Notice of CEO Performance Review Committee

CITY OF
TEA TREE GULLY
Naturally Better

MEMBERSHIP

Cr Lucas Jones *(Presiding Member)*

Cr Bernie Keane   Cr Sandy Keane
Cr Jessica Hawkvelt   Cr Kristianne Foreman

NOTICE is given pursuant to Sections 87 and 88 of the Local Government Act 1999 that the next CEO PERFORMANCE REVIEW COMMITTEE will be held in the 571 Montague Road, Modbury on MONDAY 14 AUGUST 2023 commencing at 6.30pm

A copy of the Agenda for the above meeting is supplied.

Members of the community are welcome to attend the meeting or listen and observe minutes via **Council's website**.

ILONA COOPER
MANAGER CORPORATE GOVERNANCE

Dated: 10 August 2023

CITY OF TEA TREE GULLY

CEO PERFORMANCE REVIEW COMMITTEE
14 AUGUST 2023

AGENDA

1. Opening and Welcome

    Acknowledgement of Country Statement - to be read out as arranged by the Presiding Member

2. Attendance Record:

    2.1   Present
    2.2   Apologies
    2.3   Record of Officers in Attendance
    2.4   Record of Number of Persons in the Public Gallery
    2.5   Record of Media in Attendance

3. Confirmation of Minutes to the Previous Meeting

    That the Minutes of the CEO Performance Review Committee held on 26 June 2023 be confirmed as a true and accurate record of proceedings.

4. Public Forum

    Available to the public to address the Committee on policy, strategic matters or items that are currently before the Committee. Total time 10 mins with maximum of 2 mins per **speaker. For more information refer to Council's website** www.teatreegully.sa.gov.au

5. Deputations

    Requests from the public to address the meeting must be received in writing prior to the meeting and approved by the Mayor. For more information refer to **Council's website** www.teatreegully.sa.gov.au

6.   Presentations

Requests to present to the meeting must be received in writing 5 days prior to the
meeting and approved by the Mayor. For more information refer to Council's website
www.teatreegully.sa.gov.au

7.   Petitions - Nil

8.   Declaration of Conflicts of Interest

Members are invited to declare any material and/or general conflicts of interest in
matters appearing before the Council.

9.   Motions Lying on the Table - Nil

10.   Adjourned Business - Nil

11.   Management Reports

      Office of the Chief Executive Officer - Nil

      City Operations - Nil

      Corporate Services - Nil

      Community Services - Nil

12.   Notice(s) of Motions - Nil

13.   Motions without Notice

14. Questions on Notice - Nil

15. Questions without Notice

16. Information Reports

17. Other Business

18. Status Report on Resolutions

19. Section 90(2) Local Government Act 1999 – Confidential Items

A record must be kept on the grounds that this decision is made.

20. Date of Next Meeting

21. Closure

INFORMATION REPORT

CEO PERFORMANCE REVIEW COMMITTEE

14 August 2023

Office of the Chief Executive Officer

Performance of the CEO Key Performance Indicators 2022-23 (D23/43803)

The CEO's employment agreement requires that the Chief Executive Officer's (CEO) Key Performance Indicators (KPIs) be reviewed, and amendments will be agreed, within one month after each performance review (noting that the CEO undergoes a performance review each year).

Performance on 2022-23 CEO KPIs

Mr Ryan McMahon, CEO provided an overview of performance against the CEO KPIs for 2022-23 at the Elected Member Workshop held on 11 July 2023. A copy of the presentation slides is provided as Attachment 1, along with the achievements against each KPI which is provided in Attachment 2.

Establishing 2023-24 CEO KPIs

At the 26 June 2023 Committee meeting, the Committee held discussions regarding draft CEO KPIs for 2023-24 financial year and recommended these to Council. Council at its meeting on 11 July 2022, unanimously carried the KPIs from the Committee with no changes made.

Attachments

Report Authorisers

Deana Taglierini
Coordinator, Governance   8397 7263

Ilona Cooper
Manager Corporate Governance   8397 7310

Ryan McMahon
Chief Executive Officer   8397 7297

2022-2023
CEO KPI Presentation

July 2023

Attachment 1

Item 16.1

CEO Vision

5 Key focus areas to Grow CTTG

P Places

Well maintained to current and improved standards

Gateways and parks that represent the vision that our community aspires to see

P Programs

Community programs, events and places that support a vibrant community.

P Projects

Delivery of Council's Major Projects to ensure that maximum benefit is derived for the community

P People & Processes

Ensuring the right people and processes are in place in a timely fashion to support our delivery and service to the community

P Planning

Planning for the future of our City becomes a key area of focus

Community Planning, Precinct Plans, Development Planning, Environmental planning, Integrated Asset Management Planning

Leadership – **Key Improvements**

Ryan McMahon
Chief Executive Officer

Key Improvements:
- Revised portfolio structure came into effect October 2022.
  - 4 General Managers
    - General Manager Finance & Strategy
    - General Manager City Operations
    - General Manager Corporate Services
    - General Manager Community Services
  - Corporate Governance Team reporting directly to CEO
- Executive Leadership Program
  - 3 proposals being assessed
- Leadership Capability Development
  - Session held on 21 April 2023

Leadership – Key Improvements

Justin Robbins
General Manager
Strategy & Finance

Key Improvements:
- New Project Management Office (PMO) was finalised
- Presentations to Council on progress with major project delivery
- Review of Finance & Rating Operations Team completed and implemented
- Transition of Water and Waste Resources to City Strategy Team
    - Establishment of the Lead – Sustainability, Waste & Strategic Projects position
- Strategy focused Elected member residential seminar

Leadership – **Key Improvements**

Leisha Bond
General Manager
Corporate Services

Key Improvements:
- New General Manager commenced 26 June 2023
- New Manager People & Capability commencing 24 July 2023
- Review of People & Capability Team
- Restructure change management
- White Ribbon Accreditation
- Human Capital Management process mapping and tender
- CX Strategy
- Quotations service review
- Single case CFS
- Internal communications approach

Leadership – Key Improvements

Michael Pereira
General Manager
Corporate Services

Key Improvements:
- Community Services Restructure – stage 1
  - Moving from 5 down to 4 departments
  - Focus on functions based approach
  - Develop consistent standards and expectations for programs and events in Community Services.
- Community Safety Review
- Safety around schools program
- Pooraka Pound
- Private Parking agreements review
- Parking – Focussing on higher risk areas & Policy position
- Addressed antisocial homeless behaviours in Civic Park

Leadership – Key Improvements

Felicity Birch
General Manager
City Operations

Key Improvements:
- City Operations Opportunities Review
- Four department Portfolio structure (finalised, implemented and appointed)
- Recruitment campaign underway to fill all vacant leader and team member positions (30 positions)
  - Includes 5 new field based roles
- Improvement to City Operations communications plan (internal/external) underway
- Review of Business Planning underway
- CFS Triage review commenced
- Verge maintenance review and advanced negotiations with DIT (on main road medians)
- City maintenance improvement plans

Attachment 1

Item 16.1

People

People & Processes

Ensuring the right people and processes are in place in a timely fashion to support our delivery and service to the community

Key area of focus

1. Implementation of an effective Organisation Structure

2. Attraction and Retention of key staff

3. Recruitment is merit based, effective and timely

4. Culture improvement program

5. Safety First

6. Appropriate equipment and work environments

7. Processes that reduce avoidant culture and responses

The Tea Tree Gully Way – our Values

Attachment 1

Item 16.1

People - Staff Engagement

Staff Survey (CTTG Connect)

Response Rate

53%

Overall Score

73%
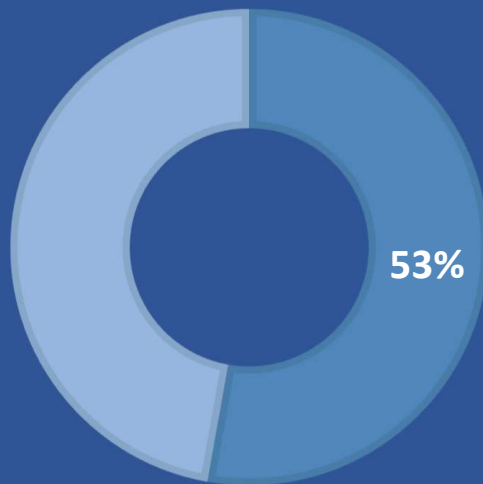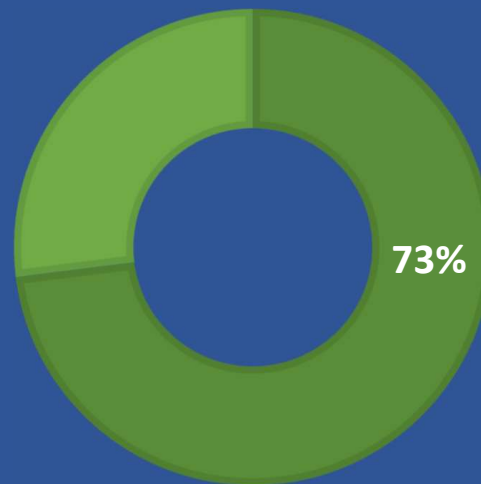
Driver Ratings

Purpose
72.6%

Belonging
71.6%

Clarity
75.4%

Wellbeing
77.8%

Opportunity
67.8%

People - Staff Engagement

Internal Communications Achieved

- 'Just Asking' – (ask the CEO a question)
- 'Living the Tea Tree Gully Way' page on the Nest
- Monthly 'CTTG Shout-outs' (staff profiles), 'Photos in the field' (sharing our achievements) and updates on staff movements (in/out/across the business).
- Regular communications with staff including monthly CEO updates and 'Best of the Nest' emails.
- Quarterly face to face CEO briefings with staff.
- Re-established the 'Communications Action Group' (internal)

People

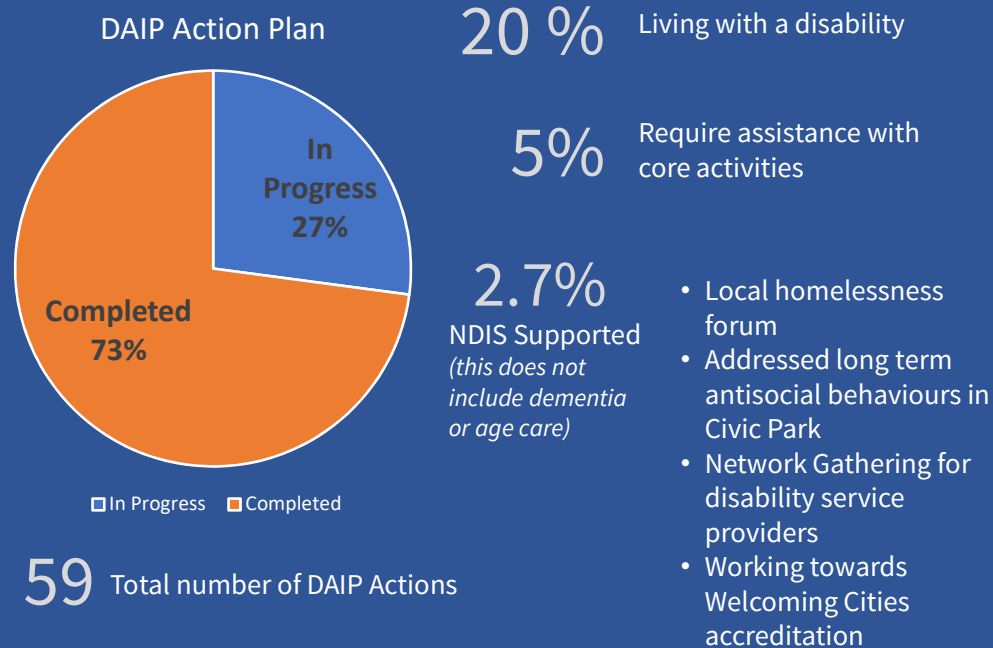- 15% staff retirement in next year
- Recruitment Campaign
- 10 out of 16 new Managers
- 4 out of 4 new General Managers
- Ending long term 'interim' arrangements for staff that have been in limbo for years
- Project commenced to better utilise the Civic Centre

Staff Safety

- **100%** Performance indicators implemented against required timeframes within the current Safety and Wellbeing Strategy 2023

People - Community Wellbeing

Disability Access and Inclusion Plan (DAIP)

DAIP Action Plan

In Progress 27%

Completed 73%

☐ In Progress   ☐ Completed

59 Total number of DAIP Actions

20 % Living with a disability

5% Require assistance with core activities

2.7% NDIS Supported *(this does not include dementia or age care)*

- Local homelessness forum
- Addressed long term antisocial behaviours in Civic Park
- Network Gathering for disability service providers
- Working towards Welcoming Cities accreditation

Community Wellbeing Targets

Community Wellbeing Targets for 2023-24	
Wellbeing indicator	% T2B
Diversity is welcomed and celebrated in the City of Tea Tree Gully	75%
The City of Tea Tree Gully is a good place to raise a family	95%
The City of Tea Tree Gully is a good place to grow old	88%
The City of Tea Tree Gully is a place of growth and prosperity	75%
I feel safe being out in parks and public spaces in my local community	86%

Programs

Programs

Community programs, events and places that support a Vibrant & Prosperous community

Key area of focus

1. Ongoing review of programs, activities and events delivered to our community

2. Development of consistent standards and expectations

3. Integrated scheduling with leadership 'buy-in'

4. Effective communications to ensure our community is aware of what is available to them

5. Participant feedback reported to Executive and Elected Members

6. Ongoing monitoring and review

Attachment 1

Item 16.1

Programs - Connecting Community

Volunteers

45.1k

Volunteer support hours for Community Wellbeing programs and services

500

Attended a Community & Volunteer Expo
(Promotes volunteering and disability services)

391

Volunteers

43

New volunteers

11%

Increase in volunteers

61%

Volunteers aged 65 and over

96%

Satisfied with volunteer experience
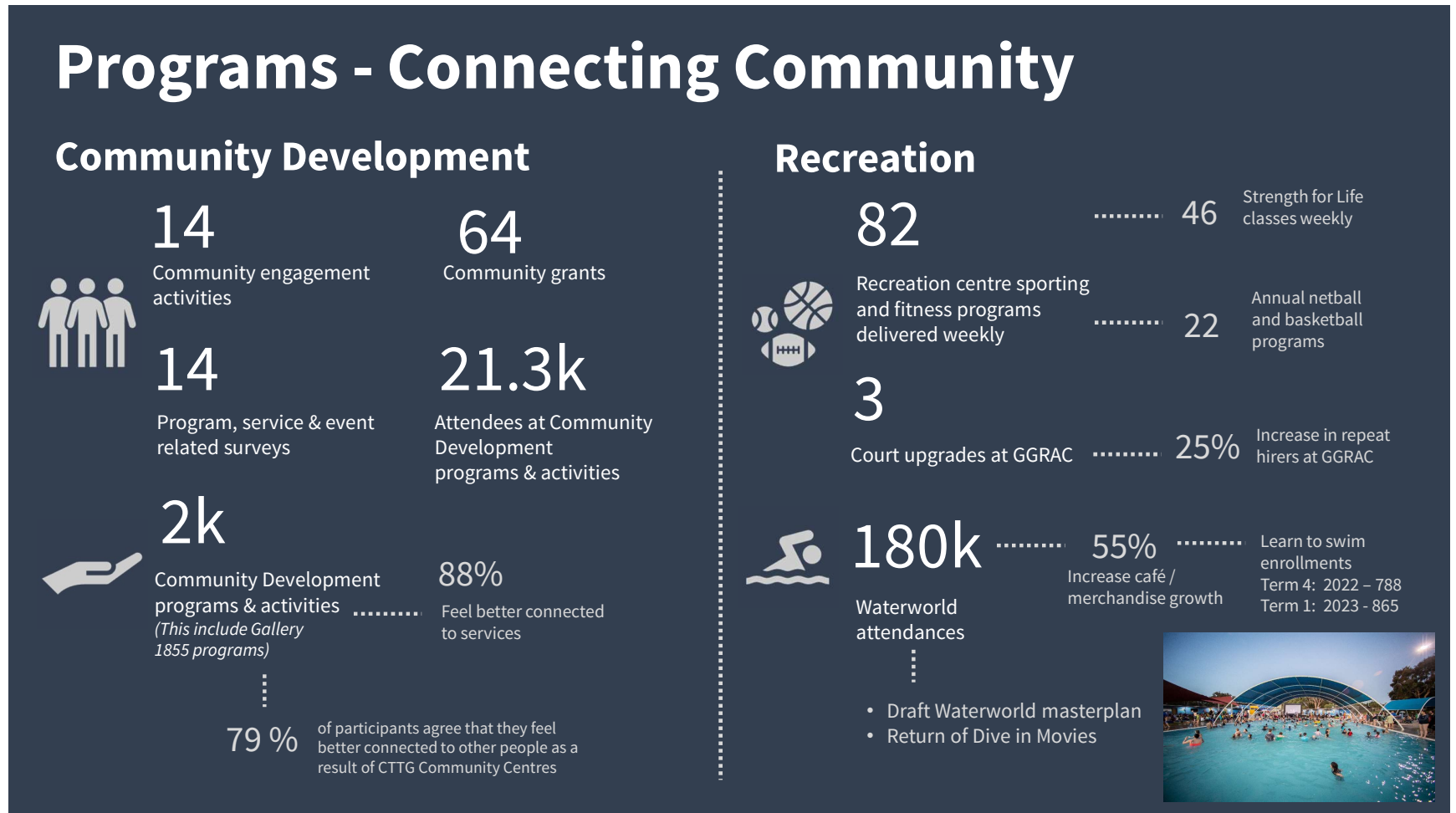
Active Ageing

40.2k

Hours of social support group programs delivered

>500

Residents supported an independent living

Active Ageing Service Review – Key Recommendations:

- Briefing on Active Ageing commenced in 2012 with progression of the Review occurring from September 2022
- Improve onboarding experience process for new customers
- Increase capacity of social programs through active processes to manage program absences and wait lists
- New structure for Active Ageing Team to improve alignment of team roles and functions
- Embed system metrics to monitor and measure team performance
- Increase the number of volunteers to reduce reliance on current pool of volunteers

Programs - Connecting Community

Community Development

14
Community engagement activities

64
Community grants

14
Program, service & event related surveys

21.3k
Attendees at Community Development programs & activities

2k
Community Development programs & activities
(This include Gallery 1855 programs)

88%
Feel better connected to services

79 % of participants agree that they feel better connected to other people as a result of CTTG Community Centres

Recreation

82
Recreation centre sporting and fitness programs delivered weekly

46 Strength for Life classes weekly

22 Annual netball and basketball programs

3
Court upgrades at GGRAC

25% Increase in repeat hirers at GGRAC

180k
Waterworld attendances

55% Increase café / merchandise growth

Learn to swim enrollments
Term 4: 2022 – 788
Term 1: 2023 - 865

- Draft Waterworld masterplan
- Return of Dive in Movies

Attachment 1

Item 16.1

Connecting Community

Library

62k

Attended library services, programs & events

2,319
Program sessions in total

42
Outreach literacy sessions *(childcare, primary school tafe)*

904k

Loans
(both physical and digital)

44 %
Items checked out on average
(state benchmark is 24%)

45 %
Increase in library home delivery

95%　of people surveyed have a very positive and positive experience with the library
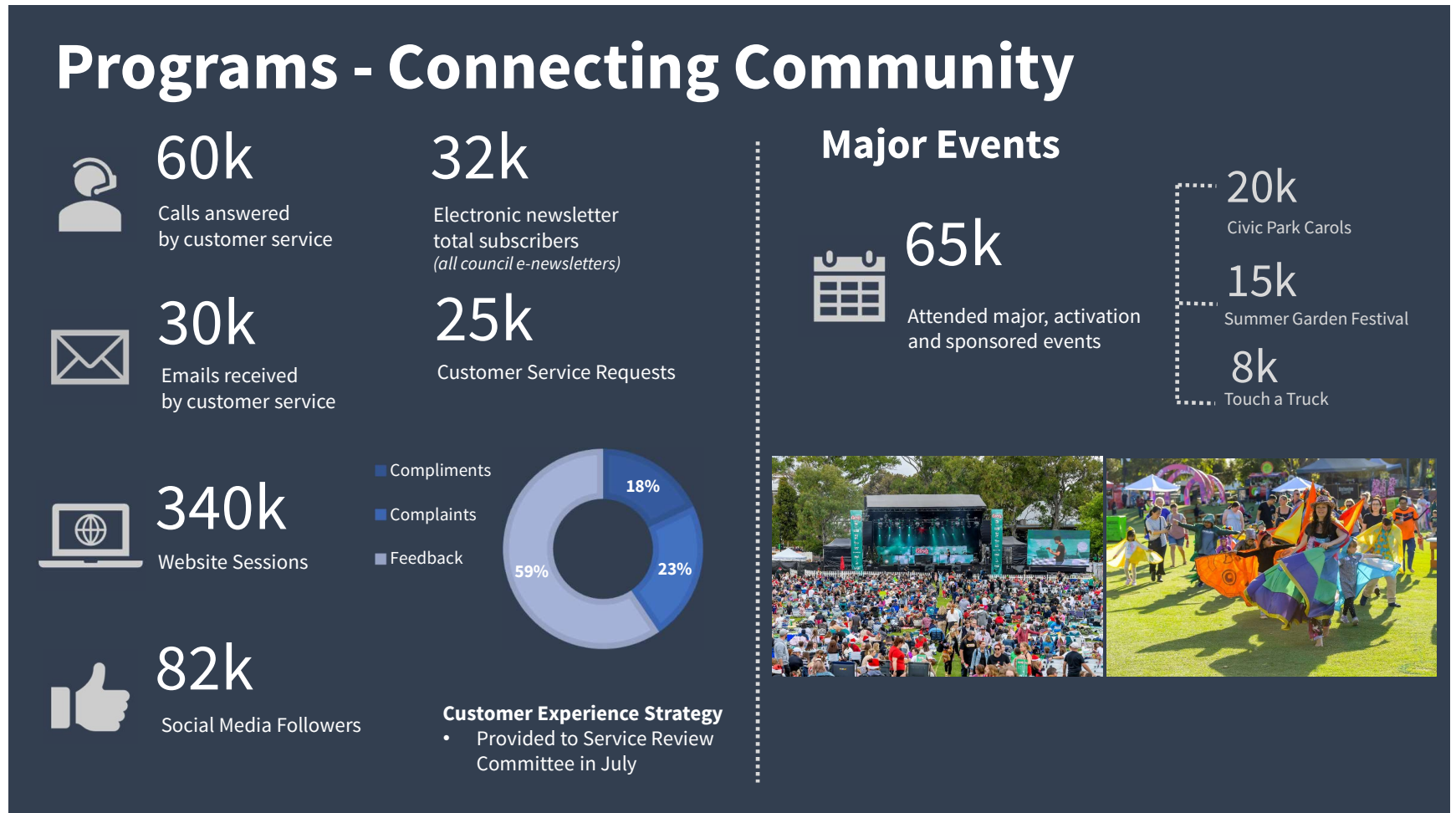
Youth

13

Graduates – 2022 (Youth Leadership program)

104

Received Youth Achievement Sponsorships

3

Youth Markets – supporting young creatives

Programs - Keeping Safe

Community Safety

906
Parking Complaints - Australia Road Rules

7k
Clients Vaccinated

12.5k
Vaccinations given

370 ...... **45**
Food business inspected *(scheduled)*
Food Safety Audits

5.2k
Infringements

1076
Private properties inspected before and during the fire danger season

145
Burning permit applications

955
Litter & Illegal Dumping Complaints

Emergency Management

- Bushfire Mitigation Framework – coordinated and integrated approach to bushfire management
- Bushfire fuel reduction
- Fire Access Track review (80km)
- Fire Danger Signage
- Community Bushfire Preparedness Sessions
- New Strategic Emergency Management Group
- Consolidated Incident Management Team

Achievements:
- Community Safety Review
- Safety around schools program
- Pooraka Pound
- Private Parking agreements review
- Parking – Focussing on higher risk areas & Policy position

Places

Places

Well maintained to current and improved standards

Gateways and parks that represent the vision that our community aspires to see

Key area of focus

1. Ensuring that our public assets (facilities and open spaces) meet our community expectations and are maintained to appropriate levels and no allowed to degrade

2. Uplifting the maintenance of main roads, gateways, verges and public spaces to align with Strategic Plan priorities

3. Development of approved standards of maintenance

4. Integrated scheduling and program

5. Effective communications to ensure our community is aware of what is available to them

6. Continued implementation of Council footpath strategy

7. Ongoing monitoring and review

8. Creating a sense of City Pride amongst our staff and our Community

Places - Environment

2k
Street trees planted

115
Trees pruned - Streets
(programmed)

123
Playgrounds

6.7km
Roads upgrades
& renewals

21.5k
Habitat revegetation
planted

1.8k
Bushcare volunteer hours
for 2021-2022

280
People participated in
biodiversity events

1km
New footpath installed

2k
Kitchen Caddies delivered
(until May 2023)

1.2kg
Household batteries collected
from Civic Centre

2.2k
Printer Cartridges recycled

113ml
Reduction in mains water used
(compared to previous 12 months)

108MWh
Increase in solar energy
generated by CTTG

121MWh
Reduction in electricity
used by CTTG
(compared to previous 12 months)

- Negotiated Electricity contract
  outside of LGA contract
- Review of Open Space Maintenance
  vs Space Maintenance

43% Water used is Recycled
water from our recycled
water network

Attachment 1

Item 16.1

Projects

Projects

Delivery of Council's Major Projects to ensure that maximum benefit is derived for the community

Key area of focus

1. Integrated project delivery

2. Effective communications with key stakeholders at Executive Level as well as with the project team

3. Executive oversite and buy-in

4. Formal oversite Steering Committee with CEO in attendance

5. Options presented to Elected Members when scope or budget needs to be adjusted during the design phases

6. Regular feedback and updates to Elected Members

7. Regular monitoring and reporting of all capital works programs to Elected Members
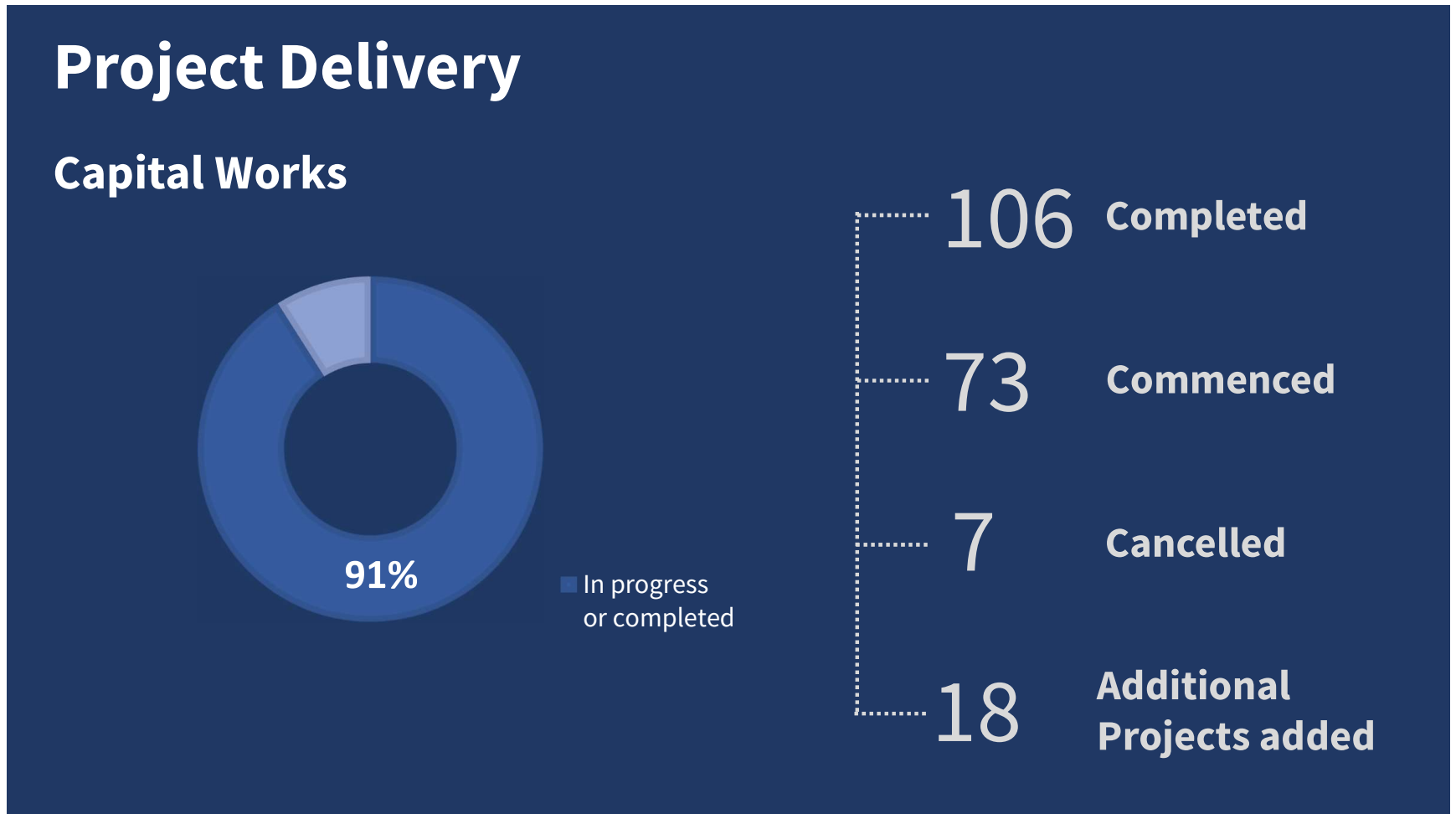
Project Delivery

Major Projects

Harpers Field Redevelopment	Under construction
Modbury Sporting Club	Design documentation complete
Tilley Recreation Park Clubroom	Design documentation complete
Tilley Recreation Park Masterplan	Draft complete
TTG Tennis Clubroom	Designed to 30%
Gymsports Redevelopment	Concept design
Banksia Park Masterplan	Draft completed
Hope Valley Sports Upgrades	Ready for design and construction tender
Illyarrie Reserve Indoor Batting Facility	Community Engagement
TTG Gymsports	Revised concept design
Golden Grove Recreation & Arts Centre	Masterplan underway

Upgrade Dawson Reserve	Community planting completed, Design Completed
Upgrade Adventure Playspace Golden Field	70% completed
Upgrading Streetlights to LED Stage 2	95% completed
Edinburgh Reserve Inclusive Playspace	95% completed
Tree Screen Golden Grove Road	Construction underway
Meadowvale Stage 2 (Creek Rectification)	Construction awarded
Montague, North East, Golden Grove Roads and Gold Reserve	Completed
New Public Toilets Program	Completed
Upgrade Inclusive Playspace Solandra Reserve	Completed
Memorial Drive Storytelling project	Completed

- Progress Updates provided to Council in October 2022, March 2023 and July 2023
- City Projects page on website: Link

Project Delivery

Harpers Field

Modbury Sporting Club

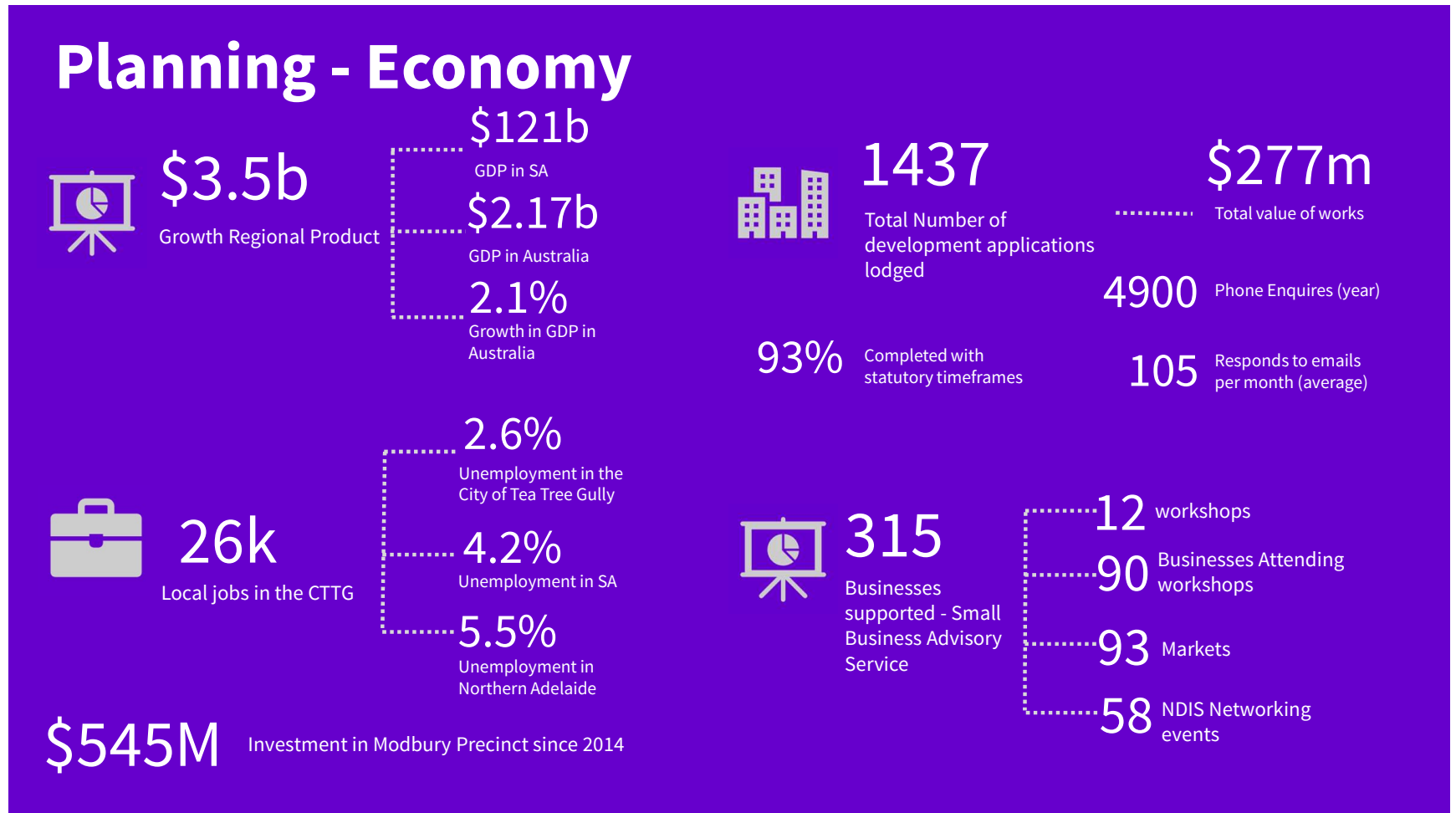Tilley Clubroom

TTG Tennis Clubroom

Gymsports

Hope Valley

Planning

Planning

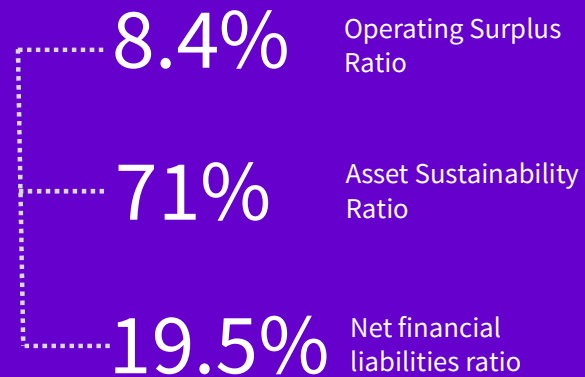Planning for the future of our City becomes a key area of focus

Key area of focus

1. Community Planning
2. Precinct Plans
3. Development Planning
4. Environmental Planning
5. Integrated Asset Management Planning

Planning - Economy

$3.5b
Growth Regional Product

$121b
GDP in SA

$2.17b
GDP in Australia

2.1%
Growth in GDP in Australia

1437
Total Number of development applications lodged

$277m
Total value of works

4900
Phone Enquires (year)

93%
Completed with statutory timeframes

105
Responds to emails per month (average)

26k
Local jobs in the CTTG

2.6%
Unemployment in the City of Tea Tree Gully

4.2%
Unemployment in SA

5.5%
Unemployment in Northern Adelaide

315
Businesses supported - Small Business Advisory Service

12 workshops

90 Businesses Attending workshops

93 Markets

58 NDIS Networking events

$545M
Investment in Modbury Precinct since 2014

Planning - Finances

2022-23 Financial Year

As at Q3

8.4% — Operating Surplus Ratio

71% — Asset Sustainability Ratio

19.5% — Net financial liabilities ratio

2023-24 Financial Year

$107m — Total operating Revenue

$101m — Total operating expenditure *(including depreciation)*

$6m — Total operating surplus

$59m — Total capital works expenditure

Planning - Working Better Together

Governance

50%

Newly Elected Body
(including new Mayor)

85%

Elected Member
Mandatory Training &
Induction *(within 7 months)*

- New Committee Structure including Terms of References
- Continuation of Live-streaming for Council Meetings
- Council Report Template Review

Local Government Reform

226

Legislative changes

5

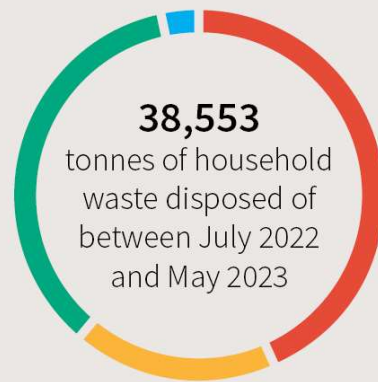Rounds of Commencement
(3 this year)

IT

99.95%

Uptime

4.5k

Helpdesk Tickets

>90%

Freedom of Information (FOI)
Document release

Systems Development

- Salesforce (Customer Request System)
- Property & Rating
- Technology One (Automation and Reporting)
- Human Capital Management (HCM)
- Works Management
- Payroll
- Rates Portal
- Waste Portal
- Cyber Security (E8 Level 1)
- Golden Grove Recreation Centre NBN Fibre Upgrade
- Road Cycle Safety Centre NBN Fibre Upgrade
- SpacetoCo – Roll out of regular hirers booking system for recreation & leisure services
- Immunisation Appointment System (Clinko)
- Fleet Telematic System
- Project Management Report System
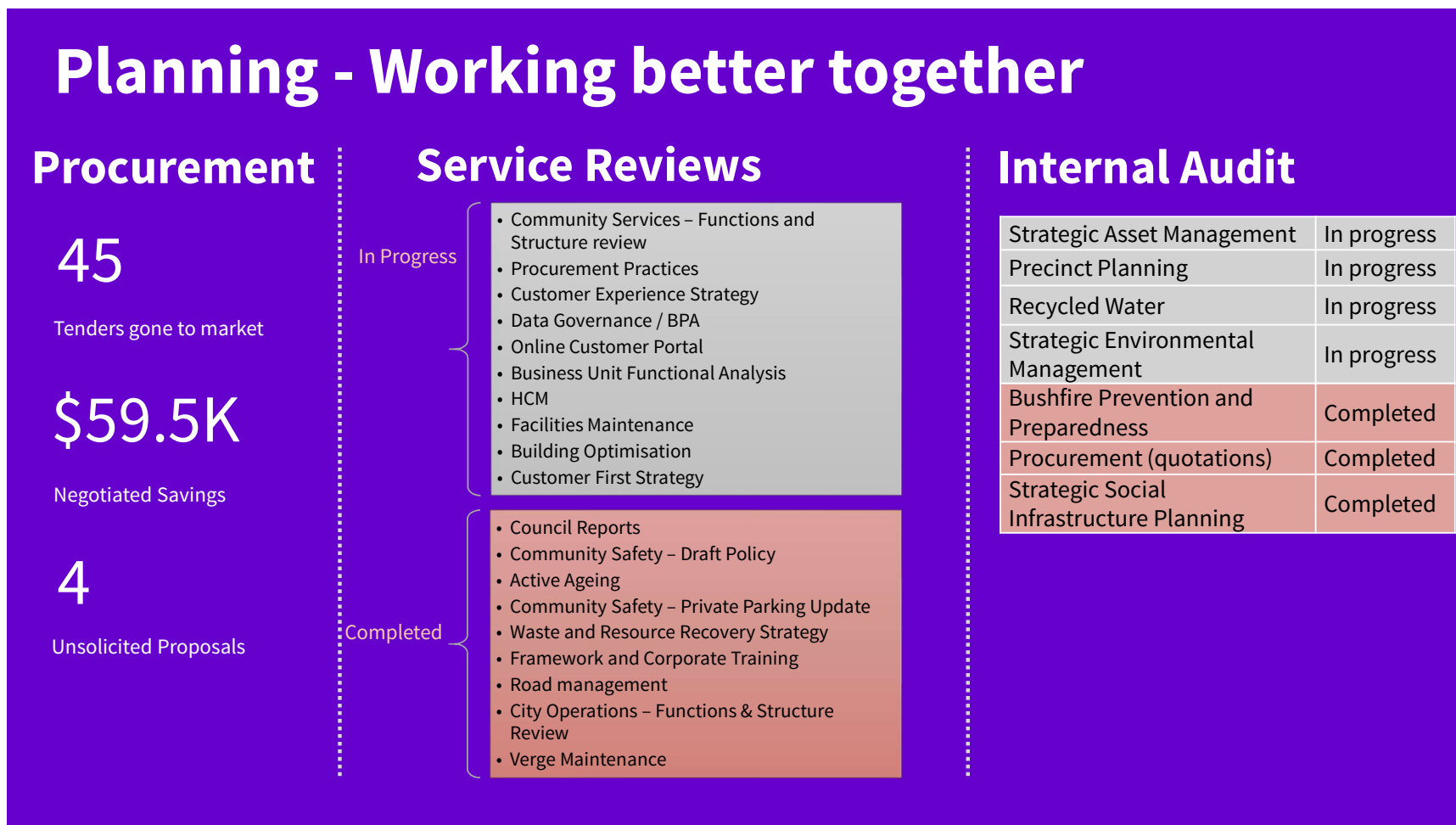- Library Management System Database (Review/Upgrade)

Waste management

38,553
tonnes of household waste disposed of between July 2022 and May 2023

- ■ Landfill - 16,802 tonnes (2.8%↓)
- ■ Recycling - 6,859 tonnes (2.9%↓)
- ■ Organics - 13.623 tonnes (12.4%↑)
- ■ Hard waste - 1,269 tonnes (13%↓)

- ■ 56% Food and organics
- ■ 12% Recyclables
- ■ 5% Hazardous items
- ■ 3% Other items
- ■ 24% Landfill items
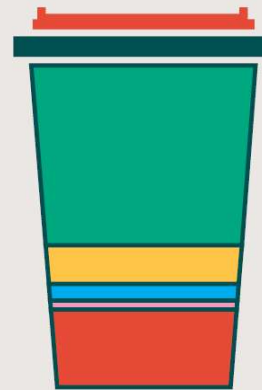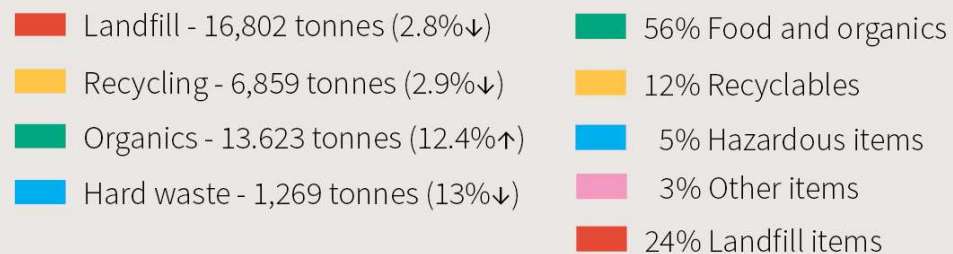
76% of what goes in the general waste bin does not belong in this bin*

The disposal of this organic, recyclable and hazardous material cost the community about **$1.9 million** in avoidable solid waste levy charges in 2022-2023

24% of what goes in the general waste bin belongs in this bin*

Draft Waste and Resource Recovery strategy developed to reduce the impact of waste on our community following the Internal Audit Recommendations in 2019

* Percentages are based on the 2019 kerbside bin audit report.

Planning - Working better together

Procurement

45

Tenders gone to market

$59.5K

Negotiated Savings

4

Unsolicited Proposals

Service Reviews

In Progress

- Community Services – Functions and Structure review
- Procurement Practices
- Customer Experience Strategy
- Data Governance / BPA
- Online Customer Portal
- Business Unit Functional Analysis
- HCM
- Facilities Maintenance
- Building Optimisation
- Customer First Strategy

Completed

- Council Reports
- Community Safety – Draft Policy
- Active Ageing
- Community Safety – Private Parking Update
- Waste and Resource Recovery Strategy
- Framework and Corporate Training
- Road management
- City Operations – Functions & Structure Review
- Verge Maintenance

Internal Audit

Strategic Asset Management	In progress
Precinct Planning	In progress
Recycled Water	In progress
Strategic Environmental Management	In progress
Bushfire Prevention and Preparedness	Completed
Procurement (quotations)	Completed
Strategic Social Infrastructure Planning	Completed

Attachment 1

Item 16.1

Strategic Opportunities

Leadership
- Business Unit Function Analysis (SR)
- Council Reports (SR - Completed)
- Framework and Corporate Training (SR – Completed)
- City Operations - Functions & Structure Review (SR – Completed)
- Sister City Agreement (Borodyanka)
- White Ribbon Accreditation

Importance of Place
- Precinct Planning (IA)
- Citywide Wayfinding
- Walkability Audit (Modbury Precinct)
- Australia Reserve Development
- Modbury Precinct Revitalisation
- Golden Grove Code Amendment

Community Expectations
- Customer Experience Strategy
- Community Safety – Draft Policy (SR - Completed)
- Community Safety – Private Parking Update (SR - Completed)

Population Diversity
- Strategic Social Infrastructure Planning (IA - Completed)

Ageing Population
- Active Ageing (SR - Completed)
- Strategic Social Infrastructure Planning (IA)

Key:
- Service Review (SR)
- Internal Audit (IA)

Strategic Opportunities

Design & Transport
- Asset Management Plan
- Facilities Maintenance (SR)
- Building Optimisation (SR)
- Road Management (SR – Completed)
- Private Parking Review and Position

Technology
- E Services (SR)
- Data Governance / BPA (SR)
- Online Customer Portal (SR)
- HCM (SR)
- Customer First Strategy (SR)

Biodiversity / Climate Change
- Environment Management (IA)
- Verge Maintenance (SR – Completed) (tender market closed 4 July 2023 (includes DIT median))

Social Isolation
- Social Infrastructure (IA)

Economy
- Procurement Practices (IA / SR)
  - endorsed by Audit and Risk Committee (March 2023)

Waste
- Waste and Resource Recovery Strategy (SR - Completed)

Water
- Recycled Water (IA)
- CWMS Transition

Key:
- Service Review (SR)
- Internal Audit (IA)

Attachment 1   Item 16.1

Chief Executive Officer Key Performance Indicators (KPIs) – Performance for 2022-23				
CEO and organisational KPIs 2022-23				
Topic	Core Target / Outcome	Measure	Responsibility	Progress Update

1. Financial sustainability	Ensure robust financial management by achieving the following:
	• Operating surplus ratio - between 2.5% and 10% on an annual basis in accordance with Long Term Financial Plan
	• Asset sustainability ratio – Capital outlays on renewing / replacing assets net of proceeds from the sale of replaced assets, as greater than 90% but less than 110% of depreciation over a rolling 3 year period
	• Net financial liabilities ratio of between 25% and 35% within a 3 to 5 year period (subject to decisions of Council **not within the CEO's control)**
		As per measures in Financial Sustainability Policy	Manager Finance & Rating Operations	The Quarter Three Budget Review report went to Council on 23 May 2023. The figures for end of financial year are not yet available.
				
				These were the metrics at this review:
				• Operating surplus ratio - 8.4%
				• Asset sustainability ratio – 71%
				  o This was reduced due to carry forward projects, this will be within the measures over a three-year rolling period
				• Net financial liabilities ratio - 19.5%
				  o This is below the measure due to carried forward capital projects. This will return to the range during the 2023-2024 year.

Record No: D22/58445

2. Project delivery	Ensure transparent and consistent project delivery by establishing a new project management and major projects office, with progress reports on major projects delivery presented to Council.	Establishment of project management office Progress reporting to Council at least once per quarter	Manager Project Management Office	Achieved: New Project Management Office team established under the Strategy & Finance portfolio. Team has grown from two to seven employees. Achieved: Updates have been presented to Council at the Council meetings held in October, March and July and were included in quarterly budget reviews.
3. Community Wellbeing / Living in the City of Tea Tree Gully	Ensure that a baseline measurement is established to improve community wellbeing within the City (with target to be established in 2023-24 KPIs once baseline has been established). The extent to which residents agree or disagree (based on their experience of living in the City of Tea Tree Gully), whether; • diversity is welcome and celebrated; • the City is a good place to raise a family and grow old; • the City is a place of growth and prosperity; and • people feel safe in the community.	New baseline measurement established *[Note: New question to establish initial baseline for 2022-23 in Community Survey results (5pt scale (strongly agree to strongly disagree + don't know) for future year's CEO KPIs]*	Manager Community Wellbeing	Achieved: Community Wellbeing Indicators have been benchmarked and set for 2023-24. These targets are:

Community Wellbeing Targets for 2023-24

Wellbeing indicator	% T2B (strongly agree & agree)
Diversity is welcomed and celebrated in the City of Tea Tree Gully	75%
The City of Tea Tree Gully is a good place to raise a family	95%
The City of Tea Tree Gully is a good place to grow old	88%
The City of Tea Tree Gully is a place of growth and prosperity	75%
I feel safe being out in parks and public spaces in my local community	86%

Record No: D22/58445

| 4. Customer Experience | Commence the development of a new customer experience strategy | Customer experience strategy development commenced | Manager Customer and Communication | Achieved: The Customer Experience (CX) strategy was presented to Service Review Committee on 5 July 2023.

The strategy is built around four key drivers:
• Remove customer effort, meaning that transactions with Council are frictionless and self managed where possible.
• Improve employee experience - great customer experiences is delivered by well-managed people who are happy in their roles.
• Salesforce is developed to be our primary source of truth for all customer services
• The voice of the customer leads our service design and delivery. |
| 5. Continuous Improvement | Demonstrate value for money and continuous improvement in what we deliver across our services, with four service reviews undertaken and 100% initiatives from the Assets & Environment opportunities review implemented within agreed timeframes | 4 service reviews undertaken | Manager Governance & Policy | Achieved:
8 Service Reviews completed:
• Road Management
• Verge Maintenance
• Active Ageing
• Community Safety
• Customer Experience
• Waste and Resource Recovery
• Council Report Template
• Service Review Framework. |

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		A&E opportunities review initiatives completed within agreed timeframes	Manager Organisational Development	Achieved: • Opportunities Review completed. • 100% of recommendations on track within agreed timeframes. • Final management appointment complete with a start date of 24 July 2023
6. Safety and Wellbeing	Provision of a safe workplace, with the safety and wellbeing strategy to be implemented in accordance with the included key performance indicators	Safety and wellbeing strategy performance indicators 100% implemented	Manager Organisational Development	Achieved: 100% of performance indicators are implemented against required timeframes within the current Safety and Wellbeing Strategy 2023. A new WHS Plan 2026 is currently being developed.
7. Leadership	Create sustainable leadership that is focused on the long term interests of the community, with the implementation of a revised organisation structure and executive development program	Revised organisation structure is implemented Executive development program is in place	Manager Organisational Development	Achieved: New General Managers commenced in October 2022. Implementation of 4 new portfolios: City Operations, Community Services, Corporate Services and Finance & Strategy. Achieved: Leadership capability development session held on 21 April 2023 exploring community based leadership. Three proposals received by consultants to implement an organisation wide leadership development program. These are currently being assessed.

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| 8. Staff Engagement | Ensure the regular measurement of staff engagement levels, with an achievement of an employee engagement result of at least 65%, with at least 50% employee participation.

Ensure that a process is in place to address the feedback provided. | Pulse surveys are conducted at least once per quarter, with engagement results based on the prior 12 month average | Manager Organisational Development | Achieved:
Latest Pulse Survey was released on the 19 June 2023.

Between 1 July 2022 – 30 June 2023 there have been six pulse surveys issued to all employees (on a 10-week cycle). On average the employee participation rate is 53% and overall engagement/satisfaction is at 73%. |

Record No: D22/58445

Note: This report is provided as information only. Actions relating to confidential minutes may not be included in the Status Report.

Pending Actions

Nil

Completed Actions

Minute No.	Meeting Date	Officer	Subject	Completed
3	26/06/2023	Taglierini, Deana	Proposed CEO Key Performance Indicators (KPI) for 2023-24	18/07/2023

D23/46407

18 Jul 2023 11:25am Taglierini, Deana - Completion
Completed by Taglierini, Deana (action officer) on 18 July 2023 at 11:25:01 AM - CEO KPIs were endorsed by Council on 11 July 2023 with no changes. Staff have been sent the CEO KPIs (E23/68392).

City of Tea Tree Gully

CEO PERFORMANCE REVIEW COMMITTEE

14 August 2023

Confidential Subject: CEO Performance and Remuneration Review Outcomes 2022-23 (D23/55489)

It is the recommendation of the Chief Executive Officer that the CEO Performance and Remuneration Review Outcomes 2022-23 be received, discussed and considered in confidence. The CEO Performance Review Committee should determine whether it is necessary and appropriate for the matter to be discussed in confidence as provided for by the provisions of Sections 90 and 91 of the *Local Government Act 1999* (with a recommendation provided as follows):

Recommendation for Moving into Camera

1. *That pursuant to Section 90(2) of the Local Government Act 1999 the CEO Performance Review Committee orders that the public with the exception of representatives from Hender Consulting and staff on duty, be excluded from the meeting to enable discussion on the CEO Performance and Remuneration Review Outcomes 2022-23.*

2. *That the CEO Performance Review Committee is satisfied that pursuant to section 90(3)(a) of the Act, the information be received, discussed or considered in relation to this item:*
   o *relates to information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of the Chief Executive Officer, in that details of his performance and remuneration review will be discussed, which are sensitive and are personal details that should only be known to those who have participated in the review process.*

3. *In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in the public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information. The Committee is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances, on the basis that details* **of the CEO's performance and remuneration may be prematurely discl**osed *before the details of the review have been discussed with the Chief Executive Officer or Council, and could therefore result in the release of inaccurate or misleading information.*

Note: The meeting should pause to allow members of the public to leave the meeting room and the doors should be closed behind as the last person leaves. Discussion on the matter can then proceed. The meeting automatically moves out of confidentiality at the end of consideration of the matter, and the public should then be invited to attend the meeting.