

City of West Torrens **23-** Annual Service Plan **24**

Our Vision

Committed to being the best place to live, work and enjoy life.

The five focus areas for the delivery of our vision are:



Community life

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

We ensure housing, urban development and infrastructure contribute to attractive and safe neighbourhoods, and how we travel in and beyond our area.



Built environment



Organisational strength

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

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



Environment and sustainability



Prosperity

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

The Community Plan 2030 is Council's overarching strategic plan that guides Council's priorities over the next decade. The Organisational Service Plan outlines the major initiatives being undertaken by Council each financial year to deliver on the strategic objectives of the Community Plan. Although each initiative has been linked to the delivery of a primary strategic objective, it is recognised that these projects contribute to the achievement of a number of the strategic objectives across the 5 Community Plan Focus Areas.

Community Life - Key Projects for 2023/24



Strategic Objective CL1 - A diverse, inclusive and welcoming community.

Project:

Commence development of a City of West Torrens Reconciliation Plan in partnership with First Nations people.

Lead department: Office of the Mayor and CEO

Supporting departments: City Operations

Delivery date: July 2023 - June 2024

Strategic Objective CL3 - Active and healthy lifestyles for all ages and abilities.

Project:

Establish a new community garden (Beare Ave, Netley) that is accessible and features place-making elements.

Lead department: Community Services

Supporting departments: City Property, City Operations

Delivery date: July 2023 - June 2024

Strategic Objective CL7 - Recognition of our unique local cultural identity and heritage.

Project:

Work in liaison with the land owners to deliver the Riverbank Christmas Display.

Lead department: City Operations

Supporting departments: Office of the Mayor and CEO

Delivery date: July 2023 - January 2024

Project:

Plan and manage the major redevelopment of Thebarton Theatre.

Lead department: City Property

Supporting departments: City Assets, City Development, Financial Services, Strategy and Business

Delivery date: July 2023 - June 2024

Project:

Plan and manage the staged upgrade of Star Theatre.

Lead department: City Property

Supporting departments: City Assets, City Development, Financial Services, Strategy and Business

Delivery date: July 2023 - June 2024

Project:

Commence a review of Heritage Listed Buildings, Areas and Items located within the City of West Torrens.

Lead department: Strategy and Business

Supporting departments: City Assets, City Property, City Development, Community Services, Financial Services

Delivery date: July 2023 - June 2024

Built Environment - Key Projects for 2023/24



Strategic Objective BE1 - An attractive, safe and cohesive urban environment that supports better quality development assessment outcomes, diverse housing choice and compatible non-residential development.

Project:

Undertake an 'Infill Case Study' to determine the effects of infill development and urban corridor development on Neighbourhood type zones and identify the potential gaps and improvements to policy that could improve outcomes.

Lead department: Strategy and Business

Supporting departments: City Development, City Assets

Delivery date: July 2023 - June 2024

Project:

Undertake a Land Use Strategic Directions review to identify future land use needs in response to population growth and change in housing needs.

Lead department: Strategy and Business

Supporting departments: City Development, City Assets

Delivery date: July 2023 - June 2024

Strategic Objective BE2 - Infrastructure that meet the needs of a changing city and climate.

Project:

Continue to work in partnership with the Department of Infrastructure and Transport on the North/South Corridor project.

Lead department: City Assets

Supporting departments: City Property, Strategy and Business

Delivery date: July 2023 - June 2024

Project:

Continue to partner with other councils and the Brown Hill Keswick Creek Board to contribute to the Brown Hill Keswick Creek Flood Mitigation Scheme project.

Lead department: City Assets

Supporting departments: Strategy and Business, City Operations, City Property

Delivery date: July 2023 - June 2024

Project:

Project manage the staged upgrade of the stormwater drainage systems in Kurralta Park; North Plympton/Plympton; and various local area minor drainage systems to mitigate the risk of flooding.

Lead department: City Assets

Supporting departments: City Operations, City Property

Delivery date: July 2023 - June 2024

Strategic Objective BE3 - Neighbourhoods designed to promote safe, active travel and strengthen connections, amenity and accessibility.

Project:

Project manage the staged upgrade of the Reece Jennings Bicycle Path and the installation of bicycle racks and facilities in reserves.

Lead department: City Assets

Supporting departments: Strategy and Business, City Operations, City Property

Delivery date: July 2023 - June 2024

Project:

Project manage the staged establishment of the Thebarton Riverbank shared pathway.

Lead department: City Assets

Supporting departments: Strategy and Business, City Operations, City Property

Delivery date: July 2023 - June 2024

Built Environment - Key Projects for 2023/24



Strategic Objective BE4 - A variety of indoor and outdoor sport, recreation and community facilities and open spaces.

Project: Manage the staged major redevelopment of Richmond Oval.	Lead department: City Property Supporting departments: Community Services, City Assets, City Operations, Strategy and Business, Financial Services Delivery date: July 2023-June 2024
Project: Manage the staged major redevelopment of Thebarton Oval Precinct.	Lead department: Office of the Mayor And CEO Supporting departments: City Property, Community Services, City Assets, City Operations, Strategy and Business Delivery date: July 2023 - June 2024
Project: Commence planning for the relocation of Thebarton Community Centre.	Lead department: City Property Supporting departments: Community Services, City Assets Delivery date: July 2023 - June 2024
Project: Manage the staged major redevelopment of Apex Park.	Lead department: City Property Supporting departments: Community Services, City Assets, City Operations, Strategy and Business, Financial Services Delivery date: July 2023 - June 2024
Project: Manage the staged redevelopment of Kesmond Reserve.	Lead department: City Property Supporting departments: Community Services, City Assets, City Development, Strategy and Business Delivery date: July 2023 - June 2024
Project: Develop a Masterplan for a new lawn bowls facility at Lockleys Oval.	Lead department: City Property Supporting departments: Community Services, City Assets, City Operations, Strategy and Business, Financial Services Delivery date: July 2023 - June 2024
Project: Manage the staged major redevelopment of Frank Norton Reserve (Torrensville).	Lead department: City Property Supporting departments: Community Services, City Assets, City Development, Strategy and Business Delivery date: July 2023 - June 2024

Prosperity - Key Projects for 2023/24



Strategic Objective P1 - A diverse, resilient and competitive economy, including small business, tourism and export sectors.

Project:

Continue to participate in and work with partner councils on the Building Western Adelaide Strategy to improve economic prosperity.

Lead department: Office of the Mayor and CEO

Supporting departments: Strategy and Business

Delivery date: July 2023 - June 2024

Strategic Objective P2 - Optimise the benefits of local activity and key employment precincts.

Project:

Develop a main street vision for Henley Beach Rd precinct.

Lead department: City Assets

Supporting departments: Strategy and Business, Office of the Mayor and CEO, City Development

Delivery date: July 2023 - June 2024

Strategic Objective P4 - Promote opportunities and economic advantage arising from Adelaide Airport and our proximity to the CBD.

Project:

Continue to partner with Adelaide Airport Ltd. in assisting to achieve the objectives of the Adelaide Airport Master Plan.

Lead department: Office of the Mayor and CEO

Supporting departments: Strategy and Business, City Development, City Assets

Delivery date: July 2023 - June 2024

Environment and Sustainability - Key Projects for 2023/24



Strategic Objective ES1 - Sustainably manage our resources through reuse, recycling and circular economy.

Project:

Undertake a trial for weekly collection of Food Organics and Garden Organics across the City of West Torrens.

Lead department: Compliance and Waste

Supporting departments: Strategy and Business

Delivery date: July 2023 - June 2024

**Adjusted delivery date: January 2024 - June 2024*

Strategic Objective ES2 - Reduce the City's impact on the environment.

Project:

Develop a Waste Education package for use with schools, businesses and community groups.

Lead department: Compliance and Waste

Supporting departments: Strategy and Business

Delivery date: July 2023 - June 2024

**Adjusted delivery date: January 2024 - June 2024*

Project:

Implement water use efficiency initiatives across a range of facilities and spaces, using the outcomes of the Optimal Water Mix Study and the Water Efficiency Audit.

Lead department: Strategy and Business

Supporting departments: City Property, City Operations

Delivery date: July 2023 - June 2024

Project:

Develop an Emissions Reduction Plan, which includes setting an emissions reduction target and actions to achieve that target.

Lead department: Strategy and Business

Supporting departments: City Property, City Operations, City Assets

Delivery date: July 2023 - June 2024

Project:

Undertake an education and engagement program with tenants of City of West Torrens owned buildings and facilities on reducing energy consumption and water-sensitive behaviour and practices.

Lead department: Strategy and Business

Supporting departments: City Property, Community Services

Delivery date: July 2023 - June 2024

Project:

Investigate the option of lodging an Expression of Interest for eligibility in the Community Batteries Funding Round 2 program from the Australian Renewable Energy Agency (ARENA).

Lead department: Strategy and Business

Supporting departments: City Property

Delivery date: July 2023 - June 2024

Project:

Continue with the transitioning of Council-owned street lighting to LED.

Lead department: City Assets

Supporting departments: City Property, City Operations

Delivery date: July 2023 - June 2024

Environment and Sustainability - Key Projects for 2023/24



Strategic Objective ES3 - Prepare for and respond to the challenges of a changing climate.

Project:

Undertake a 'Tree Canopy Modelling Study' to determine a canopy target and resources required to meet that target.

Lead department: Strategy and Business

Supporting departments: City Operations, City Assets

Delivery date: July 2023 - June 2024

Project:

Continue to work with partner councils and stakeholders on progressing the implementation of the AdaptWest Climate Adaptation Plan.

Lead department: Strategy and Business

Supporting departments: City Operations

Delivery date: July 2023 - June 2024

Project:

Continue to offer a range of rebates to the community to support environmentally sustainable outcomes, including the Rainwater tank rebates, the Tree Incentive rebates and the Significant and Regulated Tree Assistance rebates.

Lead department: Strategy and Business

Supporting departments: City Operations

Delivery date: July 2023 - June 2024

Project:

Continue to partner with other organisations to deliver a range of community greening activities, such as the Native Plant Giveaway program, Grow It Local and community planting events.

Lead department: Strategy and Business

Supporting departments: City Operations

Delivery date: July 2023 - June 2024

Strategic Objective ES4 - Open spaces that foster the natural environment, support biodiversity and encourage people to spend time outdoors.

Project:

Work in partnership with Green Adelaide on the River Torrens Recovery project to undertake environmental improvement works along River Torrens Linear Park.

Lead department: Strategy and Business

Supporting departments: City Operations

Delivery date: July 2023 - June 2024

Organisational Strength - Key Projects for 2023/24



Strategic Objective OS3 - High levels of governance, transparency and integrity.

Project:
Undertake a comprehensive review of Council's Community Plan 2030.

Lead department: Strategy and Business
Supporting departments: All departments
Delivery date: July 2023 - June 2024

Strategic Objective OS4 - An inclusive, innovative and collaborative organisation.

Project:
Develop and implement a Human Resource Management Dashboard Reporting System.

Lead department: People and Safety
Supporting departments: All departments
Delivery date: July 2023 - June 2024

Project:
Facilitate, identify, assist to implement and measure improvements using LEAN framework for the following:
- data governance process;
- organisational service levels; and
- customer relationship management process (customer requests).

Lead department: Office of the Mayor and CEO
Supporting departments: Information Services, People and Safety
Delivery date: July 2023 - June 2024

Strategic Objective OS5 - A safe, healthy and resilient workforce.

Project:
Continue to undertake the program to become certified as an accredited White Ribbon organisation.

Lead department: People and Safety
Supporting departments: All departments
Delivery date: July 2023 - June 2024

Strategic Objective OS6 - A workforce that meets current needs and plans for future needs.

Project:
Commence the development of a City of West Torrens Organisational Workforce Strategy.

Lead department: People and Safety
Supporting departments: All departments.
Delivery date: July 2023 - June 2024

Organisational Strength - Key Projects for 2023/24



Strategic Objective OS9 - Technology as a tool to help innovate how we interact with each other and our community

Project:

Provide platforms that support self-service, customer relationship management, customer awareness and customer engagement.

Lead department: Information Services

Supporting departments: All departments

Delivery date: July 2023 - June 2024

**Adjusted delivery date: January 2024 - June 2024*

Project:

Improve the governance and management of sensitive and/or critical personal information to support protecting individuals' identities.

Lead department: Information Services

Supporting departments: Governance and Risk

Delivery date: July 2023 - June 2024

Project:

Expand our use of business intelligence functionality to underpin decision making related to customer service and management of community assets.

Lead department: Information Services

Supporting departments: All departments

Delivery date: July 2023 - June 2024

Project:

Develop and contribute to the Council's Cyber Security Management System, including tailored alignment with the Australian Cyber Security Centre, the South Australian Cyber Security Framework and the Council's overall business strategy to manage and mitigate cyber risk.

Lead department: Information Services

Supporting departments: Governance and Risk, Office of the Mayor and CEO

Delivery date: July 2023 - June 2024

Strategic Objective OS10 - A resilient organisation that is able to effectively respond to emergency incidents and events.

Project:

Conduct a community resilience campaign 'Coping in the Heat'.

Lead department: Governance and Risk

Supporting departments: Strategy and Business, Community Services

Delivery date: July 2023 - December 2023