



Organisational Service Plan

Second quarter 2025/26 progress report



PROJECT STATUS SUMMARY

4 Completed

16 Progressing - On Track

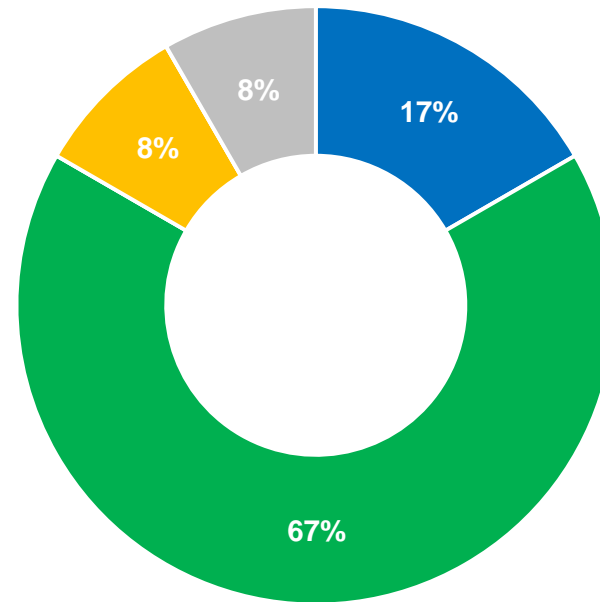
2 Progressing - Monitor

0 Progressing - Off Track

2 Not Due To Start

24 Total

Project Progress (2nd Quarter 2025/26)



■ Completed ■ Progressing - On Track ■ Progressing - Monitor ■ Not Due to Start

STATUS

- Not Started
- Progressing-Off Track
- Progressing-Monitor
- Progressing-On Track
- Not Due to Start
- Completed
- Deferred


ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Community Plan 2034


Focus Area: Community Life

We support diversity, health and well-being, community cohesion and connections, and create opportunities to learn and enjoy the local area.



Strategic Objective 1.1: Improve accessibility and inclusiveness of Council services across the city.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Review Council's Disability Action and Inclusion Plan in alignment with the State Disability Plan.	Community Services	1/09/2025	31/03/2026		90%	Two public consultations were completed. The final DAIP 2026-2030 is scheduled to be presented to Council for approval on 20 January 2026.

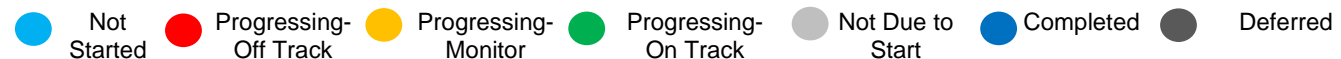
Strategic Objective 1.2: Provide opportunities for people of all ages and abilities to have active and healthy lifestyles.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Establish new Community Gardens at Kurralta Park (shared community plots).	Community Services	1/07/2025	30/09/2025		100%	Completed in 1 st Quarter.

Strategic Objective 1.4: Empower people to embrace technological change and to be active digital citizens.



Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Establish a 'Be Connected program' for over 50s to learn to use technology.	Community Services	1/07/2025	31/12/2025		100%	Completed in 1 st Quarter.
Implement a customer focused booking system for community facilities and activities to enhance self-service for our customers.	Community Services	1/07/2025	30/06/2026		30%	The Administration is currently progressing through the tender stage for provider selection. Market responses have been received and selection is underway.

STATUS




ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Strategic Objective 1.5: Facilitate community health, wellbeing and safety.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Establish and grow a 'Wellbeing Wednesdays' program at Mellor Park (Lockleys).	Community Services	1/07/2025	30/06/2026		100%	Wellbeing Wednesday programs are well established and operating at capacity, including, chair yoga, dance-fit and art programs. Additional programs being offered on weekends and Monday evenings include Tai Chi and meditation as well as an additional yoga class on Monday mornings. The school holiday programs attract younger people for a variety of programs.
Review Council's Public Health Plan in alignment with the State Public Health Plan.	Strategy and Sustainability	1/01/2026	30/06/2026		0%	Not due to start until 3 rd Quarter.

Strategic Objective 1.6: Value and acknowledge the rich and diverse culture including our First Nations people and the distinctive local identity and heritage that defines us.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Complete the development of a City of West Torrens 'Reflect Reconciliation Plan' in partnership with First Nations people.	Office of the Mayor and CEO	1/07/2025	30/06/2026		90%	A report for this project has been deferred to the February meeting of Council. The festive period delayed communication with future possible members of the working group. Administration has recommended delaying this progressing in time for the meeting of Council in February 2026.

STATUS







ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

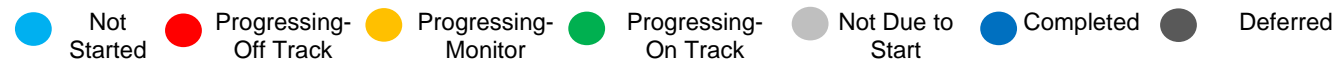
Focus Area: Built Environment

We support housing, urban development and infrastructure that contributes to attractive and safe neighbourhoods, and how we travel in and beyond our area.

Strategic Objective 2.4: Provide a variety of indoor and outdoor sport, recreation and community facilities and open spaces.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Develop a Leasing and Licensing Policy.	City Property	1/07/2025	30/06/2026		50%	Investigation and document review is currently underway.
Manage the major redevelopment of community facilities at Karkungka.	City Property	1/07/2025	30/06/2026		50%	The procurement process is being finalised and works will be awarded in the next quarter.
Manage the major redevelopment of community facilities at Western Youth Centre.	City Property	1/07/2025	30/06/2026		50%	SA Power Network advice was received regarding potential impacts of high-voltage powerlines located to the west of the site, however delays in the provision of this advice impacted timelines. Community consultation has been completed. Final updates to detailed plans are underway and the Prudential Report is in progress.
Plan and manage the first stage delivery of the Kings Reserve Open Space Master Plan.	City Property	1/07/2025	30/06/2026		50%	The procurement process is being finalised, with the works to be awarded in the next quarter.

STATUS




ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT



Focus Area: Prosperity

We support jobs, businesses and industries to generate local economic growth and activity.

Strategic Objective 3.1: Encourage a diverse, resilient, and competitive economy, embracing small business and tourism sectors.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Host forums, networking, and training opportunities for new and existing businesses.	Office of the Mayor and CEO	1/07/2025	30/06/2026		50%	The City of West Torrens is an equal and active partner with the Cities of Charles Sturt and Port Adelaide Enfield in hosting the Western Adelaide Jobs Expo in March 2026. Council is also working in collaboration with Kooyonga Golf Course to host a breakfast in March 2026 to celebrate the Australian Women's Open. Planning for these events is on track and are just some of the events that will assist in completing the priorities to generate local economic growth and activity.

Strategic Objective 3.3: Drive economic growth via innovation, collaboration, and strategic investment, while fostering meaningful connections between businesses and the community.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Commence an Economic Development Study for the Thebarton Theatre, following completion of the development.	City Property	1/04/2026	30/06/2026		0%	Not due to start until 4 th Quarter.
Complete the major redevelopment of Thebarton Theatre.	City Property	1/07/2025	30/09/2025		100%	The Thebarton Theatre redevelopment project has now been completed and the Theatre has been handed over to the lessee to manage.

STATUS




ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT


Focus Area: Environment and Sustainability

We protect and conserve the natural environment, reuse and recycle resources, support biodiversity and respond to climate change.


Strategic Objective 4.2: Reduce our city's impact on the environment.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Undertake a review of Council's fleet utilisation (pool vehicles).	City Operations	1/07/2025	30/06/2026		90%	The review has been completed. Results and recommendations are awaiting Executive consideration.

Strategic Objective 4.3: Prepare for, and respond to, the challenges of a changing climate.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Support delivery of a community battery for City of West Torrens.	Strategy and Sustainability	1/07/2025	30/06/2026		60%	At its meeting on 9 December 2025, Council approved the commencement of public consultation to seek community feedback on installing the battery at 11-13 Kingston Avenue Richmond (adjacent Richmond Oval) and issuing of a 20-year peppercorn lease to the Department for Energy and Mining (DEM) for the battery at this location. Consultation is anticipated to occur in early 2026.

Strategic Objective 4.5: Safeguard and enhance the urban forest, with special attention to addressing the challenges posed by urban infill.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Work with Council to set a tree canopy target for the City of West Torrens.	Strategy and Sustainability	1/07/2025	30/06/2026		65%	Administration has undertaken considerable work to ascertain the extent of opportunities for additional tree planting across the City of West Torrens and developed a draft plan with associated canopy targets. This work was presented to Council at a briefing on 29 July, 2025. Administration, in response to feedback from that workshop, is undertaking further work on costings and potential for incorporating funding as an element of the target. The work is being progressed in conjunction with City Assets and City Operations.

STATUS




ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT



Focus Area: Organisational Strength

Council ensures its services lead to quality outcomes and exceptional experiences for our community.

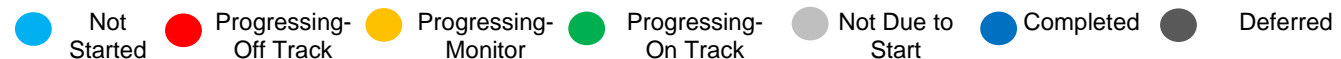
Strategic Objective 5.1: Develop strong partnerships and working relationships with our community, other organisations, and spheres of government.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Liaise with external and State Government agencies on the development and implementation of key strategic projects, including: - T2D North-South Corridor - Southwark Grounds - Adelaide Football Club Development	City Property	1/07/2025	30/06/2026		50%	The Administration continues to liaise with external agencies to deliver these projects to meet City of West Torrens' Community Plan.

Strategic Objective 5.3: Ensure a high level of governance, transparency, and integrity.



Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Commence a review of Council's Community Land Management Plans.	City Property	1/07/2025	30/06/2026		50%	The review of all documentation has commenced and will be ongoing throughout 2025/2026 and 2026/2027. Engagement with relevant teams is expected during 2026.
Undertake a review across Council with key service areas who issue customer/resident correspondence to ensure customer-centricity in what is provided.	Customer and Engagement	1/07/2025	30/06/2026		50%	Templated correspondence from the Pathway system has been extracted and reviewed. Autoreplies/update messages and closing the loop correspondence has also been investigated for Pathway requests and there is opportunity for improvement in this domain. Other forms of correspondence coming from departments across council will be the next stage of collation and review.

STATUS

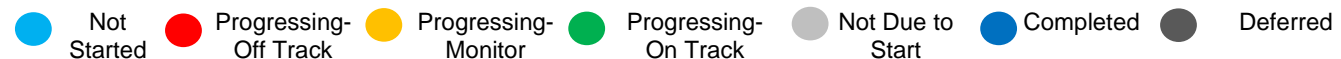


ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Strategic Objective 5.5: Create a safe, healthy, and resilient workforce, fostering a positive and supportive culture.



Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Deliver strategic leadership workshops to the management team to build capability in performance, improvement and transformative leadership.	Office of the Mayor and CEO	1/07/2025	30/06/2026		50%	City of West Torrens is delivering a 2026 leadership program for managers to support consistent leadership practice and effective organisation-wide ways of working. The program includes 4 strategic workshops across the year, focused on: Culture Vision in Action, Collaboration that Delivers, Governance, and Accountability and Leadership Standards. These workshops are supported by regular manager forums to reinforce learnings, share practical tools, and maintain momentum. We have also commenced the Learn, Engage, Achieve and Perform (LEAP) Program to support employee development and capability uplift. Following strong participation in the inaugural program, Council has scheduled 5 training sessions aligned to common development goals. The sessions to be delivered in the first half of 2026 include: Speaking with Influence, - Negotiate with Ease, Introduction to Project Management, Powerful Business Writing, Microsoft Excel and Working Smarter with Outlook.
Integrate psychosocial risk management in the City of West Torrens' WHS system.	People, Procurement and Safety	1/07/2025	30/06/2026		50%	Progress is occurring in accordance with the WHS and IM Annual Plan agreed timelines

STATUS



ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Strategic Objective 5.11: Enhance the visibility and promotion of Council initiatives and activities.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comments
Progress and refine a set of performance metrics to inform Council's Annual Business Plan and Annual Report.	Office of the Mayor and CEO	1/07/2025	30/06/2026		50%	The focus for Quarter 2 was on implementing the agreed performance reporting framework in our corporate reporting system (PULSE). We entered the Quarter 1 metrics and supporting data to validate the structure and prepare the system for Quarter 2 data entry. The project remains on track, with emphasis on streamlining data collection and supporting reporting for Council's Annual Business Plan and Annual Report.
Undertake a Communications review and improvement project (Talking Points, social media, website and pamphlets).	Customer and Engagement	1/07/2025	30/06/2026		70%	The review of the website has occurred including staff consultation on a proposed new design of the front page. Several key areas of focus have been identified including a content audit for accuracy, readability and relevance. This will occur over the coming months. Talking Points edition Feb-April will include the opportunity for readers to provide feedback on the community magazine via a Your Say survey. This data will be used to assess any improvement requirements. An additional/ large digital screen is now operational in the civic centre which will enable an uplift with promotional content and allow reduction in reliance on flyers/leaflets in the centre.

STATUS

