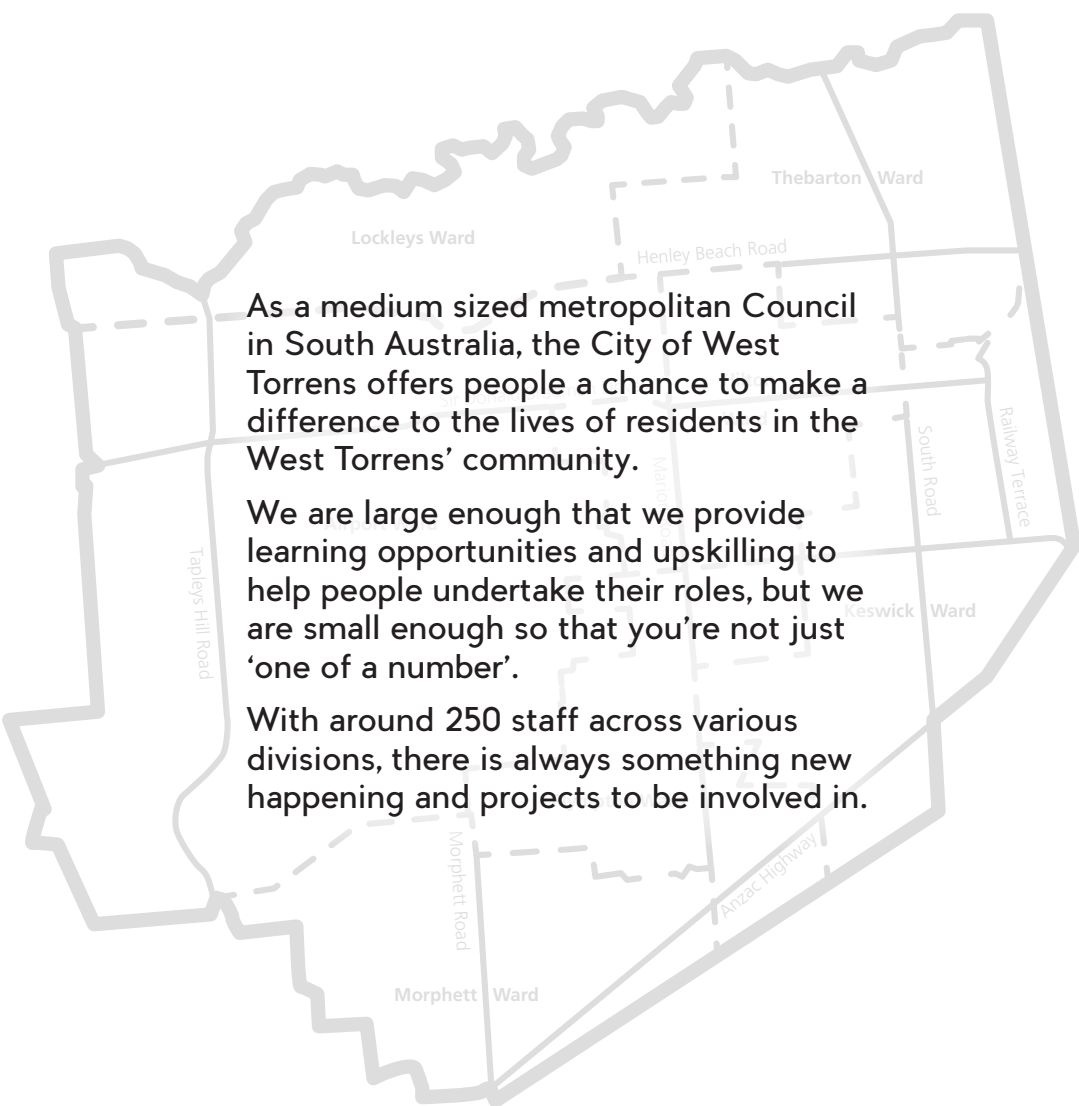


The City of West Torrens

A place where we want to work

2026 edition





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.

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.

A stylized, handwritten signature in black ink, appearing to read 'A. Catinari'.

Angelo Catinari, CEO

Quote attribute: Albert Einstein



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 around 66,000 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 HomeCo. Mile End. Our city is also home to a range of recreational opportunities with parks, reserves, golf courses, ovals and wetlands.

West Beach Parks, a world-class tourism, sport and recreation precinct, is also located on our coastline at West Beach. The West Beach Trust Board comprises representatives from its 3 neighbouring councils, including our council, and the park covers 135 hectares of beachfront land.

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 growing number of thriving community facilities scattered across West Torrens and their popularity as meeting places continues to increase.

In order to help us keep on track, staff are guided by our 'Community Plan 2034'. You can read this document on our website, 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.



What I like about working at West Torrens is that the work feels connected to the local community. It is rewarding to see how my small improvements can make a real difference for residents using our streets and facilities.

Jiawei - City Assets

City of West Torrens Culture Vision



“A workplace where people feel proud, trusted and valued, and deliver meaningful outcomes, and where we are committed to our shared purpose and a team approach that is united by our commitment to serve our community.”

At the City of West Torrens, we know that culture isn't just something we talk about - it's something we feel. It shows up in the way we greet each other, the decisions we make, and how we serve our community. It's the heartbeat behind our performance, our pride, and our people.

Through conversations with our executive team and our senior managers, we've imagined not just a better workplace, but a more united and purpose-driven one - where trust isn't just a principle, but a practice; where wellbeing and performance go hand-in-hand; and where people feel safe to speak up, try new things, and support each other.

We are building a culture that's honest, connected, and courageous. One where laughter and learning happen in the same conversation. Where effort is noticed, feedback is valued, and everyone knows they matter. Where we lean into tough conversations with care, not avoidance. Where we celebrate our wins—and our people—with genuine appreciation. We want every person to experience their contribution as essential. Whether they're leading a team, delivering frontline services, or collaborating behind the scenes—they are seen, they are supported, and they are proud of the work we do for the community.

We're not just working towards goals. We're working towards meaning. Our future is one where:

- Leaders show up as people first, balancing care with clarity.
- Staff feel empowered to lead from every level, with curiosity and confidence.
- Collaboration flows naturally, across teams, sites, and services.
- Community is not just our purpose—it's our shared direction.

This isn't culture as an initiative. This is culture as our legacy. Built by all of us. Lived by each of us. And visible in the experience we create for each other, and for the people of West Torrens.

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
- Customer and Engagement
- Governance and Risk
- Strategy and Sustainability



Corporate & Compliance

General Manager
Paul Della

- Compliance
- Financial Services
- Information Management
- People, Procurement and Safety



Our Elected Council

Our Elected Council comprises a mayor and 14 elected members, also known as councillors. We have 7 wards, and 2 elected members (councillors) 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 CWT at functions and events
- ensure council resources are used fairly and for the benefit of the community
- inform others about local community issues.



Smiley faces as I walk past reception is always a great way to start my day. I love having genuine conversations with colleagues which end with a smile.

Jamil - City Operations



I really enjoy working at the City of West Torrens. I appreciate the flexibility in my working hours, the variety in the work I do, and being part of a team of people who genuinely enjoy working together to deliver great outcomes for the community.

One of the things I value most is that West Torrens is small enough to feel connected, but large enough to offer interesting and meaningful work. It means we get to know people across different departments, understand what is happening across council, and see how our work makes a real difference on the ground.

Lee - Strategy and Sustainability



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.



I love my job, and I love what I do, and love the people I work with and the engineering community, so coming to work each day is always a pleasure, never a chore. For the time being I just keep making a difference and building better streets, and trying to inspire the future leaders and show them anything is possible and you can have great fun while doing it.

Russell - City Assets



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.



When I walk into work each day, it feels like I am home. The people I work with are more than work colleagues, they are my family, and they have made me feel that way every day. After losing my son, my CWT family wrapped their arms around me with kindness, patience, care and support. I will always be so deeply thankful for the compassion they have showed me during what has really been the hardest time of my life.

Gail - Office of Mayor and CEO

A place where we want to work

Fun

*Positive,
vibrant and fun
workplace*

Innovation

*Creativity and
continuous
improvement*

Trust

*Trust in
ourselves
and others*

Care

*Care for
ourselves, our
people and our
community*

Openness

*Open,
honest and
transparent*

Respect

*Integrity
and respect*

Excellence

*Passion for
excellence*

City of
West Torrens



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