The Adult Glee Club perform at Stanmore Public School as part of Stanmore Music Festival

Operational Plan Quarterly Report October – December 2024



# Introduction

This report provides a progress update on Council's Operational Plan 2024/25.

It has three sections:

Message from the General Manager – This section contains highlights from the quarter.

Executive Summary – This section contains an overview of progress against the actions and measures in the Operational Plan 2024/25.

**Strategic Directions in detail** – This section details progress against each of the actions and achievement against annual performance targets, ordered by the five strategic directions of the Inner West Community Strategic Plan – Our Inner West.

- Strategic Direction 1 An ecologically sustainable Inner West
- Strategic Direction 2 Liveable, connected neighbourhoods and transport
- Strategic Direction 3 Creative communities and a strong economy
- Strategic Direction 4 Healthy, resilient and caring communities
- Strategic Direction 5 Progressive, responsive and effective civic leadership

# Message from the General Manager



In the second quarter of 2024/25, 94% of Operational Plan actions were completed or on track. The majority of measures (78%) were on target or within tolerance of the target.

In October, the new Inner West councillors were sworn in, and councillors elected Mayor Darcy Byrne and Deputy Mayor Mat Howard.

Council reached an exciting milestone in the

\$45 million GreenWay project, with the opening of a new off-leash dog park in Lewisham West. This means that we are getting even closer to bringing the dream of the Cooks River to Iron Cove GreenWay – a continuous active transport, biodiversity and public art corridor – to life.

We celebrated one year of the Food Organics and Garden Organics (FOGO) service. In our first year, the Inner West community recovered 16,059 tonnes of food and garden organics and diverted 8,800 tonnes of garbage from landfill! These carbon savings are equivalent to powering 9,750 homes for a year or taking 19,025 cars off the road. To build on the successful roll out of food recycling to households, we're expanding food recycling to Council-run childcare centres and schools across the community. We opened the new \$1.2m King George Park, Rozelle amenities block which features new accessible toilets, changeroom and shower facilities and additional storage rooms. This is a welcome addition for Balmain Athletics Club, Leichhardt Saints Football Club and Leichhardt Juniors RLFC. This was the final stage of upgrades to King George Park.

Stanmore came alive in November as we enjoyed the sounds, colour and energy of Stanmore Music Festival. This beloved community event featured 11 stages, 680 incredible performers and singers in honour of the late Richard Gill AO. Other local celebrations included Norton Street's Italian Festa, and Marrickville Music Festival with thousands attending.

In October, families enjoyed free pool entry at Ashfield Aquatic Centre for our Family Splash Day.

And our crews repaired over 90% of potholes within 48 hours!



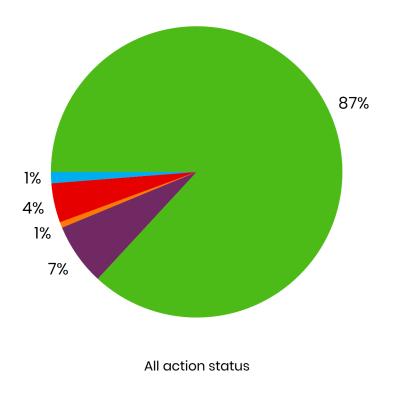
Peter Gainsford - General Manager

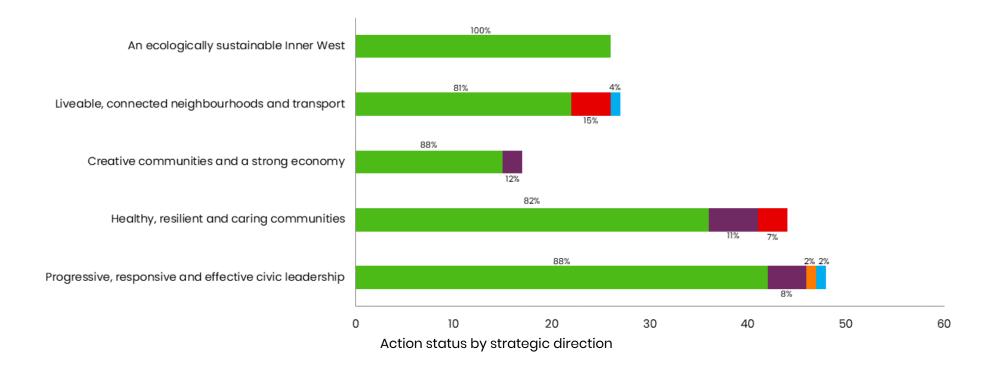
# **Executive Summary**

The quarterly progress report outlines progress against the 162 actions in the 2024/25 Operational Plan.

As of 31 December 2024:

- 94% (152) of actions are 'Completed' or 'On Track'
- 6% (10) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'



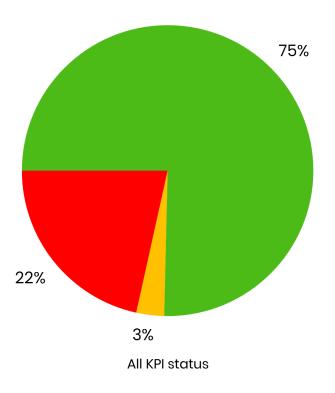




#### Measures

As of 31 December 2024:

- 78% (51) of measures are 'On Target' or 'Within Tolerance'
- 22% (14) of measures are 'Below Target'





# Strategic Direction 1 - An ecologically sustainable Inner West

Outcome 1.1 The Inner West community is recognised for its leadership in sustainability and tackling climate change

Strategy 1.1.1 Provide the community with information, knowledge, and tools for a sustainable Inner West

ID	Action	Responsible	Comment	Status
1.1.1	Promote and deliver Council's sustainability program and the Inner West Sustainability Hub	Urban Sustainability	Council provided 37 sustainability engagements at the Sustainability Hub for 496 people to support community energy efficiency, small space food growing, resource exchange, reuse, repair and cycling. Council's thermal imaging camera was used by 25 households to identify energy saving opportunities.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	12 Environment grants totalling over \$95,000 were awarded in the previous quarter. A recommendation has been made that the environment grants program can operate annually, rather than every two years, with unallocated funds being able to be dispersed in the off-cycle year. In addition, Council resolved to commence a new sustainability grants stream focused on the circular economy in December.	

Action legend: **KPI legend:** 

On Track

**★** Completed

Behind Schedule

A On Hold

On Target

◎ Within Tolerance ⊗ Below Target

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ID	Action	Responsible	Comment	Status
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Park Planning and Ecology	Council adopted a new Biodiversity Strategy in December, which includes actions to complete mapping and condition reporting on threatened species and Endangered Ecological Communities, increase Ecology engagements at the Sustainability Hub, as well as increase opportunities for participation in citizen science and volunteering and develop and education program on local threatened species.	
1.1.1.4	Deliver the pilot low income household energy efficiency program	Urban Sustainability	Council worked with the Women's Housing Company to support efficiency upgrades for low-income tenants of two inner west apartment buildings. It is proposed to continue this program in further sites subject to future endorsement and funding availability.	

ID	Key Performance Indicator	Responsible	Target	RESULTS		YTD		
				Q1	Q2	Q3	Q4	
1.1.1a	Number of people attending sustainability engagements and education sessions	Urban Sustainability	> 700	744	521			1,265 🥥
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news	Urban Sustainability	> 6,000	12,811	13,025			13,025 🥝



★ Completed

Behind Schedule

🔺 On Hold

Rescheduled

🥝 On Target

🔘 Within Tolerance

😣 Below Target

## Outcome 1.2 An increasing and resilient network of green corridors provide habitat for plants and animals

#### Strategy 1.2.1 Maintain and increase Inner West's urban tree canopy

ID	Action	Responsible	Comment	Status
1.2.1.1	Continue the public tree planting program	Urban Forest	The tree planting contract commenced in December 2024.	
1.2.1.2	Deliver the Urban Forest Policy and Strategy	Urban Forest	Internal consultation completed and policy in draft with Executive review and endorsement scheduled in January 2025.	
1.2.1.3	Prepare operational plans for public tree management	Urban Forest	Due to commence in February 2025.	
1.2.1.4	Provide private tree assessments	Regulatory Services	Both tree permit assessments and referrals are being actioned above KPI requirements with 90% of permits assessed with 28 days and 99% of referrals undertaken in 21 days.	



On Track 🕗 On Target

★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

Rescheduled

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ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD	
				QI	Q2	Q3	Q4	
1.2.1a	Number of trees planted	Urban Forest	> 1,000	0	50			50 🛞
1.2.1b	Percentage of tree permit applications completed for tree pruning or removal on private land assessed within 28 days	Regulatory Services	> 80	55	90			72.50 🧿
1.2.1c	Percentage of development applications involving tree works provided within 21 days	Regulatory Services	> 70	41	99.19			70.10 🧭

## Strategy 1.2.2 Manage and improve Inner West's mid and understorey vegetation

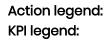
ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local plants for Council's natural areas including priority sites along the GreenWay	Park Planning and Ecology	Council's two nurseries continue to collect local seed stock and propagate plants to supply native plants for Council's natural areas and residents. The team will assist plant supply to GreenWay sites as they come online in 2025.	



ID	Action	Responsible	Comment	Status
1.2.2.2	Supply local plants to Inner West residents	Park Planning and Ecology	Plants are supplied to local homes and schools, as well as resident volunteer bushcare and verge garden programs, through Council's two native plant nurseries. Tree vouchers are also provided to Inner West kids through school excursions each quarter.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				QI	Q2	Q3	Q4	
1.2.2a	Number of bushcare volunteer hours	Park Planning and Ecology	> 200	499.50	944			1,443.50 🥥
1.2.2b	Number of nursery volunteer hours	Park Planning and Ecology	> 100	348.25	322.25			670.50 🥥
1.2.2c	Number of plants supplied from Council's nurseries	Park Planning and Ecology	> 2,500	4,004	672			4,676 🥝
1.2.2d	Number of bush care volunteer attendances per year	Park Planning and Ecology	> 1,400	229	321			550 ⊗

## Strategy 1.2.3 Protect, connect and enhance natural areas, biodiversity corridors and sensitive habitat



On Track 🕗 On Target

★ Completed ◎ Within Tolerance 8 Below Target

Behind Schedule

A On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
1.2.3.1	Finalise the Biodiversity Strategy	Park Planning and Ecology	Council adopted the new Biodiversity Strategy in December 2024. A set of priority actions have been adopted for the Ecology team to commence in the short term.	

ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD	
				QI	Q2	Q3	Q4	
1.2.3a	Number of citizen science survey events facilitated by Council	Park Planning and Ecology	> 6	5	7			12 🥥



## Outcome 1.3 Waterways are healthy and the community is water-sensitive, treating water as a precious resource

## Strategy 1.3.1 Implement water-sensitive policies and projects to improve the health of our waterways

ID	Action	Responsible	Comment	Status
1.3.1.1	Undertake community consultation and continue catchment planning	Park Planning and Ecology	Council is participating in "Get the Site Right", Parramatta River Catchment Group bank naturalisation and WSUD compliance programs as well as the Cooks River CMP program. Community consultation will commence for the Gumbramorra Swamp re-creation project in Q3 2025.	
1.3.1.2	Deliver Water Sensitive Urban Design "WSUD" and rainwater conservation programs	Park Planning and Ecology	Council is participating in the Parramatta River Catchment Group bank naturalisation and WSUD compliance programs as well as the Cooks River CMP program. A major grant for the re-creation of the historic Gumbramorra Swamp has been secured during this quarter.	

#### Strategy 1.3.2 Capture and use water from Inner West catchments



On Track 🕗 On Target ★ Completed ◎ Within Tolerance 8 Below Target

Behind Schedule

A On Hold

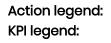
Rescheduled

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ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Park Planning and Ecology	Council's Senior Catchments Officer continues to deliver the rainwater tank rebate workshop according to demand through Council's Sustainability Hub at Summer Hill. An in- person workshop was held in October 2024.	

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress Callan Point swim site project	Park Planning and Ecology	An amended design which incorporates the concerns of key stakeholders including rowing groups and Ausgrid has been prepared. A governance structure for progressing constructive dialogue with Greater Sydney Parklands Authority has been prepared.	
1.3.3.2	Focus on education and contamination management to maximise recycling	Resource Recovery Planning	Council continues to engage the public through waste education and community messaging surrounding proper recycling practices and the Waste Busters program. In addition to recycling, the focus on re-use and the circular economy at Council's Sustainability Hub continues to grow.	



On Track 🕗 On Target

★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

🔺 On Hold

Rescheduled

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## Outcome 1.4 Air quality is good and air pollution is managed effectively

#### Strategy 1.4.1 Improve air quality through effective regulation and education

ID	Action	Responsible	Comment	Status
1.4.11	Conduct investigations on actual or potential pollution incidents to protect the environment and public health	Environmental Health and Building Regulation	All pollution incidents are investigated.	

ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD	
				QI	Q2	Q3	Q4	
1.4.1a	Percentage of actual or potential reported pollution incidents investigated and resolved	Environmental Health and Building Regulation	100	100	100			100 🧭

#### Strategy 1.4.2 Facilitate alternatives to private motor vehicle use to reduce exhaust emissions



On Track 🕗 On Target ★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
1.4.2.1	Implement the Electric Vehicle Encouragement Plan	Traffic and Transport Planning	Council adopted the Electric Vehicle Encouragement Strategy in May 2023 and the implementation of actions is ongoing. Council was successful in obtaining grants for 136 charging ports. Implementation is ongoing with 41 chargers installed. Two charging providers have been appointed to install public charging in 12 Council car parks with applications now lodged for State Government grants.	
			Through the EV Strategy's release, private companies have recognised that Council is "Open for Business" in relation to public EV charging, resulting in 13 additional public charging ports on private sites in the past 6 months, bringing the total to 45 ports since the EV strategy was exhibited.	

## Outcome 1.5 Inner West is zero emissions, climate adapted and resilient to the changing climate

Strategy 1.5.1 Respond to the Climate Emergency and implement the Inner West Climate and Renewables Strategy to mitigate greenhouse gas emissions

ID	Action	Responsible	Comment	Status
1.5.1.1	Implement the Sustainable Fleet Transition Plan	Fleet	Ninety-five percent of the pool car fleet is now electric vehicle with the last remaining of the pool cars on order to be received in early 2025.	

Strategy 1.5.2 Develop and implement a whole of Council climate adaptation strategy to build resilience to the changing climate

ID	Action	Responsible	Comment	Status
1.5.2.1	Adopt and implement the Climate Adaptation Plan	Urban Sustainability	The Climate Risk Assessment has been reported to Council and work to address identified priority risks has commenced. Preliminary work on the next stage of the Climate Adaptation Plan has commenced.	



ID	Action	Responsible	Comment	Status
1.5.2.2	Commence review of the Climate and Renewables Strategy	Urban Sustainability	Preliminary work on the review of this Strategy has commenced, including completion of draft community carbon inventory and Council's corporate carbon inventory.	



## Outcome 1.6 Inner West is a zero waste community with an active share economy

Strategy 1.6.1 Move towards a circular economy to avoid waste, reuse, share and recycle through education, information, projects and initiatives.

ID	Action	Responsible	Comment	Status
1.6.1.2	Commence the grant- funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	The Litter Less Roadmap has been adopted including an internal litter prevention working group. Resource Recovery Planning launched the litter monitoring program in October by setting up 6 long term monitoring sites in collaboration with the NSW Environment Protection Authority (EPA) and Department of Climate Change, Energy, the Environment and Water (DCCEEW).	

Strategy 1.6.2 Publicise and broaden access to local reuse and recycling infrastructure



On Track 🕗 On Target ★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

ID	Action	Responsible	Comment	Status
1.6.2.1	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	Council continues to work to identify appropriate sites, as sites which have been investigated to this point have presented planning and other challenges.	
1.6.2.2	Co-ordinate and deliver domestic and commercial waste services	Resource Recovery Operations	Domestic and commercial waste services are on track.	

ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD		
				Q1	Q2	Q3	Q4		
1.6.2b	Number of booked clean ups through the Optimo booking system (Baseline 2022/23 =72,449)	Resource Recovery Operations	< 79,694	15,842	16,447			32,289 🧭	)
1.6.2d	Material received at the Community Recycling Centres and Household Chemical Collection Events (Baseline 2022/23 = 185 tonnes)	Resource Recovery Operations	< 197.25	34.19	45.79			79.98 🧭	)
1.6.2f	Number of missed bins per year (Baseline 2022/23 = 15,065)	Resource Recovery Operations	< 15,065	4,895	5,566			10,461 😣	)

★ Completed ◎ Within Tolerance

On Track

🕗 On Target

Behind Schedule Below Target 🔺 On Hold

Rescheduled

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## Strategy 1.6.3 Increase recovery of organic material and provide a food organics recycling service to all households

ID	Action	Responsible	Comment	Status
1.6.3.1	Plan Council's waste and organics collection services	Resource Recovery Planning	The FOGO service has now been in place for over 12 months. Weekly opt-in collection and the 240L upsize continue to be offered for up to two years from the implementation date. Education and community engagement around Council's waste services continue to be a core function of the Resource Recovery Planning team.	
1.6.3.2	Embed Council's food recycling service (FOGO) to increase participation and recovery	Resource Recovery Planning	Staff have been working to monitor and recognise community efforts in exceeding Food Organics and Garden Organics (FOGO) targets in the first year of the service. A summer communications program has been developed. Contamination monitoring and community engagement has been ongoing by Waste Busters and Operations staff.	

Action legend: **KPI legend:** 

On Track 🕗 On Target

★ Completed ◎ Within Tolerance 8 Below Target

Behind Schedule

🔺 On Hold

Rescheduled

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# Strategic Direction 2 - Liveable, connected neighbourhoods and transport

Outcome 2.1 Development is designed for sustainability, net zero and improves health and wellbeing of the community

Strategy 2.1.1 Pursue integrated planning and urban design across public and private spaces to benefit community and local environment needs

ID	Action	Responsible	Comment	Status
2.1.1.1	Review LEP stage 2 consolidation	Strategic Planning	Council officers have incorporated environmentally sustainable provisions into the Parramatta Road Corridor planning proposal which has been sent to the Department of Planning Housing and Infrastructure.	
2.1.1.2	Create a staged approach to implement the Parramatta Road Corridor Urban Transformation Strategy	Strategic Planning	Stage 1 is currently with the Department of Planning Housing and Infrastructure for finalisation.	
2.1.1.3	Review and update the Local Strategic Planning Statement	Strategic Planning	Awaiting the Department of Planning Housing and Infrastructure to provide guidance on the timing on the Local Strategic Planning Statements following the State Government's housing reforms.	
Action legend: On Track KPI legend: On Target		★ Completed ◎ Within Tolerance	Behind Schedule A On Hold Rescheduled Below Target	

ID	Action	Responsible	Comment	Status
2.1.1.4	Progress the Tech Central Precinct in Camperdown and strategic partnership with Investment NSW and others	Strategic Planning	This project is on hold, awaiting formation of the Tech Central governance entity that incorporates Sydney University, Investment NSW, UTS and Sydney Local Health District to provide strategic direction and advocacy for the precinct.	

## Strategy 2.1.2 Monitor local development and ensure it meets legislative requirements for safety and amenity

ID	Action	Responsible	Comment	Status
2.1.2.1	Investigate complaints in relation to breaches of the Environmental Planning and Assessment Act	Environmental Health and Building Regulation	Breaches of the Environmental Planning and Assessment Act are being investigated.	
21.2.2	Investigate class 1b-9c premises in relation to fire safety and act as required to safeguard lives and property	Environmental Health and Building Regulation	Boarding House Inspection Program	



On Track 🕗 On Target

★ Completed ◎ Within Tolerance 8 Below Target

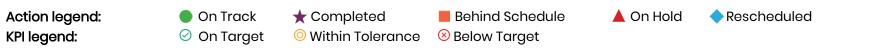
Behind Schedule

A On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
2.1.2.3	Proactively inspect and regulate places of shared accommodation such as boarding houses for breaches of legislation and act as required to safeguard the health and amenity of residents	Environmental Health and Building Regulation	Inspections are taking place as part of the Boarding House Inspection Program.	
2.1.2.4	Continue to provide Principal Certifier Authority (PCA) services	Environmental Health and Building Regulation	Council continues to provide Principal Certifier Authority (PCA) Services.	



## Outcome 2.3 Public spaces are welcoming, accessible, clean and safe

#### Strategy 2.3.1 Plan, deliver and maintain public spaces that fulfil and support diverse community needs and life

ID	Action	Responsible	Comment	Status
2.3.1.1	Continue developing public domain master plans as per agreed program	Strategic Planning	Public domain masterplans for Marrickville, Dulwich Hill and Enmore/Newtown have been developed and will be exhibited in 2025 for adoption. Preparation for Leichhardt town centre masterplan is underway with consultants appointed.	
2.3.1.2	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	All key performance indicators for this service were met in the second quarter.	
2.3.1.3	Deliver the Main Streets Strategy	Strategic Planning	In April 2024, Council endorsed seven projects under Main Streets Revitalisation with more than 30 sub-projects making up the overall Main Streets Strategy. An Outdoor Dining Policy is also in development in conjunction with the Local Approvals Policy.	



★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
2.3.1.4	Deliver the Public Toilet Strategy	Capital Works	<ul> <li>Projects in progress include:</li> <li>Camdenville Park amenities (contract awarded December 2024)</li> <li>Mackey Park amenities (Design)</li> <li>Hammond Park amenities (Design)</li> <li>Tempe Reserve amenities (Alexandra Canal amenities nearing completion)</li> <li>Richard Murden Reserve Toilet (Design)</li> <li>Birchgrove Park amenities block (Design)</li> <li>Pratten Park amenities (Design)</li> <li>Elkington Park toilets (Design)</li> <li>Gladstone Park (Design)</li> <li>McNeilly Park Toilet Upgrade (Design)</li> <li>Completed projects:</li> <li>King George Park amenities</li> <li>Leichhardt No 2 amenities</li> </ul>	
2.3.1.5	Undertake outdoor dining approvals	Regulatory Services	Approvals undertaken	

On Track
 On Target

★ Completed ◎ Within Tolerance

Behind Schedule Below Target 🔺 On Hold

Rescheduled

ID	Key Performance Indicator	Responsible	Target		RESU	JLTS		YTD	
				Ql	Q2	Q3	Q4		
2.3.1a	Percentage of expenditure of town centre upgrade budget	Capital Works	100	4.10	10			10	$\otimes$
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	Civil Maintenance	< 40	40	40			40	Ø
2.3.1c	Average number of working days to complete verge maintenance (mowing) from October to March	Civil Maintenance	< 20	0	23			11.50	Ø
2.3.1d	Average number of working days to complete verge maintenance (mowing) from April to September	Civil Maintenance	< 40	40	0			40	Ø
2.3.1e	Average number of days to complete high-pressure cleaning of each shopping centre every three months	Civil Maintenance	< 60	60	60			60	Ø
2.3.1f	The number of Gross Pollutant Trap /Nets cleaned	Civil Maintenance	> 37	37	37			37	Ø
2.3.1g	The number of Pits cleaned	Civil Maintenance	> 194	242	255			248.50	$\odot$
2.3.1h	Percentage of potholes repaired within 48 hours (Note-weather dependent)	Civil Maintenance	> 80	90	90			90	Ø
Action   KPI lege	legend: On Track ond: On Target	★ Completed ◎ Within Tolerance	Behind Sche		A On Hold	◆ Resch	eduled	Dago <b>d</b>	7 - 6 05

#### Strategy 2.3.2 Ensure private spaces and developments contribute positively to their surrounding public spaces

ID	Action	Responsible	Comment	Status
2.3.2.1	Integrate with the NSW planning portal	Development Assessment	The integration with the NSW Planning Portal is active for Development Applications. Currently awaiting updates to the NSW Planning Portal to enable enhancements and complete integration.	

ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Ql	Q2	Q3	Q4	
2.3.2a	Median determination timeframes for Development Applications (days)	Development Assessment	< 85	62	70			70 🥝
2.3.2b	Median completion time of applications for pre- lodgement advice (days)	Development Assessment	< 10	7	8			0

Action legend: KPI legend:

On Track 🕗 On Target

★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

Rescheduled

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2.3.2c	Percentage of site visits undertaken within 28 days of the application being accepted	Development Assessment	> 75	70	59		64.50	8
2.3.2d	Percentage of development applications from NSW Planning Portal to Council's planning system within 10 days	Development Assessment	100	100	61		80.50	⊗
2.3.2e	Percentage of neighbour notifications posted within 7 days following payment of all fees	Development Assessment	100	90	78		84	8
2.3.2f	Percentage of internal referrals obtained within 14 days	Development Assessment	> 80	46	49		47.50	8

On Track

🕗 On Target

★ Completed

🔘 Within Tolerance

😣 Below Target

🔺 On Hold

Behind Schedule

Rescheduled

## Outcome 2.4 People have a roof over their head and a safe, secure place to call home

#### Strategy 2.4.1 Increase social, community and affordable, liveable housing with good amenity, across the Inner West

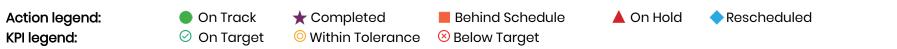
ID	Action	Responsible	Comment	Status
2.4.1.1	Progress delivery of affordable housing in the Hay Street car park	Properties and Strategic Investments	Council continues to liaise with Link Wentworth to review design concepts, site yields and potential planning reforms. These steps are required before proceeding with finalising designs and assessing development feasibility, including preparing project budgets and indicative delivery timelines.	

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Review the Inner West Homelessness Protocol and Policy	Community Wellbeing	The process for responding to Homelessness matters within Council is being reviewed through cross-council team discussions. These discussions will inform a revised Homelessness Policy and Protocol.	



ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Ql	Q2	Q3	Q4	
2.4.3a	Percentage of people sleeping rough reported to Council that are referred to homeless service providers	Community Wellbeing	100	100	100			100 🥥



#### Strategy 2.5.1 Improve public transport services

ID	Action	Responsible	Comment	Status
2.5.1.1	Prepare a Public Transport Position Paper	Traffic and Transport Planning	The "How We Move Why We Move" study has been completed, which will contribute to the further development of the Public Transport Position Statement, currently in draft form.	



## Outcome 2.6 People are walking, cycling and moving around Inner West with ease

#### Strategy 2.6.1 Deliver safe, connected and well-maintained networks of transport infrastructure

ID	Action	Responsible	Comment	Status
2.6.1.1	Implement Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	Council is implementing a number of cycling projects: Pyrmont Bridge Road cycleway, Cooks to Cove GreenWay (construction), St Peters to Sydenham station link, Lilyfield Road cycleway (design), Marrickville Road East cycleway (design), East-West Pedestrian and Cycle link {EWPCL} (design), Livingstone Road upgrades (construction), Strategic investigation of cycling routes in Ashfield- Haberfield (report), Active Travel to Schools Study (report) and Iron Cove Creek Cycleway (masterplan complete with design scheduled). A study is also underway for Potential Routes for Inclusion in Future Cycling Action Plans.	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff continue to support safe walking around schools through the development and implementation of strategies including the completed Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies. Council is also undertaking the Active Travel to Schools study which will be completed in 2024/25.	

Action legend: **KPI legend:** 

On Track 🕗 On Target ★ Completed

Behind Schedule

A On Hold

Rescheduled

◎ Within Tolerance ⊗ Below Target

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ID	Action	Responsible	Comment	Status
2.6.1.3	Deliver the GreenWay project	Capital Works	Construction works are continuing to progress across all sections of the GreenWay alignment.	
			Lewisham West Dog park was opened to the public on the 7 December 2024.	
			Target completion date is June 2025 (subject to weather conditions).	
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pyrmont Bridge Road Cycleway)	Capital Works	Design and Construct delivery agreement with TfNSW is being negotiated based on revised project scope and budget. Program for delivery of works to be developed as part of this process.	
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	Projects scheduled under the PAMP are underway and progressing as planned.	

Strategy 2.6.2 Manage the road network to increase safety and prioritise active and public transport over private motor vehicles

ID	Action		Responsible	Comment	Status		
2.6.2.1	10	ouncil's parking nagement system	Traffic and Transport Planning	rt The upgrade of Council's parking meters to digital meters is completed, along with the provision of a pay parking app. The upgrade of the parking permit management system is under preliminary investigation and trial.		of a pay parking t management	
Action KPI lege	legend: end:	● On Track ⊘ On Target	★ Completed © Within Tolerance	Behind Schedule	🔺 On Hold	Rescheduled	

ID	Action	Responsible	Comment	Status
2.6.2.2	<ul> <li>Prepare Council's Parking</li> <li>Strategy</li> <li>Traffic and Transport</li> <li>Planning</li> <li>Planning</li> <li>An initial draft of Council's parking strategy is under development with a draft strategy expected to be provided to Council in the first half of 2025. The parking permit scheme review is in progress.</li> </ul>			
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Capital Works		
2.6.2.4	Undertake parking and ranger patrols	Regulatory Services	Parking Services has undertaken 1020 patrols of Residential Parking Scheme areas and conducted 174 school patrols within the period.	

ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Ql	Q2	Q3	Q4	
2.6.2c	Percentage of LATM program budget delivered	Capital Works	100	7.40	19			19 ⊗

# Strategy 2.6.3 Collaborate on innovative, accessible transport options

ID	Action		Responsible	Comment			Status
2.6.3.1	Prepare a Freight and Services Delivery Plan		Traffic and Transport Planning	The final Freight and Services Delivery Study has been completed and will be used to inform the development of Council's Freight and Services Delivery Strategy.		he development of	
Action le KPI lege	•	● On Track ⊘ On Target	★ Completed ◎ Within Tolerance	Behind Schedule 8 Below Target	🔺 On Hold	Rescheduled	

# Strategic Direction 3 - Creative communities and a strong economy

### Outcome 3.1 Creativity and culture are valued and celebrated

#### Strategy 3.1.2 Celebrate and promote awareness of the community's history and heritage

ID	Action	Responsible	Comment	Status
3.111	Implement the Arts and Music Recovery Plan	Living Arts	Current initiatives for the Arts and Music Recovery Plan include the processing of Expressions of Interest (EOI) for Perfect Match, ongoing programming for Newtown Art Seat and Chrissie Cotter, and the delivery of Cultural Connections, which featured Suara Dance X Langen Suka & Worship Birthday. Work with Jasmine Sarin on the GreenWay Public Art project continues, and the commissioning of a new Perfect Match is underway. Plans are also in place to support emerging and young artists through education pathways via the EDGE program, set to launch in early 2025.	



ID	Action	Responsible	Comment	Status
3.1.1.2	Deliver Council's annual Young Creatives Awards program	Libraries and History	The Young Creatives 2024 program has concluded, with 358 entries received across film, writing and art. Awards events were held at Chrissie Cotter Gallery and Marrickville Library with 290 attendees.	
			Associated events such as live readings, public film screenings and the art exhibition attracted 412 attendees. For the first time the shortlisted writing was published into an Anthology, now available for borrowing. The People's Choice Awards received an impressive 1,430 votes.	
3.11.3	Support participation of Aboriginal creatives in delivering Council's arts programs	Living Arts	Ongoing work with artist Jasmine Sarin as part of GreenWay, the engagement of Jason Wing for the Ashfield Service Centre mural Expression of Interest (EOI) and ongoing liaison with him regarding the Illoura Reserve Survival Memorial. Virginia Keft contributed to the Newtown Art Seat project, while artist Hayley Pigram (Boomalli) presented on how to succeed as an artist from a Black, Indigenous, and people of colour (BIPoC) background.	
3.1.14	Lead the implementation of the Creative Spaces recommendations	Living Arts	During this quarter, the team delivered the Creative Trails program across Marrickville and Sydenham on 2-3 November, which included 40 studios supporting 200 artists, along with 10 specialist-led tours. Council also developed a renewed Creative Spaces program for 2025, utilising available Council property assets.	

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ID	Action	Responsible	Comment	Status
3.1.1.5	Lead the implementation of the Cultural Strategy	Living Arts	In this quarter, Council has focused on delivering professional development opportunities through the EDGE program in 2025, planning destination and tourism projects with the Economic Development team for creative spaces scheduled for 2025 and working up a renewed Creative Spaces program for 2025 with Council property assets.	



# Outcome 3.2 Inner West remains the engine room of creative industries and services

### Strategy 3.2.1 Promote the Inner West as a leading destination for creativity including street art, live music and performance

ID	Action	Responsible	Comment	Status
3.2.1.1	Deliver the program of Council produced events	Events	Between October and December, Council delivered or partnered with organisations to deliver various events, including the Marrickville Music Festival, 2044 Street Takeover, International Day of People with Disability, People and Culture Values and Service Awards, and New Year's Eve activities in Balmain.	
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Events	During the quarter, Council worked with several community and creative groups to deliver a range of events. These included the Stanmore Music Festival, Oxi Day, Newtown Street Party, and Norton Street Festa. Additionally, Council supported 12 community groups through the Community Festive Grants and hosted Carols on Norton, Remembrance Day, the South by Southwest (SXSW) Enmore event, and Goolay'yari Sounds.	



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ID	Action	Responsible	Comment	Status
3.2.1.3	Deliver an annual program of new creative commissions and activations through the EDGE program	Living Arts	Staff are developing the strategy and delivery models for the 2025 EDGE Program, including the framework and delivery outcomes through to June 2026. Discussions have commenced with the Biennale of Sydney regarding a potential partnership for 2026.	
3.2.1.4	Investigate additional entertainment precincts for the Inner West	itional Strategic Planning Six special entertainment precincts in Marrickville,		
3.2.1.5	Roll out culture counts evaluation for the events program	Events	Culture Counts is now a permanent part of our event processes. Feedback from events throughout 2024 shows that Council is exceeding national benchmark levels and improving scores on key elements. Other teams within Council are also integrating the Culture Counts program into their own initiatives.	

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ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Q1	Q2	Q3	Q4	
3.2.1a	Percentage of major events program completed	Events	100	0	50			50 🧭
3.2.1b	Number of stakeholders (organisations including community and business) engaged through events program	Events	> 500	0	1,843			1,843 🧭
3.2.1c	Number of stakeholders (creative participants) delivering work through events program	Events	> 500	0	1,273			1,273 🥥
3.2.1d	Percentage of local stakeholder participation in events program	Events	> 80	0	80			80 🥥

Strategy 3.2.3 Build new content, audiences and professional opportunities through local programs, including for young and emerging creatives



ID	Action	Responsible	Comment	Status
3.2.3.1	Deliver the Perfect Match program	Living Arts	This quarter included the evaluation period for Expressions of Interest (EOI) for the Perfect Match program, which attracted applications from 145 artists and 63 private properties. Successful applicants have been notified of their selection, and the planning phase for the artworks is now underway.	

ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD	
				Q1	Q2	Q3	Q4	
3.2.3a	Number of Perfect Match projects per year	Living Arts	> 40	11	4			15 🛞



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#### Strategy 3.3.1 Assist businesses growth, innovation and improvement

ID	Action	Responsible	Comment	Status
3.3.1.1	Finalise the Economic Development Strategy using the principles of community wealth building as key pillars	Economic Development	The Economic Development Strategy has been drafted and following Council endorsement will be placed on exhibition for comment from businesses and the community in 2025.	
3.3.1.2	Facilitate business engagement in place making	Economic Development	Discussions with local businesses and business chambers are ongoing, particularly regarding local built form improvements in the public domain such as street furniture and planting to further improve town centres.	
3.3.1.3	Provide business support for local small businesses in community languages	Economic Development	Interpretation and translation services are provided in common second languages to provide equity and support for a diverse range of local businesses.	
3.3.1.4	Achieve purple flag accreditation at Marrickville and continue to work with the NSW Government to achieve this.	Economic Development	Marrickville Road and Illawarra Road sections of Marrickville was announced as receiving purple flag recognition in July 2024.	*



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#### Strategy 3.4.2 Collaborate with business and industry on social and environmental initiatives

ID	Action	Responsible	Comment	Status
3.4.2.1	Conduct an annual education program targeting a specific business sector to improve environmental outcomes and best practice	Environmental Health and Building Regulation	Food shop Waste laneways project	
3.4.2.2	Conduct investigations relating to water pollution incidents from building sites to protect the environment and public health	Regulatory Services	Ranger Services officers respond to and investigate all reports of water pollution incidents from building sites, with fourteen reported and investigated during the quarter. Site inspections are also carried out proactively on large scale developments with 32 undertaken in the period.	

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# Strategic Direction 4 - Healthy, resilient and caring communities

Outcome 4.1 The Inner West community is welcoming and connected

Strategy 4.1.1 Celebrate, value and respect the diversity of the Inner West community

ID	Action	Responsible	Comment	Status
4.1.1	Partner with Twenty10 for the establishment, launch and ongoing operation of the Pride Centre	Community Wellbeing	The Pride Centre has officially opened, with operational management handled by the tenant, Twenty10. Community bookings for the space are due to be operational within the first quarter of 2025. The ongoing operational performance of the Pride Centre is managed through a Program Agreement with regular reporting intervals in place.	
4.1.1.2	Lead the implementation of the Anti -Racism Strategy	Community Wellbeing	Contact with all Council internal stakeholders regarding their actions and accountability within the Anti-Racism Strategy has been made.	



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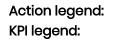
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ID	Action	Responsible	Comment	Status
4.1.1.3	Deliver Community Wellbeing projects and programs to meet the identified needs of the Inner West community	rojects and Wellbeing o meet the eeds of the Inner	In December, two key public events were held to meet the needs of the Inner West Council community. International Day of People with a Disability was celebrated on 3 December and included the raising of the Disability Pride Flag. The 16 Days of Activism campaign (25 November to 10 December) was marked by Council on 10 December with a gathering that highlighted and raised awareness of the role of healing and recovery within the NSW Domestic and Family Violence Plan 2022-2027. In addition to this, workshops on financial assistance and what is gender- based violence were held in partnership with local service providers.	
4.11.4	Celebrate culturally significant days with and on behalf of the community (e.g. days of remembrance)	Community Wellbeing	The International Day of People with a Disability (3 December) and the 16 Days of Activism (25 November to 10 December) were both marked in December 2024. Events were planned with and for the community. This resulted in the delivery of financial wellbeing workshops, information sessions about gender-based violence, a panel discussion from those living with disability and an inclusive, accessible event.	
4.11.5	Partner with Settlement Services International to support the Community Refugee welcome centre	Community Wellbeing	A new partnership agreement with Settlement Services International to support the Community Refugee Welcome Centre was finalised. As per the Service Level Agreement between Inner West Council and Settlement Services International, regular reporting on performance is provided.	
Action KPI lege	legend: ● On Track end: ② On Target	★ Completed ◎ Within Tolerance	Behind Schedule A On Hold Rescheduled Below Target	

ID	Action	Responsible	Comment	Status
4.1.6	Deliver Hannaford Centre programs and activities	Community Wellbeing	On 2 November, the Hannaford Art and Craft Fair presented beautiful creations created by local seniors. A BBQ on Darling Street encouraged the community to engage with the Fair. The Fair also included a presentation by Council's Environment and Sustainability team on local biodiversity, Council's biodiversity policy, and how the community can participate. Over the quarter, 29 activities per week were delivered. This equates to 53 hours per week of activities for the local community to engage with.	
4.1.1.7	Develop a Wellbeing Strategy	Community Wellbeing	The development of a Wellbeing Strategy has not yet commenced.	
4.1.1.8	Lead the implementation of the Children and Youth Strategy	Community Wellbeing	The Children and Youth Strategy will be completed prior to implementation commencing.	

# Strategy 4.1.2 Foster inclusive communities where everyone can participate in community life



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ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Healthy Ageing Strategy	Community Wellbeing	In October, as part of Mental Health Month, a community presentation discussing strategies for mental wellbeing in later life was held by Council in partnership with two local Healthy Ageing Hubs. This featured experts from the Healthy Brain Ageing Clinic and other local organisations. In November, a free 7-week evidence-based program for Inner West residents aged 65+ to reduce falls and boost independence was delivered in Mandarin. Council also worked with Dementia Australia EDIE Training to deliver two 2-hour immersive virtual reality workshops for Council staff to improve understanding and support for people living with dementia.	
4.1.2.2	Develop and implement Community Safety Action Plan	Community Wellbeing	The Community Safety Action Plan engagement report is set to be finalised. A roundtable with local agencies has been scheduled for March 2025 to provide additional input for the final plan.	
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	The engagement report that considered the feedback from 350 young people was completed and is being used to develop the strategy.	
4.1.2.4	Lead Child Safe policy and practice across Council	Social and Cultural Planning	Council has completed phase one of an extensive roll out of specialist child safe practice training to frontline staff who have daily contact with children and young people. This industry leading practice training has been provided by the Association of Children's Welfare Agencies.	



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### Strategy 4.1.3 Address social inequity, obstacles to participation and social exclusion

ID	Action	Responsible	Comment	Status
4.1.3.1	Lead the implementation of the Disability Inclusion Action Plan	Social and Cultural Planning	Second-year results have been reported in Council's annual report and to the NSW Disability Council. Key results in this quarter included partnering with Sydney Local Health District Mental Health Services to create another open mic afternoon, Heaps Mad, in October 2023. This event helped build understanding, offer support and provide a voice to people living with mental health challenges. Participants expressed their stories through poetry, music and dance.	

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# Outcome 4.2 Aboriginal and Torres Strait Islander Peoples and culture flourish and enrich the Inner West

Strategy 4.2.1 Centre Aboriginal and Torres Strait Islander needs and voices at the heart of initiatives, policies and strategies

ID	Action	Responsible	Comment	Status
4.2.1.1	Deliver the second Aboriginal survival memorial in Illoura Reserve (Balmain)	Social and Cultural Planning	The location of the survival memorial has been finalised. An arborist report has been completed along with a geotechnical survey of the location. The Heritage Statement and Statement of Environmental Effects have been completed and an application for approval has been prepared for submission to the NSW Minister for Heritage. There have been regular meetings with the appointed artist. The memorial is scheduled for completion in 2025.	
4.2.1.2	Lead establishment of the Aboriginal Community Hub	Social and Cultural Planning	The establishment of the Aboriginal Community Hub is underway, with a further report to Council on next steps scheduled for March 2025.	

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history



ID	Action	Responsible	Comment	Status
4.2.2.1	Lead implementation of Aboriginal Reconciliation Action Plan year two actions	Social and Cultural Planning	<ul> <li>Key results in this period include:</li> <li>The Aboriginal Survival Memorial in Yeo Park has won two awards: an Australian Good Design Award for the artists and creative team, and Council has won the 2024 Community Spirit and Inclusion Award of the Keep Australia Beautiful Foundation.</li> <li>Collaboration with Marrickville Golf and Community Club over the three Council funded illuminated Wurridjal's (Mullets) on the greens of Marrickville Golf Course has led to a decision to retain them on site. Council has funded an upgrade for weather treatment and solar lighting to enable permanent display.</li> <li>Design work is underway for memorialisation of the birth of the Koori Knockout at Camdenville Oval.</li> </ul>	

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# Outcome 4.3 People have opportunities to participate, and develop their health and wellbeing

#### Strategy 4.3.1 Provide facilities, spaces and programs that support community health and wellbeing

ID	Action	Responsible	Comment	Status
4.3.1.1	Continue to work with NDIS service providers and stakeholders to deliver community programs/ services	Aquatic Services	National Disability Insurance Scheme (NDIS) services providers and program support processes are in place at Council's aquatics facilities. Working with NDIS and a range of other community groups is a core driver for the Aquatics and Recreation team.	*
4.3.1.2	Undertake Leichhardt Park Masterplan upgrade as per schedule (4-year program of capital works)	Capital Works	Leichhardt Park Aquatic Centre (LPAC) upgrade project schedule is: *Stage 1- complete by October 2025 *Stage 2- complete by September 2026	
			Tender for Stage 1 was awarded in December 2024 with works commencing on-site in winter 2025.	
			Community engagement for proposed Stage 2 designs closes in late January 2025.	



ID	Action	Responsible	Comment	Status	
4.3.1.3	Manage Council's five aquatic centres, two recreation centres and water play park	Aquatic Services	Our memberships across all sites continue to grow with almost 6,000 members taking up the Inner West Fitness pass. Our group Fitness attendance is equally strong with over 350+ classes delivered each week across 5 locations. The most popular classes continue to be Aqua Aerobics, Pilates, Yoga, Pump and our seniors' programs. The Squads program resumes regular operations as of 13 January with an increased program offering over 30 sessions per week across our 3 sites. Our Learn to Swim Program returns to regular operations as of 13 January and continues to grow with over 6,000 enrolments across the 3 sites. Our School Swimming program offers lessons to local schools with great feedback.		
4.3.1.4	Deliver the adopted Companion Animal Plan 2024-28	Regulatory Services	The Companion Animal Action Plan details the way Council intends to manage companion animal related matters for the next four years. It is in draft and following Council consideration is planned for community engagement in 2025.		
4.3.1.5	Deliver education activities to promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Regulatory Services	Companion Animal services delivered an information stand in Hoskins Park this quarter. The stand was attended by 15 people with 75% of microchip details found to be out of date. Officers assisted the community by updating microchip information on the NSW Pet Registry. A-Frame and etiquette signage was distributed across 9 parks across the LGA, these parks are a combination of on leash, off leash, time share and in prohibited areas.		
Action I (PI lege	egend: ● On Track end: ② On Target	★ Completed ◎ Within Tolerance	Behind Schedule On Hold Rescheduled 8 Below Target		

# Strategy 4.3.2 Build connected communities and provide opportunities for social participation

ID	Action	Responsible	Comment	Status		
4.3.2.1	<ul> <li>Prepare Park Plans of</li> <li>Management and</li> <li>masterplans for community</li> <li>and Crown Lands: Jarvie</li> <li>Park, Camperdown Memorial</li> <li>Rest Park, Wicks Park, Richard</li> <li>Murden Reserve and Jack</li> <li>Shanahan Reserve and</li> <li>Easton Park</li> </ul>	Parks Planning and Recreation	Community engagement is completed. Draft Plans of Management are being prepared. Easton Park is being bundled with Rozelle Parklands for completion in 2024/25.			
4.3.2.10	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	Safety Audit has been completed and reported to Council.	$\star$		
4.3.2.2	Complete a draft generic Plan of Management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Community engagement and public exhibition has completed. Final consultation report and report to Council with adjustments for individual pocket parks or "blanket" revisions (eg. sensory gardens) is planned for mid-2025.			
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre	Aquatic Services	Master planning for Robyn Webster sports centre has commenced, looking into the future needs for the community. Initial community engagement has been completed. The review of Debbie and Abbie Borgia recreation centre continued, and a new café operator has been appointed and the café now open.			

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ID	Action	Responsible	Comment	Status
4.3.2.4	Construct an inclusive playground at Richard Murden Reserve	Capital Works	Construction tender to be awarded in February 2025 with construction planned to commence on-site from March 2025.	
4.3.2.5	Host Parramatta River Catchment Group (1 July 2024 onwards)	Parks Planning and Recreation	The Parramatta River Catchment Group (PRCG) is now based at Council's Petersham Service Centre with a new Manager and Riverkeeper hired. Programs such as stormwater compliance and bank naturalisation are being launched from within the Inner West.	*
4.3.2.6	Prepare Rozelle Parklands Plan of Management and Masterplan	Parks Planning and Recreation	The draft Plan of Management and Masterplan for Rozelle Parklands (and Easton Park) has been placed on community consultation throughout December 2024 and January 2025.	
4.3.2.7	Restore wetlands adjacent to Blackmore Park	Parks Planning and Recreation	The area is now managed by Council's Ecology Section and restoration planting/ works, which will take some years to fully mature, have commenced.	*
4.3.2.8	Investigate Hercules Creek as a natural area for Council to manage and protect natural assets	Parks Planning and Recreation	Hercules Creek has been added as a Priority Biodiversity Area in Council's Biodiversity Strategy and has been accommodated in the design of the Greenway.	*

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ID	Action	Responsible	Comment	Status
4.3.2.9	Investigate the feasibility of a swim site as part of the Mort Bay Plan of Management	Parks Planning and Recreation	Preliminary investigations for the Mort Bay Swim Site have commenced, with initial water quality monitoring feasibility profiles provided by Sydney Water and NSW DCCEW in November 2024. Community consultation for park upgrade works commenced this quarter and has informed the local community about the preliminary investigation for the swim site.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Ql	Q2	Q3	Q4	
4.3.2b	Number of parks bookings (e.g. schools, commercial fitness trainers, weddings, picnics, excluding sporting ground bookings)	Parks Planning and Recreation	> 6,000	166	3,050			3,216 🥑
4.3.2c	Percentage utilisation of sporting grounds	Parks Planning and Recreation	> 90	95	95			95 🧭

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# Outcome 4.4 People have access to the services and facilities they need at all stages of life and all abilities

Strategy 4.4.1 Plan and deliver infrastructure and services for a changing and aging population and those with disability

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Properties and Strategic Investments	A customer survey is included for each new hirer and the results will be published as part of the report on the use of venues at the February Council meeting.	
4.4.1.2	Manage processes for booking town hall spaces and activations	Properties and Strategic Investments	The information and processes have been updated to reflect the new Grants and Fee Scale Policy.	
4.4.1.3	Provide enhanced access to town halls spaces for the creative community via the venue hire booking system	Properties and Strategic Investments	The creative use of Town Halls has been updated which includes guidelines for bookings and a concierge is available to assist with bookings.	



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ID	Action	Responsible	Comment	Status
4.4.1.4	Deliver programs and activities at Council's community centres	Community Wellbeing	A new lease and Program Agreement was finalised with 3Bridges for the Summer Hill Neighbourhood Centre. Partnerships continue with Settlement Services International (SSI) and Twenty10 at other locations in the Inner West Local Government Area (LGA). The Newtown Neighbourhood Centre continues to collaborate with Inner West Council, and the Together2 Rozelle Neighbourhood Centre has been supported through the International Day of People with a Disability expression of interest for funding, specifically an all-ability carol concert.	

Strategy 4.4.2 Provide quality children's education and care services to ensure a strong foundation for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.2.1	Achieve 'meeting or exceeding' national quality standards for all early learning services	Children's Services	No further services have been assessed in this quarter. All services are maintaining a rating of meeting or exceeding the National Quality Standards.	
4.4.2.2	Ensure all early learning services are financially sustainable	Children's Services	Utilisation for the Early Learning services has increased from 94% to 96% in this quarter.	

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### Strategy 4.4.3 Provide facilities, resources and activities for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.3.1	Participate and collaborate with neighbouring councils to develop an Aboriginal collection catalogue standard	Libraries and History	Discussions have been held at Zone Collections Meetings regarding how libraries are assessing and updating their First Nations cataloguing practices. Officers are currently assessing best practices and reviewing other libraries' online catalogues for First Nations collections, guided by the 2024 'Guidelines for First Nations Collection Description' document produced by Tui Raven. This document provides guidance in cataloguing First Nations collection materials. Officers are also Investigating the incorporation of appropriate Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) subject headings into bibliographic catalogue records.	
4.4.3.2	Implement the evaluation framework for library and history programs; and develop and implement a schedule for library services	Libraries and History	The evaluation framework for library services and programs has been implemented to measure creativity, learning, literacy, connection, digital engagement, safety and trust, relevance, role, enterprise, and skills. A draft Public Library Evaluation Network report was received from Culture Counts, showing that 95% of the 2,200 respondents rated the library as good or excellent.	



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ID	Action	Responsible	Comment	Status
4.4.3.3	Programs Pro		The library delivered 460 programs, attracting a total attendance of 14,351 people. Program highlights included the Young Creatives Awards, a talk by Australian science author Karl Kruszelnicki on 29 October at Marrickville Pavilion, and an exhibition and talk titled Callan Park's Veterans: A Century of Connections at Leichhardt Library on 11 November as part of the History Week celebrations.	
4.4.3.4	Implement the Council electronic rostering system	Libraries and History	This project has been placed on hold and is currently under review for reconsideration and rescoping.	
4.4.3.5	Raise the awareness and increase usage of Home Library Service	Libraries and History	This project is due to commence in January 2025.	
4.4.3.6	Deliver Step Back in Time - Site Studies with Virtual Reality	Libraries and History	The study of the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) site is now complete. Research and development are in progress for the Ashfield and Balmain sites, as well as the Aboriginal history project. The development of the virtual reality component of the Dawn Fraser site, along with the 3D object scans, is nearing completion.	

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ID	Key Performance Indicator	Responsible	Target	RESULTS			YTD	
				Q1	Q2	Q3	Q4	
4.4.3a	Number of library members per year	Libraries and History	> 80,000	97,203	101,386			101,38 🥑 6
4.4.3b	Ratio of library members compared to Population per year	Libraries and History	> 46	50.50	53.83			52.16 🥥

### Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Undertake regular building	Facilities	Ongoing building condition audit inspections are being	
	condition audits	Management	undertaken.	



Strategic Direction 5 - Progressive, responsive and effective civic leadership

Outcome 5.1 Council is responsive and service-focused

Strategy 5.1.1 Deliver responsive and innovative customer service



ID	Action	Responsible	Comment	Status
5.111	Implement the Customer Experience Strategy	Service Transformation	The implementation of the actions outlined in the Customer Experience Strategy is on track, with the following progress made: *Developed a Complaints Operational Management Standard and accompanying mandatory eLearning module. *Conducted weekly mobile customer service stalls at various locations throughout the Local Government Area (LGA). *Commenced a website redesign to create a user-centred experience with intuitive features and consistent visual elements. *Continued with the development of a Digital Experience Platform. *Continued delivering plain English and quality correspondence training programs to all staff. *Analysed customer experience metrics across all digital channels.	
5.1.1.2	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Solution is in test phase for deployment of missed bin requests to field staff, with automatic response to be provided to the customer when they are collected.	

On Track
 On Target

★ Completed ◎ Within Tolerance

Behind ScheduleBelow Target

🔺 On Hold

ID	Action	Responsible	Comment	Status
5.1.1.3	Develop and implement a change management framework	Service Transformation	Continued work on the Change Management Framework with a strong focus on integrating best practices to ensure alignment with Council's strategic objectives. Additional software training is scheduled for this month. On track to deliver change management framework by 30 June 2025.	
5.1.1.4	Undertake business improvement initiatives	Service Transformation	Thirteen business improvements are currently in the analysis phase, with actions being developed and recommended for implementation.	
5.11.5	Conduct weekly customer service stalls in key areas across the Inner West	Customer Service	Since July 2024, the Mobile Customer Service team has served 5,024 customers. Stalls at Council events have continued to prove popular, with 183 customers served at the Marrickville Music Festival in October 2024 and 136 Customers served at the Stanmore Music Festival in November 2024. Jazz in the park was cancelled in December due to inclement weather.	

On Track
 On Target

★ Completed○ Within Tolerance

Behind Schedule 8 Below Target 🔺 On Hold

ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Q1	Q2	Q3	Q4	
5.1.1a	Customer Satisfaction (Voice of Customer – post call survey - out of 5)	Customer Service	> 4.30	4.30	4.40			4.35 🧭
5.1.1b	Percentage of customer calls answered within 60 seconds	Customer Service	> 80	87.77	89			88.38 🥥
5.1.1c	Percentage of back office processing time (emails, applications, payments and forms) within 5 business days	Customer Service	> 95	100	100			100 🧭
5.1.1d	Percentage of customer requests and applications via the online service portal	Customer Service	> 55	45	52			48.50 ⊗
5.1.1e	Mystery Customer Score achievement	Customer Service	> 85	0	0			0 😣
5.1.1f	Percentage of service provided at Inner West Customers at counters within 3 mins	Customer Service	> 80	93	88			90.50 🧭

Strategy 5.1.2 Monitor performance and implement continuous improvement to meet the changing needs of the community

Action legend: KPI legend:

On Track 🕗 On Target ★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

🔺 On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
5.1.2.1	Deliver the annual training and development program	People and Culture	The rolling out of the annual training and development initiatives as per the agreed Learning and Development plan is in progress.	
5.1.2.2	Deliver business improvement staff training program	Service Transformation	Completed the final module of the six sigma 4-day training program in October 2024. The majority of the 10 initiatives have successfully advanced to the analysis phase, with actionable recommendations actively being developed and prepared for implementation.	*
5.1.2.3	Implement and report the service review program	Service Transformation	The following progress was made during the quarter: * Access to Information (GIPA) review commenced in December 2024. * Public Trees review scheduled to commence in January 2025.	
5.1.2.4	Implement project management system	Service Transformation	The following progress was made during the quarter: *The integration of Financial and ECM systems has been successfully completed, and testing is currently in progress. *The business readiness plan for the adoption of the Project Management system has been initiated. Due to vendor resource constraints, the go-live date has been revised to 3 March 2025 and is on track to be delivered.	

On Track 🕗 On Target ★ Completed

Behind Schedule

🔺 On Hold

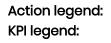
Rescheduled

🔘 Within Tolerance

😣 Below Target

ID	Action	Responsible	Comment	Status
5.1.2.5	Prepare and publish the Annual Report	Corporate Strategy and Engagement	The Annual Report was endorsed by Council at the November meeting, published on Council's website, and notified to NSW Office of Local Government.	*
5.1.2.6	Implement the Work Health and Safety Strategy year three actions	Governance and Risk	The Work Health and Safety (WHS) Strategy year three (2024-25) actions continue to be progressed and reported to Executive and Council's Audit, Risk and Improvement Committee. Council has developed a Work Health, Safety and Wellbeing Policy and has made substantial progress in implementing initiatives to enhance Council's work, health, safety and wellbeing capabilities.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.1.2c	Percentage of Work Health and Safety Strategy year three actions implemented	Governance and Risk	> 90	90	95			92.50 🧭



On Track
 On Target

★ Completed ◎ Within Tolerance

Behind Schedule Below Target 🔺 On Hold

Rescheduled

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# Outcome 5.2 Council makes responsible decisions to manage finite resources in the best interest of current and future communities

Strategy 5.2.1 Undertake visionary, integrated, long term planning and decision making, reflective of community needs and aspirations

ID	Action	Responsible	Comment	Status
5.2.11	Complete the review of the Community Strategic Plan and submit the State of the Inner West report to the second meeting of the new council (October 2024)	Corporate Strategy and Engagement	Community engagement in this quarter was undertaken at various pop-up locations including Dulwich Hill Festival, Marrickville Music Festival, Norton Street Festa and Celebrate 2044. Internal engagement was undertaken with Council's Leadership team.	
5.2.1.10	Implement the agreed program for condition audits and valuations	Engineering Services	Tenders have been called for a Stormwater system audit, with commencement planned for March 2025. Consultants have been engaged to undertake Fair Value assessments for all asset classes, to be undertaken in Q3.	
5.2.1.11	Implement the Asset Improvement Plan	Engineering Services	Consultants have been engaged, and improvement actions are in progress with workshops undertaken in November/December 2024.	



★ Completed ◎ Within Tolerance ⊗ Below Target

Behind Schedule

A On Hold

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ID	Action	Responsible	Comment	Status
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Three grants under the Local Small Commitments Allocation were successful. The three grants which totalled \$343,740 are for upgrades to playgrounds. Six grant applications have been submitted: three for pedestrian access upgrades and road safety improvements, one to fund 32 new trainee, cadet and apprenticeship positions, one to establish a local recycling solution for expanded polystyrene and one to establish a public transport vibrancy precinct around Sydenham transport hub.	
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	Council was awarded two Keep Australia Awards – one in the Community Spirit and Inclusion category for Yeo Park and another in the Waste Avoidance category for The Hub. Council was also highly commended in the Great Place category of the Planning Institute of Australia Awards for the Enmore Road Special Entertainment Precinct was entered. The Inner West Blue-Green Grid Strategy was also commended under the Strategic Planning Project category at these awards.	
5.2.1.4	Prepare the Delivery Program 2025-29 and Operational Plan 2025-26	Corporate Strategy and Engagement	Drafting of the new Delivery Program 2025-29 has commenced incorporating Council priorities adopted at the 22 October Council meeting. Planning for annual Operational Plan actions is underway in alignment with the budget process.	



★ Completed ◎ Within Tolerance

Behind Schedule Below Target 🔺 On Hold

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ID	Action	Responsible	Comment	Status
5.2.1.5	Implement the Information and Communications Technology Strategy	Information and Communication Technology	The Chief Information Officer (CIO) has completed a full review of information and communication technology's (ICT) structure, operating model and strategic directions. This review has been presented to the General Manager and Director of Corporate. The CIO is now building a new ICT strategy and structure to support Council's future digital direction.	
5.2.1.6	Review Asset Management Strategy, Policy and Plans	Engineering Services	Consultants have been engaged, and the review is in progress.	
5.2.1.7	Transition to ISO 27001 certification for Inner West Council security maturity	Information and Communication Technology	Inner West Council Information and Communication Technology (ICT) is committed to aligning with ISO:27001 however certification is neither required or fit for purpose. ICT will fully comply with Office of Local Government's Cyber security guidelines (which are based on ISO:27001). ICT will conduct an independent audit of its compliance against Office of Local Government's security guidelines by next reporting period.	
5.2.1.8	Review Long-Term Financial Plan as part of Resourcing Strategy	Finance	The first draft budget has commenced with workshops scheduled to begin in February 2025.	
5.2.1.9	Develop the Workforce Management Strategy 2025- 29	People and Culture	The information session was held with the Leadership Team. Managers were asked to complete a survey reviewing each of their areas for the Workforce Management Plan, and the results are currently being analysed.	

Action legend: KPI legend:

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◎ Within Tolerance 8 Below Target

#### Strategy 5.2.2 Ensure probity and responsible, sustainable, ethical and open local government

ID	Action	Responsible	Comment	Status
5.2.2.1	Implement the Governance Audit Report Recommendations	Governance and Risk	Seventy-five percent of the Governance review recommendations have been implemented with all remaining recommendations set to be finalised by the end of the Financial Year.	
5.2.2.10	Assess and determine Government Information Public Access (GIPA) applications and investigate privacy matters	Governance and Risk	Council has procedures and system in place to manage information access applications, in accordance with freedom of information and privacy legislation, and Council's Public Access to Information Policy. Council is also in the process of implementing measures to increase the information that it proactively releases. Within the reporting period, all privacy complaints submitted to Council were responded to within 5 business days of receipt.	
5.2.2.2	Implement the Enterprise Risk Audit Report Recommendations	Governance and Risk	Following Council's endorsement of the Risk Management Policy, Action Plans have been developed to progress outstanding recommendations. Strategic risks have been approved by the Executive and quarterly updates are also approved by both the Executive and the Audit, Risk, and Improvement Committee (ARIC). Council is significantly advanced in reviewing and updating operational risk registers for all Council's service areas.	

Action legend: KPI legend:

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Action	Responsible	Comment	Status
Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local Government	Governance and Risk	The Local Government (General) Amendment (Audit, Risk and Improvement Committees) Regulation 2023 (Regulation) came into force on 1 July 2024. In accordance with the Regulation, and the associated Guidelines for Risk Management and Internal Audit for Local Government in NSW, Council has redeveloped its Terms of Reference, Internal Audit Charter, Strategic Work Plan, and other key documents. Council is fully compliant with the provisions imposed by the new regulatory requirements.	
Implement Council's Insurance Framework	Governance and Risk	Council's Insurance Claims page, which provides information and commitments to customers, has been fully implemented and enables claimants to provide information relevant to their claim. Council has also implemented internal dashboard functionality, which provides transparency around case status to the Executive, and enables active management of cases and exceptions. Key Performance Indicators for the function are also embedded into staff performance appraisal processes to ensure accountability. More generally, the function is working to optimise processes and enable Council to deliver efficiencies and reduce risks	
	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local Government	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local GovernmentGovernance and RiskImplement Council'sGovernance and Risk	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local GovernmentGovernance and RiskThe Local Government (General) Amendment (Audit, Risk and Improvement Committees) Regulation 2023 (Regulation) came into force on 1 July 2024. In accordance with the Regulation, and the associated Guidelines for Risk Management and Internal Audit for Local Government in NSW, Council has redeveloped its Terms of Reference, Internal Audit Charter, Strategic Work Plan, and other key documents. Council is fully compliant with the provisions imposed by the new regulatory requirements.Implement Council's Insurance FrameworkGovernance and RiskCouncil's Insurance Claims page, which provides information and commitments to customers, has been fully implemented and enables claimants to provide information relevant to their claim.Council has also implemented internal dashboard functionality, which provides transparency around case status to the Executive, and enables active management of cases and exceptions. Key Performance Indicators for the function are also embedded into staff performance appraisal processes to ensure accountability. More



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ID	Action	Responsible	Comment	Status		
5.2.2.5	Maintain Council's Governance and Compliance Registers delegations, policies and fraud and corruption registersGovernance and RiskCouncil has developed, maintains, and reports on a range of governance and compliance registers, including those for policy, conflicts of interest, gifts and benefits, second also in the process of developing its draft legislative compliance register. Following approval of this tool, it will be further refined and built into the Governance, Risk and Compliance system to be procured in early 2025.Develop and implement an ethics and compliance e- learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacyGovernance and RiskCouncil has developed and implemented an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacyProvide training to staff on legal mattersLegal ServicesLegal ServicesLegal Services continues to provide training.Manage and Coordinate 10 Council CitizenshipGovernance and RiskCouncil holds regular citizenship ceremonies to welcome new Australian citizens. Council remains on track to					
5.2.2.6	ethics and compliance e- learning training platform incorporating code of conduct, fraud and corruption, procurement, risk	evelop and implement an hics and compliance e- arning training platform corporating code of onduct, fraud and prruption, procurement, risk				
5.2.2.7	U U	Legal Services	Legal Services continues to provide training.			
5.2.2.8	0	Governance and Risk	Council holds regular citizenship ceremonies to welcome new Australian citizens. Council remains on track to manage and coordinate at least ten citizenship ceremonies during the reporting period.			
5.2.2.9	Reduce the cost of Land and Environment Court class one matters to Council	Legal Services	Class 1 Appeals are being kept in house with internal lawyers and experts.			



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Behind Schedule Below Target 🔺 On Hold

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⊘ On Target
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ID	Action	Responsible	Comment	Status
5.3.3.1	5.3.3.1 Manage Council elections, and induction and training programs for Councillors Governance and Risk		Council successfully administered the 2024 Inner West local government elections by appointing the NSW Electoral Commissioner to administer the election, maintaining the non-residential roll, implementing arrangements to ensure Council did not produce non- complying electoral material, and promoting the elections to increase awareness. Council developed a Councillor Induction Manual and Program that is consistent with the Local Government (General) Regulations 2021 and the Office of Local Government's (OLG) Councillor Guidelines. A Professional Development Program is being developed in consultation with individual Councillors and delivered to Councillor over the term of Council.	
5.3.3.2	Manage Council's meetings and business paper systems	Governance and Risk	Council holds an Ordinary Council Meeting every month, apart from in January and July. All of Council's agenda papers, with the exception of any confidential information, are published to Council's website a week before the respective Council Meeting. The unconfirmed minutes from each Ordinary Council Meeting are also published to Council's website within one week, if not sooner, of the relevant meeting.	

On Track
 On Target

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Rescheduled

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ID	Key Performance Indicator	Responsible	Target		RESU	JLTS		YTD
				Ql	Q2	Q3	Q4	
5.2.2a	Percentage of Privacy Complaints responded to within 5 business days of receipt	Governance and Risk	> 100	100	100			100 🧭
5.2.2d	Number of briefings to Council on the status of legal matters (February, May, August, November) per year	Legal Services	> 4	1	1			2 🥥
5.2.2e	Percentage of ARIC recommendations implemented within agreed timeframes	Governance and Risk	100	98	95			96.50 🔘
5.2.2f	Percentage of Council resolutions that are implemented as per the agreed timeframes	Governance and Risk	> 95	95	95			95 🧭
5.3.3α	Percentage of Ordinary Council Agenda papers published on website one week prior to Ordinary Council Meetings	Governance and Risk	100	100	100			100 🧭

Action legend: KPI legend: On Track

Behind Schedule

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Rescheduled

🕗 On Target

🔘 Within Tolerance

Below Target

5.3.3b	Percentage of Ordinary Council Meeting Minutes published on website within one week of Ordinary Council Meeting	Governance and Risk	100	100	100		100	0
5.3.3c	Percentage of the Councillor induction kit prepared and delivery of Councillor induction training sessions for the Mayor and Councillors post September 2024 election	Governance and Risk	100	100	100		100	0
5.3.3d	Percentage of professional development program prepared for the Mayor and each Councillor post September 2024 election	Governance and Risk	100	100	100		100	Ø

### Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Revise the Land and Property	Properties and	The Land and Property Strategy has been reviewed, and a	
	Strategy	Strategic Investments	new Property Strategy is currently under development.	



Rescheduled

ID	Action	Responsible	Comment	Status
5.2.3.2	Update Land register published on Council's website (Annual)	Properties and Strategic Investments	The Land and Property Register is planned to be published by 31 July 2025.	
5.2.3.3	Implement the long-term accommodation strategy (Annual)	Properties and Strategic Investments	Council is continuing to progress the Long-Term Accommodation Strategy with the development of the St Peters Depot Master Plan, due for delivery in quarter 3 2024-25 as well as the colocation of staff at St Peters and Leichhardt Service Centres.	
5.2.3.4	Manage Council's property portfolio	Properties and Strategic Investments	Continue to manage and provide property portfolio transaction and property management services related to existing and new agreements, tenant communications and voluntary planning agreements.	

Action legend: KPI legend: On Track
 On Target

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Rescheduled

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## Outcome 5.3 People are well informed and actively engaged in local decision making and problem solving

#### Strategy 5.3.1 Inform communities through multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Implement Internal and External Communications Strategy	Strategic and Corporate Communications	The business planning for the Internal and External Communications Strategy is in development.	
5.3.1.2	Implement the digital asset management system	Strategic and Corporate Communications	Scoping requirements and gauging the cost/benefit equation of several digital asset management (DAM) systems are in place and ahead of going to market for a supplier.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	The development and refinement of the Media Policy for Council staff are in progress.	

Action legend: **KPI legend:** 

On Track 🕗 On Target ★ Completed ◎ Within Tolerance ⊗ Below Target

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ID	Key Performance Indicator	Responsible	Target		RESULTS			
				Ql	Q2	Q3	Q4	
5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter, LinkedIn)	Strategic and Corporate Communications	> 62,244	71,111	73,628			73,628 🧭
5.3.1b	Number of Inner West Council website page views	Strategic and Corporate Communications	> 7,340,098	1,791,160	3,455,88 4			5,247,0 <i>©</i> 44

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement



ID	Action	Responsible	Comment	Status
5.3.2.1	Deliver community engagement through face to face and online methods	Corporate Strategy and Engagement	Council publicly exhibited draft Plans of Management and Master Plans for Rozelle Parklands and Easton Park. Community engagement on other parks included Leichhardt Park Aquatic Centre stage 2 upgrades, an inclusive playground in Yeo Park, Ashfield, improving Hinsby Park Annandale and upgrading Mort Bay Park Birchgrove. The community was also consulted on final designs for a bike route between Sydenham Station and St Peters, Council's financial statements 2023-24, a plan to make certain streets 'event ready', a work health, safety and wellbeing policy and a whole of LGA program to reduce littering.	
5.3.2.2	Hold ten Local Matters Forums including two in each ward	Corporate Strategy and Engagement	Three Local Matters Forums were held: Balmain-Baludarri at Uncle Bob Webb Chambers, Balmain Town Hall on 29 October; Leichhardt-Gulgadya at Annandale Community Centre on 25 November; and Marrickville-Midjuburi at St Peters Town Hall on 26 November.	
5.3.2.3	Establish new Local Democracy Groups in alignment with the new term of Council	Corporate Strategy and Engagement	Recruitment commenced in November through an open expression of interest process following Council's endorsement of the groups for the new term 2024-28 at its meeting on 22 October. A total of 255 applications were received. Assessment against criteria was undertaken in preparation for the selection panel meeting scheduled for quarter three.	

On Track

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🔺 On Hold

Rescheduled

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ID	Action	Responsible	Comment	Status
5.3.2.4	Review the Community Engagement Strategy	Corporate Strategy and Engagement	A draft Community Engagement Strategy has been prepared which will be reported to Council for endorsement of public exhibition in quarter three.	



ID	Key Performance Indicator	Responsible	Target		RESULTS			YTD
				Q1	Q2	Q3	Q4	
5.3.2a	Number of visits to Your Say Inner West per year	Corporate Strategy and Engagement	> 107,000	46,240	46,240			92,480 🥥
5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage per year	Corporate Strategy and Engagement	> 50	20	20			40 🧭
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	Corporate Strategy and Engagement	> 75	79	86			82.50 🥥
5.3.2d	Percentage of average satisfaction with Your Say Inner West engagements (ease of finding information and providing feedback)	Corporate Strategy and Engagement	> 75	93	89			91 🥥
5.3.2e	Increase Your Say Inner West membership	Corporate Strategy and Engagement	> 10,890	10,702	11,276			11,276 🥥

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 On Target

★ Completed
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# Outcome 5.4 Partnerships and collaboration are valued and recognised as vital for community leadership and making positive changes

Strategy 5.4.1 Advocate for emerging community issues

ID	Action	Responsible	Comment	Status
5.4.1.1	Advocate to minimise impacts of state government infrastructure including WestConnex, Western Harbour Tunnel, Sydney Gateway	Traffic and Transport Planning	Council has been working with the NSW Government and advocating to minimise the impacts of state government infrastructure projects, including Rozelle Interchange, Sydney Gateway, Western Harbour Tunnel, Sydney Park junction and the Sydenham to Bankstown (T3) upgrade.	

Strategy 5.4.2 Build resilience and capacity of local leaders, groups and communities



ID	Action	Responsible	Comment	Status
5.4.2.1	Manage Council's annual community grants program	Social and Cultural Planning	All 2024 grants have been provided to recipients.	
			Approximately 200 people attended an event on 31	
			October at Ashfield Town Hall, celebrating the completion	
			of the 2023 grants and announcing the 2024 recipients.	
			A continuous improvement review was conducted and the	
			forward timetable for 2025 grant round was drafted.	

#### Strategy 5.4.3 Work with suppliers to deliver positive outcomes for the community, economy and environment

ID	Action	Responsible	Comment	Status
5.4.3.1	Drive the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	A 15% Environmental, Social, and Governance (ESG) weighting criteria has been implemented as a mandatory requirement across all Requests for Tender (RFT), Expressions of Interest (EOI), and Requests for Quotation (RFQ) since June 2024.	

Action legend:● On Track★ Completed■ Behind Schedule▲ On Hold◆ RescheduledKPI legend:⊘ On Target⊘ Within Tolerance⊗ Below Target

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ID	Key Performance Indicator	Tey Performance Indicator Responsible Target RESULTS		JLTS	YTD			
				Q1	Q2	Q3	Q4	
5.2.2b	Percentage of staff involved in procurement that have received training	Procurement	> 95	80	95			95 🥥
5.2.2c	Percentage of procurement events above \$10k through vendor panel	Procurement	> 90	90	90			90 🥥
5.4.3a	Percentage of purchased expenditure on local suppliers	Procurement	> 8	10	8.69			9.35 🥥
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	Procurement	>1	0.50	0.39			0.44 ⊗

Rescheduled

