

His Worship the Mayor  
Councillors  
City of Marion

## **Notice of Review and Selection Committee**

Council Chamber, Council Administration Centre  
245 Sturt Road, Sturt

**Tuesday, 5 December 2023 at 5.30 pm**

The CEO hereby gives Notice pursuant to the provisions under Section 83 of the *Local Government Act 1999* that a Review and Selection Committee will be held.

A copy of the Agenda for this meeting is attached in accordance with Section 83 of the Act.

Meetings of the Council are open to the public and interested members of this community are welcome to attend. Access to the Committee Rooms is via the main entrance to the Administration Centre on Sturt Road, Sturt.



Tony Harrison  
Chief Executive Officer

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## 1 Open Meeting

## 2 Kaurna Acknowledgement

We acknowledge the Kaurna people, the traditional custodians of this land and pay our respects to their elders past and present.

## 3 Elected Member Declaration of Interest (if any)

## 4 Confirmation of Minutes

### 4.1 Confirmation of Minutes of the Review and Selection Committee Meeting held on 10 October 2023

Report Reference	RSC231205R4.1
Originating Officer	Manager People and Culture – Sarah Vinall
Corporate Manager	N/A
General Manager	Chief Executive Officer – Tony Harrison

## RECOMMENDATION

That the minutes of the Review and Selection Committee Meeting held on 10 October 2023 be taken as read and confirmed.

## ATTACHMENTS

1. RS C 231010 - Final Public Minutes [4.1.1 - 7 pages]



**Minutes of the Review and Selection Committee  
held on Tuesday, 10 October 2023 at 6.30 pm  
Committee Room 1, Council Administration Centre  
245 Sturt Road, Sturt**

**PRESENT**

His Worship the Mayor Kris Hanna  
Councillor Jayne Hoffmann  
Councillor Luke Naismith

**In Attendance**

Chief Executive Officer - Tony Harrison  
Manager People and Culture - Sarah Vinall  
Chief Financial Officer – Ray Barnwell  
Councillor Raelene Telfer

**1 Open Meeting**

The Mayor opened the meeting at 6.32pm.

**2 Kaurna Acknowledgement**

We acknowledge the Kaurna people, the traditional custodians of this land and pay our respects to their elders past and present.

**3 Elected Member Declaration of Interest (if any)**

The Chair asked if any member wished to disclose an interest in relation to any item being considered at the meeting

No interests were disclosed.

**4 Confirmation of Minutes****4.1 Confirmation of Minutes of the Review and Selection Committee Meeting held on 1 August 2023**

<b>Report Reference</b>	RSC231010R4.1
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**Moved Councillor Hoffmann**

**Seconded Mayor Hanna**

That the minutes of the Review and Selection Committee Meeting held on 1 August 2023 be taken as read and confirmed.

**Carried Unanimously**

The Mayor sought and was granted leave of the meeting to vary the order of agenda items to the following:

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RSC231010 - Review and Selection Committee Meeting - 10 October 2023



- 7.1 Council and CEO KPI Report Quarter Four 2022/23 - Final Results
- 5.3 Cover Report – Staff Movements and Exit Survey
- 5.1 Cover Report – CEO Performance and Remuneration Review
- 5.2 Cover Report – CEO Contract Review



### 7.1 Council and CEO KPI Report Quarter Four 2022/23 - Final Results

Report Reference RSC231010R7.1

The Committee discussed the overall KPI results, and invited explanatory comment from members of staff present. The Committee particularly discussed the results relating to staff engagement and requested that a report be presented to the Committee at the first meeting in 2024 regarding work on the Employee Value Proposition.

**Moved Councillor Hoffmann**

**Seconded Councillor Naismith**

That the Review and Selection Committee:

1. Notes this information and information contained within the attachments for Quarter four 2022/23 – final results.

**Carried Unanimously**

## 5 Confidential Items

### 5.3 Cover Report - Staff Movements and Exits Summary

Report Reference RSC231010F5.3

**Moved Councillor Hoffmann**

**Seconded Councillor Naismith**

That pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the Committee orders that all persons present, with the exception of the following persons: Chief Executive Officer, Manager People and Culture, Chief Financial Officer, Councillor Telfer, be excluded from the meeting as the Committee receives and considers information relating to Staff Movements and Exits Summary, upon the basis that the Committee is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to employee personal data.

**Carried Unanimously**

6.41pm the meeting went into confidence

**Moved Councillor Naismith**

**Seconded Councillor Hoffmann**

That the Review and Selection Committee:

1. Note the Staff Movements & Exit Survey Data Q1 – 2023-24 Report
2. In accordance with Section 91(7) and (9) of the Local Government Act 1999 the Committee orders that this report, Staff Movements and Exits Summary, and any appendices arising from this report having been considered in confidence under Section 90(2) and (3)(a) of the Act, except when required to effect or comply with Council's resolution(s) regarding this



5

matter, be kept confidential and not available for public inspection for a period of 12 months from the date of this meeting. This confidentiality order will be reviewed at the General Council Meeting in December 2023.

**Carried Unanimously**

7.06pm the meeting came out of confidence

#### 5.1 Cover Report - CEO Performance and Remuneration Review

Report Reference RSC231010F5.1

##### **Moved Councillor Hoffmann**

##### **Seconded Councillor Naismith**

That pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the Committee orders that all persons present, with the exception of the following persons: Chief Executive Officer, Manager People and Culture, Councillor Telfer be excluded from the meeting as the Committee receives and considers information relating to CEO Performance and Remuneration Review, upon the basis that the Committee is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to personal affairs of the Chief Executive Officer.

**Carried Unanimously**

7.07pm the meeting went into confidence

7.13pm Councillor Telfer left the meeting and did not return

7.28pm Mr Harrison left the meeting and did not return

7.40pm Ms Vinall left the meeting and did not return

##### **Moved Councillor Naismith**

##### **Seconded Councillor Hoffmann**

That the meeting be extended until the conclusion of all items listed on the agenda.

**Carried Unanimously**

7.59pm meeting extended

##### **Moved Councillor Hoffmann**

##### **Seconded Councillor Naismith**

In accordance with Section 91(7) and (9) of the Local Government Act 1999 the Council orders that this report, CEO Performance and Remuneration Review, any appendices and the minutes arising from this report having been considered in confidence under Section 90(2) and (3)(a) of the Act, except when required to effect or comply with Council's resolution(s) regarding this matter, be kept confidential and not available for public inspection for a period of 12 months from the date of this





meeting. This confidentiality order will be reviewed at the General Council Meeting in December 2023.

**Carried Unanimously**

8.21pm the meeting came out of confidence

## 5.2 Cover Report - CEO Contract Review

Report Reference RSC231010F5.2

**Moved Councillor Hoffmann**

**Seconded Councillor Naismith**

That pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the Committee orders that all persons present, with the exception of the following persons: Manager People and Culture, be excluded from the meeting as the Committee receives and considers information relating to CEO Contract Review, upon the basis that the Committee is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to personal affairs of the Chief Executive Officer.

**Carried Unanimously**

8.22pm the meeting went into confidence

**Moved Councillor Naismith**

**Seconded Councillor Hoffmann**

In accordance with Section 91(7) and (9) of the Local Government Act 1999 the Council orders that this report, CEO Contract Review, any appendices and the minutes arising from this report having been considered in confidence under Section 90(2) and (3)(a) of the Act, except when required to effect or comply with Council's resolution(s) regarding this matter, be kept confidential and not available for public inspection for a period of 12 months from the date of this meeting. This confidentiality order will be reviewed at the General Council Meeting in December 2023

**Carried Unanimously**

9.05pm the meeting came out of confidence

## 6 Reports for Discussion - Nil

## 7 Reports for Noting

## 8 Workshop / Presentation Items - Nil

## 9 Other Business

## 10 Meeting Closure



The meeting was declared closed at 9.06pm.

CONFIRMED THIS 5 DAY OF DECEMBER 2023

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CHAIRPERSON

## 5 Confidential Items - Nil

## 6 Reports for Discussion

### 6.1 Review and Selection Committee Work Program and Meeting Schedule for 2024

<b>Report Reference</b>	RSC231205R6.1
<b>Originating Officer</b>	Unit Manager Governance and Council Support – Victoria Moritz
<b>Corporate Manager</b>	Manager Office of the Chief Executive - Kate McKenzie
<b>General Manager</b>	Chief Executive Officer - Tony Harrison

### REPORT OBJECTIVE

The purpose of this report is for the Committee to discuss the proposed meetings dates for the Review and Selection Committee (the Committee) in 2024 and to set an annual work program to ensure the Committee addresses the scope of activities identified in the Committee's Terms of Reference.

### EXECUTIVE SUMMARY

The Committee is established pursuant to Section 41 of the Local Government Act 1999 as a Chief Executive Officer Performance Review and Selection Committee.

This Committee is established to review, monitor and advise on relevant strategies regarding organisation performance and culture. The meeting dates proposed in Attachment one take into consideration the workload of the committee and are based in accordance with the Committees Terms of Reference which state:

*4.3 Committee Meetings will take place at the City of Marion Administration Centre as required to undertake the responsibilities identified in the Terms of Reference.*

*4.4 The Committee will meet on an ad-hoc basis at least every six months. Meetings will be convened at the request of the presiding member or the elected members on the Committee.*

This report provides the opportunity to review the proposed works program and ensures that the workload of the Committee is planned, managed and resourced. It allows the Committee to relay the dates and times of the meetings to the community and provides for upcoming business to be dealt with in a timely manner. The items included in the proposed schedule are indicative only and items may be added, changed or moved during the year.

### RECOMMENDATION

**That the Review and Selection Committee:**

**1. Notes the proposed meeting dates for 2024:**

- **Tuesday 6 February 2024 (5.30pm - 6.30pm)**
- **Tuesday 7 May 2024 (5.30pm - 6.30pm)**
- **Tuesday 6 August 2024 (5.30pm - 6.30pm)**
- **Tuesday 5 November 2024 (5.30pm - 6.30pm)**

**2. Notes the proposed work program for 2024 identified at Attachment 1 to the report.**

**ATTACHMENTS**

1. Review and Selection Committee Schedule of Works 2024 [**6.1.1** - 1 page]

## Review and Selection Schedule of Works 2024

**TUESDAY, 6 February 2024 5.30pm - 6.30pm**

Report Title / Topic	Responsible Officer
Confirmation of RSC Minutes	Sarah Vinall / Cassidy Mitchell
Corporate and CEO KPI Report – Q2 Results	Tori Moritz
Staff Movements and Exits	Greg Cansdale
CAP Member Appointment/Process (2 roles including Presiding Member) <i>Tentative</i>	Alex W / Warwick DC

\*Between Feb-May, there may need to be another meeting to interview/process candidates.

**TUESDAY, 7 May 2024 5.30pm - 6.30pm**

Report Title / Topic	Responsible Officer
Confirmation of RSC Minutes	Sarah Vinall / Cassidy Mitchell
Corporate and CEO KPI Report – Q3 Results	Tori Moritz
Staff Movements and Exits	Greg Cansdale
CEO and Organisational KPIs for 2024-25 – discussion and recommendation to Council.	Sarah Vinall / Kate McKenzie

**TUESDAY, 6 August 2024 5.30pm - 6.30pm**

Report Title / Topic	Responsible Officer
Confirmation of RSC Minutes	Sarah Vinall / Cassidy Mitchell
Corporate and CEO KPI Report – Q4 Results	Tori Moritz
FRAC Independent Member – (Ms Hinchey term expires 30 Nov 24)	Tori Moritz / Kate McKenzie

\*Between August - September, there may need to be another meeting to interview/process candidates.

**TUESDAY, 5 November 2024 5.30pm - 6.30pm**

Report Title / Topic	Responsible Officer
Confirmation of RSC Minutes	Sarah Vinall / Cassidy Mitchell
Corporate and CEO KPI Report – Q1 24/25	Tori Moritz
Work Program and Meeting Schedule for 2024	Tori Moritz
CAP Member Appointment/Process	Alex W / Warwick DC

## 6.2 Appointment of Independent Members to the Marion Council Assessment Panel

<b>Report Reference</b>	RSC231205R6.2
<b>Originating Officer</b>	Team Leader - Planning – Alex Wright
<b>Corporate Manager</b>	Manager Development and Regulatory Services - Warwick Deller-Coombs
<b>General Manager</b>	General Manager City Development - Tony Lines

### REPORT OBJECTIVE

The purpose of this report is to seek feedback from the Committee on the proposed recruitment process for the Council Assessment Panel.

### EXECUTIVE SUMMARY

Pursuant to Clause 5.4.1 of the Review and Selection Committee's (RSC) Terms of Reference, the RSC and the Chief Executive Officer act as the selection panel for all expert members to the Council Assessment Panel (CAP).

The terms of the three independent CAP members, including the Presiding Member, expire at the end of June 2024. Direction is sought from the RSC whether it wishes to reappoint any existing independent CAP Members or undertake a recruitment process (which may include reappointment or appointment of new members).

This report outlines the various options for the RSC to consider regarding the appointment of Independent Members to the CAP.

### RECOMMENDATION

**That the Review and Selection Committee:**

*\*Delete any recommendations not required\**

- Endorses the reappointment of those current members to the CAP whose terms expire on 30 June 2024 (provided members are willing to be re-appointed and maintain accreditation) for a term of two years, expiring 30 June 2026.**

**OR**

- Requests that Administration seek expressions of interest from appropriately qualified/experienced members of the public for up to three independent member positions (1 Presiding Member, 1 independent member, and 1 deputy independent member) of the CAP, for either a 12 month or two-year term to be determined by Council.**

### BACKGROUND

Clause 5.4.3 of the RSC Terms of Reference outlines the process to be followed by the Committee, which is as follows:

- *Identification of potential candidates via general advertisement*

- *Shortlist candidates for interviews/discussion*
- *Interviews with candidates to determine suitability for selection*
- *Determine a preferred candidate and confirm their preparedness to be nominated for appointment*
- *Make recommendation to Council on preferred candidates.*

Following the recommendation from the RSC, Council is the official appointing body of the CAP members.

At its Council meetings on 22 February 2022 and 12 April 2022 Council resolved to appoint the following Independent Members for a two year term, commencing 1 July 2022 and concluding 30-June 2024:

- Michael Davis (as Presiding Member, replacing Terry Mosel) – GC220222F11.3
- Benjamin Russ – GC220222F11.3
- Jock Smylie (Deputy Independent Member) – GC220412F17.2

Independent Members Bryn Adams and Yvonne Svensson were reappointed for a two-year period in May 2023 (1 July 2023 to 30 June 2025).

Accordingly, Council must either commence the recruitment process outlined in Clause 5.4.3 by placing an advertisement in the Adelaide Advertiser and relevant online websites seeking expressions of interest for Independent Members on the CAP, and/or reappoint some (or all) of the existing members to the Panel.

If the recruitment process outlined in Clause 5.4.3 is pursued, the RSC may need to meet outside of its schedule of meetings to progress the recruitment process in a timely manner, as the process includes interviews with candidates.

## **DISCUSSION**

The RSC is required to make a recommendation to Council regarding the appointment of Independent Members to the CAP. The CAP shall comprise a maximum of 5 (five) members, only 1 (one) of which can be (but need not be) a Council Member.

Councillor Nathan Prior is the current Elected Member appointed to the CAP and his term expires 30 June 2024. This appointment was made by Council; therefore, the Review and Selection Committee need only consider the appointment of the independent member positions (as well as the deputy member position/s).

The role of the deputy member is to act in place of Panel Members when those members are unable to attend a meeting (due to illness, holiday etc.). Council can choose to appoint up to five (5) deputy members.

The term of office for each CAP member is as determined by Council but in any event shall not exceed 2 years. Council can appoint members to a lesser term. An independent member is entitled to be re-appointed as a CAP member for multiple successive terms by Council resolution. A Council Representative is entitled to be re-appointed as a CAP Member for a second successive term by a resolution of the Council.

As discussed, three independent member's positions expire on 30 June 2024, these being:

- Michael Davis - Presiding Member
- Benjamin Russ - Independent Member
- Jock Smylie (Deputy Independent Member)

Relevantly, staff are not aware of any complaints being raised about the conduct of any Marion CAP members.

Direction is sought from the RSC whether it wishes to reappoint any existing independent CAP members or undertake a recruitment process (which may include reappointment or appointment of new members).

### **Accreditation of Panel Members**

Section 88 of the PDI Act requires CAP members to obtain accreditation in order to perform, exercise or discharge the functions, powers or duties relevant to acting as a member of an assessment panel.

The Accredited Professionals Scheme became operational under the PDI Act from 1 April 2019 and accordingly, it is essential that members must be eligible and willing to attain and retain an Accredited Professional – Planning level 2 accreditation in order to serve on the CAP.

Candidates should already hold Accredited Professional – Planning Level 2 accreditation when applying for any vacant position and our advertisement will be updated to reflect this.

Administration recommends that members must be responsible, at their own cost, to obtain and retain Accredited Professional – Planning Level 2 accreditation.

Maintaining the accreditation also involves certain amounts of professional development which would be paid for and undertaken by the Independent Members (this will be tax deductible for them).

The appointed Council Member does not require accreditation if the Council is satisfied the person is appropriately qualified to act as a member of the assessment panel on account of the person's experience in local government.

### **Conclusion**

Direction is sought from the RSC whether it wishes to reappoint the existing independent CAP Members or undertake a recruitment process (which may include reappointment or appointment of new members).

Members will be provided a copy of existing Independent Members' resumes (provided at time of original application for the role).

### **Possible approaches**

#### **Option 1:**

Re-appoint current members to the CAP (provided members are willing to be re-appointed and obtain accreditation) for a further term of two years, expiring 30 June 2026. If this option is selected, the existing members that wish to be reappointed will need to demonstrate they hold the applicable qualifications or are in the process of receiving qualification.

Administration has sought the position of the members, and, at the time of writing, all existing Independent Members have advised that will reapply should the positions become vacant.

#### **Option 2:**

Seek expressions of interest from appropriately qualified/experienced members of the public for the four independent member positions (1 Presiding Member position and 2 independent member



positions – including deputy) of the CAP, for either a 12 month or two-year term to be determined by Council.

**Option 3:**

A combination of the two options above, whereby one or more current independent CAP members are appointed to the CAP and expressions of interest sought from appropriately qualified/experienced members of the public to serve on the CAP, for a term to be determined by Council.

If the Committee wishes to discuss any personal information relating to any of the existing CAP members, it is recommended that the Committee resolve to move into confidence with the following resolution:

‘That pursuant to Section 90(2) and 90(3)(a) of the Local Government Act 1999, the Review and Selection Committee orders that all persons present, with the exception of relevant City of Marion Staff, be excluded from the meeting as the Committee receives and considers information relating to the selection of candidates for the Council Assessment Panel, upon the basis that the Committee is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of Council Assessment Panel Members.’

**Proposed Timeline**

Determine process and timeline	December
Advertise for CAP members (opens)	Late-Jan
Advertisement for CAP members closes	Mid-Feb
Compile list of applicants and report to Special Review & Selection Committee Meeting with applications – RSC to shortlist candidates.	Mid-Feb
Interviews with applicants & hold special RSC meeting following final interview for Committee to make recommendation to Council.	Late-Feb
Council resolution to appoint recommended members	March

**ATTACHMENTS**

Nil

## 7 Reports for Noting

### 7.1 Council and CEO KPI Report Quarter One 2023/24

<b>Report Reference</b>	RSC231205R7.1
<b>Originating Officer</b>	Unit Manager Governance and Council Support – Victoria Moritz
<b>Corporate Manager</b>	Manager Office of the Chief Executive - Kate McKenzie
<b>General Manager</b>	Chief Executive Officer - Tony Harrison

#### REPORT OBJECTIVE

To advise the Committee of the results of the Council and CEO KPI's for quarter one 2023/24.

#### EXECUTIVE SUMMARY

Monitoring performance of the Council and CEO KPI's is critical for ensuring that the Council is contributing to the achievement of its objectives in both the Strategic Plan and the 4-Year Business Plan 2023 – 2027.

Details of the results are provided in Attachments 1-4.

For the 2023/24 quarter one results, Council achieved the Core Target on all KPI's with the exception of the following KPI's:

- **Staff Engagement** – The core target is the achievement of an overall employee pulse survey result of 75%. The result for Q1 was 71%. However, it is noted that all SLT departments did achieve the target of at least 50% employee participation per SLT department.
- **Delivery of Agreed Projects in the ABP and first-year targets in the 4 year Plan** – The core target is greater than or equal to 95%. The result for Q1 was 92%. 13 projects are being reported against with 12 projects being considered on track, and 1 project considered off track. Additional information and comments are provided in Attachment 1a.

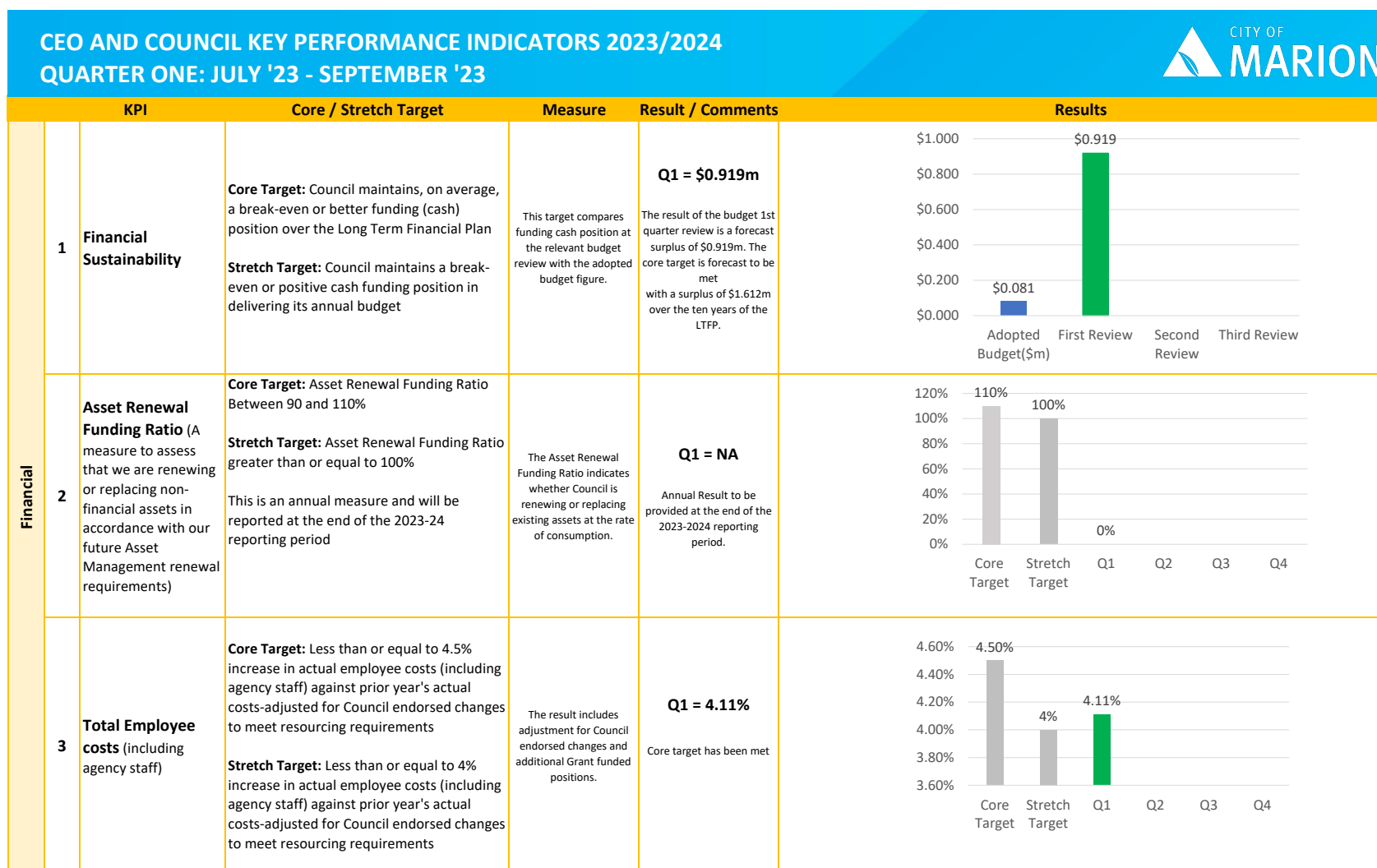
#### RECOMMENDATION

That the Review and Selection Committee:

1. **Notes this information and information contained within the attachments for Quarter one 2023-24.**

#### ATTACHMENTS

1. 2023-24 Q 1 KPI Results [7.1.1 - 6 pages]



Organisational	4	<b>Staff engagement</b>	<p><b>Core Target:</b> Achievement of an overall employee pulse survey result of 75%, with at least 50% employee participation per SLT department</p> <p><b>Stretch Target:</b> Achievement of an overall employee pulse survey result of 80%, with at least 50% employee participation per SLT department</p>	Staff Teamgage survey results based on five metrics	<p><b>Q1 = 71%</b></p> <p>The core target was not met.</p> <p>All SLT Departments reached at least 50% participation rate</p>	<p><b>Overall Employee Pulse Survey Result</b></p>  <p><b>Participation per SLT Department</b></p> 
	5	<b>Delivery of agreed projects identified in the Annual Business Plan and the first-year targets in the 4 year plan</b>	<p><b>Core Target:</b> Greater than or equal to 95%</p> <p><b>Stretch Target:</b> No stretch target</p>	<p>Monthly data collated for each quarter</p> <p>Additional information provided in Attachment 1a</p>	<p><b>Q1 = 92%</b></p> <p>Reporting on 13 projects for the ABP and first year targets of the 4-year plan. 12 Projects are on Track and 1 Project is off track. Additional info in Att. 1a</p>	
	6	<b>Delivery of Council's capital works program</b>	<p><b>Core Target:</b> Greater than or equal to 85% delivery of Council's planned capital works program (adjusted for extraordinary items)</p> <p><b>Stretch Target:</b> Greater than or equal to 90% delivery of Council's planned capital works program (adjusted for extraordinary items)</p>	This is an annual measure that will be reported on at the end of the 2023-24 reporting period.	<p><b>Q1 = NA</b></p> <p>Annual Result to be provided at the end of the 2023-2024 reporting period.</p>	
Environment	7	<b>Carbon Neutrality- carbon emissions footprint, measured against Council's endorsed Carbon Neutral Plan (applicable 2021-2022 onwards)</b>	<p><b>Core Target:</b> Actual annual emissions less than the plan's annual target emissions</p> <p><b>Stretch Target:</b> Actual annual emissions 5% less than the plan's annual target emissions</p>	Carbon emissions footprint, measured against Council's endorsed Carbon Neutral Plan.	<p><b>Q1 = NA</b></p> <p>Reported every six months ((Q4 reported in Oct, Q2 reported in April).</p>	

Customer	8	<b>Overall satisfaction with Council's performance</b> (measured annually)	<b>Core Target:</b> Greater than or equal to 75% rated as satisfied or above  <b>Stretch Target:</b> Greater than or equal to 85% rated as satisfied or above	Annual Measure	<b>Q1 = NA</b>  Annual Result to be provided at the end of the 2023-2024 reporting period.	<table border="1"><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>Core Target</td><td>75%</td></tr><tr><td>Stretch Target</td><td>85%</td></tr><tr><td>Q1</td><td>-</td></tr><tr><td>Q2</td><td>-</td></tr><tr><td>Q3</td><td>-</td></tr><tr><td>Q4</td><td>-</td></tr></tbody></table>	Category	Value	Core Target	75%	Stretch Target	85%	Q1	-	Q2	-	Q3	-	Q4	-
	Category	Value																		
	Core Target	75%																		
	Stretch Target	85%																		
	Q1	-																		
Q2	-																			
Q3	-																			
Q4	-																			
9	Customer Experience																			
9a	<b>Ease of lodging requests</b>	<b>Core Target:</b> 75% satisfied or more  <b>Stretch Target:</b> 80% satisfied or more	Responses included within the result relate to cases created within the reporting period	<b>Q1 = 81.2%</b>  81.2% of the 234 responses received either very satisfied or satisfied.	<table border="1"><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>Core Target</td><td>75%</td></tr><tr><td>Stretch Target</td><td>80%</td></tr><tr><td>Q1</td><td>81.20%</td></tr><tr><td>Q2</td><td>-</td></tr><tr><td>Q3</td><td>-</td></tr><tr><td>Q4</td><td>-</td></tr></tbody></table>	Category	Value	Core Target	75%	Stretch Target	80%	Q1	81.20%	Q2	-	Q3	-	Q4	-	
Category	Value																			
Core Target	75%																			
Stretch Target	80%																			
Q1	81.20%																			
Q2	-																			
Q3	-																			
Q4	-																			
9b	<b>Time taken to address and action requests</b>	<b>Core Target:</b> 65% satisfied or more  <b>Stretch Target:</b> 70% satisfied or more	Responses included within the result relate to cases created within the reporting period	<b>Q1 = 72.1%</b>  72.1% of the 233 responses received wither very satisfied or satisfied.	<table border="1"><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>Core Target</td><td>65%</td></tr><tr><td>Stretch Target</td><td>70%</td></tr><tr><td>Q1</td><td>72.10%</td></tr><tr><td>Q2</td><td>-</td></tr><tr><td>Q3</td><td>-</td></tr><tr><td>Q4</td><td>-</td></tr></tbody></table>	Category	Value	Core Target	65%	Stretch Target	70%	Q1	72.10%	Q2	-	Q3	-	Q4	-	
Category	Value																			
Core Target	65%																			
Stretch Target	70%																			
Q1	72.10%																			
Q2	-																			
Q3	-																			
Q4	-																			
9c	<b>Satisfaction with requests handling</b>	<b>Core Target:</b> 55% satisfied or more  <b>Stretch Target:</b> 60% satisfied or more	Responses included within the result relate to cases created within the reporting period	<b>Q1 = 65.2%</b>  65.2% of the 233 responses received either very satisfied or satisfied.	<table border="1"><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>Core Target</td><td>55%</td></tr><tr><td>Stretch Target</td><td>60%</td></tr><tr><td>Q1</td><td>65.20%</td></tr><tr><td>Q2</td><td>-</td></tr><tr><td>Q3</td><td>-</td></tr><tr><td>Q4</td><td>-</td></tr></tbody></table>	Category	Value	Core Target	55%	Stretch Target	60%	Q1	65.20%	Q2	-	Q3	-	Q4	-	
Category	Value																			
Core Target	55%																			
Stretch Target	60%																			
Q1	65.20%																			
Q2	-																			
Q3	-																			
Q4	-																			

**Attachment 1a - Supporting Information**

As at 30 September 2023 - 92% (12 projects) are on-track, including 0 that have been completed this financial year. 8% (1 project) is considered off-track.

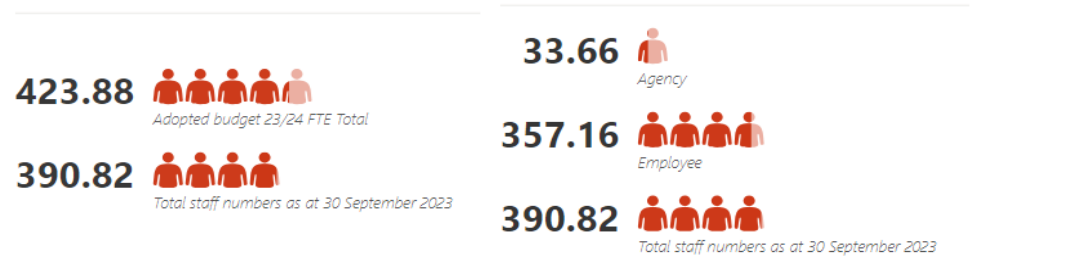
The on-track includes projects that were started or completed in the first-year targets of the 2023/24 financial year and also includes those projects that are deferred.

Table 1: Year 1 Projects by exception (all other projects are considered on-track or completed)

Project Name	Q1 Supporting Comments
Warradale Park Tennis Club Upgrade	Delays to this project are a result of ongoing negotiations relating to the Federal Government funding following Council endorsed changes to the scope of the project and ongoing consultation with the club on Council's preferred design option.

Attachment 2

The number of FTE employees (staff and agency) employed across the organisation as at 30 September 2023



There are currently 33 temporary vacant positions comprised of:

Recruitment in progress (required position	10
Currently under review	0
Vacant Required position	23

The following tables provide comparative FTE data with the Gap Year Team Members, Pool Staff, and Grant Funded positions being excluded.



## Attachment 3

## LABOUR AND FTE MOVEMENT SUMMARY

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
<b>Total Employee Costs (including Agency)</b>	<b>44,119</b>	<b>42,378</b>	<b>40,134</b>	<b>38,238</b>	<b>36,487</b>	<b>34,861</b>	<b>33,274</b>	<b>32,221</b>	<b>31,783</b>
<b>% Movement on Prior Year</b>	<b>4.11%</b>	<b>5.59%</b>	<b>4.96%</b>	<b>4.79%</b>	<b>4.66%</b>	<b>4.77%</b>	<b>3.27%</b>	<b>1.40%</b>	<b>0.10%</b>
<b>Total Number of Employees (FTE as at 30 June)*</b>	<b>390.82</b>	<b>382</b>	<b>387</b>	<b>370</b>	<b>358</b>	<b>365</b>	<b>360</b>	<b>344</b>	<b>342</b>
<b>% Movement on Prior Year</b>	<b>2.31%</b>	<b>-1.29%</b>	<b>4.59%</b>	<b>3.35%</b>	<b>-1.90%</b>	<b>1.38%</b>	<b>4.80%</b>	<b>0.60%</b>	<b>-1.70%</b>
<b>5-Year average FTE to September 2023</b>	<b>377.6</b>								

*\*2023/24 as at 30 September 2023*



## 7.2 Volunteer Program Report

<b>Report Reference</b>	RSC231205R7.2
<b>Originating Officer</b>	Unit Manager Organisational Development – Jo McCarthy
<b>Corporate Manager</b>	Manager People and Culture - Sarah Vinall
<b>General Manager</b>	Chief Executive Officer – Tony Harrison

### REPORT HISTORY

Report Reference	Report Title
RSC221101R7.2	2020-21 Volunteer Program Report
SRSC211207R6.1	Volunteer Program Report
RSC201103R02	Volunteer Program Report
RSC191105R02	Volunteer Program Update

### REPORT OBJECTIVE

To provide an update on the City of Marion's Volunteer Program and progress against the stated goals and outcomes of the 2021-2024 Volunteer Strategy.

### EXECUTIVE SUMMARY

The City of Marion's Volunteer Program remains a source of community life that adds to the wellbeing of those individuals able to volunteer. Our annual survey had a 20% response rate from our Volunteers and clearly showed the qualitative value volunteering provides people in our community. Our pool of volunteers currently sits at 298, with 83 as short-term inactive (ie those who volunteer as a once-off event) and 32 are in the process to become a volunteer.

### RECOMMENDATION

**That the Review and Selection Committee:**

- Notes the report and makes any recommendations regarding the Volunteer Program.**

### DISCUSSION

Volunteering continues to provide meaningful interaction and a sense of belonging, whilst helping deliver services across our community.

#### Volunteer Participation

56 volunteers were recruited and inducted in the 2022-23 financial year, compared to 83 in the 2021-22 financial year.

32,577 volunteer hours were contributed to the community during the 2022-23 financial year, which was a small decrease from the previous year being 34,970.

The Local Government Volunteer Managers Network reflected strong retention and recruitment across the sector, again reinforcing the responsibility local government plays in facilitating volunteering within the community.

## Annual Volunteer Survey

The 2022-23 Annual Volunteer Survey returned a 20% participation rate which was a small decrease to the 2021-22 participation rate of 24%.

In response to what people enjoyed most about volunteering, 73% said either helping others, having something meaningful to do, being a part of a team or helping to build community spirit and connectedness. This is a reminder as to the values and goals we have for the Volunteer Program.

In addition, 97% feel happier after volunteering and 98% look forward to their volunteering and are satisfied with their volunteering role at City of Marion. Importantly, 100% feel that their volunteering has an impact in making the City of Marion better, 93% would recommend City of Marion as a good place to volunteer, and 90% feel connected with the City of Marion through their volunteering experience.

## Progress against the 2021-2024 Volunteer Strategy

### Objective 1: Diversity and Inclusion

Increase diversity and inclusion through attracting, engaging and retaining a diverse volunteer population that participate in a variety of roles.

#### Outcomes

The Volunteer program utilises diverse people, knowledge, skills and experiences that meet the needs of the community.

#### KPIs

- Increase volunteers whose first language is not English by 5% or more by June 30, 2024.
- Increase volunteers aged 25 or under by 5% or more by June 30, 2024

Results:

Date	Volunteers whose first language is not English	% change on previous year (language)	Volunteers aged 25 or under	% change on previous year (age)
30 June 2021	44		45	
30 June 2022	23	-47.73%	26	-42.22%
30 June 2023	30	30.43%	14	-46.15%

A strategy and campaign to attract volunteers aged 25 and under will commence in 2024.

### Objective 2: Regulation and Risk Management

Improve program risk management and the safety and wellbeing of our volunteers.

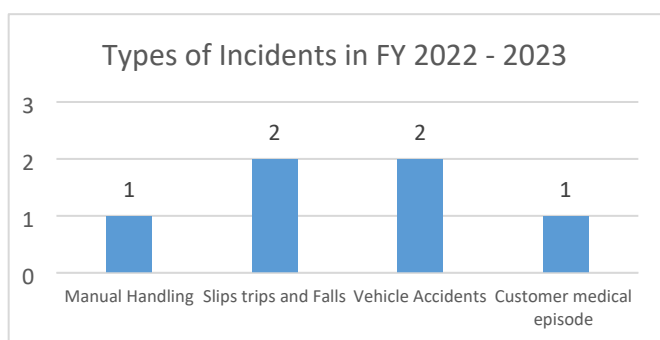
#### Outcomes

Robust systems are in place that support the safety and wellbeing of volunteers, with no days lost to injury or harm.

#### KPIs

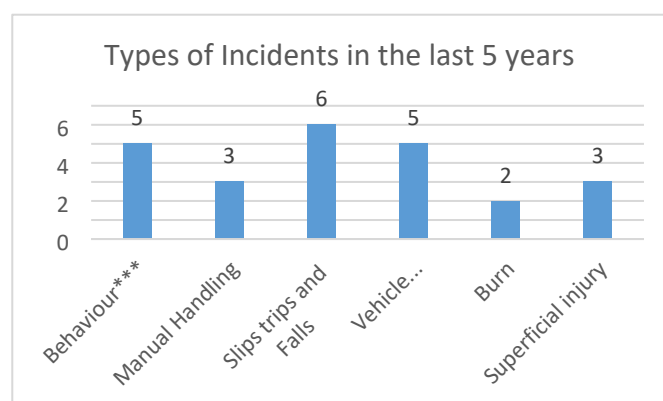
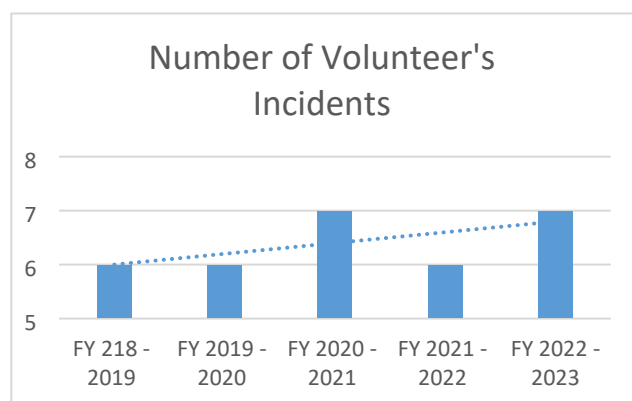
- No lost time injuries sustained whilst volunteering.

Result: 1 Lost Time Injury (LTI) was sustained whilst volunteering during the 2022-23 financial year.



As there was a small increase in volunteer incidents from the previous year, an analysis of incidents of the last 5 years was undertaken to determine any trends and possible treatments. It was concluded that the low number of incidents over the past 5 years made it difficult to identify any trends, however the types of incidents reported did fall into the following top three categories:

- Slips Trips and Falls
- Vehicle Accidents
- Behaviour (includes behaviour towards volunteer and volunteer behaviour reported by staff).



Despite the low data, this information is being used to guide future actions, such as a review of induction information and training. Volunteer Managers were provided with training on the management of incidents.

- b. Better Impact document audit at 90% or more compliance rate (inclusive of a volunteer having the following recorded on their profile: agreement, role description, WHS induction, Corporate Orientation, DHS checks, start date, Volunteer Handbook)

Results:

Volunteer Program	Compliance Rate
Community Bus	92%
Social Support	94%
Libraries	98%
Neighbourhood Centres	77%
Justice of Peace	86%
Graffiti Removal	97%
Open Space	98%

### Objective 3: Management and Training Opportunities

Increase management and training opportunities to ensure volunteers are competent and feel empowered to undertake their role.

### **Outcomes**

Volunteers feel empowered and confident to undertake their duties safely and competently.

### **KPIs**

a. 100% of volunteers have completed all mandatory inductions and training within 8 volunteer shifts.

Result: 93% have all induction items completed and Positive Ageing and Community Bus Volunteers have completed CPR refresher training and Driver Awareness.

b. Training budget 100% spent each FY with attendance of 75% or more for all training.

Result: 20% of training budget was spent in the 2022-23 financial year. This drop from 96% last financial year was indicative of mandatory training requirements being up-to-date, and required clearances and licences not expired. The 20% budget spend in 2022-23 related to First Aid, CPR and Driver Awareness training, which was identified through a training needs analysis with no other needs being identified.

## **Objective 4: Volunteer Engagement, Experience and Satisfaction**

Improve volunteer engagement and overall experience by making volunteering a valued and respected part of the City of Marion.

### **Outcomes**

City of Marion volunteers enjoy volunteering at an organisation that makes them feel valued and respected.

### **KPIs**

a. 90% or more of volunteers feel respected, satisfied and happy volunteering with the City of Marion.

Results:

- 98% are satisfied with their volunteering role with the City of Marion
- 100% feel that their volunteering has an impact in making the City of Marion better
- 98% look forward to their volunteering experience
- 93% would recommend City of Marion as a good place to volunteer
- 90% feel connected with the City of Marion through volunteering

b. 5% or increase on previous year's Annual Volunteer Survey completion rate

Result: There was a 4% decrease in respondent numbers for the Annual Volunteer Survey

c. Two volunteer newsletters and two stories in City Limits per FY

Result: Two Volunteer newsletters were created, these being Spring 2022 and Winter 2023. Three stories featured in City Limits editions during October 2022, April 2023 and June 2023.

d. 5% increase on attendance at previous year's National Volunteer Week event

Result: Over 150 volunteers attended the National Volunteer Week event in May 2023. Events in recent years were cancelled due to the COVID pandemic.

## **Objective 5: Be an Organisation of Choice**

To be an organisation of choice whereby volunteers and peers see the City of Marion as a sector leader.

**Outcome**

The City of Marion Volunteer Program is a sector leader and innovator, earning a high level of volunteer satisfaction.

**KPIs**

a. Maintain National Standards for Volunteer Involvement accreditation.

Result: City of Marion working with Volunteering SA to review.

b. Eight SkillMatch volunteers placed internally each FY.

Result: Three SkillMatch volunteers were placed during the 2022-23 financial year, resulting in a low fulfilment rate.

**ATTACHMENTS**

1. Volunteer Report Appendix Annual Survey Results [7.2.1 - 8 pages]

2022 - 2023 Annual Volunteer Survey

59

Responses

10:08

Average time to complete

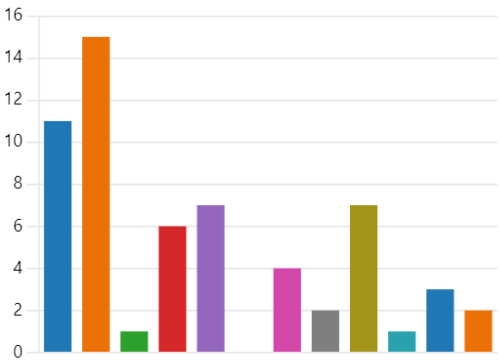
Closed

Status

1. What program does your role sit within?

[More Details](#) [Insights](#)

Neighbourhood Centres	11
Libraries	15
Social Support (Positive Ageing ...	1
Community Bus	6
Justice of Peace	7
SkillMatch	0
Urban Tree Warrior	4
Open Spaces	2
Graffiti Removal	7
Events	1
Marion Heritage Research Centre	3
Youth Collective Committee	2



2. Overall, how satisfied are you with your volunteer role with the City of Marion?

[More Details](#)










Very satisfied	39
Somewhat satisfied	19
Neither satisfied nor dissatisfied	1
Somewhat dissatisfied	0
Very dissatisfied	0

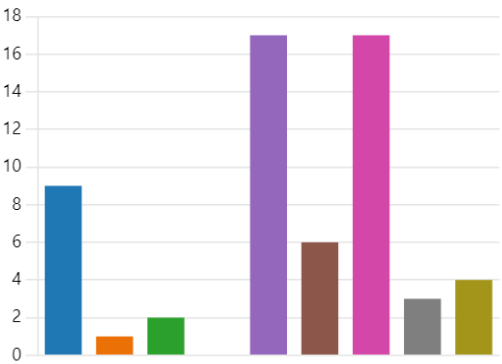


3. What is your favourite thing/s about volunteering?

[More Details](#)






 Insights

	Socialising	9
	Resume Development	1
	Learning new skills	2
	New Experiences	0
	Having something meaningful t...	17
	Building community spirit and c...	6
	Helping others	17
	Being part of a Team	3
	Other	4



4. How much of an impact do you feel your volunteering has had in making the City of Marion better?


[More Details](#)

	A great deal of impact	8
	A lot of impact	17
	A moderate amount of impact	24
	A little impact	10
	No impact at all	0

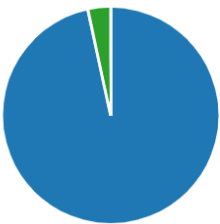


5. Do you feel happier after volunteering?

[More Details](#)

 Insights

	Yes	57
	No	0
	Unsure	2

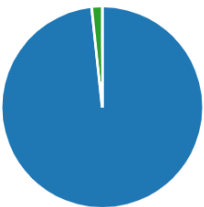


6. Do you look forward to volunteering?

[More Details](#)

[Insights](#)

Yes	58
No	0
Unsure	1



7. Have you experienced any unexpected benefits from volunteering? If so, please let us know below:

[More Details](#)

[Insights](#)

59  
Responses

Latest Responses

"No, I have not"

"no"

"set routine and organisational skills. Also communication has benefitted me..."

10 respondents (17%) answered **people** for this question.



8. How appreciated do you feel as a volunteer?

[More Details](#)

Completely appreciated	28
Somewhat appreciated	26
Neutral	4
Somewhat not appreciated	1
Completely not appreciated	0





9. Do you feel that you have all the training and support you need to be successful in your role?

[More Details](#) [Insights](#)

Yes	53
No	2
Unsure	4



10. Is there any relevant training you would like to see offered that is currently not?

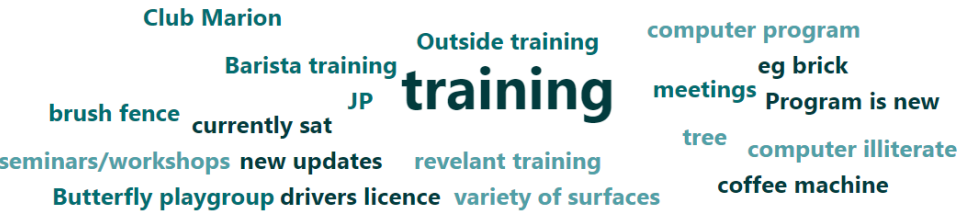
[More Details](#) [Insights](#)

58  
Responses

Latest Responses  
"Not at this time"  
"no"  
"I dont believe so"

[Update](#)

6 respondents (10%) answered **training** for this question.



11. Would you be interested in expanding your volunteer role?

[More Details](#) [Insights](#)

Yes	5
No	35
Unsure	19



12. If so, how would you envision doing this, and if so, what skills and experiences would you like to better utilise?

[More Details](#) [Insights](#)

59  
Responses

Latest Responses  
"Not sure at this stage"  
"Training should be commensurate with the tasks required"  
"n/a"

6 respondents (10%) answered **Not sure** for this question.



13. Would you recommend City of Marion as a place to volunteer?

[More Details](#) [Insights](#)

Yes	55
No	0
Unsure	4



14. Do you feel your thoughts and input is valued?

[More Details](#) [Insights](#)

Yes	44
No	2
Unsure	13



15. How easy was the volunteer registration process?

[More Details](#)

Very easy	29
Somewhat easy	18
Neutral	9
Somewhat difficult	3
Very difficult	0



16. Were any of the following not provided as part of your onboarding procedure: a Position Description, Volunteer Agreement, Volunteer Handbook and site induction?

[More Details](#)

Yes	5
No	41
Unsure	13

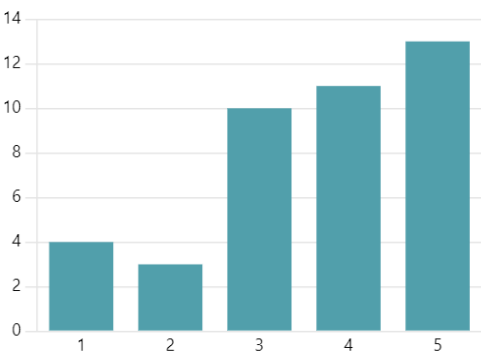


17. For new volunteers, how was the initial customer service experience provided by the City of Marion representative?

[More Details](#)


[Insights](#)

3.63  
Average Rating

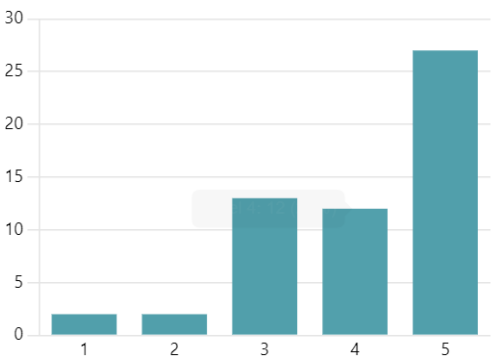


18. For existing volunteers, how would you rate the level of communication and support from Volunteer Managers?

[More Details](#)

 Insights

4.07  
Average Rating



19. Do you like receiving and reading volunteer newsletters?

[More Details](#)

<div></div> Yes	53
<div></div> No	2
<div></div> Unsure	4



20. Would you like to see our National Volunteer Week celebrations continue in its current format?

[More Details](#)

<div></div> Yes	30
<div></div> No	4
<div></div> Unsure	25



21. Please add any thoughts on what you like about our current celebrations and/or suggestions on how it could be better below.

[More Details](#) [Insights](#)

59  
Responses

Latest Responses  
"None at this stage"  
"n/a"

"The last celebration was at a Venue (Cooinda) that was too small for the nu..."

10 respondents (17%) answered **volunteers** for this question.



22. Does your volunteering with us make you feel connected to the City of Marion?

[More Details](#) [Insights](#)

Yes	53
No	6



**8 Workshop / Presentation Items - Nil****9 Other Business****10 Meeting Closure**

The meeting shall conclude on or before 6.30pm unless there is a specific motion adopted at the meeting to continue beyond that time.