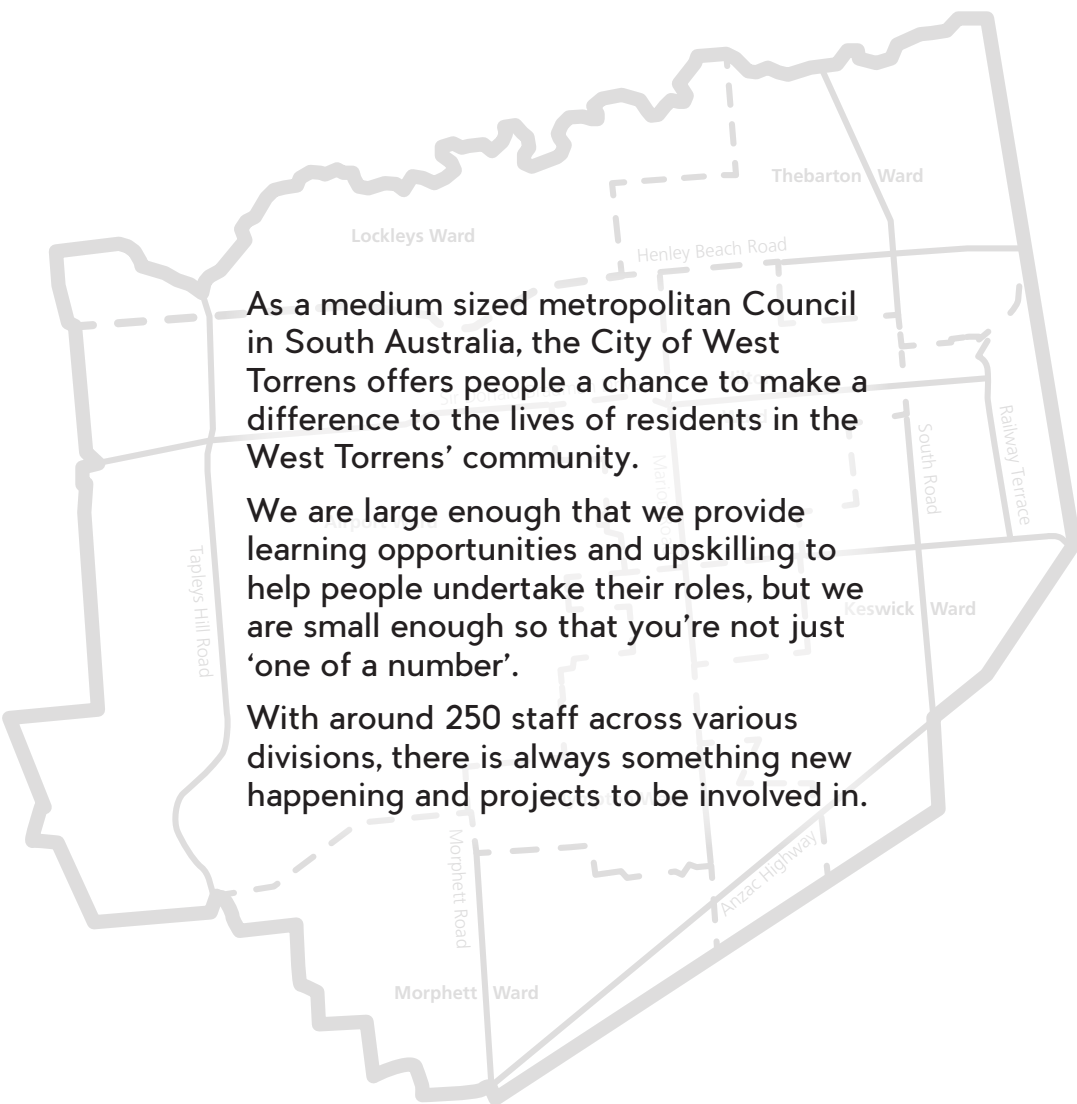


The City of West Torrens

A place where we want to work



As a medium sized metropolitan Council in South Australia, the City of West Torrens offers people a chance to make a difference to the lives of residents in the West Torrens' community.

We are large enough that we provide learning opportunities and upskilling to help people undertake their roles, but we are small enough so that you're not just 'one of a number'.

With around 250 staff across various divisions, there is always something new happening and projects to be involved in.

Photographs:

**John Kruger and Dog and Cat Management Board /
Jon Brooks, Grease Monkey Media.**

From our Chief Executive Officer

Allow me to introduce to you the City of West Torrens, or as we call it, CWT. I trust that the information within this booklet will be useful, but if you wish to find out anything additional, our website can provide you with more detail.

During my years with CWT, I have seen a lot of change - not just within our community but also within our own ranks. The local government sector can be quite a demanding industry to work in as we try and accommodate the needs and wishes of our community, but it is incredibly rewarding when we get it right.

My own personal mantra is for a bias towards saying yes. If something looks like it may be difficult to do, don't just say no and put it in the too hard basket; take up the challenge and find a way forward.

Part of our journey in striving for success has been based around our own growth at CWT; not just in terms of staff numbers but also our approach. We understand that people who feel valued and satisfied in their roles are more likely to enjoy what they do and look for ways to continue to strive for excellence.

A number of years ago we made a conscious decision to adopt continuous improvement principles at CWT and this has enabled many staff to improve the way they undertake their work and be involved in various cross-departmental projects.

At CWT we are building a culture that revolves around people. It's one where we want to share our experiences, celebrate our successes, be involved and inclusive and, above all, work as one team.

I recognise that everyone at CWT has their own strengths and expertise; what we're endeavouring to achieve is to provide opportunities where those strengths and expertise can shine through.

Everyone at CWT has a role to play in making this organisation the best that it can be - you, me, supervisors, managers, general managers, volunteers and even the contractors we engage to assist us. If we all work as one and move in the same direction, great things can be achieved.

The saying 'if you always do what you've always done, you will always get what you've always got' is where we have come from. Today we are doing things differently to achieve different outcomes.



Angelo Catinari, CEO

Quote attribute: Albert Einstein





Ed planting with students at
Lockleys Primary School.

Who we are and what we do

West Torrens is located between Adelaide's Central Business District and the South Australian coastline. For a long time it's been considered as a hidden gem because it is only a short distance from both the city and the sea. We have a population of more than 60,000 and Census data shows that we are attracting an eclectic mix of people from overseas, with India and China high on the list. As such we have a great cultural blend of residents who are willing to share their interests with the wider community, especially when it comes to food and music.


West Torrens is home to the Adelaide Airport and provides a number of retail shopping precincts including Harbour Town and the Mile End Homemaker Centre. Our city is also home to a range of recreational opportunities with parks, reserves, golf courses, ovals and wetlands.

The people who make up the staff at the City of West Torrens (CWT) are responsible for delivering a large range of goods and services and many have made long-term careers at Council. We aim to keep our community top of mind when

undertaking our jobs to ensure that what we are providing benefits those who live, work and visit our city.

Like most councils, CWT provides everyday services such as waste collection, road and kerb upgrades, recreational spaces, planning advice, health assistance, dog and cat management, libraries ... the list goes on. But because of our community's cultural blend, we also provide tailor-made programs and services that cater for specific needs and help educate others about our neighbours and friends. We have a thriving community centre at Thebarton that provides a conduit to enable our residents to connect and our centre at Plympton is quickly growing as well.

In order to help us keep on track, staff are guided by our '[Community Plan 2030](#)'. You can read this document online, but in summary this Plan is the blueprint for what we want to achieve now and in the future and how we are going to go about it. Our vision at CWT is to be 'the best place to live, work and enjoy life' and we strive to achieve that on a daily basis.



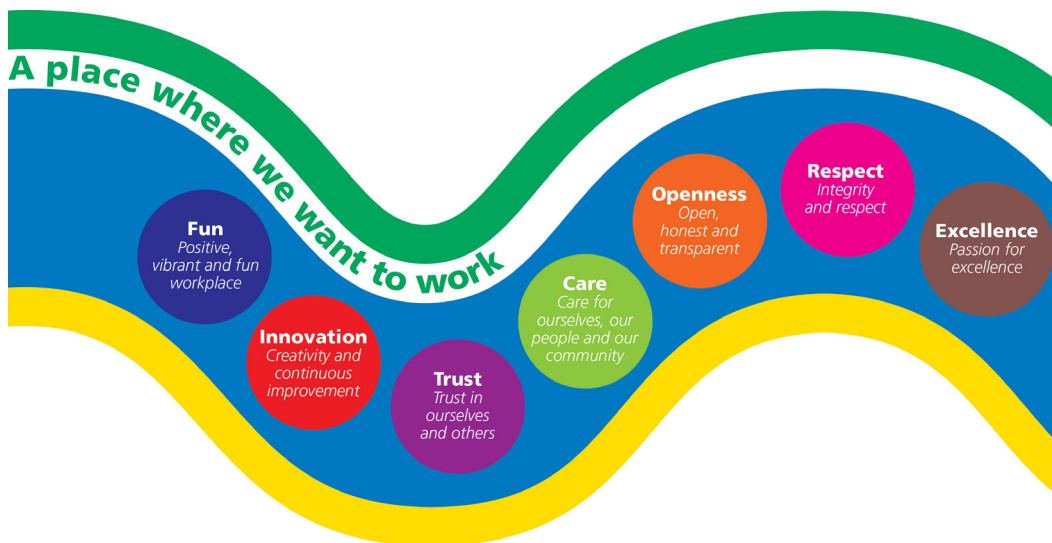
Since being employed by West Torrens I have had the opportunity to be involved in a national leadership competition, acted as relief for the positions of Work Group Leader and Technical Officer, undergone a range of training and workshops and organised projects of my own.

Ed - City Operations



Tom, Shasta and Craig.

Our Culture



Our culture is one where we:

- Care for and value our people, assets and community.
- Encourage balance between work and life.
- Treat people fairly, equitably and respectfully.
- Provide exceptional customer experiences.
- Act with integrity and hold ourselves and others accountable.
- Actively encourage learning, growth and being open to change.
- Communicate, collaborate and work as one.
- Recognise and celebrate achievements.
- Continually pursue excellence.
- Put safety first in all we do.

Our leaders model the culture through inspiring and motivating people to achieve excellence. Leaders at City of West Torrens:

- Provide clarity of direction and clear expectations.
- Are open minded, collaborative and receptive to new ideas.
- Act with integrity and hold themselves and others accountable.
- Proactively drive exceptional customer experience.
- Are visible and approachable.
- Value, trust and empower people.
- Give and receive timely constructive feedback.
- Acknowledge and recognise achievements and efforts.
- Actively encourage opportunities for learning and development.



Our management structure



Angelo Catinari
Chief Executive Officer

Natural & Built Environments

General Manager
Michelle Kennedy

- City Assets
- City Development
- City Operations
- City Property

Communities

General Manager
Shanti Ditter

- Community Services
- Governance & Risk
- Strategy & Business

Corporate & Compliance

General Manager
Paul Della

- Compliance & Waste
- Customer Contact
- Financial Services
- Information Services
- People & Safety

I began work at Council as a casual employee and was taught all the required skills, including how to lay concrete, to a very high standard. After 18 months I gained full-time employment and was given the opportunity to attend TAFE and upgrade my skills.

Since that time I have gained a new position and am now one of two members of the Rapid Response Team where we deal with a huge variety of work that requires immediate attention.

Vel - City Operations



Danica and Tai with Tinky.

Our Elected Council

Our Elected Council comprises the Mayor and 14 Elected Members, also known as Councillors. We have seven wards, and two Elected Members represent each of these wards. The Mayor and Councillors are elected by the people who live and do business in West Torrens.

As community leaders they:

- decide on plans and policies for the local area
- engage with local residents about their views and ideas for the area and provide this advice to CWT's administration
- represent the City of West Torrens at functions and events
- ensure Council resources are used fairly and for the benefit of the community
- inform others about local community issues.

Working at the City of West Torrens

It is a place where I enjoy coming to work as it is a busy, interactive environment where we are well supported. I really enjoy the continuous improvement culture where we are encouraged to explore new processes and technology to provide a positive customer experience for our customers. It is an organisation which encourages professional development and growth of its employees and I have a fantastic team whom I work collaboratively with.

Christine - Service Centre

The City of West Torrens has a great working environment. We all have pride in the work we do, enjoy working with our colleagues and have formed great camaraderie within the workplace.

Management are very encouraging, want to see us all succeed and have a great desire to continually 'push the boundaries'. The staff have a perfect mix of people, ranging from those with a wealth of knowledge and experience in their field, to the new enthusiastic people starting off their career and eager to learn, as well as a range of different backgrounds.

Luke - City Assets



Elizabeth.

Working with us

CWT values staff well-being and professional development and offers a range of benefits and support that help balance work and life.

Some of these benefits include:

- study leave and assistance
- paid parental leave
- flexible working hours
- rostered days off
- healthy lifestyle incentive
- employee well-being program
- professional development opportunities
- salary packaging
- Early Intervention Physio (EIP)
- Employee Assistance Program (EAP).


Work Health and Safety (WHS)

Those working at CWT have an obligation to themselves, their colleagues, contractors and customers to ensure that people have a safe and healthy environment in which to work and do business.

Our organisation is committed to good WHS principles as not only do we have a legal responsibility, but we want to ensure

our workplace is the best that it can be for staff.

Knowing and understanding WHS principles is everyone's responsibility and as such we provide support, training, tools and advice to help staff keep themselves and others safe and happy.



Council has given me the opportunity to study and grow in my field. It has afforded me the opportunity to attend the University of Adelaide as part of both the 'Emerging Leaders Program' and the 'Professional Leaders Program', which has given me a Professional Management Certificate.

Working for the City of West Torrens has helped me to become a better arborist, both in a practical and professional nature, and I would highly recommend looking at employment at CWT.

Craig - City Operations



Simon and Raoul.

Inclusiveness and diversity

We recognise that our organisation is strengthened by the unique contributions and diverse skills and capabilities of our people. As such we expect that CWT staff will:

- be treated (and treat others) with respect and fairness
- be free from all forms of harassment and unlawful discrimination
- have access to, and compete equitably for, recruitment, selection, promotion and transfer opportunities
- have access to relevant training and development opportunities
- have all employee complaints/ workplace grievances addressed appropriately and in accordance with relevant policies and procedures.

Learning and development

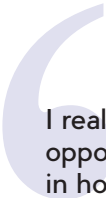
We provide staff with access to a broad range of learning and development programs to ensure everyone has the skills and abilities to help create a sustainable, successful organisation.

Participation in various local government development programs is open to all employees and many staff have built skills, networks and career paths as a result of being involved.



I started working at the City of West Torrens as a casual employee then in 2016 I was lucky enough to secure a full-time position within the Civil team. The City of West Torrens has allowed me to gain secure work in a friendly and professional environment.

Grant - City Operations



I really enjoy working at West Torrens Council because of the opportunities that are presented to me and the ability to have a say in how we move forward as a team. I love the community-driven approach to our work that is evident at all levels within Council operations.

Jordan - City Development



City of
West Torrens

Between the City and the Sea



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