





2024/25 – Chief Executive Officer KPIs



KRA – LEADERSHIP AND STRATEGIC PLAN DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> Working collaboratively with Council in the development, communication, and implementation of the Strategic Plan, and providing regular reporting to Council on progress against the Plan. Managing the strategic planning process and assessing performance against the Strategic Plan. 	<ul style="list-style-type: none"> Implement Year 1 Strategic Plan actions from adopted City of Adelaide Strategies <ul style="list-style-type: none"> Economic Development (EDS) Integrated Climate (ICS) Housing Homelessness 	30 June 2025		<p>In progress</p> <ul style="list-style-type: none"> City Plan – Adelaide 2036 endorsed by Council 10/9/2024. Submission to the Greater Adelaide Regional Plan endorsed by Council 12/11/24. <p><u>Economic Development Strategy</u></p> <ul style="list-style-type: none"> Economic Development Strategy endorsed by Council 10/9/2024. Rundle Mall Live Music program commenced 11/10/24. As at 24/2/25 there have been 51 performances. Adelaide: Your Guide to Our City of Music launched 4/11/24 with 7,500 copies distributed across the CBD and inner metro area. <p><u>Integrated Climate Strategy</u></p> <ul style="list-style-type: none"> Integrated Climate Strategy Reporting Framework to support the delivery and monitoring of the ICS noted by Council 8/10/2024. 24/25 Sustainability Incentive Scheme fully allocated as at 31/12/24 with 65 incentives approved. <p><u>Housing Strategy</u></p> <ul style="list-style-type: none"> Site investigations and master planning options underway for former Bus Station site - 35% affordable housing. Master Plan concept design commenced for 218-232 Flinders Street – 40% affordable housing. <p><u>Homelessness Strategy</u></p> <ul style="list-style-type: none"> Continued support of temporary hub in Edwards Park (Park 23). Permit in place until 1/3/25. (New license for further six months approved by Council 13/2/24). Major partner of Adelaide Zero Project since inception in 2018. Partnership with State Government and Australian Alliance commenced in 2021. 	City Shaping
<ul style="list-style-type: none"> Ensuring the development of annual business plans and budgets that support the delivery of the Strategic Plan. 	<ul style="list-style-type: none"> Deliver all key objectives in Council's 2024/25 Business Plan and Budget <ul style="list-style-type: none"> All key Objectives delivered by end June 2025. Budgeted operating result delivered. 	30 June 2025		<p>Significantly progressed</p> <ul style="list-style-type: none"> Q1 Progress Report approved by Council 26/11/24. Q2 Progress Report approved by Council 25/2/25. <ul style="list-style-type: none"> Operating Surplus \$11.729m. Capital Expenditure \$37.529m. Net Cash Surplus \$20.999m. Strategic Projects Completed – 2. Capital Projects Completed – 50. 	Corporate Services

2024/25 – Chief Executive Officer KPIs

<ul style="list-style-type: none"> Providing timely strategic advice and recommendations to Council on policy matters, issues and proposals affecting the future development and position of the City of Adelaide. 	<ul style="list-style-type: none"> Develop an Integrated Transport Strategy <ul style="list-style-type: none"> Presented to Council by end April 2025. 	30 April 2025		In progress <ul style="list-style-type: none"> Workshop to provide overview of development of proposed Strategy at Infrastructure and Public Works Committee 17/9/24. Discussion paper documents for Stage 1 community and stakeholder engagement endorsed by Council 22/10/24. Outcome of Public Engagement (Stage 1) and Draft Strategy for Public Engagement (Stage 2) to be presented to Infrastructure and Public Works Committee 18/3/25. 	City Infrastructure
	<ul style="list-style-type: none"> Deliver the Adaptive Re-use City Housing Initiative <ul style="list-style-type: none"> Identification of building stock suitable for adaptive reuse by March 2025. Strategic Plan target for adaptive reuse: “50 dwellings are delivered annually through adaptive reuse of underutilised buildings” 	31 March 2025		In progress <ul style="list-style-type: none"> Official Launch of ARCHI scheme 29/7/24. 2024/25 ARCHI Incentive Grant funding \$250,000. ARCHI Incentive Scheme: <ul style="list-style-type: none"> Enquiries = 21 Applications received = 3 Granting funding allocated \$45,000 Dwellings delivered – 3 apartments / 4 beds. 	City Shaping

KRA – FINANCIAL AND RISK MANAGEMENT					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> Ensuring annual and long-term financial plans are developed, monitored, and controlled. Developing and maintaining financial capability to enable the organisation to discharge its statutory functions and to realise human and capital resources for maximum benefit to the community. Organising and managing funding requirements and account for the proper receipt of all monies. Ensuring the appropriate governance and compliance frameworks are in place, particularly in terms of the <i>Independent Commissioner Against Corruption Act 2012</i>. Managing, maintaining, and maximising Council assets and resources. Ensuring all commercial activities of Council are in line with community service obligations and have clearly defined financial goals (including rate of return on assets) whilst meeting Council's sustainability objectives. 	<ul style="list-style-type: none"> Update the Council's Long-Term Financial Plan including the assumptions and parameters <ul style="list-style-type: none"> Presented to Council by end October 2024. 	31 October 2024	✓	Completed <ul style="list-style-type: none"> Assumptions and parameters received and noted by Audit and Risk Committee Workshop 9/8/24. Assumptions and parameters to develop 2024/25 Long Term Financial Plan approved by Council 27/8/24. Draft 2024/25-2033/34 Long Term Financial Plan approved for public consultation by Council 24/9/24. Draft 2024/2025 – 2033/34 Long Term Financial Plan and Draft 2024/25 CEO Financial Sustainability Report noted by Audit and Risk Committee 27/9/24. 2024/2025 – 2033/34 Long Term Financial Plan adopted by Council 22/10/24. 	Corporate Services

2024/25 – Chief Executive Officer KPIs

RA – OPERATIONAL AND PROJECT DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> Ensuring Capital Works projects and Asset Renewal programs and projects are on track and within committed budgets. 	<ul style="list-style-type: none"> Deliver Council's Asset Renewal Works Program <ul style="list-style-type: none"> Adopted by Council as part of the 2024/25 Business Plan and Budget. Asset Renewal Funding Ratio of 92.5%. <i>The Asset Renewal Funding Ratio indicates whether Council is renewing or replacing existing assets at a rate of consumption.</i> 	30 June 2024		In progress <ul style="list-style-type: none"> Adopted by Council 25/6/24 \$56.022m. Adopted by Council 25/2/25 \$56.296m. The total spend for renewal projects to the end of December 2024 \$19.975m with contracted expenditure of \$10.978m. 34 Renewal projects achieved practical completion as at 31 December 2024. Forecast Asset Renewal Funding Ratio of 93.0% as at Q2. 	City Infrastructure
	<ul style="list-style-type: none"> Deliver Council's Major / New and Upgrade Works Program <ul style="list-style-type: none"> Adopted by Council as part of the 2024/25 Business Plan and Budget. 			In progress <ul style="list-style-type: none"> Adopted by Council 25/6/24 \$56.809m. Adopted by Council 26/11/24 \$66.890m. Adopted by Council 25/2/25 \$64.747m. The total spend for New and Significant Upgrade projects to the end of December 2024 was \$17.553m with contracted expenditure of \$5.786m. 16 New and Significant Upgrade projects achieved practical completion as at 31 December 2024. 	City Infrastructure

KRA – ORGANISATIONAL HEALTH (Including Innovation and Service Improvement)					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> Embracing and driving a culture that encourages employee engagement and promotes accountability, initiative, creativity, diversity, transparency, and the organisation's values through coaching, mentoring and empowering direct reports, having performance conversations and ensuring an effective balance of people leadership and management competencies. Measuring staff and customer engagement and experience along with financial and governance indicators. Ensuring best practice human resource management strategies are implemented. Ensuring the organisational structure and human resources remain relevant to the strategic goals of the organisation through effective recruitment, retention, and performance management strategies. Ensuring an effective industrial relations system for all Council employees is in place and maintained, which is compliant with relevant legislation. Ensuring processes and procedures are in place that maintain a workplace free from discrimination, bullying and harassment. Driving a high level of innovation and continuous improvement initiatives are implemented and the benefit realised and measured. 	<ul style="list-style-type: none"> Progress Organisational Culture Survey to establish an Employee Engagement baseline and develop an Organisational Culture Action Plan <ul style="list-style-type: none"> Survey Conducted July 2024 Action planning commenced by October 2024 Regular reports back to staff on quarterly basis. Progress and implement an organisational structure review by December 2024 to enable the organisation to deliver on the Strategic Plan 2024-2028 outcomes and priorities based on a shared understanding of accountability and improved capacity across the organisation, including establishing measures of success. Monitor and improve employee measures by 10% using Q3 2023/24 results as a base Measures: <ul style="list-style-type: none"> Attraction and Retention of Employees <ul style="list-style-type: none"> Employee turnover (excluding casuals) to be <13% Turnover of Employees with less than two years' service to be <40 Employee participation in Performance and Development Conversations (PDC) process >88% Employee participation in and completion of Mandatory Training 100%. 		<div>●</div> <div>●</div> <div>●</div>	<p>In progress</p> <ul style="list-style-type: none"> Organisational Culture Survey launched 5/8/24 and closed 30/8/24 with a participation rate of 70%. Overall Employee Engagement Score of 63% on par with benchmark. Organisational Culture Survey Action Plan 2024-2026 endorsed by the Chief Executive Officer 24/2/25. Pulse Check Survey scheduled for March 2025. <p>Significantly progressed</p> <ul style="list-style-type: none"> Proposed structure advice to staff 21/10/24. Three week Staff Consultation period from 9am Mon 21/10/24 - 9am Mon 11/11/24. Consultation response finalised 20/11/24. Recruitment for new roles commenced 21/11/24. Revised Organisational Structure implemented 6/1/25. Appointments for Director City Community and Associate Director Governance and Strategy finalised and announced. Nine nominations submitted for Local Government Professionals SA Excellence Awards February 2025. Two nominations submitted for 2024/25 Local Government Association Mutual Scheme Awards. <p>In progress</p> <ul style="list-style-type: none"> Turnover of 12.8% as at 31/12/24, same as for end of Q1 30/9/24 (excluding casuals). 34 leavers (4.5%) with less than two years' experience as at 31/12/24, compared to 35 as at 30/9/24 (excluding casuals). PDC participation rate 85.3% as at 31/12/24. Employee completion of Mandatory Training 90% as at 31/12/24. 	Corporate Services

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KRA – STAKEHOLDER MANAGEMENT – LORD MAYOR AND COUNCILLORS																																	
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible																												
<ul style="list-style-type: none">Engaging with a wide range of internal and external stakeholders within a complex political environment and across a broad organisational framework.Promoting Council and its activities to the community.Negotiating and achieving the resolution of major issues which affect the management, planning and development of the City.Upholding a customer service culture and ensure that Council services meet customer needs.Monitoring customer satisfaction levels on a regular basis and ensure public accountability.Promoting relationships and liaising with external agencies including government at local, state and commonwealth level, the business community and resident groups.Representing the City in an official capacity as required.Ensuring that the City’s image and profile is prominent through effective promotion and representation to the public, media and other groups and agencies.Ensuring timely and accurate information about Council policies and programs is regularly provided to the community and that appropriate mechanisms are created for community feedback to Council.Ensuring prompt and appropriate responses are given to specific requests for information made to Council.Facilitating and fostering productive internal and external relationships and partnerships necessary for Council to achieve its business and community goals.Ensuring consultation is used effectively to enhance decision making by Council. <p>Lord Mayor and Councillors</p> <ul style="list-style-type: none">Providing Council and the Lord Mayor with the best contemporary strategic advice, based on but not limited to a sound assessment of risks and opportunities and limitations imposed by the law.Working effectively with the Lord Mayor in their capacity as leader of, and official spokesperson for, the Council.Providing timely information, advice and support to the Lord Mayor, Deputy Lord Mayor and Councillors.	<ul style="list-style-type: none">Improve the customer experience for residents, businesses and city users<ul style="list-style-type: none">➤ All key priorities delivered by end June 2025.➤ Using Q3 2023/24 results as baseline, seek 10% improvementMeasures:<ul style="list-style-type: none">○ Voice of Customer Surveys achieve a rating of 3.5 or higher<ul style="list-style-type: none">▪ Customer Satisfaction six month average to be>52% - Revised target 58%▪ Customer Ease/Effort six month average to be >61% - Revised target 66%○ Overall satisfaction with delivery of Council services >70% sources Baseline City User Profile (CUP Survey), Resident and Business surveysImprove the service experience for the Lord Mayor and Councillors<ul style="list-style-type: none">➤ All key priorities delivered by end June 2025.Priorities:<ul style="list-style-type: none">○ Effective management of responses to Council Members and related constituent enquiries○ Respond in a timely manner to CEO undertakings following Council and Committee meetings○ Ensure responses to requests submitted by Council Members and logged in the FreshDesk system, are provided in accordance with agreed timeframesProposed Measures:<ul style="list-style-type: none">○ 80% of decisions and CEO undertakings closed out within 12 months	30 June 2025	<div><div></div></div>	<p>In progress</p> <ul style="list-style-type: none">Customer Satisfaction<ul style="list-style-type: none">○ Six month average to 31/12/24 62%.Customer Ease/Effort<ul style="list-style-type: none">○ Six month average to 31/12/24 68%.As per the 2023 City User Profile Survey, 12 of 13 services’ satisfaction scores exceeded 70%.<table><tr><th>Service</th><th>Score</th></tr><tr><td>Arts, Culture and Events</td><td>88%</td></tr><tr><td>Community Planning and Development</td><td>79%</td></tr><tr><td>Community Safety</td><td>72%</td></tr><tr><td>Economic Planning and Growth</td><td>75%</td></tr><tr><td>Environmental Sustainability</td><td>76%</td></tr><tr><td>Library Services</td><td>92%</td></tr><tr><td>Park Lands and Open Space</td><td>91%</td></tr><tr><td>Parking</td><td>53%</td></tr><tr><td>Planning, Building and Heritage</td><td>81%</td></tr><tr><td>Property Management and Development</td><td>82%</td></tr><tr><td>Resource Recovery and Waste Management</td><td>82%</td></tr><tr><td>Sports and Recreation</td><td>92%</td></tr><tr><td>Streets and Transportation</td><td>75%</td></tr></table> <p>In progress</p> <ul style="list-style-type: none">87.5% of Council Member queries submitted through Fresh Desk resolved within agreed timeframes.98% of Council decisions closed within 12 months as at 31/12/24.93% of CEO undertakings closed within 12 months as at 31/12/24.	Service	Score	Arts, Culture and Events	88%	Community Planning and Development	79%	Community Safety	72%	Economic Planning and Growth	75%	Environmental Sustainability	76%	Library Services	92%	Park Lands and Open Space	91%	Parking	53%	Planning, Building and Heritage	81%	Property Management and Development	82%	Resource Recovery and Waste Management	82%	Sports and Recreation	92%	Streets and Transportation	75%	Corporate Services
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