



Organisational Service Plan

third quarter 2025/26
progress report

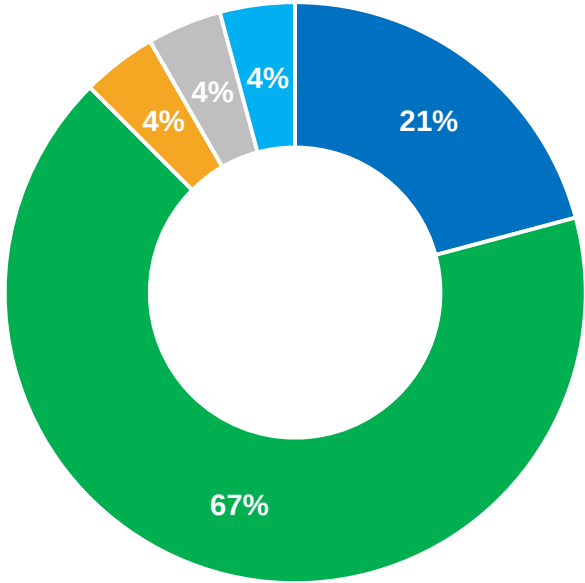
City of
West Torrens



PROJECT STATUS SUMMARY

5	Completed
16	Progressing - On Track
1	Progressing - Monitor
0	Progressing - Off Track
1	Not Due To Start
1	Not Started
24	Total

Project Progress (3rd Quarter 2025/26)



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

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 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		100%	The final CWT DAIP 2026-2030 was approved by Council at Council meeting held 20 January 2026. The plan was submitted to State Government and approved.

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		50%	Software build and staff training progressing as expected.

ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

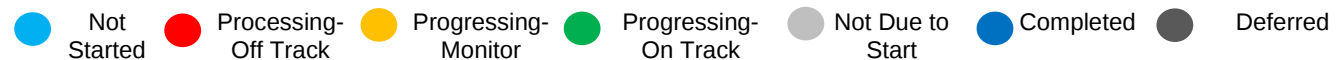
Strategic Objective 1.5: Facilitate community health, wellbeing and safety.

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%	Program established and ongoing.
Review Council's Public Health Plan in alignment with the State Public Health Plan.	Strategy and Sustainability	1/01/2026	30/06/2026		0%	Review of Council's Public Health Plan has been delayed due to a delay in releasing the State Public Health Plan.

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		95%	Recent discussions with Renewal SA will see the Council partake in the Southwark Yarning Series.

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		75%	Document review is continuing.
Manage the major redevelopment of community facilities at Karkungka.	City Property	1/07/2025	30/06/2026		75%	Development Approval has been received, and the Administration is currently negotiating the contract with preferred contractor.
Manage the major redevelopment of community facilities at Western Youth Centre.	City Property	1/07/2025	30/06/2026		75%	The Prudential Report was completed and approved by Council and a Development Application will be lodged within the coming weeks. Discussions have commenced with WYC Inc Board of Management regarding the termination of the existing lease agreement and the transition to a licence agreement through the construction phase and relocation to new facility. The procurement process is expected to commence in the upcoming quarter.
Plan and manage the first stage delivery of the Kings Reserve Open Space Master Plan.	City Property	1/07/2025	30/06/2026		75%	Works have commenced on site and sod turning ceremony has been held. Expected completion is towards the end of 2026.

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.

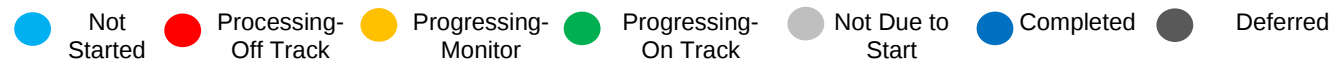
Strategic Objective 3.1: Encourage a diverse, resilient, and competitive economy, embracing small business and tourism sectors.

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		75%	In addition to WATA Forum held at Cooper Brewery for Tourism business providers, another opportunity was created via the Western Jobs Expo for small businesses in the city to showcase their services and to encourage young people to consider them as a career pathway.

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%	Completed in 2 nd Quarter.

STATUS



ORGANISATIONAL SERVICE PLAN QUARTERLY PROGRESS REPORT

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%	A report was presented to the Executive team on 4 th February, and recommendations are to be implemented.

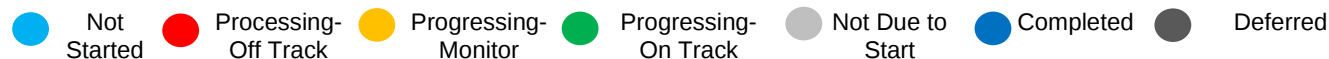
Strategic Objective 4.3: Prepare for, and respond to, the challenges of a changing climate.

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		70%	Community consultation was undertaken to seek feedback on installing the battery at Kingston Avenue and issuing a lease to the Department for Energy and Mining. The consultation period closed on 19 th March.

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		70%	In response to the Council briefing on 29 July 2025, the Administration has been undertaking further work on costings 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.

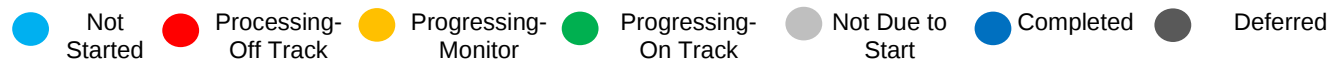
Strategic Objective 5.1: Develop strong partnerships and working relationships with our community, other organisations, and spheres of government.

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%	Continuing to liaise with external agencies on the delivery of these projects.

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		75%	Updating of the CLMPs is well underway and engagement with relevant departments is expected in the next quarter.
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		80%	Progress has been made with review of departmental correspondence, business case for progressing improved updates and 'closing the loop' for customers who lodge pathway requests.

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		75%	During Quarter 3, Council progressed delivery of the 2026 leadership program for managers, continuing to strengthen consistent leadership practice and organisation-wide ways of working. The quarter focused on translating the Culture Vision into day-to-day leadership behaviours through practical tools and guided discussions to support consistent leadership across teams. Manager forums continued to reinforce workshop learnings, share practical examples, and maintain momentum. Planning is also underway for the next strategic manager forum on 'Collaboration that Delivers', with a focus on continuous improvement.
Integrate psychosocial risk management in the City of West Torrens' WHS system.	People, Procurement and Safety	1/07/2025	30/06/2026		75%	Tracking according to project schedule.

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		75%	The focus for Quarter 3 is on embedding the performance reporting framework in Council's corporate reporting system (PULSE) and strengthening standardised reporting processes. By systemising the framework in PULSE, we are supporting a consistent approach to how performance measures are captured, stored and reported. This improves comparability across reporting periods and streamlines inputs to Council's Annual Business Plan and Annual Report. To improve the efficiency and timeliness of Quarter 3 data capture, automated email requests were trialled to support coordinated collection performance information. The project remains on track, with an ongoing focus on accurate, timely performance reporting and improving the efficiency of end-to-end reporting processes.
Undertake a Communications review and improvement project (Talking Points, social media, website and pamphlets).	Customer and Engagement	1/07/2025	30/06/2026		90%	Final stages of the review are now occurring. Departmental correspondence to customers, website content, business case for e-council newsletter and final elements of social media refinement.

STATUS

