

Draft 2025/26 CEO Performance KPIs

Strategic Alignment - Our Corporation

Public

Monday, 2 June 2025
CEO Performance Review
Panel

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Approving Officer:
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EXECUTIVE SUMMARY

This report responds to an undertaking given by the Chief Operating Officer at the CEO Performance Review Panel meeting on 2 December 2024 to undertake appropriate benchmarking with other capital cities for the Customer Satisfaction Survey and provide an update to the CEO Performance Review Panel. Details of the benchmarking outcomes are contained in Attachment A.

This report also proposes to the CEO Performance Review Panel that the performance of the Chief Executive Officer (CEO) for the 2025/26 financial year be assessed on:

- Achievement of the Draft 2025/26 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.

RECOMMENDATION

THAT THE CEO PERFORMANCE REVIEW PANEL RECOMMENDS TO COUNCIL

THAT COUNCIL

1. Notes the results of the benchmarking undertaken regarding the methodology for the calculation of Customer Satisfaction / Ease / Effort metrics as contained in Attachment A to Item 4.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 2 June 2025.
 2. Approves that the Chief Executive Officer's performance for the 2025/26 financial year will be assessed against:
 - 2.1 The achievement of the Draft Key Performance Indicators aligned to the relevant Key Result Areas in the CEO Position Description and contained in Attachment B to Item 4.2 on the Agenda for the meeting of the CEO Performance Review Panel held on 2 June 2025.
 - 2.2 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	• Key Performance Indicators will be reviewed annually and periodically. • Council may alter the Key Performance Indicators at its discretion following reasonable consultation with the CEO. • 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. • The CEO will be consulted in the development of key performance indicators which will be set by the Council by mutual agreement.
Consultation	Not as a result of this report.
24/25 Budget Allocation	Not as a result of this report.

DISCUSSION

Customer Satisfaction Measures – Capital City Benchmarking

1. At the meeting of the CEO Performance Review Panel (the Panel) on 2 December 2024, an undertaking was given for the Chief Operating Officer to undertake appropriate benchmarking with other capital cities for the Customer Satisfaction Survey and provide an update to the CEO Performance Review Panel.
2. This undertaking arose from discussion by the Panel at its meeting on 16 September 2024 ([Link 1](#)) when considering the 2024/25 CEO Final Performance KPIs and advice the survey methodology being used for customer satisfaction / ease / effort were inconsistent with other Australian capital cities.
3. Benchmarking has been undertaken regarding customer sentiment measurement used by other Australian capital cities and South Australian councils. The advice is contained in Attachment A and provided for the Panel to note.

Key Performance Indicators (KPIs)

4. Consideration is sought by the Panel of the Draft CEO Key Performance Indicators (KPIs) for the 2025/26 financial year.
5. It is recommended that the CEO's Performance be assessed against the Key Result Areas (KRAs) in the CEO's Position Description:
 - 5.1. Leadership and Strategic Plan Delivery
 - 5.2. Financial and Risk Management
 - 5.3. Operational and Project Delivery
 - 5.4. Organisational Health including Innovation and Service Improvement
 - 5.5. Stakeholder Management
 - 5.6. Lord Mayor and Councillors and
 - 5.7. Reflect the key actions for implementation of the City of Adelaide Strategic Plan 2024-2028 and the adopted 2025/26 Business Plan and Budget.
6. As contained in Attachment B, the KPIs include:
 - 6.1. Implementation of Year 2 actions outlined in the Strategic Plan and adopted City of Adelaide Strategies
 - 6.2. Delivery of actions in the 2025/26 Business Plan and Budget when adopted by Council
 - 6.3. Delivery of specific initiatives being the Community Sports Building Redevelopment Projects and development of a Community Wellbeing Plan

- 6.4. Update of Council's Long-Term Financial Plan and development of the 2026/27 Business Plan and Budget
- 6.5. Delivery of Council's 2025/26 Asset Renewal and Major / New and Upgrade Works Programs
- 6.6. Progress the adopted Mainstreet Revitalisation projects
- 6.7. Progress the Organisation Culture Survey Action Plan
- 6.8. Monitor and improve employee measures
- 6.9. Improve the customer experience for residents, businesses and city users
- 6.10. Improve the service experience for the Lord Mayor and Councillors.
7. In addition to the achievement of measures as contained in Attachment B, it is proposed that the performance of the Chief Executive Officer (CEO) for the 2025/26 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 2025/26 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 2025/26 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 2025/26 financial year.

DATA AND SUPPORTING INFORMATION

Link 1– Agenda for meeting of the CEO Performance Review Panel 16 September 2024

ATTACHMENTS

Attachment A – Customer Sentiment Measurement - Benchmarking

Attachment B – Draft 2025/26 CEO Performance KPIs

- END OF REPORT -