

Council Performance Report

Delivering our Annual Business Plan 2025-26
Quarter Two | 1 October - 31 December 2025



Adelaide Hills
COUNCIL

Overview

The Performance Report provides a summary of Council's progress in delivering on its strategic objectives, business plan initiatives, and performance indicators. It highlights significant achievements, outlines service delivery, and tracks the advancement of major projects and capital works.

Highlights | Quarter 2



Food Organics Green Organics (FOGO) Extended Trial

- The extended FOGO trial rolled out weekly collections in November and achieved just over 70% diversion from landfill in Q2, with opt-out rates lower than anticipated (see pgs. 4 and 7).



CRM Delivery of Advanced Build

- The CRM Advanced Build went live in Q2, introducing 20+ online application/permit forms, a refreshed customer portal, and deeper integration with field operations via Confirm (see pg. 19).



Community Wastewater Management System (CWMS)

- Council completed installation of the SCADA Remote Management Monitoring System for CWMS, meeting the target during Q2 (see pg. 17).

Risks/Challenges



Fire Track Maintenance

- Critical fire track remediation works have been delayed due to extensive late 2025 rainfall, which left many tracks inaccessible, creating a risk of ongoing limited access for essential maintenance.

Financial Performance

September 2025 YTD	YTD Actual \$'000	YTD Budget \$'000	Variance fav/ (unfav) \$'000	Annual Budget fav/ (unfav) \$'000
Total Income	31,533	31,436	96	64,518
Total Expenses	31,809	32,002	193	67,648
Operating Surplus/ (Deficit)	(276)	(566)	290	(3,130)

Our Goals

Council's 'Your Place, Your Space' Strategic Plan 2024 sets a bold and community-driven vision for our region, built on the priorities and aspirations of our residents. This progress report reflects Council's commitment to its strategic priorities, demonstrating how the initiatives, projects, and decisions align with the long-term objectives of the Strategic Plan.



1



2



3



4

Natural Environment

Community Wellbeing

Built Form and Economy

Organisation

NE 1: Pursue our adopted pathway to achieve net zero carbon emissions.

CW 1: Promote and support reconciliation.

BFE 1: Guide development that fosters vibrant and resilient communities, promotes appropriate design and enhances livability.

O1: Embrace technology solutions and digital transformation to enhance our organisation and the community experience.

NE 2: Support the community and businesses to decarbonise and transition to sustainable lifestyle practices (green communities).

CW 2: Enrich, empower and support connected communities.

BFE 2: Nurture a distinctive sense of place, support activation activities and recognise and celebrate our rich heritage.

O2: Operate with integrity using best practice governance processes.

NE 3: Protect, improve, expand and connect habitat.

CW 3: Embrace diversity in our community and build on community strengths.

BFE 3: Develop and maintain infrastructure to support livability and sustainable economic activity.

O3: Support and develop a skilled organisation that is aligned to Council's priorities.

NE 4: Build resilience in the natural environment to adapt to climate and other environmental changes.

CW 4: Build community resilience for the future.

BFE 4: Improve the utilisation of Council and community facilities.

O4: Engage and advocate for our communities.

NE 5: Improve landscape character and amenity value on Council managed land.

CW 5: Foster cultural identity and connection to place.

BFE 5: Promote sustainable prosperity by supporting tourism, creative industries, primary production and vibrant townships.

O5: Evolve Council's functions and services to meet the current and future needs and aspirations of our community.

CW 6: Promote physical, mental and social wellbeing.



Natural Environment

Responsible custodians of our natural environment

Major Projects 2025-26

Cox Creek Bridgewater Restoration Project



The project is funded by the Australian Government's Natural Heritage Trust under the Urban Rivers and Catchments Program, with the support of Adelaide Hills Council to deliver restoration works along 6km of Cox Creek, from Mount George Conservation Park to Engelbrook Reserve.

The project focuses on targeted weed removal, including Willow, Ash, Gorse, Broom, Blackberry and Watsonia, and revegetation with native riparian species to improve habitat and waterway health.

Supported by a range of community and government stakeholders, the grant enables Council to engage contractors for weed management, revegetation, and creek bank stabilisation.

As required under the Grant Agreement, an Australian Government Monitoring, Evaluation, Reporting and Improvement (MERI) Framework has been developed and implemented for the project. In Quarter 2, Council submitted the six-monthly ecological progress report covering Quarters 1 and 2. The report confirms the project is progressing in line with approved scope and milestones.

Highlights include:

- baseline monitoring of habitat condition undertaken
- 9.5 hectares of initial weed control completed
- 6 hectares of initial willow and ash control completed
- 93 metres of creekbank stabilised



Restoration works progressing along Cox Creek



Natural Environment

Responsible custodians of our natural environment

Major Projects 2025-26

Food Organics Green Organics (FOGO) Extended Trial



The expanded Food Organics and Garden Organics (FOGO) trial commenced in Quarter 1, on 4 November 2025, across the townships of Balhannah, Charleston, Lobethal, Oakbank, and Woodside. The initiative aims to reduce waste sent to landfill, lower greenhouse gas emissions, and support South Australia’s circular economy by converting food and garden organics into nutrient-rich compost.

As part of the extended trial, all properties within the Tuesday collection townships now receive a weekly FOGO collection, while landfill and recycling collections continue on a fortnightly schedule. Community engagement has been positive, with opt-out rates lower than anticipated (see page 7 for diversion rate data).

Council is also working closely with residents and businesses that generate more than 140 litres of waste per fortnight, providing tailored service adjustments where required.

Evaluation of the trial will occur from Quarter 3 2026, assessing both performance and financial implications, with consideration given to expanding the service further. Data on resourcing requirements is also being collected for review during the second half of the 2025–26 financial year.





Natural Environment

Responsible custodians of our natural environment

Strategic Initiatives 2025-26

Key Project	Grants & incentives to support the community in reducing emissions	Approval of solar battery purchase and installation for the South Australian Pistol and Shooting Club, and upgrade of LED lights for the Kersbrook Football Club.
Project Type	Operating initiative	
% Complete	35%	
Status	● On Track	
Key Project	Develop & implement a community energy reduction program incl. energy & transport	Not yet commenced. Progress update to be provided in future performance reports.
Project Type	Operating initiative	
% Complete	0%	
Status	● Not Started	
Key Project	Local climate adaptations for landscape conservation	Not yet commenced. Progress update to be provided in future performance reports.
Project Type	Operating initiative	
% Complete	0%	
Status	● Not Started	





Natural Environment

Responsible custodians of our natural environment

Key Project	Bore infrastructure investigations and compliance works	Inspections have been completed on 13 bores to date, with pump infrastructure assessed and minor remediation works undertaken.
Project Type	Operating initiative	
% Complete	40%	
Status	● On track	
Key Project	Council facilities energy efficiency improvement program	Following Q1 progress on lighting upgrades for the Council Chamber and Coventry Library canopy, the library lighting system was fully installed in Q2. Procurement of a heavy-fleet fuel system (to reduce bulk fuel distribution) and solar infrastructure (to lower electricity usage and improve resilience) also progressed during the quarter.
Project Type	Capital initiative	
% Complete	50%	
Status	● On track	
Key Project	Installation of water efficient infrastructure - Houghton, Lobethal & Kersbrook	Contractors have been engaged to renew and install water-efficient irrigation infrastructure at Houghton and Kersbrook Cemetery. Further investigation confirmed that Lobethal main irrigation improvements are not feasible due to existing utility infrastructure constraints.
Project Type	Capital initiative	
% Complete	25%	
Status	● On track	
Key Project	Safety Improvements for access to Woorabinda Bushland Reserve	Design and scoping work is complete and construction is due to commence in February 2026.
Project Type	Capital initiative	
% Complete	50%	
Status	● On track	



Natural Environment

Responsible custodians of our natural environment

Performance Metrics

Indicator	Target	Progress	Status	Comment
Reduction in carbon usage (metric tonnes) by transitioning existing internal combustion powered light fleet to electric vehicles	> 20 tonnes carbon dioxide reduction	50%	On target Annual target	Council has procured 4 new electric vehicles this quarter, replacing petrol-powered models. On track to replace 8 internal combustion vehicles with EVs in 2025/26.
Community decarbonisation & sustainable lifestyle awareness & education sessions including customer satisfaction measurement	5 sessions	80%	On target Annual target	AHC supported stalls, workshops and a textile collection day across key community events in November.
Reduced community derived waste to landfill from kerbside collections by undertaking an extended trial to measure the diversion rate of waste to landfill	70% diversion rate for trial		Target not yet assessable Annual target	Weekly FOGO collections were introduced for Tuesday township properties in November. The properties diversion rate for the remainder of Q2 averaged just over 70%. Waste audit results will be posted in Q3.
Establish baseline of overall vegetation profile within Adelaide Hills Council region	100% completion of region mapping	75%	On target Annual target	Council engaged Aerometrex to undertake district-wide LIDAR surveying, with aerial capture completed in late Nov 25. Data processing is scheduled for Q3 2026.
Number of fire tracks requiring essential maintenance actions	37 fire tracks	25%	Behind target Annual target	Critical fire track remediation works have been costed and contractors engaged, but extensive late-2025 rainfall left many tracks inaccessible. Essential works are delayed until conditions allow safe access.

Service Metrics



180 tonnes

green organics collected from 3625 vehicles on free organic drop off days



57,000 kWhs

of solar energy consumed at Council facilities



567 tonnes

recycling waste collected



91 permits

issued for burning on private property



352 actions

completed in relation to tree works



1297 native flora

planted across the Adelaide Hills Council region



Community Wellbeing

A thriving, safe and welcoming community

Major Projects 2025-26

Reconciliation Action Plan Implementation

On 31 May 2025, Council celebrated a significant milestone in its Reconciliation journey with the launch of the Innovate Reconciliation Action Plan (RAP). Developed with input from the Adelaide Hills Reconciliation Working Group and internal staff, the Plan outlines Council's enduring commitment to Reconciliation, and sets out clear, measurable actions aligned with Council's Your Place Your Space Strategic Plan 2024.

During Quarter 2, the establishment of the Council RAP Working Group progressed, with the selection process underway and membership expected to be finalised in the coming months. The Working Group will support coordinated delivery and oversight of RAP actions across the organisation.

Council is also developing a simpler and more transparent way to track progress on RAP actions, using a central online system that staff can update as work is completed. This will help ensure Council's reconciliation efforts remain on track and visible across the organisation.

Planning also advanced for Aboriginal Heritage Act training, scheduled for Q3. The training will be delivered by the Department of Aboriginal Affairs and Reconciliation and aims to build organisational understanding of Aboriginal heritage, recent legislative changes, and related compliance responsibilities. Key topics include the forms of Aboriginal heritage, the role of statutory bodies, legal obligations under the Act, heritage management in project planning, and steps to follow when encountering or managing Aboriginal heritage.





Community Wellbeing

A thriving, safe and welcoming community

Major Projects 2025-26

Uraidla Play Space



Recent cost assessments confirmed that the initial landscape architect design exceeded the available project budget. In response, Council staff have worked diligently with the landscape architect, cost consultants, and several play equipment suppliers to refine the design.

The revised concept maintains the community's aspirations for the playspace while ensuring it remains deliverable within the project budget and site constraints. This work has been detailed and comprehensive, helping to strengthen the project's long-term feasibility.

Procurement processes have now been completed, and a contractor has been formally appointed to deliver the upgrade works. Updated designs, both for construction and for community viewing, are scheduled to be released during Quarter 3.



Image of the current Uraidla Play Space to be redeveloped



Community Wellbeing

A thriving, safe and welcoming community

Strategic Initiatives 2025-26

Key Project	Amenity lighting - Woodside Recreation Ground	Staff are working with community representatives to finalise the project scope.
Project Type	Capital initiative	
% Complete	15%	
Status	● On track	
Key Project	Sports court upgrades	Upgrades to the Lobethal Community sports courts have been finalised. Tendering has commenced to progress the upgrade of the Summertown tennis courts.
Project Type	Capital initiative	
% Complete	50%	
Status	● On track	
Key Project	Disability Discrimination Act access upgrades - regionwide	Disability Discrimination Act access upgrade requirements for Council facilities will be re-scoped and integrated into the development of a future building upgrade strategy.
Project Type	Capital initiative	
% Complete	0%	
Status	● Deferred	





Community Wellbeing

A thriving, safe and welcoming community

Performance Metrics

Indicator	Target	Progress	Status	Comment
Positive ageing wellbeing score (0-10)	7 Average	100%	Target exceeded Quarterly target	The Q2 overall wellbeing score was 7.1. Clients with lower wellbeing scores most often identified grief & pain as key factors.
Customer satisfaction with library services	90% Customer satisfaction	100%	Target exceeded Annual target	Council achieved a 91% customer satisfaction rating through the Library Customer Satisfaction Survey. The results for 2024/25 are received in August 25.
Number of volunteer hours contributed to Adelaide Hills Council programs	3000 Hours	100%	Target exceeded Quarterly target	Council volunteers contributed 3,366 hours in Q2, demonstrating the commitment of our community to supporting local programs and services.
Number of events and programs celebrating cultural diversity	8 Events/programs	100%	Target exceeded Annual target	10 events and programs were delivered in Q1. A comprehensive program schedule is planned for Q3, with a particular focus on Harmony Week.

Service Metrics



140,550 library borrowings

100,663 physical books & resources
39,887 digital books & resources



7,673 hours of support

provided to eligible community members via Hills Home Support or the Positive Ageing Program



436 immunisations

administered across the Adelaide Hills Council region



69 inspections

conducted relating to food hygiene and public health



68 community events

supported by Council



100% pets

lost or wandering animals reunited with owners



Community Wellbeing

A thriving, safe and welcoming community

FABRIK Arts + Heritage

Fabrik Arts + Heritage continues to grow as a vibrant cultural hub, offering dynamic spaces and programs that celebrate creativity, heritage, and community connection. Having completed its first year of operation, Fabrik is establishing itself as a regional arts destination, supporting Council's strategic goals to foster cultural development, increase visitation, and deliver lasting social and economic benefits to the Adelaide Hills.

 <p>Programs Update</p>	<p>FABRIK's program delivery remained strong in Q2, with continued participation across textile and art workshops, and regular engagement in community-led special-interest groups. Planning progressed for two upcoming exhibitions: TIES - The art and process of knotting, a Fringe Festival community exhibition, and Hills Hollow, showcasing works from four local primary schools.</p>
 <p>Initiatives and Partnerships</p>	<p>FABRIK enjoyed strong local engagement in the Handmade Christmas Artist Market, where 22 of 39 stallholders were Adelaide Hills based, and through retail partnerships with 40% local suppliers. Visual branding incorporating historic Onkaparinga blanket patterns and mill objects continued to strengthen connection to the Mill, while retail demand grew for products made from repurposed vintage blankets and Onkaparinga blanket-patterned items.</p>

Performance Metrics

 <p>Indicator</p>	 <p>Target</p>	 <p>Progress</p>	 <p>Status</p>	 <p>Comment</p>
<p>Develop income streams to ensure budget is met via venue hire income and retail sales profits</p>	<p>Target against business plan and budgets</p>	<p>86%</p>	<p>Behind target <i>Quarterly target</i></p>	<p>December retail income was the year's highest (\$15,343), though overall revenue is below budget. Retail reporting and metrics have been improved following a cultural commerce review to better support sales performance.</p>
<p>Increase visitation and spend in the region: number of intra/interstate and international visitors</p>	<p>30% of total visitation from outside the region</p>	<p>100%</p>	<p>Target exceeded <i>Quarterly target</i></p>	<p>In Q2, 34% of visitors came from outside the Adelaide Hills. Additional marketing during the festive period was undertaken to attract intrastate visitors.</p>
<p>Increase participation in the arts: number of visitors</p>	<p>13,200 visitors (Yr 1)</p>	<p>55%</p>	<p>On target <i>Annual target</i></p>	<p>Quarterly peak visitation occurred during the Handmade Christmas Market, attracting 3,000 visitors. Year-to-date visitation is 7,320, representing 55% of the annual target.</p>
<p>Number of participants in business development opportunities</p>	<p>30 participants (Yr 1)</p>	<p>100%</p>	<p>Target exceeded <i>Annual target</i></p>	<p>This quarter provided 43 artist development opportunities (32 market stalls, 5 studio artists and 6 workshops) contributing to a year-to-date total of 58, exceeding the annual target of 30.</p>
<p>Increased wellbeing through creative initiatives</p>	<p>85% positive participant responses</p>	<p>78%</p>	<p>Behind target <i>Quarterly target</i></p>	<p>Participant surveys for the public program commenced in Q2, with 78% of respondents reporting increased wellbeing. Not all participants completed the survey.</p>



Built Form and Economy

Building foundations for the future

Major Projects 2025-26

Stormwater Infrastructure Junction Road, Balhannah

Council is progressing two major stormwater projects in Balhannah to address long-standing flooding issues and improve community safety.

The Junction Road project, jointly funded with the State Government and the Federal Local Roads and Community Infrastructure Program, will upgrade drainage to prevent road overtopping and protect properties between Kurla Road and the railway crossing, resolving a persistent issue affecting the area for more than a decade.

A second project will improve drainage along West Terrace, Nairne Road and Bridge Street to reduce flood risk to nearby properties.

During Quarter 2, the project was tendered to market, with concrete supply and related infrastructure identified as key considerations for scheduling. Council is now working with potential contractors to confirm availability and minimise the risk of delays as the project progresses.



Stormwater and flood mitigation works to be undertaken at Junction Road, Balhannah

Housing Strategy



Project scoping is scheduled to begin in January 2026, following the commencement of the new Manager, Region and Place, in Quarter 1 and the subsequent appointment of the Region and Place Team.

Council is also anticipating the release of guidance materials from the Department of Housing and Urban Development (DHUD) and the Local Government Association in January 2026.

Updates against this major project will commence from Quarter 3.



Built Form and Economy

Building foundations for the future

Strategic Initiatives 2025-26

Key Project	Adelaide Hills Subzone Code amendment	<p>Project scoping is being finalised in line with the agreed strategic direction and preliminary community engagement, drafting of the Proposal to Initiate has commenced to clarify technical requirements, and recruitment of the Strategic and Policy Planner is complete with onboarding underway.</p>
Project Type	Operating initiative	
% Complete	5%	
Status	● Behind schedule	
Key Project	Bike track maintenance	<p>Council has received the bike track audit commissioned during 2025, with recommended defect remediation and scheduled maintenance to commence early in 2026.</p>
Project Type	Operating initiative	
% Complete	50%	
Status	● On track	
Key Project	Tour Down Under	<p>Planning is in the final stages with a focus on informing our community of the road closure information and promoting activities and other relevant information to the public.</p>
Project Type	Operating initiative	
% Complete	60%	
Status	● On track	





Built Form and Economy

Building foundations for the future

Key Project	Town & Precinct Planning Strategic Framework	Project scoping has commenced ahead of a Council workshop in Q3, where governance, approach and the overarching concept will be considered. Recruitment for the Project Owner and two SME roles is complete, with onboarding underway.
Project Type	Operating initiative	
% Complete	5%	
Status	● Attention needed	
Key Project	Public toilet septic system upgrade, Norton Summit	Wastewater investigations are complete, providing a clear definition of the scope of works. Construction activities are scheduled for completion in Q3, subject to event programming and favourable weather conditions.
Project Type	Capital initiative	
% Complete	40%	
Status	● On track	
Key Project	Replacement of non-compliant external cladding - Stirling Coventry Library	Investigations into non-combustible cladding, energy efficiency improvements & ESD integration are underway. Tendering will occur upon Scope of Works approval. Construction is expected to commence in Sept 26, scheduled around weather & school holiday constraints.
Project Type	Capital initiative	
% Complete	25%	
Status	● On track	
Key Project	Road Safety Program (including co-contribution to road Black Spots Program)	Council is awaiting an announcement from the government regarding the Black Spot Program funding round. An application has been submitted for Torrens Hill Road, Paracombe.
Project Type	Capital initiative	
% Complete	25%	
Status	● On track	



Built Form and Economy

Building foundations for the future

Key Project	Barbeque and shelter - Hamilton Hill, Woodforde	<p>Community engagement was undertaken to inform the proposed relocation of a BBQ and shelter.</p> <p>As no clear community preference emerged, the project has been placed on hold pending further consultation.</p>
Project Type	Capital initiative	
% Complete	0%	
Status	● On hold	
Key Project	Work, Health and Safety security upgrades at Council Depot, Heathfield	<p>A new fuel system for the heavy vehicle fleet has been ordered to save on bulk fuel distribution and to reduce electricity usage. Additional works will be progressed following the installation of the new fuel system.</p>
Project Type	Capital initiative	
% Complete	25%	
Status	● On track	
Key Project	Lighting improvements, Lewis Walk Hamilton Hill, Woodforde	<p>The project has been completed with low wattage solar lighting installed to enhance safety.</p>
Project Type	Capital initiative	
% Complete	100%	
Status	● Complete	
Key Project	Road safety: traffic control & calming, and Emu crossing, Lobethal	<p>The design phase has been completed in collaboration with Lobethal Primary School.</p>
Project Type	Capital initiative	
% Complete	25%	
Status	● On track	





Built Form and Economy

Building foundations for the future

Performance Metrics

Indicator	Target	Progress	Status	Comment
Number of dwellings built per year to 2031 per Greater Adelaide Regional Plan target	165 dwellings	36%	Behind target <i>Annual target</i>	The cumulative total in Q1 & Q2 of applications received for new dwellings totals 60.
Percentage of Building Consents completed within statutory timeframes	85% completed	76%	Behind target <i>Quarterly target</i>	The Q2 target was missed by 9% due to confusion caused by recent PlanSA dashboard changes removing clock-day visibility.
Percentage of Planning Consents completed within statutory timeframes	85% completed	100%	Target exceeded <i>Quarterly target</i>	The target was met in Q2 with 55% of planning decisions issued within statutory timeframes.
Visitor numbers (visitor domestic day trips)	1.2m visitors	0%	Target not yet assessable <i>Annual target</i>	Data will be reported once available.
Complete resilience to existing CWMS by implementing SCADA Remote Management Monitoring Systems	100% complete	100%	Target met <i>Annual target</i>	SCADA Remote Management Monitoring System was installed and completed during Q2.

Service Metrics



252 development applications granted

270 development applications received



20 community markets

supported by Council across the Adelaide Hills Council region



1041 hours allocated

to upgrading and maintaining community facilities



2350 sq meters

of road ways reconstructed across the Council region



49 inspections

related to new and existing wastewater applications



739 maintenance tasks

completed region-wide by Adelaide Hills Council Civil Services



Built Form and Economy

Building foundations for the future

2025-26 Capital Works Program

Asset category	Revised Annual Budget	% spent to budget
Bridges	\$349k	1%
Buildings	\$1,705k	25%
Cemeteries	\$40k	18%
CWMS	\$913k	1%
Footpaths	\$528k	43%
Kerbing & Road Shoulders	\$315k	7%
Sport & Recreation	\$571k	4%
Stormwater	\$2,954k	32%
Road Seal & Pavement	\$4,754	35%
Roads Unsealed	\$783k	29%
Plant & Fleet	\$4,766k	37%
ICT Equipment	\$1,175k	31%
Other	\$2,608k	2%
Project Management	\$1,385k	19%





4

Organisation

An accessible, accountable and representative organisation

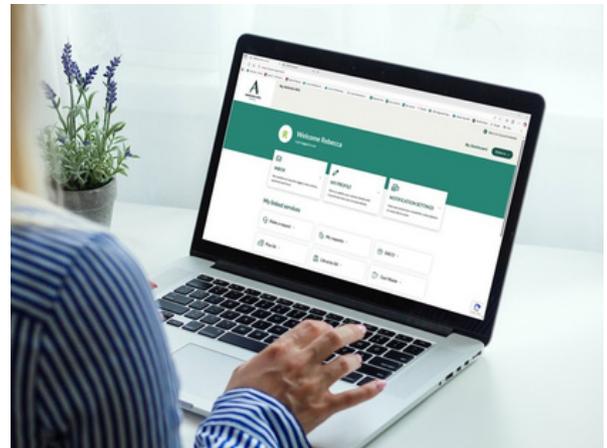
Major Project 2025-26

Customer Relationship Management (CRM) System Advanced Build

CRM Advanced Build successfully went live to the community during Quarter 2, on Sunday October 26th, 2025.

Key inclusions were the introduction of over 20 online application and permit forms to replace legacy PDFs, a refreshed customer portal featuring an inbox to improve transparency and two-way communication, and enhanced integration with Confirm to provide better visibility of job details and field officer notes directly within Salesforce.

The Advanced Build also delivers improved case categorisation and status options to support clearer customer communication.



Digital Transformation Project



Progress continues across several sub-projects within the broader program. The cybersecurity stream remains on track, with Purview approximately 55% complete, SharePoint Online at 75%, and digital literacy initiatives at 25%.

Council has now completed the full set of ERP system requirements, and preparations are underway to approach the market by the end of Quarter 3.





Organisation

An accessible, accountable and representative organisation

4

Performance Metrics

Indicator	Target	Progress	Status	Comment
Increase in No. of customers interactions from digital channels	30% of interactions	25%	Non-reporting period <i>Bi-annual target</i>	Progress remains unchanged from Q1 (25% achievement). As this is a bi-annual target, the next update will be provided in Q3.
Train 100% of staff in Digital Literacy by Q3 2025/26	100%	25%	On target <i>Quarterly target</i>	Initial cybersecurity training commenced during Q2. Digital Literacy Framework is in draft.
Deploy cloud-delivered IT services (SaaS), mobile devices, and wireless networks to 80% of staff by Q3 2025/26	100%	50%	On target <i>Quarterly target</i>	Following the finalisation of the network tender in Q1, implementation planning progressed significantly during Q2.
Decisions (Council resolutions) considered in open Ordinary and Special Council meetings	90%	100%	Target exceeded <i>Quarterly target</i>	94% of Council decisions (Council resolutions) were considered in open Ordinary meetings in Q2.
Council member attendance at Ordinary and Special Meetings	90%	100%	Target exceeded <i>Quarterly target</i>	95% attendance recorded in Q2. Elected Members recorded 1 apology and 2 leave of absences.
Freedom of Information requests received, in progress, and completed within legislated timeframe	100%	100%	Target met <i>Quarterly target</i>	In Q2, Council received 9 FOI applications, 8 were completed, and 3 remain in progress. No applications were lodged with the Ombudsman or Tribunal.
Number of lost time injuries	0	0%	Behind target <i>Quarterly target</i>	2 lost time injuries were incurred in Q1 and reported retrospectively, due to timing of the Scheme Claims Report. The equipment involved has since been re-engineered to remove the risk of recurrence.
Deliver Community Engagement Framework	100%	50%	On target <i>Annual target</i>	Council will receive a report seeking approval of the draft Community Engagement Framework in Q3. Pending approval, community engagement will then occur.
Number of Community Forums at different locations in district	4	50%	On target <i>Annual target</i>	In addition to the Q1 sessions, one community forum was held in Q2 at the Aldgate Village Well to gather input on creating a more accessible and welcoming region.
Percentage increase of Adelaide Hills Engagement Hub membership	5%	100%	Target exceeded <i>Annual target</i>	A total of 101 new community member subscriptions were added across Q1 and Q2, bringing active membership to 2,677 - a 9% increase since the start of FY 2025/26.



4

Organisation

An accessible, accountable and representative organisation

Performance Metrics

Indicator	Target	Progress	Status	Comment
Overall customer satisfaction	75%	68%	Behind target <i>Bi-annual target</i>	The result is based on 788 customer experience surveys received in Q1 and Q2. The advanced Salesforce CRM build deployed in Q2 delivered major service improvements. Survey data insights will inform improvement opportunities.
Operating Deficit Ratio	3.8%		Target not yet Assessable <i>Annual target</i>	Reporting against this target will occur in Quarter 4 when the result is known.
Net Financial Liabilities Ratio	63%		Target not yet Assessable <i>Annual target</i>	Reporting against this target will occur in Quarter 4 when the result is known.
Asset Sustainability Ratio	116%		Target not yet Assessable <i>Annual target</i>	Reporting against this target will occur in Quarter 4 when the result is known.

Service Metrics



119,653 web users

interacted with the Adelaide Hills Council website



3 Section 41 meetings

including Audit Committee, CEO Performance Review Panel, and Boundary Change Committee



9 Freedom of Information

applications received and processed



4648 cases

Created in the Customer Relationship Management System
4158 cases completed



10 council meetings & information/briefing sessions

5 ordinary meetings; 0 special meeting; 5 information or briefing sessions



3 community engagements

Conducted on the Adelaide Hills Engagement Hub platform



08 8408 0400
mail@ahc.sa.gov.au
ahc.sa.gov.au

