Organisational Service Plan
fourth quarter 2025/26
progress report

City of
West Torrens

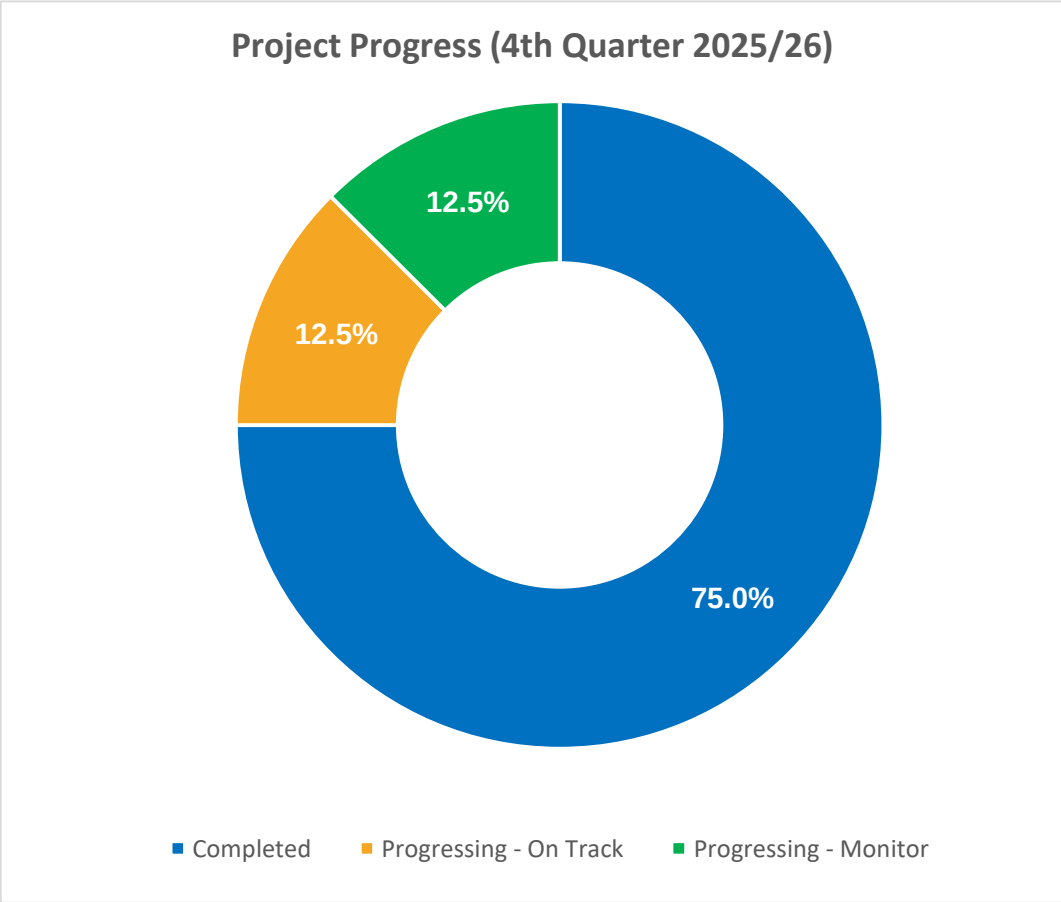
PROJECT STATUS SUMMARY

18 Completed

3 Progressing - On Track

3 Progressing - Monitor

24 TOTAL



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

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Review Council's Disability Action and Inclusion Plan in alignment with the State Disability Plan.	Community Services	1/09/2025	31/03/2026		100%	The final City of West Torrens Disability Access and Inclusion Plan 2026-2030 was approved by Council at the 20 January 2026 meeting. The plan was submitted to State Government and approved.

Strategic Objective: 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 Comment
Establish new Community Gardens at Kurralta Park (shared community plots).	Community Services	1/07/2025	30/09/2025		100%	The Kurralta Park Community Garden was opened in Q1 of 2025/26 and available for community access.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
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		100%	The 'West Torrens Bookable software' was implemented and available for public use. It is a user-friendly, accessible tool available 24 hours a day, 7 days a week, providing customers with the option to check real-time availability of facilities and manage bookings.
Establish a 'Be Connected program' for over 50s to learn to use technology.	Community Services	1/07/2025	31/12/2025		100%	This program was funded by PLS (Public Library Systems) and implemented in Q1 of 2025/26. It has proven very successful with sessions running at capacity and new people visiting the library for the sessions.

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

ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Strategic Objective: Facilitate community health, wellbeing and safety.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Establish and grow a 'Wellbeing Wednesdays' program at Mellor Park (Lockleys).	Community Services	1/07/2025	30/06/2026		100%	Wellbeing Wednesday programs were established in Q2 of 2025/26 and operating at capacity, including, chair yoga, dance-fit and art programs. Additional programs offered on weekends and Monday evenings included Tai Chi and meditation as well as an additional yoga class on Monday mornings. The school holiday programs attracted 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		20%	Release of the State Public Health Plan 2026 was delayed until June 2026. Now that the State Plan has been released, work will begin on the new City of West Torrens Public Health Plan and continue into the 2026/27 financial year.

Strategic Objective: 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 Comment
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		95%	The City of West Torrens Reconciliation Working Group was established and first met in June 2026. This group will lead the work on the Reconciliation Action Plan over the 2026/27 financial year.

STATUS 

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: 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 Comment
Plan and manage the first stage delivery of the Kings Reserve Open Space Master Plan.	City Property	1/07/2025	30/06/2026		100%	The first stage of the project is complete for the 2025/26 financial year. Significant progress was made including completion of detailed design, preparation of a Prudential Report, and the procurement process was undertaken and finalised. Construction works commenced on site during the year, marked by a sod-turning ceremony. The project has transitioned into the delivery phase and remains on track for completion in the 2026/27 financial year.
Manage the major redevelopment of community facilities at Western Youth Centre.	City Property	1/07/2025	30/06/2026		100%	This stage of the project is complete for the 2025/26 financial year. Significant progress was made including completion of detailed design, community consultation was undertaken, and advice from SA Power Networks regarding the impact of high-voltage powerlines was received and incorporated into project planning. The Prudential Report was completed and endorsed by Council, and discussions commenced with the Western Youth Centre Board regarding lease and operational arrangements during construction. The project has progressed to the procurement phase and is currently out to tender, with the Development Application scheduled for consideration by the Council Assessment Panel in August 2026. While the project experienced some delays due to the timing of SAPN advice, it remains on track and will continue into the 2026/27 financial year.
Manage the major redevelopment of community facilities at Karkungka.	City Property	1/07/2025	30/06/2026		100%	This stage of the project is complete for the 2025/26 financial year. The redevelopment progressed substantially during the financial year, with project documentation finalised, Development Approval obtained, procurement completed, and construction commenced. The project is now in the delivery phase and is expected to be completed during the 2026/27 financial year.

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

ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Develop a Leasing and Licensing Policy.	City Property	1/07/2025	30/06/2026		50%	Initial scoping and background research for the Leasing and Licensing Policy was undertaken during the 2025/26 financial year. This included a review of existing documentation and preliminary discussions with relevant stakeholders to inform future policy development. The project remains ongoing and will progress further during the 2026/27 financial year.

STATUS

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

ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

FOCUS AREA: Prosperity

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

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Host forums, networking, and training opportunities for new and existing businesses.	Office of the Mayor and CEO	1/07/2025	30/06/2026		100%	Hosting forums, networking and training opportunities remains an on-going commitment from Council. A solid and productive suite of forums and training opportunities were delivered by the Business and Community Partnerships team to the small business and tourism sectors within the Council. This very important engagement service will be continued and grown.

Strategic Objective: 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 Comment
Complete the major redevelopment of Thebarton Theatre.	City Property	1/07/2025	30/09/2025		100%	The Thebarton Theatre Redevelopment Project was completed in Q2 of 2025/26, marking the successful delivery of major improvements to the facility. Upon completion, the theatre was handed over to the lessees under a new five-year lease, ensuring the continued operation and activation of the venue as a key cultural destination for the community.
Commence an Economic Development Study for the Thebarton Theatre, following completion of the development.	City Property	1/04/2026	30/06/2026		100%	The Tenant has been formally advised that completion of the Economic Development Study for Thebarton Theatre is a requirement under the Lease and is due by October 2026. This action remains ongoing and will continue to be monitored and progressed through Q1 and Q2 of the 2026/27 financial year.

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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: Reduce our city's impact on the environment.

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Undertake a review of Council's fleet utilisation (pool vehicles).	City Operations	1/07/2025	30/06/2026		100%	A review of Council's fleet utilisation was undertaken together with a review of Council's Fleet Management Policy and Administrative Policy. Following the review, a report was presented to the Executive Management Team including recommendations that were endorsed. The recommendations were subsequently actioned, and this project is now complete.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Support delivery of a community battery for City of West Torrens.	Strategy and Sustainability	1/07/2025	30/06/2026		90%	Project planning, community consultation and permit approval for the Department for Energy and Mining's (DEM) community battery was undertaken in 2025/26. A survey of the site is planned in July 2026 to identify location and layout of the battery project components. Signage has been placed at the site, notifying people that parking is not available during the survey. Installation of the battery is anticipated in Q1 of the 2026/27 financial year.

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ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Strategic Objective: 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 Comment
Work with Council to set a tree canopy target for the City of West Torrens.	Strategy and Sustainability	1/07/2025	30/06/2026		100%	The Administration undertook considerable work to ascertain the extent of opportunities for additional tree planting across the City of West Torrens. Further to this, a draft plan was developed with associated canopy targets. Further work has been undertaken on costings and potential for incorporating funding. A report is to be presented to Council in July 2026 outlining an approach to achieve 45% tree canopy cover on Council land by 2055. Once this target has been adopted by Council, the Administration will commence implementation of the target and investigate grant opportunities to assist with funding the work in 2026/27.

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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: 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 Comment
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		100%	This project is complete for the 2025/26 financial year and will continue into the 2026/27 financial year. Ongoing collaboration with external and State Government stakeholders was maintained throughout 2025/26 to support the planning and delivery of key strategic projects, including the T2D North-South Corridor, Southwark Grounds, and Adelaide Football Club Development. Regular meetings with DIT, Renewal SA and the AFC have ensured Council's interests and community outcomes are considered.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Commence a review of Council's Community Land Management Plans.	City Property	1/07/2025	30/06/2026		75%	The initial review of Council's Community Land Management Plans progressed throughout the 2025/26 financial year, including a review of relevant documentation and development of draft updates. As a result of this initial review, it was decided to expand the scope and undertake a comprehensive review of the Community Land Management Plans. This comprehensive review is scheduled to be undertaken in 2026/27 and will involve several stages, including consultation with relevant stakeholders, which will form a key component of the project.

STATUS



Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
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		100%	The final elements of the review of council's key correspondence have now been completed. The review has involved an assessment of council's key correspondence that is issued to residents and customers. Several improvement opportunities have been identified and are being progressed. This includes an uplift to the large number of customer request submitted annually by customers and the need for improved communications around their status and completion/outcomes.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Integrate psychosocial risk management in the City of West Torrens' WHS system.	People, Procurement and Safety	1/07/2025	30/06/2026		85%	The Psychosocial Support Program Gap Analysis Report which was delivered in May 2026 was expected to include an organisational risk assessment. As the report did not contain an organisational risk assessment, this has impacted the delivery of this project. The WHS team have worked diligently with the Managers in each department to undertake a comprehensive risk assessment of each area which was completed and will be compiled into an organisational risk assessment for the City of West Torrens. This work underpins the next stage of the integration of a psychosocial risk management system and it is expected to be delivered with the WHS and Injury Management Annual Action Plan at the end of September 2026.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
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		100%	During Q4, Council progressed the 2026 leadership program for managers, strengthening consistent leadership practices and organisation-wide ways of working. Management forums reinforced workshop learnings shared practical examples and maintained momentum. The Management Team participated in a workshop on communication, collaboration, and continuous improvement. This included a visit to the Continuous Improvement team at Flinders Medical Centre. The visit demonstrated how visual management, standard work and structured problem-solving can support performance and improvement. The workshop reinforced the importance of clear communication, collaboration, and making improvement part of everyday work. These practices will help Council make work safer, simpler, and more reliable for its people and the community. The strategic leadership workshops have been running for two years. Planning is underway for the 2026/27 strategic workshops.

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

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
Undertake a Communications review and improvement project (Talking Points, social media, website and pamphlets).	Customer and Engagement	1/07/2025	30/06/2026		100%	The review is now complete. A number of improvement and uplift opportunities have been identified and are either still being progressed or have now been actioned. A key example from the review is the creation of a new community e-newsletter to provide an additional channel of relevant and timely information to our community.

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

ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

Project	Lead Department	Start Date	End Date	Status	Progress	Progress Comment
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		100%	The project was completed for the year, with the focus for Q4 on consolidating the performance reporting framework in Council's corporate reporting system (PULSE) and using the refined dataset to support end-of-year reporting. Performance measures and supporting data were reviewed to improve consistency, accuracy and readiness for inclusion in Council's Annual Business Plan and Annual Report. The automated email process trialled in Quarter 3 was further applied to support timely data collection and reduce manual follow-up. This work has strengthened the way performance information is captured, stored and reported, and provides a more consistent basis for future corporate planning and reporting cycles and a more reliable dataset to inform Council's Annual Business Plan and Annual Report.

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