakings <b>following Council and Committee meetings</b></li> <li>○ Streamline requests via the FreshDesk system and improve monitoring and reporting</li> </ul> </li> <li>✓ Improve transparency to enable sound decision making i.e. aim for majority of reports to be discussed in public <ul style="list-style-type: none"> <li>○ Develop a pro disclosure policy that is adopted by Council and communicated to stakeholders</li> </ul> </li> </ul> <p>Proposed Measures:</p> <ul style="list-style-type: none"> <li>✓ 80% of decisions and CEO undertakings closed out within 12 months</li> <li>✓ Voice of Customer Surveys achieves a rating of 3.5 or higher</li> <li>✓ Overall satisfaction with delivery of Council services &gt;70%</li> <li>✓ Overall satisfaction with delivery of Council services &gt;70% sources Baseline City User Profile (CUP Survey), Resident and Business surveys</li> </ul>		

*Extraordinary items, subsequent Council decisions and/or directions may impact attainment of these KPIs*