



CEO PERFORMANCE REVIEW PANEL

Agenda and Reports

for the meeting on

Monday, 1 September 2025

at 3.00 pm

in the Colonel Light Room, Adelaide Town Hall

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Bold.
Aspirational.
Innovative.

CEO PERFORMANCE REVIEW PANEL
Meeting Agenda, Monday, 1 September 2025, at 3.00 pm

Membership	The Lord Mayor The Deputy Lord Mayor 1 Council Member 2 External Independent Members
Quorum	3
Presiding Member	The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith
Deputy Presiding Member	Deputy Lord Mayor, Councillor Martin
Council Member	Councillor Dr Siebentritt
Independent Members	Gael Fraser Jeff Tate
Independent Advisor	Andrew Reed, Hender Consulting

Agenda

Item	Pages
1. Acknowledgement of Country At the opening of the CEO Performance Review Panel meeting, the Chair will state: '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 recognise 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 Apology - Councillor Dr Siebentritt	
3. Confirmation of Minutes That the Minutes of the meeting of the CEO Performance Review Panel held on 2 June 2025, be taken as read and be confirmed as an accurate record of proceedings. View public 2 June 2025 Minutes here .	
4. Items for Consideration and Determination 4.1 2024/25 CEO Performance KPIs	4 - 14

- | | | |
|------------|--|---------|
| 5. | Exclusion of the Public | 15 - 17 |
| | <p>In accordance with sections 90(2), (3) and (7) of the <i>Local Government Act 1999</i> (SA) the Council will consider whether to discuss in confidence the reports contained within section 6 of this Agenda.</p> | |
| 6. | Items for Consideration and Determination in Confidence | |
| 6.1 | 2024/25 CEO Performance 360 Review [S90(3) (a)] | 18 - 21 |
| 6.2 | 2024/25 CEO Performance Remuneration Review [S90(3) (a)] | 22 - 28 |
| 7. | Closure | |

2024/25 Q4 CEO KPI Progress Report

Strategic Alignment - Our Corporation

Public

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Panel

Program Contact:

Michael Sedgman
Chief Executive Officer

Approving Officer:

Anthony Spartalis,
Chief Operating Officer

EXECUTIVE SUMMARY

This report provides an update of progress against the endorsed 2024/25 Key Performance Indicators (KPIs) for the Chief Executive Officer as at the end of June 2025.

RECOMMENDATION

THAT THE CEO PERFORMANCE REVIEW PANEL RECOMMENDS

THAT COUNCIL

1. Receives and notes the KPI progress report, as contained in Attachment A to Item 4.1 on the Agenda for the meeting of the CEO Performance Review Panel held on 1 September 2025, outlining progress against the Chief Executive Officer's endorsed 2024/25 Key Performance Indicators.

IMPLICATIONS AND FINANCIALS

Strategic Alignment	Strategic Alignment – Our Corporation Effective Leadership and Governance
CEO Contract	The Key Result Areas (KRAs) outlined are contained in the Chief Executive Officer (CEO) Position Description and as an attachment to the CEO's employment agreement. Key Performance Indicators (KPIs) will be reviewed annually and periodically. Council may alter the KPIs at its discretion following reasonable consultation with the CEO.
Consultation	Not as a result of this report
25/26 Budget Allocation	Not as a result of this report

DISCUSSION

- At its meeting on 24 September 2024, Council endorsed the recommendations of the CEO Performance Review Panel of 16 September 2024 and resolved (in part) that Council:
 - 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 as attached in the minutes of the CEO Performance Review Panel held on 16 September 2024, as Attachment A.*
 - the outcomes of an appropriate 360-degree survey instrument, including Council Members, Senior Staff and external stakeholders."*
- The approved Chief Executive Officer (CEO) Key Performance Indicators (KPIs) for 2024/25 ([Link 1](#)) are aligned to the Key Result Areas (KRAs) in the CEO's Position Description:
 - 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.
- The CEO has cascaded 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 approved KPIs and where appropriate delivery against the adopted City of Adelaide Strategic Plan 2024-2028.
- In accordance with the approved process for the 2024/25 CEO Performance Review, the CEO has prepared an update of progress as at 30 June 2025 provided as **Attachment A**.
- This report is the fourth KPI progress report against the CEO's endorsed 2024/25 KPIs.
- The progress report provides details of the status of delivery against the approved CEO KPIs, at the end of the 30 June 2025 quarter.

7. As at 30 June 2025 the following KPIs have been completed:
- 7.1. KPI 2 – Delivery of Council’s 2024/25 Business Plan and Budget:
 - 7.1.1. Quarter 1 Progress Report ([Link 2](#))
 - 7.1.2. Quarter 2 Progress Report ([Link 3](#))
 - 7.1.3. Quarter 3 Progress Report ([Link 4](#))
 - 7.1.4. Quarter 4 Progress Report ([Link 5](#))
 - 7.2. KPI 5 - Update the Council’s Long-Term Financial Plan including the assumptions and parameters – adopted by Council on 22 October 2024. ([Link 6](#))
 - 7.3. KPI 8a – Progress Organisational Culture Survey to establish an Employee Engagement baseline and develop Organisational Culture Action Plan:
 - 7.3.1. Culture Survey August 2024 Overall Organisation Results ([Link 7](#))
 - 7.3.2. Culture Survey Organisation Action Plan 2024-2026 ([Link 8](#))
 - 7.3.3. Culture Survey March 2025 Pulse Check Overall Results ([Link 9](#))
 - 7.4. KPI 8b – 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.
 - 7.5. KPI 10b – Improve the service experience for the Lord Mayor and Councillors.
8. As at 30 June 2025 the following KPIs have been significantly progressed:
- 8.1. KPI 1 – Implement Year 1 actions of adopted City of Adelaide Strategies ([Link 10](#)), ([Link 11](#)), ([Link 12](#)) and ([Link 13](#))
 - 8.3 KPI 3 – Develop an Integrated Transport Strategy ([Link 14](#))
 - 8.4 KPI 6 - Deliver Council’s Capital Works Program ([Link 15](#))
 - 8.5 KPI 9 – Monitor and improve employee measures by 10% using Q3 2023/24 results as base.
 - 8.6 KPI 10a – Improve the customer experience for residents, businesses, and city users.
9. Two KPIs are in progress.
10. As at 30 June 2025, five KPI’s have been completed, five KPIs have been significantly progressed and two are in progress.

DATA AND SUPPORTING INFORMATION

Link 1 – Approved Chief Executive Officer Key Performance Indicators for 2024/25

Link 2 – Business Plan and Budget Quarter 1 Update

Link 3 – Business Plan and Budget Quarter 2 Update

Link 4 – Business Plan and Budget Quarter 3 Update

Link 5 – Business Plan and Budget Quarter 4 Update

Link 6 – Adopted Long-Term Financial Plan

Link 7 – Culture Survey August 2024 Overall Organisation Results

Link 8 – Culture Survey Organisation Action Plan 2024-2026

Link 9 – Culture Survey - March 2025 Pulse Check Overall Results

Link 10 – Economic Development Strategy progress update to 30 June 2025

Link 11 – Integrated Climate Strategy progress update to 30 June 2025

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Link 12– Housing Strategy progress update to 30 June 2025

Link 13 – Homelessness Strategy progress update to 30 June 2025

Link 14 – Integrated Transport Strategy

Link 15 – Council's Capital Works Program

ATTACHMENTS

Attachment A – Q4 Progress against the Chief Executive Officer's endorsed 2024/25 Key Performance Indicators

– END OF REPORT –

2024/25 – Chief Executive Officer KPIs

KRA – LEADERSHIP AND STRATEGIC PLAN DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
- 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.	Implement Year 1 Strategic Plan actions from adopted City of Adelaide Strategies - Economic Development (EDS) - Integrated Climate (ICS) - Housing - Homelessness	30 June 2025		Significantly progressed - City Plan – Adelaide 2036 endorsed by Council 10/9/2024. - Submission to the Greater Adelaide Regional Plan endorsed by Council 12/11/24. - Business Accessibility Support Program pilot project launched February 2025. The \$80,000 support fund was noted by Council 11/2/25. - Built Heritage Management Policy adopted by Council 11/2/25. - Community Facilities Policy (previously Social Infrastructure (Assets) Policy adopted by Council 8/4/25. - Cultural Policy 2025-2036 adopted by Council 10/6/25. - A total of 65 Heritage Incentive Scheme projects were supported in 2024/25. <u>Economic Development Strategy</u> - Economic Development Strategy endorsed by Council 10/9/2024. - Rundle Mall Live Music program commenced 11/10/24. As at 30/6/25 there were 114 performances for the 2024/25 year. - Adelaide:Your Guide to Our City of Music launched 4/11/24 with 7,500 copies distributed across the CBD and inner metro area. - Rundle Mall achieved record breaking foot traffic (681,000 people) over the 21-23 March 2025 weekend coinciding with the last weekend of the Fringe, the Inaugural Colours of Asia festival and an AFL game at Adelaide Oval. 22 events and festivals funded through the Commercial Events Fund in 2024/25. - Estimated attendee expenditure = \$85m*. - Total expected attendance = 1.5m*. - The Events and Festivals Sponsorship Program supported 20 events and festivals in 2024/25. - Estimated gross impact in excess of \$453m. - Estimated city-based attendance of over 5.5m*. - Estimated 882,178* visitor bed nights - At 30 June 2025 a total of 10 city activation projects resulted in 93,000 new direct visitors to underutilised city places. - At 30 June 2025, 88 O'Connell Street: - Apartments sold = 91% - Commercial tenancies = only two remain. - Angels Lane artwork launched 4 August 2025. <u>Integrated Climate Strategy</u> - Integrated Climate Strategy Reporting Framework to support the delivery and monitoring of the ICS noted by Council 8/10/2024. - Outcomes of Phase 2 consultation on the Draft Light Square/Wauwi Master Plan noted by Council 11/2/25.	City Shaping

**Figures are based on data supplied by events and festivals through each program's acquittal process. At the time of reporting, not all acquittals had been received, and final figures may vary.*

KRA – LEADERSHIP AND STRATEGIC PLAN DELIVERY

				- The north-south bikeways project was completed on 14/2/25. 24/25 Sustainability Incentive Scheme fully allocated as at 31/3/25 with 104 incentives approved. - Planning and Design for City Street Greening continues with 230 high priority tree locations identified to be planted in autumn/winter. As at 31/3/25, 25 streets have been designed with the remaining to be completed by end April 2025. - A total of 273 street trees were planted in 2024/25. 50 microclimate sensors deployed across the city and Adelaide Park Lands. Established to create publicly available mapping on 'cool routes' in 2025/26. <u>Housing Strategy</u> - 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. - Principles for Collaboration with the State Government on a review of Catalyst Site Policy endorsed by Council 11/3/25. - Confidential CEO Briefing of Council Members on progress of Flinders Street Project 8/4/25. <u>Homelessness Strategy</u> - Major partner of Adelaide Zero Project since inception in 2018. Partnership with State Government and Australian Alliance commenced in 2021. - Submission to the State Planning Commission on the Accommodation Diversity Code Amendment approved by Council 11/2/25. - 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 13/2/25). - Trained 121 City of Adelaide frontline employees with partner Toward Home Alliance to help identify homelessness risk factors and appropriate referral pathways. - The Lord Mayor's Roundtable "Partnering to prevent Homelessness" held 14 August 2025.	
Ensuring the development of annual business plans and budgets that support the delivery of the Strategic Plan.	Deliver all key objectives in Council's 2024/25 Business Plan and Budget - All key Objectives delivered by end June 2025. - Budgeted operating result delivered.	30 June 2025	✓	Completed - Q1 Progress Report approved by Council 26/11/24. - Q2 Progress Report approved by Council 25/2/25. - Q3 Progress Report approved by Council 27/5/25. - Q4 Progress Report approved by Council 26/8/25. - Operating Surplus \$12.135m - Capital Expenditure \$101.127m - Borrowings \$23.820m - Strategic Projects Completed – 43 - Capital Projects Completed – 217	Corporate Services

KRA – LEADERSHIP AND STRATEGIC PLAN DELIVERY					
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.	Develop an Integrated Transport Strategy - Presented to Council by end April 2025.	30 April 2025		Significantly progressed - 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. - Outcome of Public Engagement (Stage 1) Noted by Council 25/3/25. - Draft Strategy for Public Engagement (Stage 2) endorsed for Public Consultation by Council 22/4/25. - Integrated Transport Strategy endorsed by Council 22/7/25.	City Infrastructure
	Deliver the Adaptive Re-use City Housing Initiative - 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 - Official Launch of ARCHI scheme 29/7/24. 2024/25 ARCHI Incentive Grant funding \$250,000. - ARCHI Incentive Scheme for 2024/25: - Enquiries = 36 - Funding Agreements = 7 - Dwelling potential through Funding Agreements = 14 dwellings / 20 beds - Granting funding allocated = \$80,720 - Dwellings delivered – 5 dwellings / 8 beds - Residential Adaptive Reuse Development Applications lodged = 8	City Shaping

KRA – FINANCIAL AND RISK MANAGEMENT					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
- 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.	Update the Council's Long-Term Financial Plan including the assumptions and parameters - Presented to Council by end October 2024.	31 October 2024	✓	Completed - 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

KRA – OPERATIONAL AND PROJECT DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
Ensuring Capital Works projects and Asset Renewal programs and projects are on track and within committed budgets.	Deliver Council's Asset Renewal Works Program - 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 2025		Significantly Progressed - 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 June 2025 was \$53.662m. 133 renewal projects achieved practical completion as at 30 June 2025. - Asset Renewal Funding Ratio of 85.3% as at 30 June 2025. The 2024/25 original adopted budget assumed total renewal expenditure of \$56.022m (against the combined AMPs of \$60.654m), effectively 92.5% of the AMPs which set the targeted ARFR. The ARFR to be reported within the Model Financial Statement is 85.3%. This calculation is based on actual cash expenditure 'out the door' (\$51.655m), divided by the amount required to deliver 100% of the AMPs (\$60.654m). It should be noted that the AMPs contained a level of contingency (calculated at \$4.644m) and the adopted budget of \$56.022m contained \$4.296m of contingency. As previously reported, management of contingency saw only \$268k of net contingency being required to deliver the 2024/25 renewals program. This is effectively a saving of \$4.222m and the non-expenditure of these monies resulted in less cash 'out the door' and therefore a lower ARFR. Further, on an accrual basis as reported, \$53.662m was expended in delivering the 2024/25 renewal program. This accounts for infrastructure physically in place as at June 30 that is yet to be paid for (eg payment made in July). Recognising both the savings in contingency (including with AMPs) and expenditure on an accrual basis results in an adjusted ARFR of 95.2%.	City Infrastructure
	Deliver Council's Major / New and Upgrade Works Program - Adopted by Council as part of the 2024/25 Business Plan and Budget.			Significantly Progressed - Adopted by Council 25/6/24 \$56.809m. - Adopted by Council 26/11/24 \$66.890m. - Adopted by Council 25/2/25 \$64.747m. - Adopted by Council 27/5/25 \$56.613m. - The total spend for New and Significant Upgrade projects to the end of June 2025 was \$47.465m. 84 New and Significant Upgrade projects achieved practical completion as at 30 June 2025.	City Infrastructure
	Mainstreet Revitalisation projects - Commence construction of the Hindley Street revitalisation project - Progress designs for Gouger Street, O'Connell Street and Hutt Street revitalisation projects by the end of June 2025.	30 June 2025		In Progress - Detailed Design for funded project progressed to 70%. Engagement with key partners regarding further funding continuing with construction to commence in 2025/26. - Designs in progress with funding for detailed design and construction in 2025/26.	City Infrastructure

KRA – ORGANISATIONAL HEALTH (Including Innovation and Service Improvement)					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
- 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.	Progress Organisational Culture Survey to establish an Employee Engagement baseline and develop an Organisational Culture Action Plan - 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: - Attraction and Retention of Employees - 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%.		✓ ✓ ●	Completed - 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 launched 27/3/25 and closed 11/4/25 with a participation rate of 65%. - Overall Employee Engagement Score of 61%. - Next Pulse Check Survey scheduled for September 2025. Completed - 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. - Two nominations shortlisted as finalists for Local Government Professionals SA Excellence Awards. Significantly progressed - Turnover of 12.2% as at 30/6/25, a decrease from 13.9% at end of Q4 30/6/25 (excluding casuals). 33 leavers (4.2%) with less than two years' experience as at 30/6/25, compared to 38 as at 30/6/24 (excluding casuals). - PDC participation rate 83.1% as at 30/6/25 compared to 79% as at 30/6/24 noting the new PDC cycle commenced in January 2025. - Employee completion of Mandatory Training 85% as at 30/6/25.	Corporate Services

KRA – STAKEHOLDER MANAGEMENT – LORD MAYOR AND COUNCILLORS																															
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible																										
- 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. Lord Mayor and Councillors - 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.	Improve the customer experience for residents, businesses and city users - All key priorities delivered by end June 2025. - Using Q3 2023/24 results as baseline, seek 10% improvement - Measures: - Voice of Customer Surveys achieve a rating of 3.5 or higher - 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 surveys Improve the service experience for the Lord Mayor and Councillors - All key priorities delivered by end June 2025. - Priorities: - 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 timeframes - Proposed Measures: 80% of decisions and CEO undertakings closed out within 12 months	30 June 2025	✓	Significantly progressed - Customer Satisfaction - Full year average to 30/6/25 63.2%. - Customer Ease/Effort - Full year average to 30/6/25 68.5%. - As per the 2025 City User Profile Survey, 12 of 13 services' satisfaction scores exceeded 70%:<table><tr><td>- Arts, Culture and Events</td><td>94%</td></tr><tr><td>- Community Planning and Development</td><td>88%</td></tr><tr><td>- Community Safety</td><td>86%</td></tr><tr><td>- Economic Planning and Growth</td><td>84%</td></tr><tr><td>- Environmental Sustainability</td><td>86%</td></tr><tr><td>- Library Services</td><td>95%</td></tr><tr><td>- Park Lands and Open Space</td><td>89%</td></tr><tr><td>- Parking</td><td>50%</td></tr><tr><td>- Planning, Building and Heritage</td><td>85%</td></tr><tr><td>- Property Management and Development</td><td>88%</td></tr><tr><td>- Resource Recovery and Waste Management</td><td>86%</td></tr><tr><td>- Sports and Recreations</td><td>92%</td></tr><tr><td>- Streets and Transportation</td><td>79%</td></tr></table> Completed 91.3% of Council Member queries submitted through FreshDesk resolved within agreed timeframes for Q4 (April-June 2025). 97.2% of Council decisions closed within 12 months as at 30/6/25. 94.2% of CEO undertakings closed within 12 months as at 30/6/25.	- Arts, Culture and Events	94%	- Community Planning and Development	88%	- Community Safety	86%	- Economic Planning and Growth	84%	- Environmental Sustainability	86%	- Library Services	95%	- Park Lands and Open Space	89%	- Parking	50%	- Planning, Building and Heritage	85%	- Property Management and Development	88%	- Resource Recovery and Waste Management	86%	- Sports and Recreations	92%	- Streets and Transportation	79%	Corporate Services
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Exclusion of the Public

Monday, 1 September 2025
**CEO Performance Review
Panel**

Program Contact:
Anthony Spartalis, Chief
Operating Officer

2018/04291
Public

Approving Officer:
Anthony Spartalis, Chief
Operating Officer

EXECUTIVE SUMMARY

Section 90(2) of the *Local Government Act 1999* (SA) (the Act), states that a Council Committee may order that the public be excluded from attendance at a meeting if the Council Committee considers it to be necessary and appropriate to act in a meeting closed to the public to receive, discuss or consider in confidence any information or matter listed in section 90(3) of the Act.

It is the recommendation of the Chief Operating Officer that the public be excluded from this CEO Performance Review Panel meeting for the consideration of information and matters contained in the Agenda.

- 6.1** 2024/25 CEO Performance 360 Review [section 90(3) (a) of the Act]
- 6.2** 2024/25 CEO Performance Remuneration Review [section 90(3) (a) of the Act]

The Order to Exclude for Items 6.1 and 6.2

1. Identifies the information and matters (grounds) from section 90(3) of the Act utilised to request consideration in confidence.
2. Identifies the basis – how the information falls within the grounds identified and why it is necessary and appropriate to act in a meeting closed to the public.
3. In addition, identifies for the following grounds – section 90(3) (b), (d) or (j) of the Act - how information open to the public would be contrary to the public interest.

ORDER TO EXCLUDE FOR ITEM 6.1

THAT THE CEO PERFORMANCE REVIEW PANEL

1. Having taken into account the relevant consideration contained in section 90(3) (a) and section 90(2) & (7) of the *Local Government Act 1999* (SA), this meeting of the CEO Performance Review Panel dated 1 September 2025 resolves that it is necessary and appropriate to act in a meeting closed to the public for the consideration of Item 6.1 [2024/25 CEO Performance 360 Review] listed on the Agenda.

Grounds and Basis

Consideration in confidence is sought because the confidential 360 Degree Review conducted by Hender Consulting contains information the disclosure of which would involve the unreasonable disclosure of the views of elected members, staff and stakeholders into the personal affairs of Mr Michael Sedgman, Chief Executive Officer, City of Adelaide.

The CEO Performance Review Committee is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances because the disclosure of this information would involve the unreasonable disclosure of the views of elected members, staff and stakeholders into the personal affairs of Mr Michael Sedgman, Chief Executive Officer, City of Adelaide.

2. Pursuant to section 90(2) of the *Local Government Act 1999* (SA) (the Act), this meeting of the CEO Performance Review Panel dated 1 September 2025 orders that the public (with the exception of members of Corporation staff and any person permitted to remain) be excluded from this meeting to enable this meeting to receive, discuss or consider in confidence Item 6.1 [2024/25 CEO Performance 360 Review] listed in the Agenda, on the grounds that such item of business, contains information and matters of a kind referred to in section 90(3) (a) of the Act.

ORDER TO EXCLUDE FOR ITEM 6.2

THAT THE CEO PERFORMANCE REVIEW PANEL

1. Having taken into account the relevant consideration contained in section 90(3) (a) and section 90(2) & (7) of the *Local Government Act 1999* (SA), this meeting of the CEO Performance Review Panel dated 1 September 2025 resolves that it is necessary and appropriate to act in a meeting closed to the public for the consideration of Item 6.2 [2024/25 CEO Performance Remuneration Review] listed on the Agenda.

Grounds and Basis

Receipt and discussion of this report and attachments associated with this Item is required in confidence to protect the personal affairs of the Chief Executive Officer.

The CEO Performance Review Committee is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances because the disclosure of this information would involve unreasonable disclosure of information concerning the personal affairs of any person.

2. Pursuant to section 90(2) of the *Local Government Act 1999* (SA) (the Act), this meeting of the CEO Performance Review Panel dated 1 September 2025 orders that the public (with the exception of members of Corporation staff and any person permitted to remain) be excluded from this meeting to enable this meeting to receive, discuss or consider in confidence Item 6.2 [2024/25 CEO Performance Remuneration Review] listed in the Agenda, on the grounds that such item of business, contains information and matters of a kind referred to in section 90(3) (a) of the Act.
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DISCUSSION

1. Section 90(1) of the *Local Government Act 1999* (SA) (the Act), directs that a meeting of a Council Committee must be conducted in a place open to the public.
2. Section 90(2) of the Act, states that a Council Committee may order that the public be excluded from attendance at a meeting if the Council Committee considers it to be necessary and appropriate to act in a meeting closed to the public to receive, discuss or consider in confidence any information or matter listed in section 90(3) of the Act.
3. Section 90(3) of the Act prescribes the information and matters that a Council may order that the public be excluded from.
4. Section 90(4) of the Act, advises that in considering whether an order should be made to exclude the public under section 90(2) of the Act, it is irrelevant that discussion of a matter in public may -
 - (a) *cause embarrassment to the council or council committee concerned, or to members or employees of the council; or*
 - (b) *cause a loss of confidence in the council or council committee; or*
 - (c) *involve discussion of a matter that is controversial within the council area; or*
 - (d) *make the council susceptible to adverse criticism.'*
5. Section 90(7) of the Act requires that an order to exclude the public:
 - 5.1 Identify the information and matters (grounds) from section 90(3) of the Act utilised to request consideration in confidence.
 - 5.2 Identify the basis – how the information falls within the grounds identified and why it is necessary and appropriate to act in a meeting closed to the public.
 - 5.3 In addition identify for the following grounds – section 90(3) (b), (d) or (j) of the Act - how information open to the public would be contrary to the public interest.
6. Section 87(10) of the Act has been utilised to identify in the Agenda and on the Report for the meeting, that the following matters are submitted seeking consideration in confidence.
 - 6.1 Information contained in Item 6.1 – 2024/25 CEO Performance 360 Review
 - 6.1.1 Is not subject to an Existing Confidentiality Order.
 - 6.1.2 The grounds utilised to request consideration in confidence is section 90(3) (a) of the Act
Section 90 (3) (a) of the *Local Government Act 1999* (SA)
 - a) Information the disclosure of which would involve the unreasonable disclosure of information concerning the affairs of any person (living or dead).
 - 6.2 Information contained in Item 6.2 – 2024/25 CEO Performance Remuneration Review
 - 6.1.1 Is not subject to an Existing Confidentiality Order.
 - 6.1.2 The grounds utilised to request consideration in confidence is section 90(3) (a) of the Act
Section 90 (3) (a) of the *Local Government Act 1999* (SA)
 - a) Information the disclosure of which would involve the unreasonable disclosure of information concerning the affairs of any person (living or dead).

ATTACHMENTS

Nil

- END OF REPORT -