

# 2024/25 CEO Final Performance KPIs

Strategic Alignment - Our Corporation

Public

**Monday, 16 September 2024**  
**CEO Performance Review**  
**Panel**

**Program Contact:**  
Chief Executive Officer

**Approving Officer:**  
Anthony Spartalis,  
Chief Operating Officer

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## EXECUTIVE SUMMARY

This report provides advice to the CEO Performance Review Panel on the Final 2024/25 Key Performance Indicators (KPIs) against which the performance of the Chief Executive Officer will be measured. The KPIs are aligned to the relevant Key Result Areas in the CEO Position Description.

At its meeting on 3 June 2024 the CEO Performance Review Panel requested that Administration conduct benchmarking research around appropriate measures for KPI's 9 and 10 contained in Attachment A, with a report due back to the CEO Performance Review Panel at its next meeting.

Administration sought advice from all Australian Capital City Councils and desktop research was undertaken of major Adelaide Metro Councils regarding appropriate measures for KPI's 9 and 10.

As a result of this benchmarking exercise, no change is proposed to the KPIs presented on 3 June 2024.

This report also provides a brief progress update for each of the 2024/25 CEO KPIs.

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## RECOMMENDATION

### THAT THE CEO PERFORMANCE REVIEW PANEL RECOMMENDS TO COUNCIL

#### THAT COUNCIL

1. Notes benchmarking data was sought from all Australian Capital City Councils and desktop research undertaken for major Adelaide Metropolitan Councils regarding Appropriate Measures for KPI's 9 and 10.
  2. Approves that the Chief Executive Officer's performance for the 2024/25 financial year will be assessed against the achievement of Key Performance Indicators aligned to the relevant Key Result Areas in the CEO Position Description and contained in Attachment A to Item 4.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 16 September 2024.
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# IMPLICATIONS AND FINANCIALS

CEO Contract	<p>Key Performance Indicators will be reviewed annually and periodically.</p> <p>Council may alter the Key Performance Indicators at its discretion following reasonable consultation with the CEO.</p> <p>The Performance Review Panel will determine the appropriate CEO performance review process against which the CEO's performance will be assessed, and the review will be completed within three months of the end of each financial year of the Term.</p> <p>The CEO will be consulted in the development of key performance indicators which will be set by the Council by mutual agreement.</p>
Consultation	Not as a result of this report.
24/25 Budget Allocation	Not as a result of this report.

## DISCUSSION

### Key Performance Indicators (KPIs)

- Council at its meeting on 11 June 2024 endorsed the recommendations of the CEO Performance Review Panel of 3 June 2024 and resolved:

*“That Council:*

- Approves that the Chief Executive Officer’s performance for the 2024/25 financial year will be assessed against the achievement of Interim Key Performance Indicators aligned to the relevant Key Result Areas in the CEO Position Description and contained in Attachment A to Item 4.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 3 June 2024.*
  - Requests that the Administration conducts benchmarking research around appropriate measures for KPIs 9 and 10 contained in Attachment A to Item 4.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 3 June 2024, with a report due back to the CEO Performance Review Panel at its next meeting.*
- Administration sought advice from all Australian Capital City Councils and undertook desktop research for major Adelaide Metropolitan Councils regarding appropriate measures for KPIs 9 and 10.
    - In relation to Employee Metrics (KPI 9), the significant advice (from the City of Melbourne) was that the Chief Executive Officer’s (CEO) KPI is focused on Employee Engagement. This is a metric that will be captured through the 2024 Organisational Culture Survey conducted in August 2024. The City of Brisbane records comparable metrics in relation to Employee Turnover, participation in performance / development processes and mandatory training. Based on a comparison of these metrics, no change is proposed for the Employee measures KPI.
    - In relation to Governance metrics (KPI 10), the City of Melbourne records comparable metrics in relation to implementation of Council resolutions and also sets a KPI related to resolving internal audit actions. The implementation status of internal audit actions at the City of Adelaide is monitored by the Strategic Risk and Internal Audit group and formally reported through to the Audit and Risk Committee. Based on a comparison of these metrics, no change is proposed for the Governance KPI.
    - In relation to Customer metrics (KPI 10), the significant result of the benchmarking exercise was the conclusion that our current survey methodology is inconsistent with those Capital City Councils who either exclude or weight customer interactions that relate to legislative services such as infringements and permits. While Administration will progress a review of the methodology for the calculation of Customer Satisfaction / Ease / Effort metrics over the coming months, no change is proposed for the Customer measure KPI targets.
  - In recommending the finalisation of 2024/25 CEO KPIs, the following advice is provided to the CEO Performance Review Panel (the Panel).

- 3.1 Implement actions from adopted City of Adelaide Strategies (KPI 1) – the 2024/25 Business Plan and Budget commits resources and budget to delivering Year 1 actions of Council's 2024–2028 Strategic Plan ([Link 1](#)).
- 3.2 Deliver all key objectives in Council's 2024/25 Business Plan and Budget (KPI 2) – Strategic Plan Key Actions identified, including supporting Strategic Projects and Program budgets to deliver an operating surplus of \$9.367m ([Link 2](#)).
- 3.3 Develop an Integrated Transport Strategy (KPI 3) – Roadmap for development of a draft strategy prepared with inception workshop at the Infrastructure and Public Works Committee scheduled for 17 September 2024.
- 3.4 Deliver the Adaptive Re-use City Housing Initiative (KPI 4) – Formal launch of ARCHI program held on 29 July 2024. Annual target of 50 dwellings delivered through adaptive reuse of underutilised buildings.
- 3.5 Update the Council's Long-Term Financial Plan (KPI 5) – Roadmap for revision of the LTFP developed. Three workshops were held with the City Finance and Governance Committee through July and August 2024. Assumptions for development of the draft LTFP approved by Council on 27 August 2024. Draft LTFP to be presented to Council on 17 September 2024.
- 3.6 Deliver Council's 2024/25 Capital Works program (KPI 6) – the 2024/25 Business Plan and Budget allocates funding for a total Capital Works Program of \$112.831m including an Asset Renewal Works Program of \$56.022m and New and Upgrade Works Projects of \$56.809m.
- 3.7 Mainstreet Revitalisation Projects (KPI 7) – the 2024/25 Business Plan and Budget includes allocations for Hindley Street construction and detailed designs for the Gouger Street, O'Connell Street and Hutt Street revitalisation projects.
- 3.8 Organisational Culture Survey / Action Plan (KPI 8) – Project Plan and Survey design completed. Survey launched on Monday 5 August 2024 and closed on Friday 30 August 2024, with a participation rate of 70%.
- 3.9 Monitor and improve employee measures by 10% (KPI 9) – Employee metrics are monitored on a quarterly basis and will be provided to the Panel through scheduled updates against progress on the endorsed 2024/25 CEO KPIs.
- 3.10 Improve the customer experience for residents, businesses, city users, the Lord Mayor and Councillors (KPI 10) – Governance and customer metrics are monitored on a quarterly basis and will be provided to the Panel through scheduled updates against progress on the endorsed 2024/25 CEO KPIs.

#### **Next Steps**

4. Following approval of the Final 2024/25 KPIs by Council, the CEO will cascade the KPIs with supporting measures to the Portfolio Directors as the basis for a consistent organisational approach to performance review at the Executive level. The CEO will assess the performance of the Executive group for the 2024/25 review period in accordance with the proposed KPIs.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – City of Adelaide 2024-2028 Strategic Plan

**Link 2** – 2024/25 Business Plan and Budget

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## ATTACHMENTS

**Attachment A** – Final 2024/25 CEO Performance KPI's

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