

His Worship the Mayor
Councillors
City of Marion

Notice of Review and Selection Committee

Council Chamber, Council Administration Centre
245 Sturt Road, Sturt

Tuesday, 1 November 2022 at 7.30 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 Kurna Acknowledgement

We acknowledge the Kurna 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 8 August 2022

Report Reference	RSC221101R4.1
Originating Officer	Manager People and Culture – Jessica Lynch
Corporate Manager	N/A
General Manager	Chief Executive Officer – Tony Harrison

RECOMMENDATION

That the minutes of the Review and Selection Committee Meeting held on 8 August 2022 be taken as read and confirmed.

ATTACHMENTS

1. RS C 220802 - Final Public Minutes [4.1.1 - 6 pages]



**Minutes of the Review and Selection Committee
held on Tuesday, 2 August 2022 at 6.00 pm
Committee Room 1, Council Administration Centre
245 Sturt Road, Sturt**

**PRESENT**

His Worship the Mayor Kris Hanna

Councillor Maggie Duncan

Councillor Matthew Shilling

In Attendance

Chief Executive Officer - Tony Harrison

Manager Office of the CEO - Kate McKenzie

Manager People and Culture - Jessica Lynch

Chief Financial Officer - Ray Barnwell

1 Open Meeting

The Mayor opened the meeting at 6:00pm.

2 Kurna Acknowledgement

We acknowledge the Kurna 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. Nil interests were disclosed.

The Chief Executive Officer noted his own interest in the outcome of the CEO Annual Performance and Remuneration Review.

4 Confirmation of Minutes

4.1 Confirmation of Minutes of the Review and Selection Committee Meeting held on 3 May 2022

Report Reference RSC220802R4.1

Moved Councillor Duncan

Seconded Councillor Shilling

That the minutes of the Review and Selection Committee Meeting held on 3 May 2022 be taken as read and confirmed.

Carried unanimously

5 Reports for Discussion

RSC220802 - Review and Selection Committee - 2 August 2022



5.1 Finance, Risk and Audit Committee - Independent Member

Report Reference RSC220802R5.1

The Committee discussed:

- Advice to Council of the of the expiry of Mr Papa's term of the Finance, Risk and Audit Committee (FRAC) expiring on 30 November 2022.
- Timing of the recruitment process, including advertisement, short-listing and interviews.

Action:

- **Management to progress arrangements with the Committee for short-listing and interviews.**

Moved Councillor Shilling

Seconded Councillor Duncan

That the Review and Selection Committee:

1. Proceed with conducting a recruitment process for an independent member on the Finance, Risk and Audit Committee.
2. Recommend to Council the proposed timeline for the recruitment process to be undertaken.

Carried unanimously

6 Reports for Noting

6.1 Corporate and CEO KPI Report Quarter Four 2021/22

Report Reference RSC220802R6.1

The Committee discussed:

- KPI 2 – Delivery of agreed project identified in ABP and their year targets in 4-year Plan (26 projects)
 - Amendment to the figure for the final report noted.
- KPI 7 – Staff Engagement
 - Granularity of the metrics provided to Council.
 - Pros and cons of disaggregating metrics at organizational versus departmental levels, including interpretation and encouraging employee participation in the survey.
 - Monitoring of trends over successive quarters.
 - This KPI has been amended for 2022-23 and that September 2022 quarterly metrics will reflect updated Employee Engagement Index, comprised of employee responses to five questions.



- Management will present an option to the committee to view a further organization-level breakdown of the metrics for this KPI.
- KPI 10 – Asset Utilisation of Sports and Community Venues
 - Current composition of the data for this KPI.
 - 12 council run facilities are currently included in the data for this KPI.
 - Pros and cons of including sporting figures, community halls and small rooms in usage data.
 - Limitations of current manual processes to capture data.
 - This KPI has been amended for 2022-23.

Action

- **Management to present organization-level breakdown of the metrics for each question for the Staff Engagement KPI for the consideration of the Committee.**

Moved Councillor Shilling

Seconded Councillor Duncan

That the Review and Selection Committee:

1. Notes this information and information contained within the attachments for Quarter Four 2021/22.

Carried unanimously

7 Confidential Items

7.1 Cover Report - Staff movements

Report Reference RSC220802F7.1

Moved Councillor Duncan

Seconded Councillor Shilling

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, Chief Financial Officer, Manager Office of the Chief Executive and Manager People and Culture, be excluded from the meeting as the Committee receives and considers information relating to Staff Movements and Exit Survey Data, 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 past and present employees of the City of Marion.

Carried unanimously

6:24pm the meeting went into confidence.

**Moved Councillor Duncan****Seconded Councillor Shilling**

In accordance with Section 91(7) and (9) of the Local Government Act 1999, the Committee orders that this report, Staff Movements and Exit Survey Data, any appendices and the minutes arising from this report having been considered in confidence under Section 90(2) and (3)(a) of the Act 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 2022.

Carried unanimously

6:36pm the meeting came out of confidence.

6:36pm – The Manager Office of the Chief Executive and Chief Financial Officer left the room.

7.2 Cover Report - CEO Annual Performance and Remuneration Review

Report Reference

RSC220802F7.2

Moved Councillor Duncan**Seconded Councillor Shilling**

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 Annual 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

Moved Councillor Shilling**Seconded Councillor Duncan**

In accordance with Section 91(7) and (9) of the Local Government Act 1999, the Committee orders that this report, CEO Annual 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 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 2022.

Carried unanimously

7:40pm the meeting came out of confidence

8 Workshop / Presentation Items - Nil

9 Other Business



10 Meeting Closure

The meeting was declared closed at 7:40pm.

CONFIRMED THIS 1 DAY OF NOVEMBER 2022

CHAIRPERSON

5 Confidential Items

5.1 Cover Report - Finance, Risk and Audit Committee - Independent Member

Report Reference	RSC221101F5.1
Originating Officer	Business Support Officer - Governance and Council Support – Cassidy Ryles
Corporate Manager	Manager Office of the Chief Executive - Kate McKenzie
General Manager	Chief Executive Officer - Tony Harrison

REASON FOR CONFIDENTIALITY

Local Government Act (SA) 1999 S 90 (2) 3

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

RECOMMENDATION

That pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the Review and Selection Committee orders that all persons present, with the exception of the following persons: Chief Executive Officer, Manager People and Culture and Manager Office of the CEO, be excluded from the meeting as the Committee receives and considers information relating to the FRAC Independent Member, 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 any person.

5.2 Cover Report - Staff Movements and Exits

Report Reference	RSC221101F5.2
Originating Officer	Business Support Officer - Governance and Council Support – Cassidy Ryles
Corporate Manager	Manager People and Culture - Jessica Lynch
General Manager	Chief Executive Officer - Tony Harrison

REASON FOR CONFIDENTIALITY

Local Government Act (SA) 1999 S 90 (2) 3

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

RECOMMENDATION

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 and Acting Manager People and Culture, be excluded from the meeting as the Committee receives and considers information relating to Staff Movements and Exit Survey Data, 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 past and present employees of the City of Marion.

6 Reports for Discussion

7 Reports for Noting

7.1 Council and CEO KPI Report Quarter One 2022/23

Report Reference	RSC221101R7.1
Originating Officer	Unit Manager Governance and Council Support – Victoria Moritz
Corporate Manager	Manager Office of the Chief Executive - Kate McKenzie
General Manager	Chief Executive Officer - Tony Harrison

REPORT OBJECTIVE

To advise the Committee of the results of the Council and CEO KPI's for quarter one 2022/23.

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 2019-2023.

Details of the results are provided in Attachments 1-4. For the quarter one results, Council achieved the Core Target on all KPI's with the exception of the following KPI:

- Delivery of agreed projects identified in ABP and fourth year targets in the 4-year plan. The result for Q1 was 85% and has not met the core target of 95%.
- Staff Engagement – the combined engagement results were 69%. This was under the core target of 75%. It was however noted that all SLT Departments achieved at least 50% participation rate.
- Asset Utilisation of Sports and Community Venues – the result was 30.27%. This was under the core target of 50%. However, it is noted that Edwardstown Soldiers' Memorial Recreation Ground and Cove Sports and Community Club have been removed from the data this quarter due to a change in lease arrangements and with booking no longer being managed by City of Marion.

RECOMMENDATION

That the Review and Selection Committee:

1. **Notes this information and information contained within the attachments for Quarter One 2022/23.**

ATTACHMENTS

1. Attachment 1 [7.1.1 - 2 pages]
2. Attachment 2 KPI Summary (1) [7.1.2 - 1 page]
3. Attachment 1a Supporting Information for KPI2 [7.1.3 - 1 page]
4. Attachment 3 FTE Employees Staff and Agency [7.1.4 - 1 page]
5. Attachment 4 Labour and FTE Movement Summary 8BBS [7.1.5 - 1 page]



CEO AND COUNCIL KEY PERFORMANCE INDICATORS 2022/23

QUARTER ONE: JUL '22 – SEPT '22 - ATTACHMENT 1

1

Financial Sustainability

Core target: Council maintains, on average a break even or better funding (cash) position over the Long-Term Financial Plan

Stretch target: Council maintains a break-even or positive position in delivering its Annual Budget.

Measure: This target compares funding cash position at the relevant budget review with the adopted budget figure.

Q1 Result: The result of the adopted budget is a forecast surplus of \$0.023m. The core target is forecast to be met with a surplus of \$1.544m over the ten years of the LTFP.

Forecast =
\$0.023m

Third review

Second review

First review

Adopted budget
\$0.023

4

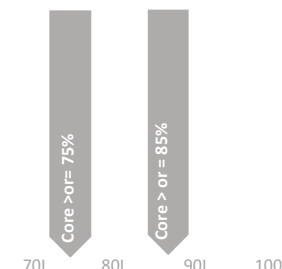
Overall Satisfaction with Council's performance

Core target: Greater than or equal to 75% rated as satisfied or above.

Stretch target: Greater than or equal to 85% rated as satisfied or above.

Measure: Annual Community Survey

Result: This is an annual measure that will be reported on at the end of the 2022/23 reporting period.



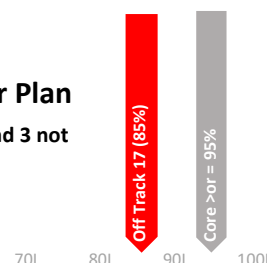
2

Delivery of agreed projects identified in ABP and fourth year targets in 4-year Plan (20 projects – (projects completed in years 1, 2 and 3 not included))

Core target: Greater than or equal to 95%

Measure: Monthly data as at 30 September 2022

Result: 85% - 17 projects are on track. 3 projects are considered off-track. The Core Target has not been met.



5

Asset Renewal Funding Ratio

Core target: Asset Renewal Funding Ratio between 90 and 110%

Stretch target: Asset Renewal Funding Ratio equal to 100% over the ten year long term financial plan

Q1 Result - This is an annual measure and our result is 100%

The Asset Renewal Funding Ratio indicates whether Council is renewing or replacing existing assets at the rate of consumption.



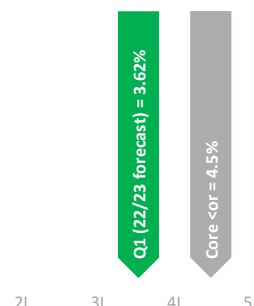
3

Total Employees Costs

Core target: Less than or equal to 4.5% increase in actual employee costs (including agency staff) against prior year's actual costs – adjusted for Council endorsed changes to meet resourcing requirements.

Stretch target: Less than or equal to 4% increase in actual employee costs (including agency staff) against prior year's actual costs – adjusted for Council endorsed changes to meet resourcing requirements.

Q1 result: the 2022/23 forecast is \$42.003m which is a 3.62% increase over the 2022 audited result after adjusting for council endorsed changes and additional grant funded positions



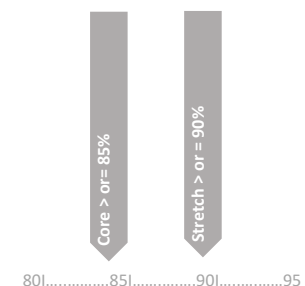
6

Delivery of Council's Capital Works Program

Core target: Greater than or equal to 85% delivery of Council's planned capital works program (adjusted for extraordinary items)

Stretch target: Greater than or equal to 90% delivery of Council's planned capital works program (adjusted for extraordinary items)

Q1 Result = This is an annual measure that will be reported on at the end of the 2022/23 reporting period.



CEO AND COUNCIL KEY PERFORMANCE INDICATORS 2022/23

QUARTER FOUR: JUL '22 – SEPT '22 - ATTACHMENT 1



7

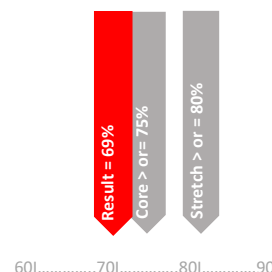
Staff Engagement

Core target: Achievement of an overall employee pulse survey result of 75% with at least 50% employee participation per SLT department

Stretch target: Achievement of an overall employee survey result of 80% with at least 50% participation per SLT department

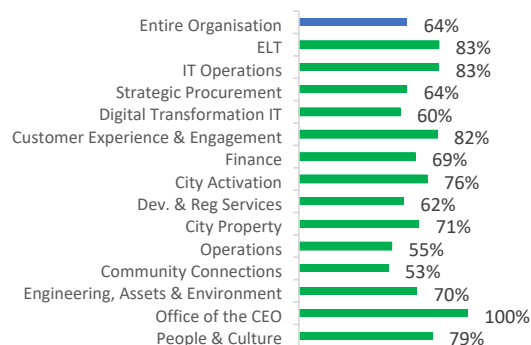
Measure: Staff Teamgage survey results.

Result: Achieved 69% combined engagement results. All SLT Departments achieved at least a 50% participation rate.



SLT participation by department

***Note:** The Teamgage employee engagement tool is now being utilised, based on 9 metrics (including Communication, Leader Support, Collaboration, Resources, Integrity, Respect, Innovation, Safety and Wellbeing).



8

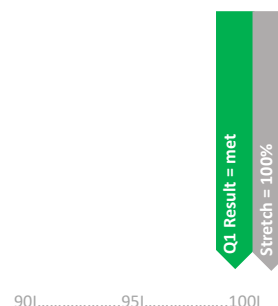
Community Engagement / Communications

Core target: Project specific communications to the public should be timely and accurate

Stretch target: 100%

Measure: Based on feedback received on project specific distributed communications. This KPI is marked as 'met' or 'not met'.

Result: Q1 result = Met (have not been made aware of any inaccurate or untimely information provided to the public)



9

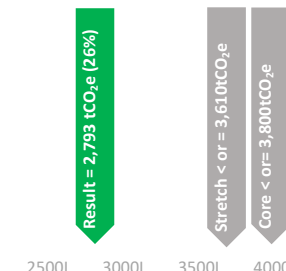
Carbon Neutrality (revised Q4 figures)

Core target: Actual annual emissions less than the plan's annual target emissions (3,800 tCO₂e)

Stretch target: Actual annual emissions 5% less than the plan's annual target emissions (3,610 tCO₂e)

Measure: Carbon emissions footprint, measured against Council's endorsed Carbon Neutral Plan.

This figure is reported every six months and will next be reported on at then conclusion of the Q2 reporting period.



10

Asset Utilisation of Sports and Community Venues

Core target: 50% utilisation across venues

Stretch target: Nil

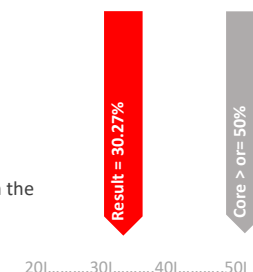
Measure: Monthly data as at 30 September 2022 based on the average utilization rate (Peak and off-peak)

Result: Q1 = 30.27% average utilisation rate for venue utilisation across community and sporting clubs.

Peak Utilisation = 36.4%

Off-Peak Utilisation = 19.42%

Note: Edwardstown Soldiers' Memorial Recreation Ground and Cove Sports and Community Club have been removed from the data this quarter.



CEO and COUNCIL KPI Report Quarter One 2022/23 – ATTACHMENT 2

KPI	Details	Core Target	Stretch Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4
1	Financial sustainability.	Council maintains, on average a break even or better funding (cash) position over the Long-Term Financial Plan	Council maintains a break-even or positive cash funding position in delivering its Annual Budget	\$0.023m (forecast)			
				The result for the Q1 adopted budget is a forecast surplus of \$0.023m. The core target is forecast to be met with a surplus of \$1.544m over the ten years of the LTFFP.			
2	Delivery of agreed projects identified in the <i>Annual Business Plan</i> and the fourth-year targets in the four-year plan.	Greater than or equal to 95%	No Stretch Target	85%			
				85% (17) projects are identified as being on track. 15% (3) projects are considered off-track. The Core target has not been met.			
3	Total employee costs (inc agency).	Less than or equal to 4.5% increase in actual employee costs (including agency staff) against prior year's actual costs – adjusted for Council endorsed changes to meet resourcing requirements	Less than or equal to 4% increase in actual employee costs (including agency staff) against prior year's actual costs – adjusted for Council endorsed changes to meet resourcing requirements	3.62% (forecast)			
				Q1 result: the 2022/23 forecast is \$42.003m which is a 3.62% increase over the 2022 audited result after adjusting for council endorsed changes and additional grant funded positions			
4	Overall Satisfaction with Council's performance	Greater than or equal to 75% rated as satisfied or above	Greater than or equal to 85% rated as satisfied or above	Annual Measure			
				This is an annual measure and a figure will be provided at the end of the 2022/23 financial year.			
5	Asset Renewal Funding Ratio	Asset Renewal Funding Ratio between 90 and 110%	Asset Renewal Funding Ratio greater than or equal to 100%	100% (Budgeted)			
				Q1 Result - This is an annual measure and our budgeted result is 100%			
6	Delivery of Council's capital works program.	Greater than or equal to 85% delivery of Council's planned capital works program (adjusted for extraordinary items)	Greater than or equal to 90% delivery of Council's planned capital works program (adjusted for extraordinary items)	Annual Measure			
				Q1 Result = This is an annual measure figure will be provided at the end of the 2022/23 financial year.			
7	Staff Engagement	Achievement of an overall employee pulse survey result of 75% based on 9 metrics with at least 50% employee participation per SLT department.	Achievement of an overall employee pulse survey result of 80% with at least 50% participation per SLT department.	69%			
				Result: Achieved 69% combined engagement results. The Core Target has not been met. All SLT Departments achieved at least a 50% participation rate.			
8	Community engagement / communications	100%	NA	Met			
				There was no information identified in the Q1 reporting period that was identified as inaccurate or untimely when distributed to the Community. This KPI is currently met.			
9	Carbon Neutrality – carbon emissions footprint, measured against Council's endorsed Carbon Neural Plan (applicable 2021/22 onwards)	Actual annual emissions less than the plan's annual target emissions (reported every six months)	Actual annual emissions 5% less than the plan's annual target emissions	NA (reported bi-annually)			
				Measure: Plans annual target emissions = 3,800 tCo2e Result: This is an annual Measure. The Q4 results included an estimate. This result has now been revised and the final result for 21/22 is 26% less than the Plan's annual target emissions			
10	Asset utilisation of Sports and Community venues	50% utilisation across venues (through the booking system)	No stretch target	30.27%			
				Result Q1 = 30.27% average utilisation rate for venue utilisation across community and sporting clubs. Peak Utilisation = 36.4% Off-Peak Utilisation = 19.42% The core target has not been met. Note: Edwardstown Soldiers' Memorial Recreation Ground and Cove Sports and Community Club have been removed from the data this quarter.			

ATTACHMENT 1a – Supporting Information

As at 30 September 2022 - 85% (17 projects) are on-track, including two that have been deferred. 15% (3 projects) are considered off-track.

The on-track includes projects that were started or completed in the fourth-year targets of the 2022/23 financial year (none this quarter) and also includes those projects that are deferred and not started.

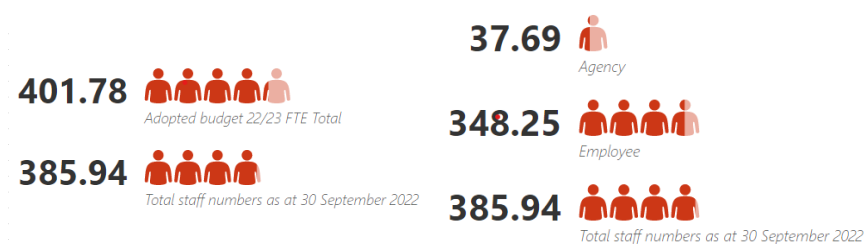
Table 1: Year 4 Projects by exception (all other projects are considered on-track or completed)

Project Name	Q1 Supporting Comments
City Property Strategic Plan	Not on track - Now referred to as the City of Marion Property Asset Strategy (CoMPAS). The draft CoMPAS was endorsed for consultation by Council. The consultation feedback will be presented to the new Council for their consideration.
PROGRAM - Business Enterprise Systems Enhancement (DTP)	Not on track - 7 of the 12 projects that make up the program have been implemented. Outstanding projects include, <ul style="list-style-type: none"> • Digital Literacy and Security Awareness • Human Resources - HRIS • Asset Management - AMIS • Financial Transformation (Implementation ongoing) • Data Analytics'
Coach House – LKCC (Living Kurna Cultural Centre)	Not on track – Scheduled for completion February 2023

ATTACHMENT 3

FULLTIME EQUIVALENT (FTE) EMPLOYEE AGENCY

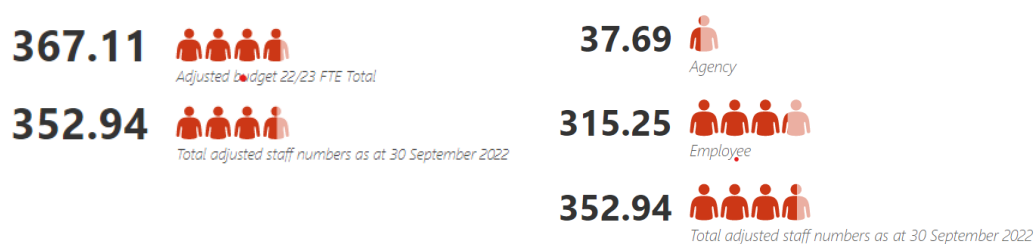
The number of FTE employees (staff and agency) employed across the organisation as at 30 September 2022



There are currently 18 temporary vacant positions comprised of:

- Recruitment in progress (required position) 7
- Currently under review 0
- Vacant required position 11

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



ATTACHMENT 4

LABOUR AND FTE MOVEMENT SUMMARY

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
Total Employee Costs (including Agency)	41,684	40,134	38,238	36,487	34,861	33,274	32,221	31,783	31,757
% Movement on Prior Year	3.86%	4.96%	4.79%	4.66%	4.77%	3.27%	1.40%	0.10%	0.70%
Total Number of Employees (FTE as at 30 June)	386*	387	370	358	365	360	344	342	348
% Movement on Prior Year	-0.25	4.59%	3.35%	-1.9%	1.38%	4.80%	0.60%	-1.70%	-0.90%

5-Year average FTE to June 2022 368

*as at 30 September 2022

7.2 2020-2021 Volunteer Program report

Report Reference	RSC221101R7.2
Originating Officer	Volunteer Development Officer – Tim Sayer
Corporate Manager	Manager People and Culture - Jessica Lynch
General Manager	Chief Executive Officer - Tony Harrison

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, as always, a source of community life that adds to the wellbeing of those individuals that are able to volunteer. Our annual survey, having the highest response rate ever, included questions around wellbeing and clearly show the qualitative value volunteering provides people. Two new programs began over the last 12-months: Open Spaces and Urban Warriors. This has added a large number of new volunteers, seeing our pool sit, as of September 2022, with 307 active volunteers and 69 short-term inactive. Neighbourhood centre staffing did pose some problems for volunteers but with recent recruitment now complete, a full team should see volunteers provided with the support and opportunities they need and want.

RECOMMENDATION

That the Review and Selection Committee:

- 1. 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

83 volunteers were recruited and inducted in the 2021-22 Financial Year, compared to 51 in the 2020-21 Financial Year. 34,970 volunteer hours were contributed in the 2021-22 Financial Year, a notable increase on the year before, which was 24,870.

The Local Government Volunteer Managers Network as a whole reflect strong retention and recruitment rates, again reinforcing the responsibility local government plays in facilitating volunteering within the community.

The total dollar amount of services contributed to the City of Marion, using the current ABS figure of \$46.62 an hour, was \$1,630,300. This is evidently a sizeable amount, reflective of the care and attention volunteers and their Program is due.

With ongoing strategic workshops across all levels of government and by Volunteering Australia taking place over the last 12-months, volunteering is certainly starting to be given the recognition it deserves, and with aligned strategies in the pipeline, there is real valid hope that volunteering will be made more accessible for communities that are often underrepresented, such as Indigenous and First Nations communities, newly arrived migrants and those living with a disability.

Annual Volunteer Survey

The 2021-22 Annual Volunteer Survey saw the most respondents yet, with 74 respondents. This was a 435% increase on the 17 respondents from 2020-21 and allows us to have a sufficient level of trust in the results from which to build upon.

In response to what people enjoyed most about volunteering, 81% said either helping others, being a part of a team or helping build community spirit and connectedness, which is a reminder as to the values and goals we should have for the Volunteer Program. Whilst the more than \$1.6 million in saved staff expenses is notable, it is not the primary reason people volunteer. Furthermore, 97.2% feel happier after volunteering and 94.4% look forward to their volunteering.

Progress against the 2021-2024 Volunteer Strategy

1. Diversity and Inclusion

Focus

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

Outcomes

- Volunteer roles and demographics are diverse and respectively offer opportunities that utilise diverse 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.

Date	Volunteers whose first language is not English	Volunteers aged 25 or under	Percentage differential
1 July 2021	44	45	+2.2%
30 June 2022	23	26	+13%

2. Regulation and Risk Management

Focus

- 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: There were no lost time injuries recorded on SkyTrust. One injury was recorded, that being a burnt thumb from picking up hot tongs at Cooina Neighbourhood Centre.

- 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)

Program name	Compliance rate
Community Bus	93%
Social Support	92.2%
Libraries	97.5%
Neighbourhood Centres	82.9%
Justice of the Peace	79.6%
Graffiti Removal	97.7%
Open Spaces	98.1%

3. Management and Training Opportunities

Focus

- 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 role duties safely and to the highest standard.

KPIs

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

Result: There are 12 people without valid driver awareness training and CPR which equates to 96% of volunteers having all training complete and through averaging the percentages in the table above, 91.6% have all induction items completed. Sessions for driver awareness and CPR have been booked for October 17th and 24th of 2022 respectively.

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

Result: 96% of training budget was spent in the 2020-21 FY.

4. Volunteer Engagement, Experience and Satisfaction

Focus

- 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

Result: 92.9% of survey respondents are satisfied and happy with their role.

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

Result: There was a 435% increase in participant numbers for the Annual Volunteer Survey

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

Result: Newsletters were sent out in July and December 2021 and volunteer stories appeared in the August 2021, October 2021 and April 2022 editions of City Limits.

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

Result: No National Volunteer Week event was held this year due to COVID-19 restrictions.

5. Be an Organisation of Choice

Focus

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

Outcome

- Volunteer applications continue to grow and a high level of volunteer satisfaction is achieved

KPIs

- a. Maintain National Standards for Volunteer Involvement accreditation

Result: Volunteering SA had a new CEO begin in December 2021 and advised they were putting a 12-month pause on the program.

- b. Place eight SkillMatch volunteers each FY

Result: In the 2020-21 FY, only four SkillMatch volunteers were placed, resulting in a 50% fulfilment rate.

ATTACHMENTS

Attachment 1 - 20-21 Annual Volunteer Survey Results [7.2.1 - 4 pages]

Attachment 1: 21-22 Annual Volunteer Survey Results

2021-2022 CoM Volunteer Survey

71

Responses

07:03

Average time to complete

Active

Status

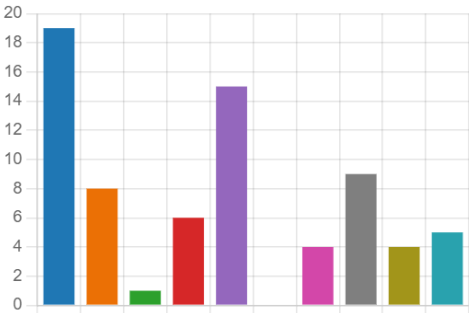
View results

Open in E

1. What program does your role sit within?

[More Details](#)

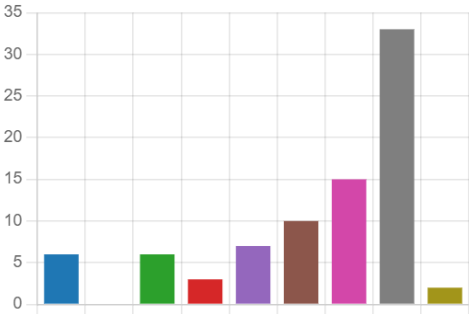
Neighbourhood Centres	19
Libraries	8
Social Support	1
Community Bus	6
Justice of the Peace	15
SkillMatch	0
Events	4
Open Spaces	9
Heritage Centre	4
Graffiti Removal	5



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

[More Details](#)

Socialising	6
CV development	0
Learning new skills	6
New experiences	3
Having something to do	7
Being a part of a team	10
Building community spirit and c...	15
Helping others	33
Other	2



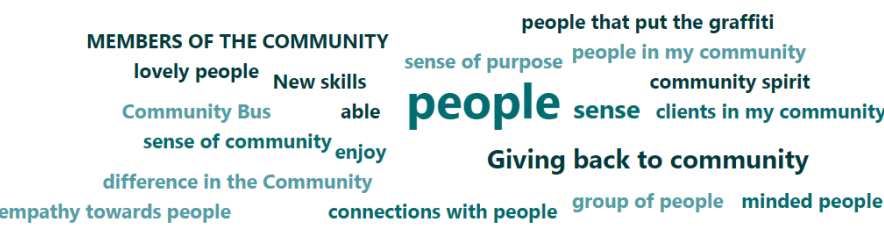
3. What is the greatest benefit you feel volunteering has given you?

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

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Responses

Latest Responses

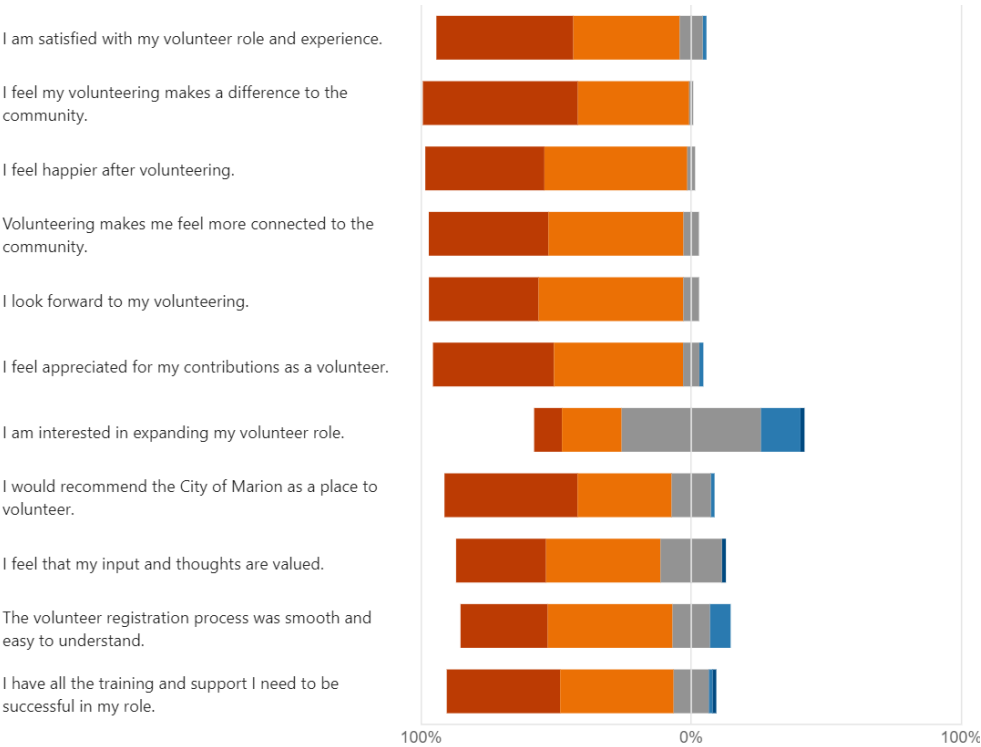
11 respondents (18%) answered **people** for this question.



4. Please indicate your level of agreement with the following statements.

[More Details](#)

Strongly agree Agree Neutral Disagree Strongly disagree



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

[More Details](#)

 Insights

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Responses

Latest Responses
"No"

7 respondents (18%) answered **training** for this question.



6. Were all of the following provided as part of your onboarding procedure: a Position Description, Volunteer Agreement, Volunteer Handbook and site induction?

[More Details](#)

 Yes	55
 No	8
 Unsure	8



6. Were all of the following provided as part of your onboarding procedure: a Position Description, Volunteer Agreement, Volunteer Handbook and site induction?

[More Details](#)

Yes	55
No	8
Unsure	8



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

[More Details](#)

[Insights](#)

30
Responses



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

[More Details](#)

[Insights](#)

62
Responses



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

The meeting shall conclude on or before 9.00pm unless there is a specific motion adopted at the meeting to continue beyond that time.