

# Draft 2026/27 CEO Performance KPIs

Strategic Alignment - Our Corporation

Public

**Monday, 1 June 2026**  
**CEO Performance Review**  
**Panel**

**Program Contact:**  
Carole Johns, Executive  
Manager, Office of the CEO

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

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## EXECUTIVE SUMMARY

This report proposes to the CEO Performance Review Panel that the performance of the Chief Executive Officer (CEO) for the 2026/27 financial year be assessed on:

- Achievement of the Draft 2026/27 Key Performance Indicators (KPIs) that are aligned to the Key Result Areas relevant to the CEO Position Description and included as Attachment A to this report, and
- The outcomes of an appropriate 360-degree survey instrument, including Council Members, senior staff and external stakeholders.

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## RECOMMENDATION

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

#### THAT COUNCIL

1. Approves that the Chief Executive Officer's performance for the 2026/27 financial year will be assessed against:
    - 1.1. The achievement of the Draft Key Performance Indicators aligned to the relevant Key Result Areas in the CEO Position Description and contained in Attachment A to Item 5.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 1 June 2026.
    - 1.2. The outcomes of an appropriate 360-degree survey instrument, including Council Members, senior staff and external stakeholders.
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# IMPLICATIONS AND FINANCIALS

CEO Contract	<ul style="list-style-type: none"> <li>• Key Performance Indicators will be reviewed annually and periodically.</li> <li>• Council may alter the Key Performance Indicators at its discretion following reasonable consultation with the CEO.</li> <li>• 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.</li> <li>• The CEO will be consulted in the development of key performance indicators which will be set by the Council by mutual agreement.</li> </ul>
Consultation	Not as a result of this report
25/26 Budget Allocation	Not as a result of this report

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## DISCUSSION

1. Consideration is sought by the Panel of the Draft CEO Key Performance Indicators (KPIs) for the 2026/27 financial year.
2. It is recommended that the CEO's Performance be assessed against the Key Result Areas (KRAs) in the CEO's Position Description:
  - 2.1. Leadership and Strategic Plan Delivery
  - 2.2. Financial and Risk Management
  - 2.3. Operational and Project Delivery
  - 2.4. Organisational Health including Innovation and Service Improvement
  - 2.5. Stakeholder Management
  - 2.6. Lord Mayor and Councillors, and
  - 2.7. Reflect the key actions for implementation of the City of Adelaide Strategic plan 2024-2028 and the adopted 2026/27 Business Plan and Budget.
3. As contained in Attachment A, the draft KPIs include:
  - 3.1. Development of a City Vision and Strategic Plan Alignment.
  - 3.2. Implementation of Year 3 actions outlined in the Strategic Plan and adopted City of Adelaide Strategies
  - 3.3. Delivery of actions in the 2026/27 Business Plan and Budget when adopted by Council
  - 3.4. Update of Council's Long Term Financial Plan and development of the 2027/28 Business Plan and Budget
  - 3.5. Delivery of Council's 2026/27 Asset Renewal and Major / New and Upgrade Works Programs
  - 3.6. Progress the adopted Mainstreet Revitalisation projects
  - 3.7. Undertake the Organisational Culture Survey
  - 3.8. Monitor and improve employee measures using Q3 2025/26 as the baseline
  - 3.9. Improve the customer experience for residents, businesses and city users
  - 3.10. Improve the service experience for the Lord Mayor and Councillors.

4. At the meeting of the CEO Performance Review Panel (the Panel) on 1 December 2025, the following undertaking was given to the Panel:

*Undertaking – CEO KPIs for the 2026/27 Financial Year*

*To examine the qualitative aspects within the cultural survey to be considered as part of the CEO KPIs for the 2026/27 Financial Year and separating the designation ‘stakeholder’ from the governing body of Council.*

5. Noting this undertaking, advice will be provided to the Panel on the percentage of Organisational Culture survey participants who provide qualitative feedback. This is not proposed as a formal measure as it is optional for survey participants to provide additional comments.
6. In addition, references to stakeholders will be clarified as city users in general, and not specifically elected members of Council.
7. In addition to the achievement of measures as contained in Attachment A, it is proposed that the performance of the Chief Executive Officer (CEO) for the 2026/27 financial year be assessed on the outcomes of an appropriate 360-degree survey instrument, including Council Members, senior staff and external stakeholders.

**Next Steps**

8. Following approval of the Draft 2026/27 CEO 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 2026/27 review period in accordance with the KPIs.
9. A 360-degree survey of Council Members, senior staff and external stakeholders will be undertaken at the end of the 2026/27 financial year.

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## DATA AND SUPPORTING INFORMATION

Nil

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## ATTACHMENTS

**Attachment A** – Draft 2026/27 CEO Performance KPIs

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