

ITEM NUMBER: 8.1

CONFIDENTIAL REPORT

2024-25 PERFORMANCE REVIEW – CHIEF EXECUTIVE OFFICER

Pursuant to Section 87(10) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Executive Committee upon the basis that the Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Executive Committee will receive, discuss or consider:

- a. **Information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).**

Recommendation – Exclusion of the Public – Section 90(3)(a) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999*, the Executive Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager Strategy and Corporate and Staff minute taker in attendance at the meeting in order to consider Report No: 338/25 2024-25 Performance Review – Chief Executive Officer in confidence.
 2. That in accordance with Section 90(3) of the *Local Government Act 1999*, the Executive Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 338/25 2024-25 Performance Review – Chief Executive Officer on the following grounds:
 - a. pursuant to section 90(3)(a) of the Act, the information to be received, discussed or considered in relation to Report No: 338/25 2024-25 Performance Review – Chief Executive Officer is information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead), being information relating to the performance of the Chief Executive Officer, which is sensitive and are details only known to those who have participated in the discussion.
 3. The Executive Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.
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Item No: 8.1

Subject: 2024-25 PERFORMANCE REVIEW – CHIEF EXECUTIVE OFFICER

Summary

The Executive Committee is established to undertake the annual performance appraisal of the Chief Executive Officer (CEO).

This report outlines the results of the CEO's 2024-25 performance review for consideration by the Executive Committee.

Ms Christine Molitor, Independent Advisor to the Executive Committee, will provide a written report for consideration of the Committee at its meeting on Tuesday 4 November 2025.

Recommendation

1. The Executive Committee notes the results of the Chief Executive Officer's Performance Review for 2024-25.
2. The Executive Committee accepts the presentation provided by the Chief Executive Officer on the achievements against the agreed objectives (Key Performance Indicators) for 2024-25.
3. A further report be presented to the Executive Committee on 4 November 2025, to enable recommendations to Council for finalising the Chief Executive Officer's Performance Review and any associated changes to their remuneration package and/or contract.

RETAIN IN CONFIDENCE - Section 91(7) Order

2. That having considered Agenda Item 8.1 2024-25 Performance Review – Chief Executive Officer in confidence under section 90(2) and (3)(a) of the *Local Government Act 1999*, the Executive Committee, pursuant to section 91(7) of that Act orders that the Attachment 2 be retained in confidence for the duration of employment of the current Chief Executive Officer, and that this order be reviewed every 12 months.
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Background

Council established an Executive Committee pursuant to section 41 of the *Local Government Act 1999* with responsibility for undertaking the annual performance appraisal of the Chief Executive Officer. The functions of the Executive Committee are to:

- recommend to Council the form and process of the Chief Executive Officer's annual performance appraisal;
- undertake the annual performance appraisal; and
- provide a report and to make recommendations to Council on any matters arising from the annual performance appraisal.

The Executive Committee's authority extends to making recommendations to Council and does not have any authority to make decisions in relation to the Chief Executive Officer's employment arrangements.

Report

The process undertaken for the Chief Executives Officer's 2024-25 performance review is outlined below and is consistent with the reviews undertaken for the previous Chief Executive Officer:

- as outlined in the CEO's employment contract, the Chief Executive Officer presents a review of her key performance indicators (based on the 10 KPI's) for the financial year;
- a 360-degree survey was conducted with Elected Members, CEO, Senior Staff, External Stakeholders and ten other employees selected at random; and
- an annual staff survey was completed with feedback received on culture, leadership, safety and organisational values.

2024-25 Performance Review Results

The outcome of the CEO's Key Performance Indicators is included in Attachment 1. Of the 10 KPIs identified, nine have been achieved. One KPI could not be reported upon due to the timing of the development of a new citywide satisfaction platform, which is expected to be operational by the end of the 2025 calendar year.

Refer Attachment 1

It should be noted that the KPI relating to the quality of council services received a positive rating of 79.5%. The data collection methodology for this KPI is still being developed and will be expanded in the future. This year's rating serves as an indicative baseline for measuring performance in future reviews.

The outcome of the CEO's 360-degree survey is included in Attachment 2.

Refer Attachment 2

At the meeting, Ms Jackson will present to the Committee a review of her performance for the previous year.

Independent Report

Pursuant to section 102A of the *Local Government Act 1999*, Council must obtain and consider the advice of a qualified independent person for the purposes of the review. Independent Committee member, Ms Christine Molitor, will provide this independent advice.

Having considered the results of the performance review, and following discussions with the Executive Committee, Ms Molitor will provide a written report to be tabled at a meeting of the Executive Committee on Tuesday 4 November 2025. At this meeting the Committee will determine a recommendation to Council for changes to the Chief Executive Officer's remuneration package and/or contract as a result of the review.

Budget

This report does not have any budget implications.

Life Cycle Costs

This report does not have any life cycle cost implications.

Strategic Plan

Statutory compliance

Council Policy

Not applicable

Statutory Provisions

Local Government Act 1999, section 102A

Written By: General Manager, Strategy and Corporate

General Manager: Strategy and Corporate, Mr A Filipi

Attachment 1

Chief Executive Officer – Key Performance Indicators 2024-25

Item	Key Performance Indicator	Measure	Evidence	Action by	Comments	On Track? (Traffic lights)
1	Staff Engagement	Improvement in staff engagement scores	Culture Survey (Annual survey conducted by UniSA)	People and Culture	4.18/5 An increase from 4.11 in 2023-24. There were three components reviewed (satisfaction with job; likeability of job; like working at Council.)	Achieved
2	Completed Project delivery	85% delivery on annual business plan targets	Data collected from End of Year and End of Quarter Council Reports. This data is collated manually from internal systems.	Strategy and Governance	Out of 104 projects, 94% were 'Completed' or were considered 'On Track': <ul style="list-style-type: none"> 64 projects (62%) were completed in 2024-25. 34 projects (32%) were carried forward into 2025-26 projects, due to multi-year delivery (this represented a 32% reduction in financial carry forward between 2024-25 vs 2023-24). 6% are on watch—some due to pending negotiations or legal requirements, others to align timing for efficiency and venue needs.	Achieved
3	Safe and Healthy workplace	Maximum rebate received through effective WH&S strategic plan and programs and completed risk evaluation plan.	WH&S Plan Risk evaluation Plan	People and Culture	As at the end of August 2025, 35 of the 42 actions (83%) included in the WH&S Strategic Plan and associated Risk Evaluation Plan were completed. The remaining seven actions are on track to be completed by the end of September 2025, with a final evaluation to occur on 13 October 2025. The completion of these actions will qualify for the maximum rebate from the Local Government Association's Workers Compensation Scheme.	Achieved

Chief Executive Officer – Key Performance Indicators 2024-25

Item	Key Performance Indicator	Measure	Evidence	Action by	Comments	On Track? (Traffic lights)
4	Comprehensive Asset Management	Asset Sustainability ratio within 90-110%	Up to date Asset Management Plan	Assets and Delivery	Asset Sustainability Ratio for 2024-25 is 113%. This is higher than the target as a number of renewal carry forwards from 2023-24 were completed in 2024-25.	Achieved
5	Financial Sustainability Planning	Long Term Financial Plan annual update and community consultation	Long Term Financial Plan	Finance	An updated Long Term Financial Plan 2025-26 to 2034-35 was endorsed by Council on 22 July 2025 following community consultation.	Achieved
6	Financial Management	Operating ratio 0-10% over a five-year period	Annual Reports/ Council reports	Finance	Over the last five years the Operating Ratio averaged 4.1%.	Achieved
7	Debt Management	A net financial liabilities ratio of less than 100% over a five-year period	Annual Reports/ Council reports	Finance	Over the last five years the Net Financial Liabilities Ratio averaged 45%.	Achieved
8	Governance and delivery on council resolutions	Council resolutions are implemented within specified timeframes.	Review and monitoring of Council Minutes and Action Items	Civic Governance	Of the 236 resolutions passed during 2024-25, 16 are still in progress. Of these, 1 had a specified timeframe which has been exceeded; however this motion is dependent on other activities being completed.	Achieved
9	Quality of Council Services	Improved overall quality of Council Services	Zencity survey	Strategy and Governance		* Please see note below.
10	Reduction in Carbon emissions	Decrease direct carbon emissions from council operations	Assets and Delivery	Assets and Delivery	Our emissions have reduced from 1,784 tonnes CO ₂ -eq in 2020–21 (baseline year for the Carbon Neutral Plan) to 671 tonnes CO ₂ -eq in 2024–25. It is noted that there was a slight increase from 654 tonnes CO ₂ -eq recorded in 2023-24, reflecting increased water use during the drought.	Achieved

Chief Executive Officer – Key Performance Indicators 2024-25

* Between 2016 and 2023, an annual Quality of Life survey was conducted to assess community satisfaction with local services and amenities. In 2024, a more dynamic and responsive approach was adopted through the implementation of the Zencity platform; an online tool designed to collect real-time, continuous feedback from residents and the broader community. This transition reflects the City's expanded commitment for data-driven decision-making and meaningful community engagement, enabling a deeper understanding of evolving needs and expectations.

The new method commenced with targeted post-request management customer surveying in 2024-25, capturing insights immediately following interactions with specific services. Building on this foundation, the platform will expand by the end of the 2025 calendar year to include broader city-wide satisfaction monitoring, offering a more comprehensive and timely view of community satisfaction and wellbeing across demographics and suburbs. This expanded dataset will support more robust assessment and reporting on the overall quality of service delivery from the customer's perspective.

The following data is currently available from the Zencity platform for the 2024-25 period, however, it should be noted that this dataset does not align with the KPI metric outlined in item 9:

- Customers who reported a request for service via Council's Request Management System (RMS), and whose request was subsequently closed, were sent a survey via the Zencity platform. Respondents were asked, "How satisfied are you with the City's services generally?" A total of 366 responses were received. When neutral responses were excluded, 79.5% of respondents provided a positive rating, while 20.5% provided a negative rating of the service they received.