



Tai Chi at
Fanny Durack Aquatic Centre

Operational Plan Quarterly Report April – June 2025



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



As of June 2025, 94% of Operational Plan actions were completed or on track and 85% of measures were on target or within 10% tolerance of the target.

At the June 2025 Local Government Professionals annual awards, Inner West's team the Innervators, won the prestigious Management Challenge, showing what's possible when creativity and collaboration come together in local government.

Council won a NSW Local Government Excellence award for our Disability Traineeship and EmbraceAbility Mentoring Program. This celebrated Council's commitment to prioritising inclusive employment for people with disabilities in the Inner West.

Council was also a Gold Award Winner in the Australasian Reporting Awards for our 2023-24 Annual Report in the Public Administration category. This is our second consecutive Gold Award win for our Annual Report.

In other events in May, Camdenville Park was re-opened after an \$8.2 million upgrade. Works included new turf, irrigation, sustainable LED floodlighting, new playground, BMX pump track, amenities and picnic facilities. The opening featured the unveiling of a heritage blue plaque commemorating the first NSW Aboriginal Rugby League Knockout (Koori Knockout) held in 1971.

Also in May, the Fairer Future Plan was launched as an alternative proposal to housing development for the Inner West. The plan enables an additional 35,000 homes across the area to be built over the next 15 years. It generated considerable community interest when on exhibition with a range of ways for the community to obtain information and provide feedback.

During the 2024-25 year, there were over 2,100 visitors to Inner West Council Aquatic centres, over a million library visitors, more than 170 electrical vehicles chargers installed, 5,560 patrols of parking areas, over 8,800 plants supplied and 2,855 bushcare hours provided. A great achievement and year for Council and our hard working teams.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized with a large, looping 'P' and a cross-like flourish at the end.

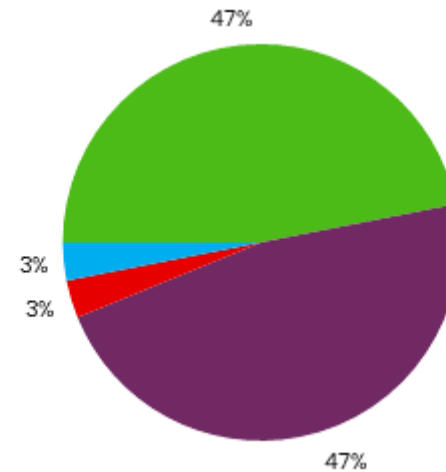
Peter Gainsford – General Manager

Executive Summary

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

As of 30 June 2025:

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



All action status

Action legend:

KPI legend:

● On Track

✓ On Target

★ Completed

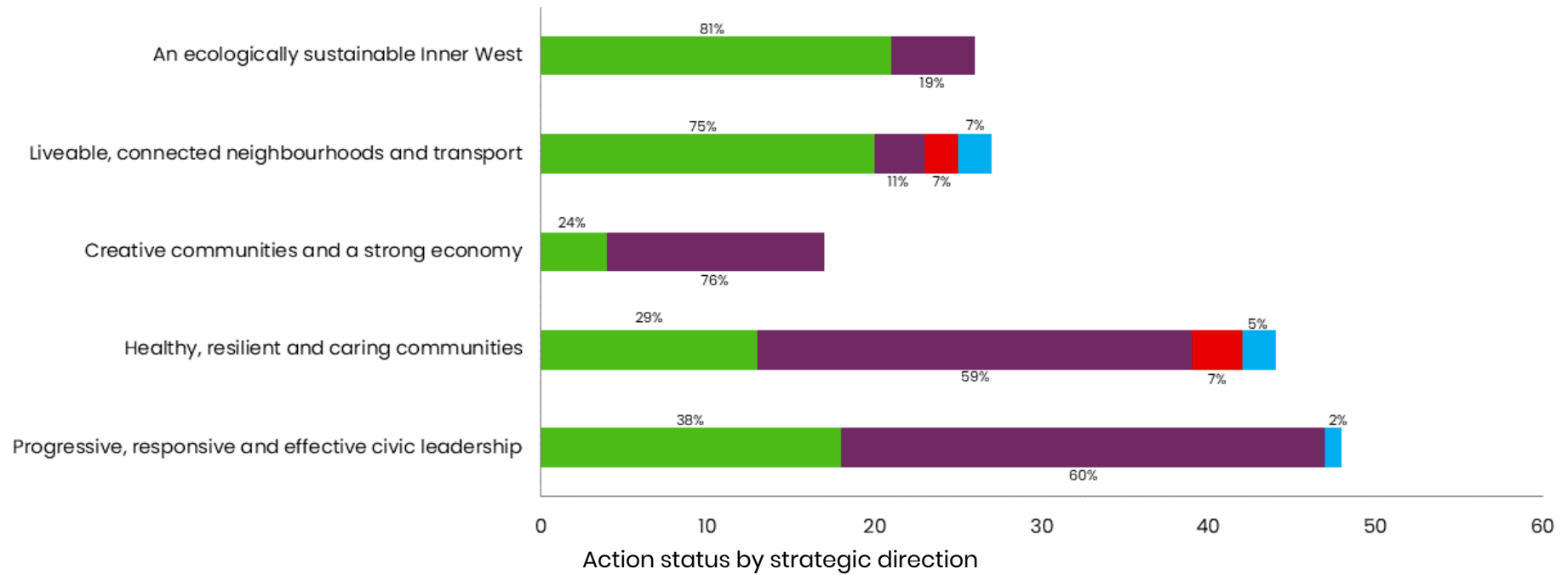
⦿ Within Tolerance

■ Behind Schedule

⊗ Below Target

▲ On Hold

◆ Rescheduled



Action legend:

● On Track

★ Completed

■ Behind Schedule

▲ On Hold

◆ Rescheduled

KPI legend:

✓ On Target

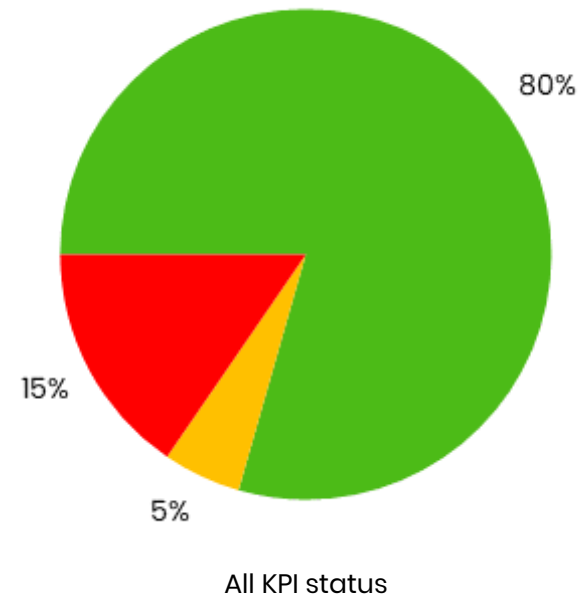
○ Within Tolerance

⊗ Below Target

Measures

As of 30 June 2025:

- 85% (115) of measures are 'On Target' or 'Within Tolerance'
- 15% (21) of measures are 'Below Target'



Action legend:

KPI legend:

● On Track

✓ On Target

★ Completed

○ Within Tolerance

■ Behind Schedule

⊗ Below Target



▲ On Hold

◆ Rescheduled

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
1.1.1.1	Promote and deliver Council's sustainability program and the Inner West Sustainability Hub	Urban Sustainability	The Green Living Centre continues its partnership with The Bower to run regular bike workshops at the Sustainability Hub. There were 8 additional engagement events held at the Hub in Quarter 3, including clothes swap and repairs sessions, organic gardening workshops, and energy efficiency consultations. Council provided thermal imaging cameras to 10 households to help identify ways to save energy. Five households borrowed portable induction cooktops to try out energy-efficient cooking.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	Applications for Council's Community Environment Grants and Circular Economy Grants closed on 6 June 2025. Staff are currently reviewing the applications. A report with recommended grant recipients will be presented to Council at the August 2025 meeting.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled



KPI legend:

 On Target

 Within Tolerance

 Below Target

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	All Natural Areas signage was completed in 2025. Increased Ecology engagements at Council's Sustainability Hub are being developed including opportunities for citizen science, schools and volunteer groups will commence in 2025-26 financial year.	
1.1.1.4	Deliver the pilot low income household energy efficiency program	Urban Sustainability	Council has completed its pilot project with the Women's Housing Company. The pilot focused on supporting energy efficiency upgrades for low-income tenants and the insights gained will help to shape a new energy efficiency engagement program for low-income households across the Inner West.	

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	196	406	1,867 
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	13,255	13,442	13,442 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:

 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	Tree planting is completed, with a total of 1,042 trees planted this year and 26 of these were advanced trees in parks.	★
1.2.1.2	Deliver the Urban Forest Policy and Strategy	Urban Forest	Urban Forest Policy is adopted, and work has commenced on strategic action plan documents and initiatives.	●
1.2.1.3	Prepare operational plans for public tree management	Urban Forest	Service Plan Review is in final draft. Operational plans are planned to be finalised post Service Plan Review.	●
1.2.1.4	Provide private tree assessments	Regulatory Services	Tree permit assessments and referrals were actioned with 70% of permits assessed with 28 days and 29% of referrals undertaken in 21 days during this quarter.	★

Action legend:

● On Track

★ Completed

■ Behind Schedule

▲ On Hold




◆ Rescheduled

KPI legend:


✓ On Target

◎ Within Tolerance

⊗ Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.1a	Number of trees planted	Urban Forest	> 1,000	0	50	644	1,042	1,736 
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	44	70	64.75 
1.2.1c	Percentage of development applications involving tree works provided within 21 days	Regulatory Services	> 70	41	99.19	32	29	50.30 

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 native plant nurseries continue to supply plants for Natural Areas and will provide plants for existing GreenWay sites, as well as for new sites when the project is complete.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled





KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
1.2.2.2	Supply local plants to Inner West residents	Park Planning and Ecology	<p>Council's two native plant nurseries continue to supply plants to Inner West residents for:</p> <ul style="list-style-type: none"> • National Tree Day and Schools Tree Day • Various Council and volunteer events • Citizenship plants and retailing • Council's education and school incursion programs 	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.2a	Number of bushcare volunteer hours	Park Planning and Ecology	> 200	499.50	944	539.20	873	2,855.70 
1.2.2b	Number of nursery volunteer hours	Park Planning and Ecology	> 100	348.25	322.25	248	311	1,229.50 
1.2.2c	Number of plants supplied from Council's nurseries	Park Planning and Ecology	> 2,500	4,004	672	1,271	2,901	8,848 
1.2.2d	Number of bush care volunteer attendances per year	Park Planning and Ecology	> 800*	229	321	175	262	987 

- The target, previously incorrectly reported as 1400, has been revised to 800 per year.

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:



 On Target

 Within Tolerance

 Below Target

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

ID	Action	Responsible	Comment	Status
1.2.3.1	Finalise the Biodiversity Strategy	Park Planning and Ecology	Council adopted the Inner West 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
				Q1	Q2	Q3	Q4	
1.2.3a	Number of citizen science survey events facilitated by Council	Park Planning and Ecology	> 6	5	7	6	13	31 
1.2.3b	Number of Council led or commissioned fauna surveys	Park Planning and Ecology	> 6	0	0	0	8	8 

Action legend:

KPI legend:

● On Track

✓ On Target

★ Completed

⦿ Within Tolerance

■ Behind Schedule



⊗ Below Target

▲ On Hold

◆ Rescheduled

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 continues to participate in water quality campaigns on the Cooks and Parramatta Rivers. Council hosts the Parramatta River Catchment Group and participates in the Cooks River Coastal Management Program (CMP). The Gumbramorra Swamp re-creation project in Marrickville has commenced.	
1.3.1.2	Deliver 'WSUD' and rainwater conservation programs	Park Planning and Ecology	Council continues to participate in the Parramatta River Catchment Group bank naturalisation and WSUD (Water Sensitive Urban Design) compliance programs, as well as the Cooks River Catchment Management Plan program. An opportunity to secure substantial funding for the restoration of the freshwater "Hercules Creek" adjacent to the GreenWay is being pursued.	


Action legend:

KPI legend:

 On Track

 On Target

 Completed

 Within Tolerance


 Behind Schedule


 Below Target

 On Hold



 Rescheduled

Strategy 1.3.2 Capture and use water from Inner West catchments

ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Park Planning and Ecology	Rainwater tank workshops continue to be held at Council's Sustainability Hub with an increased uptake in participation and positive feedback from residents.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.3.2a	Number of rainwater tank workshops held	Park Planning and Ecology	> 4	0	0	0	4	4 

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	A Development Application (DA) was lodged on 25 June 2025. Land Owners Consent for DA and S60 from Transport for NSW (TFNSW) and Greater Sydney Parklands (GSP) has been received.	
1.3.3.2	Focus on education and contamination management to maximise recycling	Resource Recovery Planning	The Bin tagging program and EPA best practice case study for Inner West area was completed.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:


 On Target


 Within Tolerance

 Below Target

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
1.4.1.1	Conduct investigations on actual or potential pollution incidents to protect the environment and public health	Environmental Health and Building Regulation	Investigations are undertaken as an ongoing activity.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	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	100	100 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled


KPI legend:


 On Target

 Within Tolerance

 Below Target

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

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 over 170 chargers installed including public ports on private property. Two charging providers have been appointed to install public charging in 12 Council car parks with applications now lodged for State Government grants.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.4.2a	Number of electric vehicles charging units in the LGA	Traffic and Transport Planning	> 12	0	0	0	170	170 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:


 On Target

 Within Tolerance

 Below Target

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	Council's pooled car fleet is now 100% electric vehicles (EV). The Executive will consider the list of EV lease backs. Operational plant and equipment continue to be investigated for "Fit for Purpose" suitable EV replacements.	

Action legend:

KPI legend:

 On Track

 On Target

 Completed






 Within Tolerance

 Behind Schedule

 Below Target

 On Hold

 Rescheduled


ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.5.1a	Solar capacity on Council Buildings (kW)	Fleet	> 788	0	0	0	824	824 
1.5.1b	Tonnes of carbon emissions generated by Inner West Council	Fleet	< 10,000	0	0	0	5,962	5,962 
1.5.1c	Total LGA solar capacity (kW)	Fleet	> 44,000	0	0	0	44,630	44,630 
1.5.1d	Percentage of Fossil Fuel Divestment by Inner West Council	Fleet	100	0	0	0	100	100 
1.5.1e	Percentage of Council's operational electricity from renewable sources	Fleet	100	0	0	0	100	100 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled



KPI legend:

 On Target

 Within Tolerance

 Below Target

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 Adaptation Plan is being drafted with community consultation scheduled for 2025-26. Sustainability staff have been working closely with Council's Geographic Information System (GIS) team to ensure that Council's data about hazards and risks across the LGA is current and relevant.	
1.5.2.2	Commence review of the Climate and Renewables Strategy	Urban Sustainability	Preliminary work on this Strategy has commenced, including draft objectives and actions for our community to review when the consultation period begins in 2025-26. It may be possible to combine elements of this project with the Climate Adaptation Strategy during 2025.	


Action legend:

KPI legend:

 On Track

 On Target

 Completed

 Within Tolerance

 Behind Schedule


 Below Target


 On Hold

 Rescheduled

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	Council has developed the "Inner West Litter Less" road map. It includes a regular meeting schedule with stakeholders from across Council, the community, and state agencies.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.6.1a	Reduce waste landfilled per capita (kg) per year	Resource Recovery Planning	< 202.60	0	0	0	86	86 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled



KPI legend:

 On Target

 Within Tolerance

 Below Target

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

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	Staff continue to investigate sites throughout the LGA - previous sites have proven difficult to achieve due to their proximity to residential land or other constraints.	
1.6.2.2	Co-ordinate and deliver domestic and commercial waste services	Resource Recovery Operations	Council continues to deliver waste, Food Organics and Garden Organics (FOGO), recycling and clean up services.	

Action legend:

KPI legend:



On Track



Completed



Behind Schedule



On Hold



Rescheduled








On Target



Within Tolerance




Below Target


ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.6.2a	Percentage of household items reused and recycled (Recovery rate) per year. 22/23 Baseline= 76%	Resource Recovery Operations	> 50	0	0	0	75	75 
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	16,805	13,124	62,218 
1.6.2c	Number of illegal dumping incidents reported (Baseline 2022/23 = 12,269 incidents)	Resource Recovery Operations	< 12,882	0	0	0	3,811	3,811 
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	36.50	29.08	145.56 
1.6.2e	Percentage increase of recycling of televisions and computers per year (Baseline 2022/23 = 83.78 kilograms)	Resource Recovery Operations	< 88.81	0	0	0	30.03	30.03 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled

KPI legend:



 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.6.2f	Number of missed bins per year (Baseline 2022/23 = 15,065)	Resource Recovery Operations	< 15,065	4,895	5,566	6,723	6,826	24,010 

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	FOGO rollout and recycling alignment has been completed in the past 24 months with ongoing community engagement continuing to ensure program success.	
1.6.3.2	Embed Council's food recycling service (FOGO) to increase participation and recovery	Resource Recovery Planning	Waste Busters continue face to face engagement to support residential households, schools, and other FOGO stakeholders to embed the service and yield maximum recovery. The Resource Recovery Planning team continues to collect and review data around contamination patterns and respond, as well as opportunities for local FOGO compost reuse.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.6.3a	Increase food and garden organics recovery (target 5% increase in organics tonnes from 2022/23)	Resource Recovery Planning	> 7,244	0	0	0	15,660	15,660 
1.6.3b	Kilograms of organic material (food and garden) collected for recycling per resident per year (target 5% increase from 2022/23 baseline of 37.7kg)	Resource Recovery Planning	> 40.20	0	0	0	82	82 
1.6.3c	Reduce the percentage of residential food and garden organic matter collected in red-lid bins	Resource Recovery Operations	< 29	0	0	0	29	29 

Action legend:


KPI legend:

 On Track

 On Target

 Completed

 Within Tolerance

 Behind Schedule

 Below Target




 On Hold

 Rescheduled

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	The Local Environmental Plan Stage 2 consolidation work has been incorporated into the Fairer Future Plan which relates to the LGA alternate approach to the NSW Government's Housing reforms.	
2.1.1.2	Create a staged approach to implement the Parramatta Road Corridor Urban Transformation Strategy	Strategic Planning	Stage 1 is with the NSW Department of Planning for finalisation. Stage 2 relates to the corridor from Elswick Street Leichhardt to Johnston Street Annandale and is part of the Fairer Future plan undertaken by Council.	
2.1.1.3	Review and update the Local Strategic Planning Statement	Strategic Planning	This is awaiting advice from the NSW Government on updated guidelines for the preparation of a new Local Strategic Planning Statement.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled

KPI legend:



 On Target

 Within Tolerance

 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	Council will continue to work with the NSW Government to prepare a masterplan vision for the Camperdown 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	All complaints are investigated in accordance with service levels	
2.1.2.2	Investigate class 1b-9c premises in relation to fire safety and act as required to safeguard lives and property	Environmental Health and Building Regulation	All fire safety complaints are investigated during the year.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target

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	A total of 315 boarding houses inspected during the year.	
2.1.2.4	Continue to provide Principal Certifier Authority (PCA) services	Environmental Health and Building Regulation	A total of 141 Planning Agreements (PCAs) were entered into during the year.	

Action legend:

KPI legend:



On Track



Completed



Behind Schedule



On Hold



Rescheduled








On Target



Within Tolerance




Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.1.2a	Percentage of Principal Certifier Authority (PCA) mandatory building inspections undertaken within 24 hours	Environmental Health and Building Regulation	100	0	0	0	100	100 
2.1.2b	Percentage of building certification referrals for internal stakeholders undertaken within 21 days per year	Environmental Health and Building Regulation	> 75	0	0	0	100	100 
2.1.2c	Number of post-consent and other applications determined per year	Environmental Health and Building Regulation	< 530	0	0	0	100	100 
2.1.2d	Percentage of unauthorised building works incidents investigated within 10 days per year	Environmental Health and Building Regulation	> 80	0	0	0	100	100 
2.1.2e	Percentage of regulated premises inspected (e.g food premises and skin penetration premises) per year	Environmental Health and Building Regulation	> 95	0	0	0	100	100 

Action legend:
 On Track

 Completed

 Behind Schedule



 On Hold

 Rescheduled

KPI legend:
 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.1.2f	Percentage of inspections of high risk shared accommodation places program undertaken annually	Environmental Health and Building Regulation	> 95	0	0	0	100	100 
2.1.2g	Percentage of Outstanding Notice and Orders, and Certificates issued within 3 days per year	Environmental Health and Building Regulation	> 95	0	0	0	100	100 

Action legend:

KPI legend:



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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	Preparation has been made for Marrickville, Newtown and Dulwich Hill masterplans, and these will be finalised in the next financial year.	
2.3.1.2	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	All town centres were regularly inspected throughout the financial year, and operations has responded to maintenance needs.	
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.	
2.3.1.4	Deliver the Public Toilet Strategy	Capital Works	Construction projects scheduled for the 2024-25 financial year have commenced and been completed. Design work continues on projects planned for construction in the 2025-26 financial year. Johnson Park toilet refurbishment co-ordinated with GreenWay project Johnson Park upgrade.	
2.3.1.5	Undertake outdoor dining approvals	Regulatory Services	Council issued 109 new outdoor dining approvals during the year.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold









 Rescheduled

KPI legend:

 On Target


 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.1a	Percentage of expenditure of town centre upgrade budget	Capital Works	> 100	3	5	8	24	40 
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	Civil Maintenance	< 40	40	40	40	40	40 
2.3.1c	Average number of working days to complete verge maintenance (mowing) from October to March	Civil Maintenance	< 20	0	23	26	0	12.25 
2.3.1d	Average number of working days to complete verge maintenance (mowing) from April to September	Civil Maintenance	< 40	40	23	0	40	25.75 
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	60	60 
2.3.1f	The number of Gross Pollutant Trap /Nets cleaned	Civil Maintenance	> 37	37	37	37	37	37 
2.3.1g	The number of Pits cleaned	Civil Maintenance	> 194	242	255	251	233	245.25 
2.3.1h	Percentage of potholes repaired within 48 hours (Note -weather dependent)	Civil Maintenance	> 80	90	90	70	70	80 

Action legend:
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 Behind Schedule


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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.ii	Percentage of annual audit of outdoor dining approvals for compliance with consent conditions	Regulatory Services	> 90	0	0	0	100	100 

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 full integration with the NSW Planning Portal is on hold awaiting configuration changes from the Department	

Action legend:

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.2a	Median determination timeframes for Development Applications (days)	Development Assessment	< 85	62	70	84	62	62 
2.3.2b	Median completion time of applications for pre-lodgement advice (days)	Development Assessment	< 10	7	8	10	11	11 
2.3.2c	Percentage of site visits undertaken within 28 days of the application being accepted	Development Assessment	> 75	70	59	76	64	67.25 
2.3.2d	Percentage of development applications from NSW Planning Portal to Council's planning system within 10 days	Development Assessment	100	100	61	56	52	52 
2.3.2e	Percentage of neighbour notifications posted within 7 days following payment of all fees	Development Assessment	100	90	78	45	72	71.25 
2.3.2f	Percentage of internal referrals obtained within 14 days	Development Assessment	> 80	46	49	46	44	46.25 

Action legend:
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 Behind Schedule

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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	Link Wentworth is progressing with design concepts and feasibility checks for the development, considering new national funding opportunities and potential planning reforms.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.4.1a	Percentage of Voluntary Planning Agreements that are compliant with Council policy	Properties and Strategic Investments	100	0	0	0	100	100 

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 review is underway and focusing on operational protocol and local partnerships with specific homelessness non-government agencies.	

Action legend:

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	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	100	100 

Action legend:

KPI legend:



On Track



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Behind Schedule



On Hold



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On Target




Within Tolerance




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Outcome 2.5 Public transport is reliable, accessible, connected and interconnected

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.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.5.1a	Percentage of mode shift towards public transport	Traffic and Transport Planning	> 20	0	0	0	9	9 

Action legend:

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 Behind Schedule

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KPI legend:




 On Target

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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 is in the process of being completed.	
2.6.1.3	Deliver the GreenWay project	Capital Works	Construction is on track for completion in Spring 2025.	

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 Behind Schedule

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KPI legend:

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ID	Action	Responsible	Comment	Status
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pymont Bridge Road Cycleway)	Capital Works	Delivery arrangements for project under review between Inner West Council and TfNSW.	
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	All PAMP projects for the 2024–25 financial year are now complete.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD	
				Q1	Q2	Q3	Q4		
2.6.1b	Number of footpath requests per year per 100 km of sealed footpaths	Engineering Services	< 210	0	0	0	231	231	
2.6.1c	Number of local road requests (potholes and road surface inquiries) per 100 km of sealed roads (baseline 21/22= 292)	Engineering Services	< 292	0	0	0	423	423	

Action legend:

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 Behind Schedule

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 On Target

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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	Upgrade Council's parking permit management system	Traffic and Transport Planning	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.	
2.6.2.2	Prepare Council's Parking Strategy	Traffic and Transport Planning	An initial draft of Council's parking strategy is complete with a draft strategy expected to be provided to Council in the second half of 2025. The parking permit scheme review is complete.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Capital Works	Planned projects completed, with two pedestrian crossings rescheduled to 2025-26 due to authority approvals times.	
2.6.2.4	Undertake parking and ranger patrols	Regulatory Services	The Ranger and Parking services team has undertaken 1003 patrols of Residential Parking Scheme areas and have conducted 283 school patrols within the period.	

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.6.2a	Number of patrols of restricted parking areas per year	Regulatory Services	> 3,000	0	0	0	5,560	5,560 
2.6.2b	Number of safety patrols of school zones during term per year	Regulatory Services	> 600	0	0	0	784	784 
2.6.2c	Percentage of LATM program budget delivered	Capital Works	> 100	6	13	22	67	108 
2.6.2d	Percentage of responses to customer requests regarding dangerous or illegal parking (within 3 hours)	Regulatory Services	> 80	0	0	0	91	91 

Action legend:


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 Within Tolerance


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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.	

Action legend:

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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
3.1.1.1	Implement the Arts and Music Recovery Plan	Living Arts	The Recovery Plan has been implemented, with several related projects now underway. In June, the Creative Toolbox was delivered – a three-day symposium designed to support creatives in their career development. This major initiative involved collaboration with numerous partners and stakeholders from the creative sector. A streamlined web interface and application process has been developed, aligned with Permit, and Plug and Play event sites, to assist event organisers in delivering events across the Inner West.	

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ID	Action	Responsible	Comment	Status
3.1.1.2	Deliver Council's annual Young Creatives Awards program	Libraries and History	<p>The Young Creatives 2024 program concluded in the second quarter, with 358 entries received across film, writing and art. Awards events were held in November 2024 at Chrissie Cotter Gallery and Marrickville Library, drawing a combined audiences of 290 attendees.</p> <p>Associated events such as live readings, public film screenings and the art exhibition attracted another 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.</p>	★
3.1.1.3	Support participation of Aboriginal creatives in delivering Council's arts programs	Living Arts	<p>Undertook specific programming at the Creative Toolbox Symposium including how to run a Welcome to Country workshop and a panel session curated by Boomalli. Wesley Enoch was also the keynote speaker for the program and Aboriginal artwork workshops were run in the library space. Aboriginal artists delivered Perfect Match commissions in Stanmore and Tempe. Artist Jasmine Sarin is nearing completion of the Gadigal reserve commission.</p>	★
3.1.1.4	Lead the implementation of the Creative Spaces recommendations	Living Arts	<p>Continued to oversight the concierge service for creatives to use the Council's town halls. The Creative Toolbox Symposium provided data and contacts to enhance research into future projects such as the next delivery of Creative Trails and provided workshops on Making Art in Unconventional Spaces and other related themes.</p>	★

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ID	Action	Responsible	Comment	Status
3.1.1.5	Lead the implementation of the Cultural Strategy	Living Arts	An education pilot program was delivered in partnership with Tempe Public School, featuring artist Jeff McCann, who led student workshops to develop his Olympic-themed mural design for the school's exterior. To promote creative careers in schools, Jeff also presented a talk at the school assembly as part of the project. Continuing to work with the Inner West Creative Network who facilitated a networking event at the Creative Toolbox Symposium for up to 200 local creatives. Council has initiated a Creative Sector Post-COVID study to review the state of the creative sector and Council's current data and impact frameworks. This will lay the groundwork for Council's next Cultural Strategy.	★

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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	Council delivered or partnered to deliver key events including Youth Week, working with Community Wellbeing, and Marrickville Sunday Session at Calvert St Carpark, which attracted over 2,000 attendees. The Community Awards Ceremony and SES Recognition Awards also celebrated local contributions. In June, the Creative Toolbox Symposium brought together stakeholders from the creative sector. Council partnered with Petersham Bowling Club on Sham Fest and the Pass the Mic event, worked with Queer Screen to deliver a film program. Council supported People and Culture to deliver Leader's Day.	★
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Events	Council partnered with Queer Screen to deliver a film program in Leichhardt Town Hall as part of Pride Month, Pass the Mic organisers to deliver a Live Music Activation event in Mort Bay Park, Petersham Bowling Club for Sham Fest and working with the Inner West Ale Trail on the Marrickville Sunday Sessions event that attracted over 2,000 people.	★

Action legend:

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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	The Creative Toolbox Symposium held in June was under the EDGE program, brought artists, creative professionals and cultural innovators together for 3 days of practical skills-building. There were 27 sessions and 47 speakers at Marrickville Library, Pavilion and Town Hall, Creative Toolbox featured industry experts leading a lineup of bold ideas, leading a range of talks, workshops, and inspiring conversations designed to equip artists and creative workers with the tools needed to thrive in the creative sector.	★
3.2.1.4	Investigate additional entertainment precincts for the Inner West	Strategic Planning	Six new special entertainment precincts have been adopted at the June 2025 Council meeting. These included: Rozelle, Balmain, Leichhardt, Dulwich Hill, Marrickville and Marrickville North.	★
3.2.1.5	Roll out culture counts evaluation for the events program	Events	One Culture Counts survey was conducted in this quarter for the Petersham Bowling Club Sham Fest which scored between 98-100% on all categories.	★

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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	70	100	100 
3.2.1b	Number of stakeholders (organisations including community and business) engaged through events program	Events	> 500	0	1,843	69	1,275	3,187 
3.2.1c	Number of stakeholders (creative participants) delivering work through events program	Events	> 500	0	1,273	0	396	1,669 
3.2.1d	Percentage of local stakeholder participation in events program	Events	> 80	0	80	0	85	85 

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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	Perfect Match artworks were added in this quarter at Tempe and Sydenham.	★

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	1	2	18 ☒

Action legend:

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On Target



Within Tolerance



Below Target

Outcome 3.3 The local economy is thriving

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 Inner West Economic Development Strategy 2025-2030 outlines the key economic strategic drivers for the Inner West and the actions Council will take to boost economic growth in the Inner West. The Strategy has been developed in collaboration with local business chambers, sector associations, businesses, key industry groups, community members and stakeholders. The Strategy was considered by Council in June 2025 and placed on public exhibition for 28 days to be brought back to Council following public exhibition.	
3.3.1.2	Facilitate business engagement in place making	Economic Development	Business engagement in place making is ongoing core function and was demonstrated in the roll out of main street revitalisation program, the development of new banners design for Norton Street Leichhardt and through the engagement of a place management officer within the Economic Development Team.	

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KPI legend:

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ID	Action	Responsible	Comment	Status
3.3.1.3	Provide business support for local small businesses in community languages	Economic Development	To support restaurants and food services, the Food Authority has a series of templates that Council staff translate into other languages as required. Council provides as simple to use web based translation service on all engagement pages in 10 of the most common community languages. Further to this there is a page link indicating how additional translation services can be accessed.	
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.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
3.3.1a	Number of workshops conducted to provide support for local businesses	Economic Development	> 20	0	0	0	26	26 
3.3.1b	Number of activations of local businesses held in Inner West Main Streets	Economic Development	> 30	0	0	0	11	11 

Action legend:

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 On Target

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Outcome 3.4 Employment is diverse and accessible

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	Council has commenced a program to audit smash repairers commencing with an educational component	
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 responded to and investigated all reports of water pollution from building sites, with 28 incidents reported and addressed during the quarter. During this period, 25 proactive site inspections were carried out on large-scale developments.	

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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
4.1.1.1	Partner with Twenty10 for the establishment, launch and ongoing operation of the Pride Centre	Community Wellbeing	Inner West Pride Centre is open and operational. Twenty10 have moved into the premises and are operating services from this location in addition to managing the space within the building open to the community.	★
4.1.1.2	Lead the implementation of the Anti - Racism Strategy	Community Wellbeing	Council adopted the Anti-Racism Strategy on 3 September 2024. The Strategy was developed in consultation with Council's Aboriginal and Torres Strait Islander Advisory Committee, its Multicultural Advisory Committee, the Inner West Multicultural Network, and local Aboriginal and Torres Strait Islander and multicultural organisations. Council has allocated tasks from the strategy's action plan and will continue to monitor progress.	●

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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	Community Wellbeing	Council has delivered wellbeing programs and projects for and with the community. Service needs and potential gaps are continuously monitored through research, data and collaboration with Non-Government Organisations (NGOs), State Government agencies and interagency meetings. New projects are being developed via a number of new strategies to ensure that community need is addressed.	★
4.1.1.4	Celebrate culturally significant days with and on behalf of the community (e.g days of remembrance)	Community Wellbeing	Council implemented a full annual calendar of events, celebrations and activations to celebrate and acknowledge culturally significant days with and on behalf of the community.	★
4.1.1.5	Partner with Settlement Services International to support the Community Refugee welcome centre	Community Wellbeing	Between January and June, 500 people visited and participated in activities at the Refugee Welcome Centre. Attendees represented a range of culturally and linguistically diverse communities including Syrian, Iranian, Iraqi, Afghan, Indian and Sudanese backgrounds. This included Refugee Week in June.	★
4.1.1.6	Deliver Hannaford Centre programs and activities	Community Wellbeing	The Hannaford Centre continues to thrive, engaging approximately 320 participants across its weekly programming. From May to July 2025, the centre delivered a diverse calendar of events including two art workshops, a seniors' health focus group with Sydney Local Health District, a singalong to 50s and 60s classics, a community murder mystery event, a camera group exhibition with opening night, and a money management session with Wesley Mission.	★

Action legend:
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KPI legend:
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ID	Action	Responsible	Comment	Status
4.1.1.7	Develop a Wellbeing Strategy	Community Wellbeing	Desk research is being finalised for the Wellbeing Strategy, including work with Local Health District and Resilient Sydney to ensure consistent policy approaches by Council.	▲
4.1.1.8	Lead the implementation of the Children and Youth Strategy	Community Wellbeing	Development of the Children and Youth Strategy is well underway including specific projects and actions to be implemented.	▲

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.1.1a	Number of program attendances at the Hannaford Community Centre per year	Community Wellbeing	> 33	0	0	0	1,800	1,800 


Action legend:

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

ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Healthy Ageing Strategy	Community Wellbeing	Key initiatives this quarter included a successful breast screening campaign with BreastScreen NSW, screening 1008 women – 29% were first-time screeners, and 268 women from Culturally and Linguistically Diverse (CALD) backgrounds. The Inner West Region Prevention of Abuse of Older People Collaborative hosted a faith leader roundtable on elder abuse prevention. The Seniors Directory continues to be widely distributed across local networks, including pharmacies. Council staff also promoted the George Institute's 'Integrity' intergenerational research program and delivered an Aged Care information session at Leichhardt Library.	★
4.1.2.2	Develop and implement Community Safety Action Plan	Community Wellbeing	Council has completed a range of community engagement activities to inform the development of the Community Safety Action Plan. This has included a survey on Your Say Inner West, community engagements in Balmain, Newtown and Ashfield and a roundtable held in May 2025 with local domestic and family violence support organisations. Drafting of the Action Plan is underway.	●
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	Development of the Strategy is well underway including specific projects and actions to be implemented.	●

Action legend:

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ID	Action	Responsible	Comment	Status
4.1.2.4	Lead Child Safe policy and practice across Council	Social and Cultural Planning	People and Culture continue to develop and deliver specific training designed for different operational environments and the Senior Executive is continuing oversight of policy and practice across council.	★

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	<p>Council achievements from implementing the DIAP (Disability Inclusion Action Plan) include:</p> <ul style="list-style-type: none"> • Promoting positive attitudes by celebrating disability pride and culture • Creating more liveable and accessible communities – this includes buildings, parks, public transport, urban planning, pedestrian paths, and inclusive sport, recreation, and play • Supporting meaningful employment and becoming a preferred employer of choice for people with disability • Improving systems and processes – like making communications, events, and community engagement more accessible • Acting on Council resolutions to enhance accessibility and inclusion 	●

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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	Heritage approval has been achieved, with the final approval step - consideration of the Review of Environmental factors - now underway. Contracting for the creation of the base for the artwork is in progress, alongside with contractual discussions with the artist on the final shape and material of the work.	
4.2.1.2	Lead establishment of the Aboriginal Community Hub	Social and Cultural Planning	A report is being prepared for the August Council meeting, focusing on the identification of an appropriate site for the Hub and providing an update on consultation with the Local Democracy groups.	

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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	Council's first Reconciliation Action Plan has concluded and will be redeveloped in 2025. A report is being prepared for the August Council meeting.	★

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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 Inner West 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	Stage 1 construction commenced in April 2025, with completion of works targeted for December 2025. Stage 2 detailed design is currently underway. The construction tender is to be released to market in August 2025. Works to commence on-site in May 2026 and forecasted completion by September 2027.	●
4.3.1.3	Manage Council's five aquatic centres, two recreation centres and water play park	Aquatic Services	In Quarter 4, all programs and services scheduled for the 2024–25 period were successfully delivered across all facilities in line with community requirements.	★
4.3.1.4	Deliver the adopted Companion Animal Plan 2024–28	Regulatory Services	The draft Companion Animal Action Plan outlines how Council will manage companion animal-related matters over the next four years. Following Council review, the plan will proceed to community engagement in 2025–26.	◆

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ID	Action	Responsible	Comment	Status
4.3.1.5	Deliver education activities to promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Regulatory Services	During the quarter, Companion Animal Services hosted information stands at Mackey Park and Camperdown Memorial Rest Park. Over 20 people attended, and 90% of microchip records were found to be outdated. Council officers assisted the community by updating these records on the NSW Pet Registry. A-frame and etiquette signage was also distributed across 11 parks within the LGA, including on-leash, off-leash, time-share, and prohibited areas.	★

Action legend:

KPI legend:



On Track



On Target



Completed



Within Tolerance



Behind Schedule










Below Target



On Hold



Rescheduled

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.3.1a	Visits to Annette Kellerman Aquatic centre, Marrickville each year	Aquatic Services	> 392,078	0	0	0	463,000	463,000 
4.3.1b	Visits to Fanny Durack Aquatic Centre, Petersham each year	Aquatic Services	> 45,929	0	0	0	60,750	60,750 
4.3.1c	Visits to Leichhardt Park Aquatic centre each year	Aquatic Services	> 659,397	0	0	0	690,000	690,000 
4.3.1d	Visits to Ashfield Aquatic Centre each year	Aquatic Services	> 690,372	0	0	0	864,000	864,000 
4.3.1e	Net Promoters scores per centre (May 2023).	Aquatic Services	> 1	0	0	0	36	36 
4.3.1f	Visits to Dawn Fraser Pool	Aquatic Services	> 45,141	0	0	0	43,600	43,600 
4.3.1g	Number of park patrols for companion animal education to identify legislative breaches per year	Regulatory Services	> 750	0	0	0	850	850 

Action legend:

 On Track

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 Behind Schedule

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KPI legend:

 On Target

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Strategy 4.3.2 Build connected communities and provide opportunities for social participation

ID	Action	Responsible	Comment	Status
4.3.2.1	Prepare Park Plans of Management and masterplans for community and Crown Lands: Jarvie Park, Camperdown Memorial Rest Park, Wicks Park, Richard Murden Reserve and Jack Shanahan Reserve and Easton Park	Parks Planning and Recreation	Draft Plans of Management are largely completed. However, they have been placed on hold while land ownership issues are resolved by Crown lands.	
4.3.2.2	Complete a draft generic Plan of Management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Plan of Management is completed and is in the August Council agenda for reporting purposes.	
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre	Aquatic Services	In quarter 4, a review of contract deliverables by the PCYC was underway, including review of programs, services and deliverables carried out by the centre during their term of management. Performance will be considered as part of the review.	
4.3.2.4	Construct an inclusive playground at Richard Murden Reserve	Capital Works	Construction works commenced onsite in February 2025, with wet weather impacting the program such that works are rescheduled to be completed in July 2025.	

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ID	Action	Responsible	Comment	Status
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 Rozelle Parklands and Easton Park Plan of Management was adopted at the Ordinary Council Meeting held on 18 February 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.	★
4.3.2.9	Investigate the feasibility of a swim site as part of the Mort Bay Plan of Management	Parks Planning and Recreation	Council commenced water quality testing at Mort Bay in collaboration with Sydney Water labs in May 2025. UNSW Landscape Architecture School students will use Council's Mort Bay swim site as their major design topic for 2025.	●
4.3.2.10	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	The Safety Audit has been completed and reported to Council.	★

Action legend:

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.3.2a	Number of sports forums held to engage the Inner West sports key stakeholders per year	Parks Planning and Recreation	2	0	0	0	2	2 
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	1,000	2,019	6,235 
4.3.2c	Percentage utilisation of sporting grounds	Parks Planning and Recreation	> 90	95	95	95	95	95 

Action legend:
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 Behind Schedule

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KPI legend:
 On Target

 Within Tolerance

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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 the 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 to the August Council meeting.	
4.4.1.2	Manage processes for booking town hall spaces and activations	Properties and Strategic Investments	The process is managed continuously throughout the year. Council will receive a report at the August Council meeting on the use of Council's venues.	
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 improved with updated booking guidelines and a concierge service is available to assist users. A new marketing strategy is being implemented to support the bookings for creative uses which continues in 2025-26 as a part of the improvements.	
4.4.1.4	Deliver programs and activities at Council's community centres	Community Wellbeing	Council continues to operate community centres both directly and in partnership with 3Bridges in Summer Hill, Twenty10 and Newtown Neighbourhood Centre in Newtown, Settlement Services International at Wharf Road Community Centre. Service Level Agreements are in place to ensure key performance targets are reported on.	

Action legend:

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.4.1a	Number of regular venue hirers maintained annually	Properties and Strategic Investments	> 120	0	0	0	137	137 
4.4.1b	Number of casual venue hirers maintained annually	Properties and Strategic Investments	> 654	0	0	0	1,217	1,217 
4.4.1c	Subsidy for community venue hire (\$) maintained annually	Properties and Strategic Investments	< 1,500,000	0	0	0	1,988,695.69	1,988,695.69 
4.4.1d	Percentage satisfaction of hirers with community venues bookings processes	Properties and Strategic Investments	> 0	0	0	0	96.34	96.34 
4.4.1e	Number of community groups, CALD and not for profit groups using community venues (regular and casual hirers) maintained annually	Properties and Strategic Investments	> 170	0	0	0	186	186 

Action legend:
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 Behind Schedule

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KPI legend:
 On Target

 Within Tolerance

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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	This quarter, three centres - Addison Road, Annandale, and Enmore Early Learning Centres - underwent assessment and rating visits conducted by the Australian Children's Education and Care Quality Authority (ACECQA). All centres successfully maintained their "Exceeding" rating, reflecting continued excellence in early childhood education.	★
4.4.2.2	Ensure all early learning services are financially sustainable	Children's Services	All services are financially secure and are performing above budget expectations.	★

Action legend:

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Behind Schedule



On Hold



Rescheduled







On Target



Within Tolerance



Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.4.2a	Percentage utilisation of early learning services	Children's Services	> 80	0	0	0	87	87 
4.4.2b	Percentage utilisation of middle school services	Children's Services	> 80	0	0	0	80	80 
4.4.2c	Percentage of family and community satisfaction with early learning and middle school services. (Baseline 21/22 = 72%)	Children's Services	> 80	0	0	0	96	96 
4.4.2d	Percentage of early learning and middle school services that maintain a quality rating of either 'meeting' or 'exceeding'.	Children's Services	> 100	0	0	0	100	100 

Action legend:


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 Within Tolerance





 Behind Schedule

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 On Hold

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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	The Collections team is working with neighbouring Councils on this ongoing project.	
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	Officers opened the Public Library Evaluation Network Survey in June and to date there have been 1,800 respondents. This year the survey has been translated into Mandarin, Greek and Vietnamese. Officers worked with neighbouring Councils to refine the survey and ensure a consistent approach with these Councils so we can compare results.	
4.4.3.3	Deliver Libraries and History Programs	Libraries and History	This quarter featured several program highlights, including the Fire Dragon Feminism Speaker Series at Ashfield Library on 18 June with 260 attendees. As part of Council's partnership with the Sydney Writers' Festival, two events were delivered: Writing as Activism at Ashfield Library on 24 May with 109 attendees, and A Language of Limbs talk at Marrickville Library on 25 May with 75 attendees.	
4.4.3.4	Implement the Council electronic rostering system	Libraries and History	The library has completed the relevant briefing documents regarding their requirements for a rostering system.	

Action legend:

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 Behind Schedule

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KPI legend:

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ID	Action	Responsible	Comment	Status
4.4.3.5	Raise the awareness and increase usage of Home Library Service	Libraries and History	An action plan is currently being implemented. A focus for this quarter has been the development of the marketing materials including the Council branding of the two library vehicles to promote the service.	
4.4.3.6	Deliver Step Back in Time – Site Studies with Virtual Reality	Libraries and History	The project is completed. Information on the virtual reality experience and the website were finalised. A marketing and launch plan have been prepared for the official launch, scheduled during History Week in August 2025.	

Action legend:

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Behind Schedule



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Rescheduled











On Target



Within Tolerance




Below Target

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	105,801	108,323	108,323 
4.4.3b	Ratio of library members compared to Population per year	Libraries and History	> 46	50.50	53.83	56	56.90	54.31 
4.4.3c	Number of visits to Inner West Council libraries each year	Libraries and History	> 1,000,000	0	0	0	1,287,133	1,287,133 
4.4.3d	Number of items borrowed from Inner West Council libraries each year	Libraries and History	> 1,000,000	0	0	0	1,217,787	1,217,787 
4.4.3e	Average number of times items in the physical collection are borrowed per year	Libraries and History	> 4.50	0	0	0	4.20	4.20 
4.4.3f	Number of Wi-Fi log-ins by the public at libraries each year	Libraries and History	> 2,500,000	0	0	0	3,450,991	3,450,991 
4.4.3g	Proportion of collection less than five years old	Libraries and History	> 25	0	0	0	64.77	64.77 
4.4.3h	Number of e-resources loans/uses	Libraries and History	> 110,000	0	0	0	1,226,017	1,226,017 

Action legend:

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 Behind Schedule

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 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.4.3i	Number of public PC computer bookings	Libraries and History	> 80,000	0	0	0	68,369	68,369 
4.4.3j	Number of library and history programs participants each year	Libraries and History	> 18,000	0	0	0	68,582	68,582 
4.4.3k	Number of library and history programs delivered each year	Libraries and History	> 3,000	0	0	0	2,182	2,182 

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 condition audits	Facilities Management	<p>Planned objectives for the year completed.</p> <p>We are in the process of developing a condition capture sheet using either iAuditor or SafetyCulture as a part of continual improvement.</p>	

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.4.4a	Percentage of reactive building maintenance attended to annually (achievement of the reactive maintenance matrix in One Council)	Facilities Management	> 85	0	0	0	85	85 

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Behind Schedule



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On Target



Within Tolerance




Below Target

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
5.1.1.1	Implement the Customer Experience Strategy	Service Transformation	<p>The implementation of the actions outlined in the Customer Experience Strategy is on track, with the following progress made:</p> <ul style="list-style-type: none"> • Implemented the Complaints Operational Management Standard and accompanying mandatory eLearning module for all staff. • Conducted weekly mobile customer service stalls at various locations throughout the Local Government Area (LGA). • Completed the procurement of a new website content management system. • Continued delivering plain English and quality correspondence training programs to all staff. • Tracked and analysed customer experience metrics across all digital channels. 	

Action legend:

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KPI legend:

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ID	Action	Responsible	Comment	Status
5.1.1.2	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Final testing in progress for missed bin requests for action by field staff, following resolution of issues with the 2024B Tech One upgrade.	
5.1.1.3	Develop and implement a change management framework	Service Transformation	Draft change management plan is complete. The official launch has been deferred to 2025-26 financial year.	
5.1.1.4	Undertake business improvement initiatives	Service Transformation	On and Off boarding improve phase is underway, with a detailed mapping of the onboarding journey by a technical expert and a review of system architecture. A roadmap is also being developed outlining phased deliverables and outcomes to align technical development, business needs, and user experience. Verge mowing improve phase is underway with tasks like improving plant maintenance, upskilling casuals complete.	
5.1.1.5	Conduct weekly customer service stalls in key areas across the Inner West	Customer Service	Since July 2024, the Mobile Customer Service team has served 9,353 customers. Stalls at Council events have continued to prove popular, with 158 customers served at the reopening of Camdenville Park St Peters in May 2025.	

Action legend:

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 Behind Schedule

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KPI legend:

 On Target

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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	4.40	4.40	4.38 
5.1.1b	Percentage of customer calls answered within 60 seconds	Customer Service	> 80	87.77	89	70.85	79.30	81.73 
5.1.1c	Percentage of back office processing time (emails, applications, payments and forms) within 5 business days	Customer Service	> 95	100	100	100	100	100 
5.1.1d	Percentage of customer requests and applications via the online service portal	Customer Service	> 55	45	52	52.53	53.90	50.86 
5.1.1e	Mystery Customer Score achievement	Customer Service	> 85	0	0	94.60	92.80	92.80 
5.1.1f	Percentage of service provided at Inner West Customers at counters within 3 mins	Customer Service	> 80	93	88	93	95.77	92.44 

Action legend:

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 Within Tolerance

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

ID	Action	Responsible	Comment	Status
5.1.2.1	Deliver the annual training and development program	People and Culture	<p>This quarter saw a high volume of training activity across Council. A total of 701 staff completed Respect at Work training, 168 leaders participated in the Performance Conversations workshop, and 207 current and emerging leaders attended Leader's Day, equipped with practical tools including the GROW coaching model.</p> <p>The Authentic Leader Program continued its rollout, engaging 33 employees in leadership development. A wide range of other training was also delivered, covering Project Management, Microsoft 365, Recruitment and Selection, Mental Health First Aid, Report Writing, and Governance. Operational compliance training included Chainsaw Operations, Silica Awareness, and First Aid.</p>	★
5.1.2.2	Deliver business improvement staff training program	Service Transformation	<p>The final module of the six sigma 4-day training program was completed 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.</p>	★

Action legend:

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ID	Action	Responsible	Comment	Status
5.1.2.3	Implement and report the service review program	Service Transformation	The Access to Information and Privacy and Public Trees Service Reviews have been completed. A recommendations register has been developed to track progress, with quarterly updates provided to the Audit, Risk, and Improvement Committee.	
5.1.2.4	Implement project management system	Service Transformation	The CAMMS project management system went live on 27 March 2025. Projects for the 2024-25 and 2025-26 have been uploaded and all Infrastructure staff has been trained. Ongoing change management efforts are focused on ensuring 100% adoption and maximising user engagement.	
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. It also received a Gold at the May 2025 Australasia Reporting Awards, Public Administration for the 2023-24 Annual Report.	
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.	

Action legend:

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On Track



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Behind Schedule



On Hold



Rescheduled






On Target



Within Tolerance




Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.1.2a	Percentage of eligible staff who have an assigned performance review	People and Culture	> 95	0	0	0	100	100 
5.1.2b	Percentage of staff turnover	People and Culture	< 14	0	0	0	12.16	12.16 
5.1.2c	Percentage of Work Health and Safety Strategy year three actions implemented	Governance and Risk	> 90	90	95	95	90	92.50 

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 Within Tolerance

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 On Hold

 Rescheduled

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
5.2.1.1	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	The Community Strategic Plan was endorsed by Council at its June 2025 meeting.	★
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Two grant applications were lodged with one successful and the other unsuccessful. Council was also advised that another grant application that was lodged in quarter 4 2024 was successful. This \$1.05M grant has been awarded for an energy upgrade to Leichhardt Park Aquatic Centre. It will be used to transition the boilers from gas to electricity to upgrade the indoor heating program, the domestic hot water system and the children's mushroom and outdoor pool heating. The other successful grant this quarter of \$1M is from the NSW Office of Sport for upgrades to the Henson Park PA system, score board and facilities.	★

Action legend:

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★ Completed

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ID	Action	Responsible	Comment	Status
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	Council has had a highly successful quarter for awards with a senior staff member winning the 2025 Royal Life Saving Award for Leader of the Year and staff being awarded the 1300 Apprentice Award Trainee of the Year. The A-League Women Professional Footballers Association Stadiums of the Season Award was won for Leichhardt Oval in the Best Match Day Atmosphere category. The 2024 Annual Report was a Gold Award Winner in the Australasian Reporting Awards. Council also excelled itself at the 2025 Local Government Professionals Awards winning both the Organisational Diversity & inclusion category for our EmbraceAbility mentoring program and winning the Australasian Management Challenge for NSW.	★
5.2.1.4	Prepare the Delivery Program 2025-29 and Operational Plan 2025-26	Corporate Strategy and Engagement	The Delivery Program 2025-29 and Operational Plan 2025-26 was adopted by Council at its June 2025 meeting.	★
5.2.1.5	Implement the Information and Communications Technology Strategy	Information and Communication Technology	The draft Digital Strategy has been completed and shared throughout the organisation. It has been presented to Executive and received conditional approval, pending minor edits and subsequent presentation to the Leadership Group.	★
5.2.1.6	Review Asset Management Strategy, Policy and Plans	Engineering Services	The Asset Management Strategy, Policy and Plans have been reviewed, updated and adopted.	★

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KPI legend:
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ID	Action	Responsible	Comment	Status
5.2.1.7	Transition to ISO 27001 certification for Inner West Council security maturity	Information and Communication Technology	Information and communication Technology (ICT) continues its work to align with cybersecurity standards set by the Office of Local Government (OLG), which support ISO27001 principles without requiring formal certification. In the last quarter, ICT conducted a vendor selection exercise for security monitoring services, further strengthening alignment with the OLG's cybersecurity expectations.	★
5.2.1.8	Review Long-Term Financial Plan as part of Resourcing Strategy	Finance	The Long-Term Financial Plan was adopted by Council on 17 June 2025.	★
5.2.1.9	Develop the Workforce Management Strategy 2025-29	People and Culture	The Workforce Management Strategy was endorsed by Council on 17 June 2025.	★
5.2.1.10	Implement the agreed program for condition audits and valuations	Engineering Services	The Fair Value Assessment has been completed.	★
5.2.1.11	Implement the Asset Improvement Plan	Engineering Services	The project to develop guidelines for modelling attributes for each asset class has been completed.	★

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⊗ Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.2.1a	Number of road permits issued each year	Engineering Services	> 3,200	0	0	0	2,445	2,445 
5.2.1b	Number of flood certificates issued each year	Engineering Services	> 130	0	0	0	122	122 
5.2.1c	Number of development engineering referrals completed each year	Engineering Services	> 1,700	0	0	0	1,430	1,430 
5.2.1d	Increased rating of Annual Report by Australian Reporting Awards (3=gold, 2=silver, 1=bronze)	Corporate Strategy and Engagement	3	0	0	0	3	3 

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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	This quarter, a number of key recommendations have been advanced, with ongoing reporting and oversight provided by Council's Audit, Risk, and Improvement Committee.	
5.2.2.2	Implement the Enterprise Risk Audit Report Recommendations	Governance and Risk	During this reporting period, Council reported Operational Risk registers to Executive and the Audit, Risk, and Improvement Committee	
5.2.2.3	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local Government	Governance and Risk	In this reporting period, Council continued to monitor and report to Executive and the Audit, Risk and Improvement Committee on progress in implementing the new Office of Local Government Risk Management and Internal Audit Framework for Local Government	
5.2.2.4	Implement Council's Insurance Framework	Governance and Risk	During this reporting period, Council approved a service review with a focus on Council's insurance function, and also appointed JLT Risk Solutions Pty Ltd as scheme manager for Statewide Mutual, as its commercial policies of insurance services provider.	
5.2.2.5	Maintain Council's Governance and Compliance Registers delegations, policies and fraud and corruption registers	Governance and Risk	During this reporting period, Council continued to maintain its range of governance and compliance registers, including those for policies, conflicts of interest, gifts and benefits, secondary employment, and fraud and corruption registers, and report on these to Council's Audit, Risk and Improvement Committee.	

Action legend:

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 Behind Schedule

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 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
5.2.2.6	Develop and implement an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacy	Governance and Risk	Council has developed and implemented an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacy. The e-learning training modules will be supplemented and complemented by in-person training and role-specific training.	★
5.2.2.7	Provide training to staff on legal matters	Legal Services	Training for staff has been completed for 2024-25.	★
5.2.2.8	Manage and Coordinate 10 Council Citizenship Ceremonies per year	Governance and Risk	Council managed and coordinated 3 Council Citizenship Ceremonies in this quarter.	●
5.2.2.9	Reduce the cost of Land and Environment Court class one matters to Council	Legal Services	Council has increased its capacity to manage Class 1 appeals in-house, with 70% of matters now handled internally - up from 50%. This approach involves greater reliance on the Legal Services team, internal planners, and other subject-matter experts serving as expert witnesses.	★
5.2.2.10	Assess and determine Government Information Public Access (GIPA) applications and investigate privacy matters	Governance and Risk	During this reporting period, Council continued to assess and determine Government Information Public Access (GIPA) applications and investigate privacy matters. In addition, the GIPA function underwent a service review.	●

Action legend:

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	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	100	100 
5.2.2b	Percentage of staff involved in procurement that have received training	Procurement	> 95	80	95	95	95	95 
5.2.2c	Percentage of procurement events above \$10k through vendor panel	Procurement	> 90	90	90	90	90	90 
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	1	1	4 
5.2.2e	Percentage of ARIC recommendations implemented within agreed timeframes	Governance and Risk	100	98	95	95	95	95.75 
5.2.2f	Percentage of Council resolutions that are implemented as per the agreed timeframes	Governance and Risk	> 95	95	95	95	95	95 

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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 Strategy	Properties and Strategic Investments	The Land and Property Strategy has been reviewed, and a new Property Strategy is currently under development.	
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 on 31 July 2025 following the conclusion of the final year	
5.2.3.3	Implement the long-term accommodation strategy (Annual)	Properties and Strategic Investments	Council's property portfolio continues to be managed by providing property portfolio transaction and property management services related to existing and new agreements, tenant communications and voluntary planning agreements.	
5.2.3.4	Manage Council's property portfolio	Properties and Strategic Investments	Council's property portfolio continues to be managed by providing property portfolio transaction and property management services related to existing and new agreements, tenant communications and voluntary planning agreements.	

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.2.3a	Percentage of Council property portfolio management net return	Properties and Strategic Investments	> 3	0	0	0	5.70	5.70 
5.2.3b	Percentage of Capital Works program delivered (number of projects)	Capital Works	> 80	0	0	0	66	66 
5.2.3c	Number of leases and licences in holdover (Baseline: 48 in 2022-232) per year	Properties and Strategic Investments	< 48	0	0	0	54	54 

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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 Internal Communications Strategy is nearing completion.	
5.3.1.2	Implement the digital asset management system	Strategic and Corporate Communications	Scoping of cost and range for the Digital Asset Management system project is ongoing to support future planning implementation.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	Final policy and procedure documents for staff are to be reported to Council in August 2025.	


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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	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	72,826	80,293	80,293 
5.3.1b	Number of Inner West Council website page views	Strategic and Corporate Communications	> 7,340,098	1,791,160	3,455,884	68,559	1,824,708	7,140,311 

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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 exhibited the Our Fairer Future Plan, including 12 on-site sessions: Integrated Planning documents and a range of policies. Community engagement for park projects included: JF Laxton Reserve, Hinsby Park, an inclusive play space at Damun Playground, and Midjuburi Playground improvements. Consultation on proposed upgrades to Robyn Webster Sports Centre included a public meeting and a roundtable discussion with regular hirers. Traffic-related consultations included Sydenham Road improvements, introduction of a one-way restriction on College Street in Balmain, expansion of the residential parking scheme on Percival Street, and traffic safety improvements in the Iron Cove precinct.	★
5.3.2.2	Hold ten Local Matters Forums including two in each ward	Corporate Strategy and Engagement	One Local Matters Forum was held this quarter, in Leichhardt-Gulgadya ward on 22 April 2025 at Haberfield Library.	★
5.3.2.3	Establish new Local Democracy Groups in alignment with the new term of Council	Corporate Strategy and Engagement	All Local Democracy Groups have commenced meetings. A combined Local Democracy Group meeting to which all members were invited was held in June to provide input to Council's Local Environmental Plan consultation - Our Fairer Future Plan. Council adopted policy challenges for each group at its June 2025 meeting.	★
5.3.2.4	Review the Community Engagement Strategy	Corporate Strategy and Engagement	The Community Engagement Strategy was adopted by Council at its April 2025 meeting.	★

Action legend:

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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	41,531	53,430	187,441 
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	18	15	73 
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	Corporate Strategy and Engagement	> 75	79	86	93	95	88.25 
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	85	84	87.75 
5.3.2e	Increase Your Say Inner West membership	Corporate Strategy and Engagement	> 10,890	10,702	11,276	11,975	12,542	12,542 

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Strategy 5.3.3 Deliver evidence-based Council decision making

ID	Action	Responsible	Comment	Status
5.3.3.1	Manage Council elections, and induction and training programs for Councillors	Governance and Risk	During this reporting period, Councillors continued to take up learning and development opportunities to progress their individual professional development programs.	
5.3.3.2	Manage Council's meetings and business paper systems	Governance and Risk	Council's Governance and Risk team supported three Ordinary Council Meetings in this quarter.	

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Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.3.3a	Percentage of Ordinary Council Agenda papers published on website one week prior to Ordinary Council Meetings	Governance and Risk	100	100	100	100	100	100 
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	100	100 
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	100	100 
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	100	100 

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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 the 2025 grant round was drafted.	

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.4.2a	Percentage of community wellbeing, arts, and multicultural grant recipients meeting acquittal requirements	Social and Cultural Planning	> 98	0	0	0	99	99 

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% weighting criteria was approved and applied in accordance with the Procurement Strategy adopted by Council in May 2024. The weighting criteria has been added to all evaluation plans and is compulsory. Council's procurement training includes information on this criteria, and Council's leadership group has been shown how the weightings are applied. A Sustainable Procurement Working party has also been convened.	

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ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.4.3a	Percentage of purchased expenditure on local suppliers	Procurement	> 8	10	8.69	8	6.08	8.19 
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	Procurement	> 1	0.50	0.39	0.40	0.37	0.42 

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