



Active Inner West portal goes live

Get active and make the most of where you live by looking at our new Active Inner West map.

On the back of our hugely popular Inner West Fitness Pass, we are now launching Active Inner West.

Active Inner West is a new map to help you see where all the Inner West's sport and recreational offerings are located.

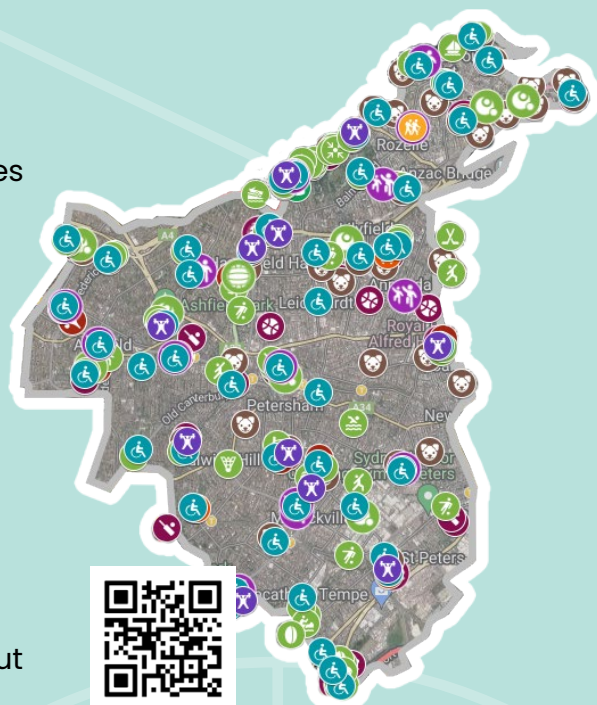
Did you know that there are over 300 fitness classes available in Council facilities? Over 100 playgrounds and community sporting clubs, 43 dog exercise areas, 15 free-to-use tennis courts and 22 sporting courts – servicing everything from basketball and netball, to roller derby and even croquet.

The map also pinpoints locations for leisure activities where you can get out and be active by yourself, with friends or by connecting with new people in your community with similar active interests.

There's something for everyone to enjoy, no matter your fitness level!

Active Inner West is part of Council's commitment to not only encourage our community to get active but also provide safe places to connect with neighbours.

We encourage you to use this online map to find an activity that suits you.



To access Active Inner West and view the full map simply scan this QR code or visit innerwest.nsw.gov.au/ActiveInnerWest and take a look!

▶ Customer service improvements are our priority



Some of the improvements we are making

In this term of Council, we have instituted monthly Local Matters Forums and fortnightly mobile Customer Service Stalls. The Local Matters Forums allow residents to meet with the executive of Council and ward councillors at a local facility to hear first-hand the local issues that our community is facing. To find out when our next forum is being held, please check the back page of this newsletter.

We've also established a **Customer Service Committee** made up of community members and Councillors. The committee meets monthly with the purpose of working with Council to drive continuous improvement in service.

As part of our commitment to constant customer service improvement, we are working on streamlining and improving several vital services.

For instance, the DA lodgment process has been streamlined with the establishment of a dedicated team to ensure quality and minimise delays with lodgments.

Our call centre staff are also working to constantly improve the way we answer your enquiries, and we seek feedback after every phone call which has resulted in an average rating of 4.3 out of 5. We've also increased resources in the call



Call centre staff

centre so that 80% of your calls will be answered within 60 seconds.

We're improving our website by making navigation simpler and clearer. We have also allocated funding to streamline our portal so you can more easily log requests for information and make a payment online.

We have trained over 200 of our staff on writing with a customer focus and have reviewed more than 7,000 pieces of correspondence. We also send all new call centre staff on a five-week training course to improve the way we respond to

your enquiries and have reviewed how we can better respond with clear and relevant information, quickly and efficiently with 85% of customer issues now being resolved at the first point of contact.

The online Parking Permit Application process is also being simplified to make it more customer-friendly, as well as allowing residents to apply for more than one permit type at a time.

We know there is more to do but we are committed to providing a customer experience that is second to none.



Customer Service Stall



Local Matters Forum

How can we serve you better?

The Inner West is committed to constantly improving the levels of service we provide our customers.

To make real and permanent improvements, we are in the process of developing a comprehensive Customer Experience Strategy to enhance the community's experience when interacting with us.

The strategy will set out our vision for better customer experiences,

set key objectives and initiatives, and present a comprehensive five-year plan to foster continuous improvement.

To ensure that this strategy meets the needs of our residents, we're asking for your input to understand your concerns and gain valuable insights into how we can improve your experience when dealing with us.

To find out how you can be involved, scan the QR code.



Customer Service is at the top of our agenda

Making sure the Inner West is serving local residents and improving our responsiveness, service provision and overall performance is our highest priority.

To this end, we have commenced work on a new Customer Service Strategy to improve the standards of our service and responsiveness from the Inner West to our citizens.

Your input into this process will be central to designing a strategy that has your needs and those of the Inner West community at its core.

While we are developing this strategy, we have also recently increased the frequency of our Customer Service Stalls to fortnightly, rotating across the Inner West main streets.

We are also continuing to hold monthly town hall Local Matters forums in which the executive staff and Councillors attend to hear from residents about their needs and solve their problems.

To help us create a better customer service experience for our entire community, I invite you to make a submission about what you'd like included in the new strategy by scanning the QR code on this page.



Darcy Byrne

Mayor, Darcy Byrne
Inner West Council



'Weißrussland' by Hillary Shephard, former Young Creatives Award winner

Calling all young creatives

The search is on for young artists, writers and, for the first time ever, filmmakers for our Young Creatives Awards.

Entries are open now for Inner Westies aged 12 to 24 who live, work or study locally. With the chance to have your works showcased publicly and a total cash prize pool of \$7,500, there is no better time for our aspiring artists to sharpen their creative skills.

Submissions close on 31 July 2023. Go to www.innerwest.nsw.gov.au/YCA



Workshops for marketing smarts

Council's free Marketing Makeover program takes place this month with workshops specifically designed to help women in business review, reinvigorate and reprioritise their marketing.

Part of Council's economic development initiatives, the small, interactive sessions are facilitated by an experienced marketing consultant one day a week for four weeks.

The Marketing Makeover workshops sit under Council's broader Women in Business program offering a series of events bringing together women in business. It aims to create a platform for local women in business to engage and learn.

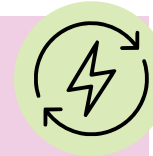


Aquatics accolade

Inner West Council has won the prize for Excellence in Aquatics Supervision at The Royal Life Saving Society of NSW's night of nights, The Aquas.

The award recognises Council's effort and investment in aquatics safety through measures such as integrated training, staff development, safety audits and learn-to-swim resources. These initiatives, combined with diligent staff, have created a strong safety culture at our aquatic centres. Our 300 staff will continue this focus as we approach 2 million visits per year across five facilities and 17 bodies of water.

The buzz around electrification



Inner West Council is proud to be joining councils across Australia in a national electrification campaign. It encourages Australians to make the switch to an electrified household to reap the health, financial and environmental benefits.

In upcoming editions, you will be hearing from doctors, architects, environmental experts, and residents alike, who will vouch for the varied benefits of residential electrification in their respective fields.

If you're a homeowner interested in electrifying your home, visit innerwest.nsw.gov.au/Electrify to see a full list of state and federal government rebates available to you.

Inclusion Festival call-out for performers

Council is inviting both established and up-and-coming local bands, musicians and performers who identify as having a disability to showcase the best of live music and culture at Inclusion Festival.

Taking place on Friday 8 December at Petersham Town Hall, the festival celebrates International Day of People with a Disability and

showcases music, creativity and culture.

Artists with lived experience of disability with a connection to the Inner West and surrounds are urged to submit an expression of interest by 31 August.

First Nations artists and artists from culturally diverse backgrounds are encouraged to apply.

Scan the QR code or visit the link below to find out more. innerwest.nsw.gov.au/idpwd



Shaping the future of our local economy

Inner West business owners and key stakeholders recently gathered to hear from industry experts and provide input into Council's soon to be drafted Economic Development Strategy.

The two summits featured keynote speakers Erica Berchtold, CEO of The Iconic and Michael Rodrigues, NSW 24-Hour Economy Commissioner, Investment NSW.

Attendees gained insight into the hospitality and retail sectors, online shopping and the night-time economy. Representatives from six local Chamber of Commerce and industry associations also participated.

The event examined Inner West's strategic business advantages along with community wealth-building and future growth opportunities for the LGA.

Inner West Deputy Mayor, Philippa Scott was in attendance and said, "It's wonderful to see so many active and engaged business owners, government and industry representatives contributing to a positive vision for the inner west – one that is vibrant, lively and diverse in every way."

Feedback from the summits will be used to inform the development of a new Inner West Economic Development Strategy.



Top: Erica Berchtold. Above: Inner West Deputy Mayor, Philippa Scott

New 'Love Your Home Ground' smart bins

Two 'smart' compactor bins have been installed along the Cooks River foreshore in Marrickville as part of the EPA-funded 'Love Your Home Ground' litter prevention project. The 120L bin can compact 660L of rubbish.

The bins use solar energy to power the compactor and sensor technology to feed data back to Council when the bins are nearing full. They're unique to the Cooks River and represent a year-long collaboration between Inner West Council, Cooks River Alliance, the NSW River Canoe Club and the NSW EPA.



Rangers roll into new home ground

Council is excited to welcome the Sydney Rangers to their official new home ground at Tempe Recreation Reserve.

"We have been looking for a permanent home ground for a long time and it's fantastic to put down roots here as a club," said Rangers president Chris Hicks.

Sydney's only gay and inclusive men's soccer club, the Rangers now has exclusive access to two pitches for training and weekend matches.

Upgrades at Tempe include a new synthetic multi-purpose sports field and five turf fields with new irrigation.



Muse or Machine at Addi Road Writers' Festival

The Addi Road Writers' Festival is on Saturday 20 May at the Addison Road Community Centre in Marrickville.

Organisers have curated a diverse program of writers and performers from 11am to 6pm.

Supported by Inner West Council through a \$10,000 Arts Project Grant, the festival will showcase speakers including writers, musicians, poets, social justice activists, fiction and non-fiction authors.

Find out more: www.addiroad.org.au/writers-festival

Sensory space pilot at community events

Attendees wanting to take a break from the sound and surroundings without leaving the festival were offered an accessible and inclusive space at Jazz in the Park.

Part of an Access Assist festival pilot, the space included wheelchair mobility matting, accessible toilets, a quiet zone for patrons with additional sensory needs and AUSLAN interpreters for opening speeches.

Council is looking to include more of these spaces in future community events.



Big red beetle lands in the Inner West

Council's Perfect Match program has seen bursts of colour and inspiration transform buildings around the Inner West for years, with more than 140 street artworks commissioned through the program.

One of the latest creations adds even more magic to the Inner West.

Artist Sid Tapia's work *Together We Planned* is about the magical moments of finding something small, spending time with family and looking towards a future.

This work pays homage to all native flora and fauna and the wildlife that is found along the GreenWay corridor pathway.

Together We Planned can be seen at 12 Tebbutt St, Leichhardt. For a deep dive into Council's Perfect Match program go to: innerwest.nsw.gov.au/PerfectMatch

Your Councillors

Find your ward - innerwest.nsw.gov.au/WardMap

Balmain Ward Baludari (Leather Jacket)	 Mayor Darcy Byrne (LAB) darcy.byrne@innerwest.nsw.gov.au 02 9335 2157	 Councillor Kobi Shetty (GRN) kobi.shetty@innerwest.nsw.gov.au 0417 427 654	 Councillor John Stamolis (IND) john.stamolis@innerwest.nsw.gov.au 0408 448 285
Stanmore Ward Damon (Port Jackson Fig)	 Councillor Liz Atkins (GRN) liz.atkins@innerwest.nsw.gov.au 0407 239 951	 Councillor Chloe Smith (LAB) chloe.smith@innerwest.nsw.gov.au 0412 985 935	 Councillor Pauline Lockie (IND) pauline.lockie@innerwest.nsw.gov.au 0434 690 544
Ashfield Ward Djarawunang (Maggie)	 Councillor Dylan Griffiths (GRN) dylan.griffiths@innerwest.nsw.gov.au	 Councillor Mark Drury (LAB) mark.drury@innerwest.nsw.gov.au 0448 722 942	 Councillor Jessica D'Arienzo (LAB) jessica.darlenzo@innerwest.nsw.gov.au 0408 505 622
Leichhardt Ward Gulgadaya (Grass Tree)	 Councillor Marghanita Da Cruz (GRN) marghanita.da.cruz@innerwest.nsw.gov.au 0490 788 943	 Deputy Mayor Philippa Scott (LAB) philippa.scott@innerwest.nsw.gov.au 0412 935 713	 Councillor Timothy Stephens (LAB) timothy.stephens@innerwest.nsw.gov.au 0418 474 248
Marrickville Ward Midjumbi (Lillypilly)	 Councillor Mat Howard (LAB) mat.howard@innerwest.nsw.gov.au 0412 645 115	 Councillor Justine Langford (GRN) justine.langford@innerwest.nsw.gov.au 0481 452 283	 Councillor Zoi Tsardoulis (LAB) zoi.tsardoulis@innerwest.nsw.gov.au

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innerwest.nsw.gov.au/Waste

Libraries 9392 5588
innerwest.nsw.gov.au/Libraries
library@innerwest.nsw.gov.au

Monday – Sunday: Ashfield, Balmain, Leichhardt and Marrickville

Monday – Saturday: Dulwich Hill, Stanmore, Haberfield and St Peters/Sydenham

Aquatics
innerwest.nsw.gov.au/Aquatics

Annette Kellerman Aquatic Centre
Marrickville

Ashfield Aquatic Centre

Dawn Fraser Baths
Balmain

Fanny Durack Aquatic Centre
Petersham

Leichhardt Park Aquatic Centre

Waterplay Park
Illawarra Road, Marrickville South



What's On Inner West

Discover local events or submit a listing innerwest.nsw.gov.au/WhatsOn
Subscribe to our regular eNewsletters innerwest.nsw.gov.au/Newsletters

Customer Service Stalls and Local Matters Forum

The next customer service stalls are on Saturday 27 May at Marrickville Metro and Saturday 10 June at Hawthorne Canal Dog Park, Leichhardt.

Residents of the Inner West are also urged to make their voices heard by getting along to their Local Matters Forum on Tuesday 23 May at Haberfield Library.

Tell us what local matters you'd like discussed at the face-to-face meeting by submitting a question when you register for an event in your neighbourhood.

Scan the QR code to find out more and register.



Sydney Writers' Festival

Inner West Library has teamed up with the Sydney Writers' Festival to bring Australia's most beloved celebration of literature to the Inner West.

Bookings:
www.innerwest.nsw.gov.au/LibraryAdult

Tanya Plibersek,
On Her Own Terms:
Margaret Simons

Journalist Margaret Simons unpicks one of our most compelling public figures.

When: 5:30–6:30pm, Saturday 27 May 2023

Where: Ashfield Town Hall, 260 Liverpool Road, Ashfield

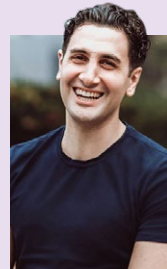


Will Kostakis in
conversation

Author Will Kostakis discusses his newest novel for young adults, *We Could Be Something*.

When: 6–7pm, Thursday 25 May 2023

Where: Marrickville Library Pavilion, Marrickville Road, Marrickville



Take a walk on the wild side at EDGE

Discover a big dose of inspiration and creativity at EDGE GreenWay.

Council is presenting a diverse program of workshops, performances, installations and music along the GreenWay – located at Hawthorne Canal between the Leichhardt Wanderers and Café Bones.

Bring your pals, pooches and picnic rugs to participate in the sights and sounds of the GreenWay. Explore the full program online innerwest.nsw.gov.au/EDGEGreenWay



Household chemical and e-waste drop-off event



Don't throw out household chemicals or old electronics. They're hazardous and harmful to the environment.

Dispose of your old chemicals and e-waste safely by taking them to our free drop-off event. Chemicals will be safely disposed of and electronics will be recycled.

What: We accept many items such as paints, pesticides, herbicides, gas

cylinders, fire extinguishers, fluorescent tubes, smoke alarms, old TVs, computers, keyboards and much more.

When: 9am–3:30pm, Saturday 20 May 2023

Where: St Peters Depot (Bolton Street – rear entrance), 15–17 Unwins Bridge Road, St Peters

For more info visit innerwest.nsw.gov.au/DropOff