Inner West Council
Pride Walk Launch

Operational Plan Quarterly Report
April — June 2026

INNER WEST

Introduction

This report provides a progress update on Council's Operational Plan 2025/26.

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 2025/26.

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 2041.*

- 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

Inner West Council continues to deliver for our community, maintaining strong performance across a broad range of services, projects and initiatives that support a vibrant, sustainable and inclusive Inner West.

As of 30 June 2026, 95% of Operational Plan actions were completed or on track and 86% of measures were on target or within 10% tolerance of the target.

In April, Council delivered two upgraded sporting facilities for the Inner West community. The new amenities building at Mackey Park in Marrickville was opened, delivering a fully upgraded sporting facility for local clubs, including Marrickville Football Club and Marrickville Cricket Club. The $2.9 million project follows the major $2 million upgrade to the Mackey Park sporting ground completed in 2025. We also opened the $1.8 million upgraded Steel Park sporting ground, providing a safer and more durable playing field, a new cricket wicket and high-quality lighting, enabling local teams to train and play all year round.

Also in April, Council proudly hosted its first Youth Voice Summit at Ashfield Town Hall, bringing together more than 150 young people from over 20 schools, the Young Leaders Local Democracy Group and local service organisations. The summit gave young people a platform to share their ideas, experiences and aspirations for the future. Through interactive workshops, participants helped shape key initiatives for Council's upcoming Child and Youth Strategy, contributing diverse perspectives, lived experience and fresh energy to the future of the Inner West.

A major milestone was reached in April with approval of the Lilyfield Road cycleway through the Local Transport Forum, following more than a decade of planning. First identified as a priority in 2012, the updated project improves safety, responds to community feedback, manages traffic impacts, and protects trees and green space. Council is now finalising the detailed design and pursuing grant funding, with construction targeted for 2027/28.

In June, we celebrated LGBTQIA+ pride, identity and inclusion across the Inner West through a vibrant program of events, including the Queer Careers Expo. As an exhibitor at Australia's first two-day careers expo dedicated to the

LGBTQIA+ community, Inner West Council joined more than 60 inclusive employers each day to connect with job seekers, champion diversity and help create pathways to meaningful employment.

On 13 June, we opened our third inclusive playground, Djarrawunang Playground at Yeo Park in Ashfield. The playground was designed with advice from disability play experts at the Touched by Olivia Foundation, so children of all ages and abilities can play together. Council invested $2 million in the project, which includes slides, a double flying fox, an in-ground trampoline, water play, inclusive swings, a sensory walkway, quiet areas, shaded seating and new gardens.

The impact of our work was recognised at the Local Government Professionals NSW Local Government Excellence Awards where Inner West Council was highly commended in the Environmental Leadership category for Caring for Country, Strengthening Urban Biodiversity. Council was also Highly Commended in the First Nations Community Partnership category for First Nations Meet the Buyer Day. We also received a Gold Award at the Australasian Reporting Awards for our 2024/25 Annual Report.

The GreenWay received a Highly Commended award at the National Trust (NSW) Heritage Awards on 15 May. This six-kilometre corridor has transformed a former rail line into shared paths, public art, native habitat and community spaces.

This quarter, we celebrated the people who make the Inner West such a vibrant and connected community. At the 2026 Community Awards on 20 May, we recognised individuals and groups whose dedication and contributions help make the Inner West a better place to live. Antony Green was named Citizen of the Year, David Haynes Senior Citizen of the Year, and Elise Martin Young Citizen of the Year. Congratulations to all recipients and nominees for their outstanding service and commitment to our community.

As we look to the future, we remain committed to listening, collaborating and delivering for our community, creating an even stronger Inner West for current and future generations.

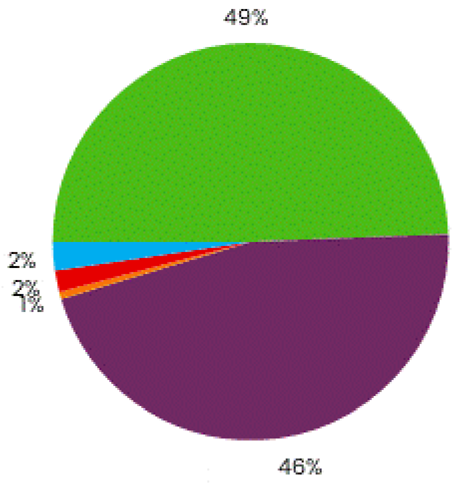
Peter Gainsford - General Manager

Executive Summary

The quarterly progress report outlines progress against the 172 actions in the 2025/26 Operational Plan.

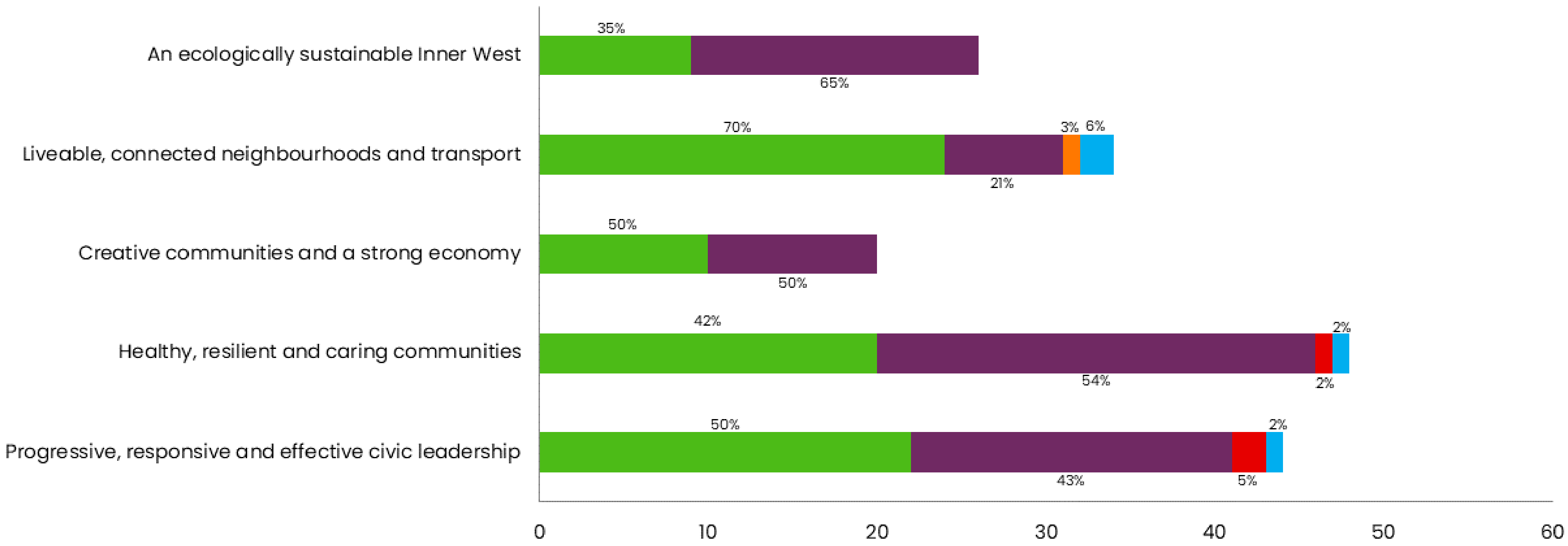
As of 30 June 2026:

- 95% (164) of actions are 'Completed' or 'On Track'
- 5% (8) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'



All action status

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled
KPI legend: On Target · Within Tolerance · Below Target



Action status by strategic direction

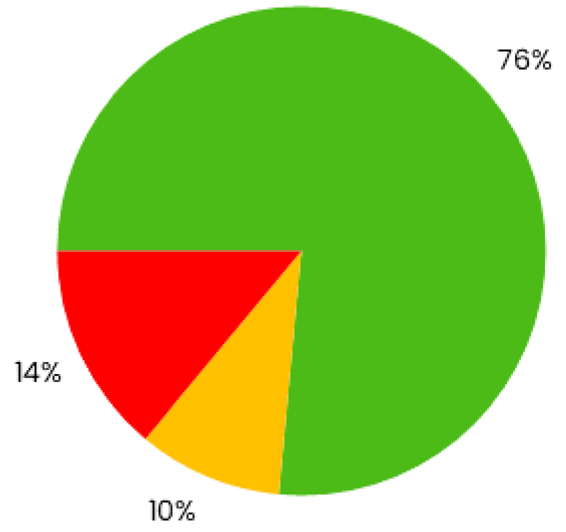
Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled

KPI legend: On Target | Within Tolerance | Below Target

Measures

As of 30 June 2026:

- 86% (117) of measures are ‘On Target’ or ‘Within Tolerance’
- 14% (20) of measures are ‘Below Target’



All KPI status

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled

KPI legend: On Target | Within Tolerance | Below Target

Outcome 1.1 Sustainable Leadership

Strategy 1.1.1 Connect and share information, knowledge and tools to live sustainably

ID	Action	Responsible	Comment	Status
1.1.1.1	Deliver Council's sustainability program at the Inner West Sustainability Hub	Urban Sustainability	Staff delivered 26 sustainability workshops and events at the Inner West Sustainability Hub for 526 people. Clothing and Toy Swaps, Repair Circles for Clothes Mending, Repair Day and Reconciliation Week weaving with Aunty Jo Selfe were highlights this quarter.	●
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	The Environmental Grants and Circular Economy Grants are embedded into Council processes and budgets. They are advertised annually, opening 30 March to 1 May 2026. These are assessed and recommendations for funding approved with all other grants by Council. In 2025 five Environment grants (over 2 years) and three Circular Economy grants (1 year/annual) were awarded to support community sustainability and circular economy projects.	★

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	Hold Council's Ecofestival	Urban Sustainability	Footprints EcoFestival (previously held at Annandale), has been relocated to the Inner West Sustainability Hub in Summer Hill. Following stakeholder engagement, it will be renamed 'Re Fest' to align with the circular economy focus at the hub (Re-use, Re-pair, Re-think, Re-create etc.) The Footprints EcoFestival was held on Saturday 5 September 2026.	★

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.1.1a	Number of people attending sustainability engagements and education sessions per year	Urban Sustainability	> 700	**0**	**0**	**0**	**1,851**	1,851 ✓
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news per year	Urban Sustainability	> 10,000	**0**	**0**	**0**	**10,239**	10,239 ✓

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Outcome 1.2 Resilient biodiversity

Strategy 1.2.1 Maintain, manage and improve vegetation and tree canopy

ID	Action	Responsible	Comment	Status
1.2.1.1	*Continue the public tree planting program	Parks and Streetscapes Operations	Tree planting targets were achieved with over 1000 trees planted across local government area.	★
1.2.1.2	Deliver the Urban Forest Policy and Strategic Action Plan	Urban Forest (Public)	The Urban Forest Policy and Strategic Action Plan was delivered in Quarter 2 and work has commenced delivering on actions.	★
1.2.1.3	Provide operational plans and City-Wide Maintenance Procedure for public tree management	Urban Forest (Public)	All manuals and plans have been developed and approved by the Public Tree Manager. All manuals and procedures have been published and is publicly available on the Public Trees webpage on Council's website.	★
1.2.1.4	Provide private tree assessments	Regulatory Services	Private tree assessments and referrals continued throughout the reporting period, with 26.92% of tree permit applications determined within 28 days and 34.85% of Development Assessment referrals finalised within 14 days.	★
1.2.1.5	*Plan for new Microforests in the Inner West	Urban Ecology	O'Dea Reserve, Camperdown and Bruce Street Reserve, Ashfield were approved by Council as the two remaining sites for microforests to complete the resolution of at least one in each ward.	★

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 (Public)	> 1,000	**0**	**0**	**0**	**1,960**	1,960 On Target
1.2.1b	Percentage of tree permit applications pruning or removal on private land assessed within 28 days	Regulatory Services	> 80	**62**	**63**	**57**	**26.92**	52.23 Below Target
1.2.1c	Input to development applications involving tree works provided within 14 days	Regulatory Services	> 70	**27**	**34**	**16**	**34.85**	27.96 Below Target

Strategy 1.2.2 Protect threatened species, connect and enhance natural areas, biodiversity corridors and sensitive habitats

ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local native plants for Council's Natural Areas, priority biodiversity areas and to residents	Urban Ecology	4000 plants were propagated specifically for the Gumbramorra Wetlands through our two community plant nurseries. A new Community Nursery Supervisor commenced with Council in February 2026, and the volunteer program has experienced a surge in attendance, with propagation rates continuing to increase.	Completed

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	*Progress short term priority actions in the Biodiversity Strategy	Urban Ecology	Council continues to collaborate with Macquarie University to deliver state of the art multi-chambered nest boxes as species specific hollows. A detailed monitoring and maintenance program is planned to preserve and categorise the new park assets.	★

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.2a	Number of plants supplied by Council nurseries per year	Urban Ecology	> 8,000	**0**	**0**	**0**	**8,152**	8,152 ✓
1.2.2b	Number of Citizen Science events facilitated by Council per year	Urban Ecology	> 30	**0**	**0**	**0**	**34**	34 ✓
1.2.2c	Number of environmental volunteer attendances per year	Urban Ecology	> 1,400	**0**	**0**	**0**	**2,900**	2,900 ✓

Action legend: On Track ★ Completed Behind Schedule On Hold Rescheduled

KPI legend: ✓ On Target Within Tolerance Below Target

Outcome 1.3 Healthy waterways

Strategy 1.3.1 Implement water-sensitive policies, plans and projects

ID	Action	Responsible	Comment	Status
1.3.1.1	Advance Council's Healthy Rivers program	Urban Ecology	Council continues to contribute to water quality programs on the Cooks and Parramatta Rivers. The “Our backyard River” campaign on the Cooks River has been adopted and supported by council through the various naturalisation programs to improve water quality, for example Gumbramorra and the initial stages of the Gunggung Gunyah restoration projects. An interagency collaboration with Sydney Water continues to monitor chemical load and water health in preparation for Mort Bay swim site.	★
1.3.1.2	Deliver Gumbramorra Swamp recreation area at Mackey park	Urban Ecology	The Gumbramorra Wetland at Mackey Park involved the wetland restoration and was co-designed with our Aboriginal community. A matching grant from NSW Department of Planning, Housing and Infrastructure contributed to the restoration works. The official opening will be during NAIDOC week on 12 July 2026.	●
1.3.1.3	Restore wetlands adjacent to Blackmore Park	Urban Ecology	This project has commenced but requires further resourcing, with options for grant funding and other measures to restore the wetland being explored over the coming year.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
1.3.1.4	Manage Council's infrastructure assets and provide engineering advice	Asset Planning (Engineering Services)	Planning and scoping is substantially completed for the 2026/27 Capital Program. Initial scopes are being reviewed and refined. Engineering advice to Planning is ongoing.	On Track

Strategy 1.3.2 Expand river swimming sites

ID	Action	Responsible	Comment	Status
1.3.2.1	Continue to host the Parramatta River Catchment Group	Urban Ecology	The Parramatta River Catchment Group is hosted by Inner West Council and embedded within the Environment and Sustainability Unit and guided by the Senior Leadership Team made up of representatives from some of the member Councils and Sydney Water.	On Track
1.3.2.2	Investigate the feasibility of a swim site as part of the Mort Bay Plan of Management	Urban Ecology	The investigations and feasibility study were completed in Quarter 1, with water testing finalised and findings briefed to the Executive and subsequently to Council.	Completed

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Outcome 1.4 Zero emissions

Strategy 1.4.1 Implement strategies to reduce and mitigate greenhouse gas emissions

ID	Action	Responsible	Comment	Status
1.4.1.1	Develop and adopt the Climate Adaptation Plan	Urban Sustainability	The Adaptation Plan and Climate strategy are being combined into a single cohesive Climate and Renewables Strategy, which is being developed. Community consultation on the Climate and Renewables Strategy, as well as the next phases of Council's Adaptation Planning is being planned.	★

Strategy 1.4.2 Build local resilience and adapt to climate change

ID	Action	Responsible	Comment	Status
1.4.2.1	Deliver Council's low-income energy efficiency program	Urban Sustainability	This quarter, staff provided information sessions, direct advice and practical items to help low-income households stay warm and cut costs this winter. Instant online energy efficiency action plans were provided to 96 households reporting social vulnerability factors.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
1.4.2.2	Adopt the revised Climate and Renewables Strategy	Urban Sustainability	Internal and external stakeholder engagement undertaken this quarter has informed the strategic focus of the Climate Strategy. The strategy is scheduled to be considered by Council at the August 2026 meeting.	On Track

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.4.2a	Tonnes of carbon emissions generated by Inner West Council per year	Urban Sustainability	< 10,000	**0**	**0**	**0**	**5,140.32**	5,140.32 On Target
1.4.2b	Seminars and engagements on solar power, battery storage, home electrification and related topics	Urban Sustainability	> 1	**10**	**351**	**2**	**3**	91.50 On Target
1.4.2c	The percentage of Council's operational electricity from renewable sources per year	Urban Sustainability	100	**0**	**0**	**0**	**100**	100 On Target

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled

KPI legend: On Target | Within Tolerance | Below Target

Outcome 1.5 Zero waste

Strategy 1.5.1 Reduce residential waste and increase recycling

ID	Action	Responsible	Comment	Status
1.5.1.1	Co-ordinate and deliver domestic and commercial waste collection services	Resource Recovery Operations	Council continues to deliver waste, Food Organics and Garden Organics (FOGO), recycling and clean up services.	★
1.5.1.2	Implement education and contamination management strategies to maximise recycling rates	Resource Recovery Planning	Bin crews continue to manually inspect and reject contaminated waste, which is then followed up by Council's Waste Busters. Council is also piloting the state recycling contamination process with the NSW Environment Protection Authority (EPA), which incorporates training AI into identifying contaminants via cameras.	★

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	
1.5.1a	Increase the percentage of household items reused and recycled (Recovery rate) per year	Resource Recovery Operations	> 50	0	0	0	76	76 On Target
1.5.1b	The number of booked clean ups through the Optimo booking system (Baseline 23/24= 72,154) Target= >10%	Resource Recovery Operations	> 79,369.40	14,961	16,413	18,653	17,810	67,837 Below Target
1.5.1c	Reduce the percentage of illegal dumping incidents reported. 2023/24 baseline 13,706 incidents	Resource Recovery Operations	< 5	0	0	0	15.50	15.50 Below Target
1.5.1d	Increase in material received at the Community Recycling Centres and Household Chemical Collection Events (Baseline 23/24 185.5 tonnes) Target= >5%	Resource Recovery Operations	> 194.77	49.26	56.97	173.04	34.36	313.63 On Target
1.5.1e	Increase the recycling rate of televisions and computers per year. Baseline 23/24 79 kilograms	Resource Recovery Operations	> 6	0	0	0	6.70	6.70 On Target

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

1.5.1f	Reduce the number of missed bins per year (Baseline 23/24 =32,589) Target= >0.5%	Resource Recovery Operations	< 30,960	**4,960**	**6,160**	**6,505**	**5,569**	23,194

Strategy 1.5.2 Increase recovery of household organic material

ID	Action	Responsible	Comment	Status
1.5.2.1	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	Council's cross-disciplinary Litter working group meets regularly. The Litter Roadmap (internal document) and public facing Litter Plan are scheduled for consideration at the September Executive Strategy meeting. Following Executive endorsement, the Litter Plan will be presented to Council in September 2026.	
1.5.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	The Smidmore Street Marrickville Bulk Depot site is now operational, with an additional reverse vending machine already installed at Marketplace and Norton Plaza in Leichhardt. Council teams continue to work with TOMRA to identify further opportunities across the Inner West.	

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

ID	Action	Responsible	Comment	Status
1.5.2.3	*Embed Council's food recycling service (FOGO) to increase participation and recovery	Resource Recovery Planning	FOGO in schools and Early Learning Centres (ELCs) now includes not-for-profit ELCs. FOGO is in service at 33 locations with 13 more at varying stages of implementation. This industry-first program was showcased at the Coffs Harbour Conference in May 2026, resulting in invitations to present to Western Sydney Regional Organisation of Councils (WSROC), Environment Protection Authority (EPA) promotion and to other councils. FOGO in Multi Unit Dwellings program is in the planning stage, aimed to expand uptake in apartments. Compostable liners were delivered to all households in May/June 2026, with ongoing access to liners and caddies available through Council service centres.	
1.5.2.4	*Progress circular economy initiatives within the Inner West	Resource Recovery Planning	Circular economy principles have been embedded across Council through procurement policies and procedures, and within the community through the establishment of the Circular Economy Network, the Inner West Sustainability Hub, Green Living Centre workshops (including textile, repair and repair-day programs), and the online Inner West Reuse and Repair Map, which launched in 2025.	
1.5.2.5	*Trial FOGO and recycling in selected parks	Resource Recovery Operations	The trial has been completed and a report will be provided to Council for a final decision.	

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	
1.5.2a	Reduce waste to landfill (per capita in kilograms) per year	Resource Recovery Planning	< 12.50	**0**	**0**	**0**	**12.45**	12.45
1.5.2b	Increase the kilograms of organic material collected per resident by 5% annually. Baseline 23/24 71.6kg	Resource Recovery Planning	> 39.60	**0**	**0**	**0**	**130.41**	130.41
1.5.2c	Percentage of contaminated material recovered in the green-lid bin per year	Resource Recovery Planning	< 6	**0**	**0**	**0**	**6**	6
1.5.2d	Maintain an annual reduction of waste in red bins (tonnes). Baseline 23/24 30,539 tonnes	Resource Recovery Planning	> 1,600	**0**	**0**	**0**	**1,627**	1,627

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Strategic Direction 2 - Liveable, connected neighbourhoods and transport

Outcome 2.1 Housing for all

Strategy 2.1.1 Encourage greater housing diversity through development

ID	Action	Responsible	Comment	Status
2.1.1.1	Progress opportunities for delivery of affordable housing	Properties and Strategic Investments	Council continues to pursue the development of affordable housing initiatives at selected Council owned car parks including: Marrickville, Garners Avenue, Dulwich Hill Loftus Street, Enmore, Edgeware Road and Leichhardt Hay Street subject to site, design and legislative requirements.	

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled
KPI legend: On Target | Within Tolerance | Below Target

Strategy 2.1.2 Increase social, community, affordable and liveable housing

ID	Action	Responsible	Comment	Status
2.1.2.1	*Create planning controls that allow the capacity for at least 7,800 dwellings by 2029.	Strategic Planning	Our Fairer Future Plan proposes Local Government Area (LGA) wide changes to the Inner West LEP to create more housing for future residents. This was submitted to the Department of Planning, Housing and Infrastructure for finalisation on 7 November 2025 and Council is working with the State Government to finalise planning controls that allow over 7,800 dwellings.	

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled
KPI legend: On Target | Within Tolerance | Below Target

Outcome 2.2 Sustainable development

Strategy 2.2.1 Integrate planning and urban design for public and private spaces

ID	Action	Responsible	Comment	Status
2.2.1.1	*Undertake a Council wide Local Environmental Plan (LEP)	Strategic Planning	Our Fairer Future Plan proposes LGA wide changes to the Inner West LEP to create more housing for future residents. This was submitted to the Department of Planning, Housing and Infrastructure for finalisation on 7 November 2025 and Council is working with the State Government to finalise.	●
2.2.1.2	*Investigate additional entertainment precincts for the Inner West	Strategic Planning	Six Special Entertainment Precincts (SEPs) have commenced in Balmain, Rozelle, Leichhardt, Marrickville, Marrickville North and Dulwich Hill. Future SEPs are being worked on for King Street with the City of Sydney and Ashfield as part of the Our Fairer Future Plan.	●

Strategy 2.2.2 Monitor local development for legislative compliance

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
2.2.2.1	Provide building certification services	Environmental Health and Building Regulation	Completed all required inspections for both certification and footpath on road dining undertaken within timeframes.	★
2.2.2.2	Provide development assessments and related services	Development Assessment	Development assessment and related services continue to be delivered.	●

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.2.2a	Maintain Principal Certifier Authority (PCA) mandatory building inspections undertaken within 24 hours	Environmental Health and Building Regulation	100	**100**	**100**	**100**	**100**	100
2.2.2b	Outdoor dining application approval initial inspection is undertaken within 10 business days	Environmental Health and Building Regulation	> 90	**100**	**100**	**100**	**100**	100
2.2.2c	Number of swimming pool safety education campaigns undertaken via IWC Social Media Platforms	Environmental Health and Building Regulation	> 4	**0**	**0**	**0**	**3**	3
2.2.2d	Median number of days to determine development applications	Development Assessment	< 85	**56**	**85**	**70**	**74**	74
2.2.2e	Median number of days to complete pre-lodgement advice from date of meeting	Development Assessment	< 10	**12**	**7**	**12**	**7**	9.50
2.2.2f	Percentage of site visits undertaken within 21 days of the application being accepted	Development Assessment	> 75	**80**	**84**	**85**	**87**	84

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

2.2.2g	Percentage of development applications from NSW Planning Portal to Council's planning system within 10 days	Development Assessment	100	68	97	97	98	90
2.2.2h	Percentage of neighbour notifications posted within 7 days following payment of all fees	Development Assessment	100	86	52	64	84	71.50
2.2.2i	Percentage of internal referrals obtained within 14 days	Development Assessment	> 80	52	49	46	58	51.25

Strategy 2.2.3 Retain heritage and character of local neighbourhoods

ID	Action	Responsible	Comment	Status
2.2.3.1	Provide heritage related advice and services for development applications	Development Assessment	Heritage related advice and services for development applications continues to be delivered. To date, over 1172 referrals have been completed.	

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Outcome 2.3 Integrated transport

Strategy 2.3.1 Prioritise active transport and manage and/or deliver transport infrastructure

ID	Action	Responsible	Comment	Status
2.3.1.1	Implement Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	Council is implementing a number of cycling projects in the Bicycle Strategy and Action plan: Pyrmont Bridge Road cycleway, Cooks to Cove GreenWay (completed), St Peters to Sydenham station link (completed), Lilyfield Road cycleway (concept design adopted), Marrickville Road East cycleway (concept plan adopted), Southwest Metro Active Transport Link (design in progress), and Iron Cove Creek Cycleway (masterplan complete with design in progress). A study is also underway for potential routes for Inclusion in Future Cycling Action Plans.	●
2.3.1.2	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 Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies. Council is also initiating a LGA wide review of school safety for completion in early 2027.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
2.3.1.3	*Commence design of the Iron Cove walk/ cycleway	Traffic and Transport Planning	This project is on track with funding allocated for design and approvals. A design consultant was recently appointed, and concept design is proceeding with plans expected in late 2026.	On Track
2.3.1.4	*Plan for the Great Inner West Walk	Traffic and Transport Planning	The Great Inner West Walk study is in progress. Initial engagement activities have been completed and consultant work has been completed. The Great Inner West Walk study is now being refined prior to adoption.	On Track

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.1a	Increase the number of people using the bicycle networks by 50%. Baseline to be established in 2025/26.	Traffic and Transport Planning	> 0	**0**	**0**	**0**	**9,295**	9,295 On Target

Strategy 2.3.2 Improve public transport and related infrastructure

ID	Action	Responsible	Comment	Status
2.3.2.1	Develop and implement Public Transport Position statement	Traffic and Transport Planning	The “How We Move Why We Move” study has been completed, which will contribute to the ongoing development of the Public Transport Position Statement.	Rescheduled

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled

KPI legend: On Target · Within Tolerance · Below Target

ID	Action	Responsible	Comment	Status
2.3.2.2	Implement the Electric Vehicle Encouragement Plan	Traffic and Transport Planning	Council adopted the EV Encouragement Plan in 2026 and the implementation of actions are ongoing. Council installed 173 public charging ports by June 2026 and 36 additional charging ports are planned for installation across Council car parks. EV charging provision is being incorporated into the draft DCP. Council is also investigating a simplified approval pathway for EV charging on private property. Council's fleet continues to transition to Hybrid and Battery Electric Vehicles. A private kerbside charging study is currently being undertaken.	On Track

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.2a	Increase the number of electric vehicles charging units in the LGA per year	Traffic and Transport Planning	> 130	0	0	0	173	173 On Target
2.3.2b	Increase in the mode shift towards public transport	Traffic and Transport Planning	> 20	0	0	0	7	7 Below Target

Strategy 2.3.3 Manage road network

Action legend: On Track; Completed; Behind Schedule; On Hold; Rescheduled
KPI legend: On Target; Within Tolerance; Below Target

ID	Action	Responsible	Comment	Status
2.3.3.1	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 digital parking permit management system is in development with a provider appointed.	●
2.3.3.2	Implement Council's Parking Strategy	Traffic and Transport Planning	On 28 October 2025 Council resolved to exhibit its draft Parking Strategy and revised Public Domain Parking Policy (The Policy). Community engagement ran for 14 weeks, from 17 February 2026 to 25 May 2026. This is planned to be reported to the August 2026 Council meeting.	●
2.3.3.3	Prepare Local Area Traffic Management (LATM) studies	Traffic and Transport Planning	Council is progressing a number of LATM studies, including the Annandale LATM (study adopted), Newtown-Enmore Parking Study (study adopted), Balmain-Birchgrove LATM (draft study being finalised), Stanmore-Petersham-Enmore-Camperdown LATM (draft being prepared), Tempe-Sydenham LATM (draft being prepared), Ashfield North-Croydon (draft being prepared) and the Sydenham Road Strategy (study adopted).	●
2.3.3.4	*Implement Inner West @40	Traffic and Transport Planning	InnerWest@40 has been implemented in St Peters, Sydenham, Tempe, Marrickville, Stanmore, Petersham, Camperdown, Newtown and Enmore. Implementation to the rest of the Inner West is programmed to be completed in 2026 subject to TfNSW approvals.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Outcome 2.4 Safe, clean and accessible public places

Strategy 2.4.1 Ensure private spaces and developments contribute positively to public spaces

ID	Action	Responsible	Comment	Status
2.4.1.1	Continue developing public domain master plans as per agreed program	Parks Planning	Public Domain Master Plans are being developed for: Illawarra Rd, Marrickville Lewisham Town Centre Dulwich Hill Carlisle Street Leichhardt Sydenham Rd (completed)	On Track
2.4.1.2	Deliver the Main Streets Strategy	Parks Planning	The Public Domain work program for main street activations and glow ups is progressing and is on track .	On Track
2.4.1.3	Complete the Greenway project	Capital Works	The Greenway was opened to the public on 14 December 2025.	Completed
2.4.1.4	Deliver Urban Amenity Improvement Plan (Pyrmont Bridge Road Cycleway)	Civil Maintenance	The project has been handed over to the NSW Government for deliver noting that Pyrmont Bridge Road is a state road.	Rescheduled
2.4.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Civil Maintenance	All PAMP projects for the 2025-26 financial year are now complete.	On Track
2.4.1.6	Deliver Local Area Traffic Management (LATM) program	Civil Maintenance	Construction has been completed for the Local Area Traffic Management (LATM) program with one project deferred due to pending approval from Sydney Trains.	On Track

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled
KPI legend: On Target | Within Tolerance | Below Target

ID	Action	Responsible	Comment	Status
2.4.1.7	Deliver multi-year projects: Stage 1 of the Leichhardt Aquatic Centre; Leichhardt Oval improvements implemented	Capital Works	Significant progress was achieved across Council's major recreation infrastructure projects during the quarter. For Leichhardt Oval Refurbishment, the Design and Construct Request for Tender was released to shortlisted contractors following completion of the EOI process and detailed procurement planning, progressing the project towards contractor selection. For Leichhardt Park Aquatic Centre Stage 1, works are now complete and operational. Stage 2, the construction contract was finalised, site possession completed and works transitioned into the delivery phase, marking a major milestone in the renewal of the facility.	●
2.4.1.8	Construct an inclusive playground at Yeo Park	Capital Works	As part of Council's commitment to deliver an inclusive playground in every Inner West ward, Council opened its latest inclusive playground at Yeo Park on 12 June 2026. This complements the recently completed Aboriginal Survival Memorial at Yeo Park, a space where the community can reflect, play and connect. This inclusive playground includes: • New play equipment including slides, a double flying fox, and an in-ground trampoline • A water play area • New and inclusive swings • A sensory walkway and quiet areas with timber steppers and balancing beams • New BBQ, shaded seating and garden areas	★

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	
2.4.1a	Percentage of expenditure of town centre upgrade budget (25/26 Budget = $9.176M) Target = /-10%)	Civil Maintenance	> 90	1	6	11	22	22
2.4.1b	Percentage of LATM program budget delivered within budget expended (25/26=$6.121M)	Civil Maintenance	> 90	0	0	36	96	96
2.4.1c	Percentage of capital works program budget delivered (25/26 Budget $119.244M)	Civil Maintenance	> 80	9	22	43	68	68

Strategy 2.4.2 Improve air quality, water and noise pollution through education and regulation

ID	Action	Responsible	Comment	Status
2.4.2.1	Provide environmental health and building regulatory services	Environmental Health and Building Regulation	Boarding House inspections were completed. There were 1132 Food Shop inspections undertaken, 58 Temporary food shop inspected, and 7316 Requests undertaken	★

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

ID	Action	Responsible	Comment	Status
2.4.2.2	Conduct an annual education program targeting a specific business sector to improve environmental outcomes and best practice	Environmental Health and Building Regulation	Currently an education fact sheet is being finalised for roof restoration companies to address stormwater pollution.	●

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	
2.4.2a	Percentage of actual or potential reported pollution incidents investigated and resolved	Environmental Health and Building Regulation	> 95	**0**	**0**	**0**	**100**	100
2.4.2b	Percentage of unauthorised building works incidents where investigations commence within 10 days	Environmental Health and Building Regulation	> 80	**0**	**0**	**0**	**83**	83
2.4.2c	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
2.4.2d	Percentage of inspections undertaken in accordance with Council's Boarding House program	Environmental Health and Building Regulation	> 95	**0**	**0**	**0**	**100**	100
2.4.2e	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: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Strategy 2.4.3 Manage public spaces and community safety

ID	Action	Responsible	Comment	Status
2.4.3.1	*Deliver the Public Toilet Strategy year one actions	Capital Works	Gladstone Park, Johnson Park, Hammond Park, Hoskins Park and Mackey Park were completed Birchgrove amenities construction is scheduled for completion April 2027. McNeilly Park and Steel Park are scheduled for completion in November 2026 Arlington Reserve & Mort Bay Park, Simpson Park, Tilman Park, Mallam Reserve, Kendrick Park, Weekly Park, Jarvie Park are in the planning stage.	●
2.4.3.2	Undertake parking and ranger patrols	Regulatory Services	The Parking services team have undertaken 891 patrols of residential parking scheme areas, have conducted 196 school zone patrols and have responded to 92.52% of dangerous parking requests within 3 hours.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
2.4.3.3	Promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Regulatory Services	Companion Animal Services delivered information stands in 36th Battalion Park in April and McNeilly Park in June. The May information stand was cancelled due to heavy rain. These stands were attended by more than 40 people with 95% of microchip details found to be out of date. Officers assisted the community by updating microchip information on the NSW Pet Registry and providing responsible pet ownership education. Educational A-frame signage was distributed in parks across the LGA including Johnson Park, Rozelle Parklands, Enmore Fenced Dog Park, Henson Park, and Vanardi Green. These signs were displayed in various on-leash, off-leash, time-share and prohibited areas.	★
2.4.3.4	Maintain open spaces, streetscapes, and parks	Parks and Streetscapes Operations	Council continues to maintain open spaces, streetscapes and parks during the quarter.	★
2.4.3.5	Implement the Sustainable Fleet Transition Plan and the increase amount of EV equipment and vehicles across Council	Fleet	The new Leaseback Policy is being implemented which allows for EVs to be offered as Leaseback vehicles. In addition, the pooled vehicle fleet is 100% electric. Operational plant and equipment continue to be moved to electric when a suitable alternative is available.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
2.4.3.6	Develop and implement the Graffiti policy	Facilities Management	A draft Graffiti Policy has been drafted and considered by the Executive and will be reported to Council's August 2026 meeting with improvements recommended to Graffiti management that transition the service from contractor to in-house staff.	●
2.4.3.7	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	Four town centre audits were conducted across all council main streets with maintenance works completed to ensure safety. Five street blitz programs were completed at Balmain, Rozelle, Ashfield, Leichhardt, Enmore/Newtown and Marrickville.	●

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.4.3a	Conduct annual audit of outdoor dining approvals for compliance with consent conditions	Regulatory Services	> 90	**0**	**0**	**0**	**100**	100 On Target
2.4.3b	Number of patrols of restricted parking areas	Regulatory Services	> 3,000	**0**	**0**	**0**	**3,655**	3,655 On Target
2.4.3c	Number of safety patrols of school zones during term	Regulatory Services	> 600	**0**	**0**	**0**	**758**	758 On Target
2.4.3d	Percentage of responses to customer requests regarding dangerous or illegal parking (within 3 hours)	Regulatory Services	> 80	**0**	**0**	**0**	**93**	93 On Target
2.4.3e	Number of park patrols for companion animal education to identify legislative breaches per year	Regulatory Services	> 750	**0**	**0**	**0**	**676**	676 Within Tolerance
2.4.3f	Average number of days to complete a 40-day Street sweeping cycle	Parks and Streetscapes Operations	< 40	**40**	**40**	**40**	**40**	40 On Target
2.4.3g	Average number of working days to complete verge maintenance (mowing) from October to March	Parks and Streetscapes Operations	< 20	**0**	**30**	**30**	**0**	30 Below Target

Action legend: On Track ★ Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

2.4.3h	Average number of working days to complete verge maintenance (mowing) from April to September	Parks and Streetscapes Operations	< 40	**50**	**0**	**0**	**47**	48.5
2.4.3i	Average number of days to complete high-pressure cleaning of each shopping centre every three months	Parks and Streetscapes Operations	< 60	**30**	**60**	**60**	**60**	52.50
2.4.3j	Percentage of public facilities cleaned to Council's standards per year	Facilities Management	> 85	**0**	**0**	**0**	**0**	0
2.4.3k	Percentage of customer requests regarding public toilets resolved within 10 working days	Facilities Management	> 20	**0**	**0**	**0**	**0**	0
2.4.3l	The number of gross pollutant trap /nets cleaned	Civil Maintenance	> 37	**37**	**37**	**36**	**37**	36.75
2.4.3m	The number of pits cleaned	Civil Maintenance	> 194	**321**	**267**	**204**	**194**	246.50
2.4.3n	Percentage of potholes repaired within 48 hours (note - weather dependent)	Civil Maintenance	> 80	**70**	**80**	**80**	**80**	77.50

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled
KPI legend: On Target · Within Tolerance · Below Target

Strategic Direction 3 - Creative communities and a strong economy

Outcome 3.1 A vibrant cultural and creative destination

Strategy 3.1.1 Provide opportunities to participate in arts and culture

ID	Action	Responsible	Comment	Status
3.1.1.1	*Deliver the program of Council produced events	Events (Creative Communities)	Council-delivered events during this period include ANZAC Day, the Town Hall Festivals in St Peters, Leichhardt and Balmain, the Inner West Community Awards and SES Volunteer function, Celebrate 2044 and a telecast of the World Cup.	★
3.1.1.2	*Partner with community and creative groups to deliver events, providing support and advice	Events (Creative Communities)	During this period Council partnered with community and creative groups to deliver ANZAC Day (Balmain RSL), Town Hall Festivals at St Peters, Leichhardt and Balmain, Inner West Community Awards, SES Volunteer Function and the Inner West is Best at Crowbar.	★
3.1.1.3	Review Cultural Strategy 2022-25 and implement remaining projects from Arts and Music Recovery Plan	Living Arts (Creative Communities)	The review of the Cultural Strategy and Arts Music Recovery Plan has been completed.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
3.1.1.4	Develop Creative Spaces framework to support local creatives to access Council-owned spaces	Living Arts (Creative Communities)	Work on the Marrickville Town Hall basement refit, in partnership with Brand X, is underway, with the team preparing the space for their activation at the beginning of 2027. Capital works at Thirning Villa are also progressing and an EOI has been developed for Thirning Villa and Whites Creek Cottage has been presented to Council for approval. The Town Hall Festivals were presented in St Peters, Leichhardt and Balmain.	★

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	
3.1.1a	Percentage of major events completed every 6 months	Events (Creative Communities)	> 90	**0**	**100**	**0**	**100**	200 ✓
3.1.1b	Number of stakeholders (organisations including community and business) engaged through events program every 6 months	Events (Creative Communities)	> 500	**0**	**1,726**	**358**	**144**	2,228 ✓
3.1.1c	Percentage of local stakeholder participation in events program every 6 months	Events (Creative Communities)	> 80	**0**	**63**	**25**	**94**	182 ✓
3.1.1d	Culture Counts measures meet or exceed the national local government benchmark	Events (Creative Communities)	> 50	**0**	**0**	**100**	**100**	100 ✓

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Strategy 3.1.2 Celebrate and promote innovation for creative industries by providing local programs, including young and emerging talent

ID	Action	Responsible	Comment	Status
3.1.2.1	Support participation of Aboriginal creatives in delivering Council's arts programs	Living Arts (Creative Communities)	The Beyond the Studio program included local studio Publisher Textiles, which collaborated with First Nations art centres across Australia. Deslyn Marsh (artist and Bundjalung woman) was an external peer assessor for Perfect Match 2026/27 artist applications. Two of five First Nations artists were shortlisted (40% success rate of First Nations artists vs. 28% benchmark success rate across all applicants). Council has commissioned Jason Wing (Aboriginal-Cantonese artist) to deliver a large-scale mural for Ashfield Town Hall wall, with painting planned for September 2026.	●
3.1.2.2	Support renewal of Creative Spaces program	Living Arts (Creative Communities)	Capital works are underway on Thirning Villa to make it suitable for creatives, and staff are preparing an EOI for both Thirning Villa and Whites Creek cottage for Council's approval. The first year of the Behind the Studio program was completed, which provided support to operators of local creative spaces. The Creative Town Halls program continued to draw consistent interest and bookings for use of town hall spaces. Work continued on the Marrickville Town Hall basement venue management space with Brand X.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
3.1.2.3	Develop new Cultural Strategy	Living Arts (Creative Communities)	Staff are preparing background information for the cultural strategy including data collection, state of sector analysis and community feedback. Initial consultation has taken place with internal teams and the Arts and Culture Local Democracy Group.	●
3.1.2.4	Deliver a cultural program in partnership with Biennale	Living Arts (Creative Communities)	Six commissions were delivered successfully on 11-12 April for Working Memory, the Biennale public program. The performance weekend recorded one of the highest attended weekends of the Biennale. Three Art After Dark Inner West Music events were sold out. All support acts were local to Inner West. A total iof 2,203 tickets were sold. Biennale full attendance data across all events included: Talks program 695, Music program 2,203, Performance 6,167. Evaluation found that 100% of attendees rated the program excellent or good, 96% would attend similar Council events, and access was rated 100% excellent. All ratings are in line or above the national average of Culture Counts measurements.	★
3.1.2.5	*Deliver the Perfect Match program	Living Arts (Creative Communities)	Two murals were delivered this quarter: 111 Bedford Street, Newtown (part of the Norton Russell Reserve upgrade) and 316 Enmore Road.	●

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	
3.1.2a	Number of Perfect Match projects per year	Living Arts (Creative Communities)	> 20	0	0	0	18	18

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Outcome 3.2 A diverse and strong economy

Strategy 3.2.1 Implement strategies to assist business growth, innovation and new enterprises

ID	Action	Responsible	Comment	Status
3.2.1.1	Finalise the Economic Development Strategy using the principles of community wealth building as key pillars	Economic Development	Following feedback from the community in 2025, revisions are being made for the Economic Development Strategy to focus on the circular economy and discussing how active transport can contribute to economic growth and business development.	●
3.2.1.2	*Facilitate business engagement in place making	Economic Development	Council continues to support business engagement in placemaking at roundtable workshops and events. Three high-profile roundtables (Haberfield, Illawarra Road and Crystal Street) have been held to date, and Council has resolved to undertake a number of place-based actions to improve placemaking in these town centres.	★
3.2.1.3	*Provide business support for local small businesses in community languages	Economic Development	Council provides a simple-to-use, web-based translation service on all engagement pages in ten of the most common community languages. Further to this there is a page link indicating how additional translation services can be accessed. Annual business roundtable consultations for multilingual business owners continues to identify new opportunities to support small businesses.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
3.2.1.4	*Appoint a concierge for local businesses as part of the economic development team to support local businesses with council matters	Economic Development	The e-planning team continue to provide an immediate concierge service to small business for development assessment and a concierge web page has had a soft launch while support is being embedded in other teams and processes across the organisation.	●
3.2.1.5	*Create a new Women's Business Chamber, for women working in local businesses across the Inner West	Economic Development	Meetings are being held with interested parties to create an entity to provide greater support for women in business in the Inner West. Discussions have focussed on the best delivery mechanism to achieve these goals and are ongoing.	●
3.2.1.6	*Expand Perfect Match proactively targeted at vacant stores on main streets	Economic Development	A new program called the business facade improvement program is currently open for businesses to apply to improve their facades.	★
3.2.1.7	*Expand Enmore trial to include laneway dining in adjoining bars and restaurants.	Economic Development	The Enmore trial was expanded to include the surrounding laneways and was met with positive feedback from the businesses and community.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
3.2.1.8	*Continue to work towards a goal of zero vacancies in main street shop fronts, by bringing main street property owners, local businesses and chambers of commerce together with Council	Economic Development	The economic development team will continue to work with main street property owners and chambers of commerce to ensure shop front vacancies are minimised.	●
3.2.1.9	*Hosting annual information events for local multicultural businesses looking to do business with Council	Economic Development	Council hosted online Multicultural Business Procurement event on Wednesday 10 June 2026. The event was co-delivered by Council's Economic Development and Procurement Teams. This session is part of Council's commitment to increase accessibility, understanding, and participation of multicultural businesses in Council procurement and supports strategic directions contained within Council's Community Strategic Plan Creative communities and a strong economy.	★

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
3.2.1a	Number of workshops conducted to provide support for local businesses per year	Economic Development	> 15	**0**	**0**	**0**	**24**	24 On Target

Strategy 3.2.2 Manage and plan for future industrial and employment lands and activities

ID	Action	Responsible	Comment	Status
3.2.2.1	*Organise career fairs and industry tours to engage students and young professionals, partnering with local schools, TAFEs, and community organisations to provide relevant training and upskilling programs tailored to the needs of local industries	People and Culture	Council continued its outreach efforts by engaging with the Office of Local Government (OLG), universities and TAFE to explore future partnerships and outreach programs that support traineeship opportunities. In addition, the team participated in the recent Inner West Council Queer Careers Expo at Ashfield Town Hall, Australia's first Queer Careers Expo, which attracted more than 700 registered attendees and 60 exhibitors from a range of industries. Council's presence at the event generated strong interest from attendees and provided an opportunity to promote the diverse career pathways available within local government.	On Track

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

ID	Action	Responsible	Comment	Status
3.2.2.2	*Support local breweries and distilleries with a Tourism Strategy and initiatives to streamline regulations	Economic Development	The Tourism Strategy has included initiatives to improve wayfinding signage, as well as advocacy to State and Federal governments to reduce business red tape for breweries and distilleries.	●

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
3.2.2a	Number of activations of local businesses held in Inner West Main Streets per year	Economic Development	> 3	**0**	**0**	**0**	**10**	10 ✓

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Strategic Direction 4 - Healthy, resilient and caring communities

Outcome 4.1 Welcoming, connected and inclusive

Strategy 4.1.1 Celebrate, value and respect diversity

ID	Action	Responsible	Comment	Status
4.1.1.1	Update the Inner West Homelessness Protocol and Policy	Community Wellbeing	Development of the Homelessness Protocol and Policy update has commenced, supported by internal discussions to inform the revised documents. The updates will reflect the NSW Protocol for Homeless People in Public Places and strengthen a coordinated response across Council teams.	●
4.1.1.2	Lead the implementation of the Anti -Racism Strategy	Community Wellbeing	Council continues to implement the Anti-Racism Strategy, progressing actions through a coordinated, whole-of-Council approach and ongoing collaboration with community partners to promote inclusion, address systemic barriers, and strengthen culturally responsive practices.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

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 delivered the Pride Walk, strengthening visibility and support for LGBTQ+ communities across the Inner West. Activities were delivered during Domestic Violence Prevention Month, raising awareness, supporting community engagement, and strengthening partnerships with key services. Council has also commenced the Expression of Interest (EOI) process for the Summer Hill Neighbourhood Centre, marking an important step toward securing a future operator and ensuring continued community access to inclusive, place-based services.	★
4.1.1.4	Celebrate culturally significant days with and on behalf of the community eg days of remembrance	Community Wellbeing	Council delivered and supported a range of initiatives recognising culturally significant days and events of remembrance, strengthening community connection, inclusion and awareness. These included a program of Reconciliation Week activities, such as the Magic Yellow Bus event (4 June 2026), weaving (29 May 2026) and watercolour (2 June 2026) workshops. Council also supported Refugee Week through partnership with Settlement Services International, with an event held on 14 June 2026.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.1.1.5	Develop a Wellbeing Strategy	Social and Cultural Planning	The Wellbeing Strategy will not be delivered as a stand alone approach. The policy priorities will be delivered through redevelopment of the Healthy Ageing Strategy, the Children and Young People Strategy, and the Climate Change Strategy along with Council's emergency management and emergency/disaster recovery planning with the NSW Government. This approach will deliver more joined up impact through incorporation of the policy elements in these other approaches.	▲
4.1.1.6	Lead the development and implementation of the Children and Youth Strategy	Social and Cultural Planning	A Youth Summit was held to engage representative of all local schools and youth-focused organisations in the drafting of the strategy. The draft strategy will be presented to Council for endorsement of public exhibition at a future meeting.	●
4.1.1.7	Develop and implement Community Safety Action Plan	Community Wellbeing	The draft Community Safety Action Plan has been developed and will be presented to Council for endorsement of public exhibition at a future meeting.	●
4.1.1.8	Lead Child Safe policy and protocol development for Council	Community Wellbeing	Council has continued to strengthen its commitment to child-safe practice through a comprehensive review of related policies, procedures, resources and staff guidance materials. Work continues to refine these documents to ensure alignment with current legislative requirements and best-practice child-safe standards, with finalisation and implementation activities to be completed.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.1.1.9	*Host "How to Beat your Bills" events in each ward with key utility and service providers	Community Wellbeing	Council, in partnership with the Member for Summer Hill, Jo Haylen, and the Prime Minister, Anthony Albanese, hosted a Help Hub event at Marrickville Town Hall in May. Federal, State and Local government representatives, along with key utility and service providers, were on hand to provide information and support to the community.	★

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.1.1a	Percentage of people sleeping rough that are referred to homeless service providers annually	Community Wellbeing	100	**0**	**0**	**0**	**100**	100 ✓

Strategy 4.1.2 Build inclusivity, resilience and participation in community life

ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Disability Inclusion Action Plan	Social and Cultural Planning	Implementation of the Plan is nearing completion and engagement on a redeveloped plan is underway	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Strategy 4.1.3 Prioritise and celebrate Aboriginal and Torres Strait Islander needs and culture in policies, initiatives and strategies

ID	Action	Responsible	Comment	Status
4.1.3.1	*Deliver the second and third Aboriginal Survival memorials in Illoura Reserve (Balmain) and Kendrick Park (Tempe)	Social and Cultural Planning	Progress at Illoura Reserve has been delayed due to contractual issues. Planning has not yet commenced at Kendrick Park.	
4.1.3.2	*Lead development of the Aboriginal Community Hub	Social and Cultural Planning	Design work is complete and detailed cost planning is underway to inform the next phase of the build procurement and contracting.	
4.1.3.3	Commence development of a new Reconciliation Action Plan	Social and Cultural Planning	Extensive engagement has occurred and the drafting of a new Plan is substantially complete. A report to Council seeking endorsement for public engagement is expected in September 2026.	

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Outcome 4.2 Healthy and active

Strategy 4.2.1 Provide facilities, spaces and programs for participation in active recreation

ID	Action	Responsible	Comment	Status
4.2.1.1	Continue to work with NDIS and other community service providers to deliver community programs and services	Aquatics and Recreation Services	Council worked with NDIS and other community service providers to deliver community programs and services.	★
4.2.1.2	Manage Council's five aquatic centres, two recreation centres and water play park	Aquatics and Recreation Services	Council continued to manage its five aquatic centres, two recreation centres and water play park. The outdoor pools at Leichhardt Park Aquatic Centre (LPAC) closed on 29 June 2026 for Stage 2 renovations. The facility's outdoor 50m and dive pools are closed for the duration of construction. Council hosted a "Last Laps" celebration with free pool entry on 28 June 2026.	★
4.2.1.3	Review the structure and delivery of recreation programs and services	Aquatics and Recreation Services	Review the structure and delivery of recreation programs and services completed for 2025/26	●
4.2.1.4	*Commence masterplan activities for the Robin Webster Centre at Tempe	Aquatics and Recreation Services	Masterplan activities for the Robyn Webster Centre at Tempe have commenced.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.2.1.5	*Implement the Leichhardt Park Aquatic Centre masterplan upgrades	Capital Works	Stage 1 works are now completed and operational. The Stage 2 construction contract was finalised, site possession is completed and works have transitioned into the delivery phase, marking a major milestone in the renewal of the facility.	●
4.2.1.6	*Install an outdoor gym at Fanny Durack Aquatic Centre and extend opening hours to the end of April	Aquatics and Recreation Services	Opening hours were extended and the outdoor gym installation is in progress as part of Council's planned schedule of works.	●

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	
4.2.1a	Maintain visit numbers at Annette Kellerman Aquatic centre, Marrickville	Aquatics and Recreation Services	> 450,000	**0**	**0**	**0**	**485,842**	485,842
4.2.1b	Maintain visit numbers at Fanny Durack Aquatic Centre, Petersham	Aquatics and Recreation Services	> 45,000	**0**	**0**	**0**	**56,075**	56,075
4.2.1c	Maintain visit numbers at Leichhardt Park Aquatic centre *LPAC will be closed for renovations from 2026-27	Aquatics and Recreation Services	> 650,000	**0**	**0**	**0**	**680,470**	680,470
4.2.1d	Increase visit numbers at Ashfield Aquatic Centre	Aquatics and Recreation Services	> 800,000	**0**	**0**	**0**	**804,828**	804,828
4.2.1e	Maintain a positive Net Promoters score per centre (This is a customer loyalty and satisfaction)	Aquatics and Recreation Services	> 1	**0**	**0**	**0**	**33**	33
4.2.1f	Maintain visit numbers at Dawn Fraser Pool	Aquatics and Recreation Services	> 45,100	**0**	**0**	**0**	**44,068**	44,068

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled

KPI legend: On Target, Within Tolerance, Below Target

Strategy 4.2.2 Provide parks, playgrounds and open spaces

ID	Action	Responsible	Comment	Status
4.2.2.1	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 review POMP for Leichhardt Park and Tempe Reserve	Parks Planning	Draft Plans of Management have been completed for Jarvie Park, Camperdown Memorial Rest Park, Richard Murden Reserve and Jack Shanahan Reserve.	●
4.2.2.2	*Complete a draft Plan of Management for Council's Pocket and Neighbourhood Parks	Parks Planning	A Draft Plan of Management and the accompanying report have been completed and are scheduled to be submitted to Council for consideration at the April 2026 Council meeting.	★
4.2.2.3	Implement the Rozelle Parklands and Easton Park Plan of Management and Masterplan	Parks Planning	The Rozelle Parklands have been transferred to Council, with winter and summer sporting allocations actioned. Raised pedestrian crossings between the two parks, including near the Ryan Street intersection, have been completed. Perpendicular parking on Lilyfield Road is currently being designed. Masterplan items are being prioritised as part of the budget planning process.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.2.2.4	*Conduct community consultation on dual naming for one major park in each ward	Parks Planning	This action was completed in quarter 1, with Council's Naming Policy now in effect across all assets under Inner West Council's care and control.	Completed
4.2.2.5	*Improve lighting, access and safety along the Cooks River	Parks Planning	Plans have progressed to 90% completion and capital works are planned to commence in September 2026 with works being completed in January 2027.	On Track
4.2.2.6	Redevelop Henson Park Grandstand in collaboration with the AFL to provide amenities that support Women's Sport in the Inner West	Capital Works	The $20 million renovation of Henson Park is now completed, and funded by Council, the NSW Government, the Australian Football League (AFL) and the Australian Government. The upgraded facilities were officially opened on 15 February by the Prime Minister and local officials. The project delivers a new multipurpose building with public amenities, a canteen, coaches' boxes and media broadcast facilities. It builds on earlier works that upgraded the King George V Grandstand and delivered four new female change rooms, significantly improving the game-day experience for players, officials and fans.	Completed
4.2.2.7	*Upgrade Leichhardt Oval and implement master plan	Capital Works	The Design and Construct Request for Tender was released to shortlisted contractors following completion of the Expression of Interest process and detailed procurement planning. The project is progressing towards contractor selection.	On Track

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled
KPI legend: On Target | Within Tolerance | Below Target

ID	Action	Responsible	Comment	Status
4.2.2.8	*Install modern lighting for Lambert Park to ensure safe utilisation of the grounds for sport.	Capital Works	A construction contractor has been engaged, with works scheduled to commence in August 2026. Project completion is anticipated in late September 2026.	
4.2.2.9	*Deliver much needed upgrades to All Weather Sports Fields at Callan Park.	Capital Works	The Inner West Planning Panel held on 9 June 2026 approved the Balmain Road All-Weather Field. The Waterfront Drive All-Weather Field was not approved by the panel. Council is now preparing additional information/documentation and will request a review of the Waterfront Drive All-Weather Field Development Application. The Balmain Road All-Weather construction works are scheduled to commence in September 2026, with completion in March 2027.	
4.2.2.10	*Upgrade the Pratten Park Bowling and Community Club with a newly configured building and new lights for the tennis courts to play tennis for longer in the evening.	Capital Works	At Pratten Park Bowling Club, an architect has been engaged, and a concept design for development is underway. The Pratten Park Tennis Court Lights project is completed with the lights active.	

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	
4.2.2a	Number of sports forums held to engage the Inner West sports key stakeholders	Parks Planning	> 2	**2**	**1**	**1**	**1**	5
4.2.2b	Maintain the number of parks bookings (e.g schools, commercial fitness trainers, weddings, picnics, excluding sporting ground bookings)	Parks Planning	> 6,000	**2,987**	**2,185**	**3,210**	**3,311**	11,693
4.2.2c	Percentage utilisation of sporting grounds	Parks Planning	> 90	**97**	**99**	**99**	**99**	98.50

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

Strategy 4.2.3 Provide and support community services and centres

ID	Action	Responsible	Comment	Status
4.2.3.1	Collaborate with Twenty10 to ensure the effective operation of the Pride Centre	Community Wellbeing	Council and Twenty10 have continued to work in partnership to support the operation of the Inner West Pride Centre, with a shared focus on effective governance, inclusive community participation and sustainable facility management. Through this collaboration, the Community Advisory Group has been established, operational and risk management frameworks developed, building and maintenance matters coordinated, and the centre activated through a growing program of community events, partnerships and venue bookings.	★
4.2.3.2	Collaborate with Settlement Services International to enable program delivery from the Community Refugee welcome centre	Community Wellbeing	A Service Level Agreement (SLA) remains in place with Settlement Services International to support them with access to the Community Refugee Welcome Centre and community buses.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.2.3.3	Deliver programs and activities at Council-run community centres	Community Wellbeing	The Annandale Community Centre continued to support a range of well-established community programs, including choirs, Justice of the Peace services, Out of School Hours Care (OOSH) and craft activities. The Hannaford Community Centre continued to provide a low-cost, accessible membership model that supports significant levels of participation by older residents. Through a diverse program of social, recreational, health and wellbeing activities delivered throughout the week, the centre remains an important hub.	★
4.2.3.4	Collaborate with 3Bridges to ensure the effective operation of the Summer Hill Community Centre	Community Wellbeing	In February 2026, 3Bridges concluded its lease and service level agreement with Council for the operation of the Summer Hill Neighbourhood Centre. Since that time, Council has managed venue bookings and maintained continuity of access to the Centre for community users while future operating arrangements are established. Council has commenced an Expression of Interest (EOI) process to identify a new operator.	★

Action legend: On Track ★ Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

ID	Action	Responsible	Comment	Status
4.2.3.5	Lead 'a community of practice' for community centres to enhance front line service delivery	Community Wellbeing	Following further exploration, a formal community of practice model for neighbourhood centre operators was not established. This decision reflected a change in operating arrangements, including the transition of the Summer Hill Neighbourhood Centre to a new operator model. Strong collaboration between Council and neighbourhood centre operators has continued through regular meetings, information sharing, partnership opportunities, and discussions regarding service delivery and operational performance.	★
4.2.3.6	*Facilitate community use of Council's venues including creative uses.	Community Venues	For the financial year 2025/26, council received 397 Creative Town Hall enquiries, Annandale Community Centre being the most popular venue, of which 254 were eligible for the full (100%) fee waiver, equating to $72,492.00 worth of fee subsidy. The most popular creative type was Theatre, both for development and rehearsal and delivery of the production to the community.	★
4.2.3.7	Collaborate with Newtown Neighbourhood Centre to ensure the effective operation of the community centre	Community Wellbeing	Through the Lease and Service Level Agreement, Council continues to work in partnership with Newtown Neighourhood Centre to provide services to meet the needs of the community. This covers homelessness support, healthy ageing and community participation events.	★

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	
4.2.3a	Number of regular venue hirers maintained annually	Community Venues	> 200	0	0	0	**225**	225
4.2.3b	Number of casual venue hirers maintained annually	Community Venues	> 1,400	0	0	0	**1,347**	1,347
4.2.3c	Subsidy for community venue hire ($) maintained annually	Community Venues	< 2,100,000	0	0	0	**2,007,341**	2,007,341
4.2.3d	Percentage satisfaction of hirers with community venues bookings processes	Community Venues	> 80	0	0	0	**85**	85
4.2.3e	Number of community groups, CALD and not for profit groups using community venues (regular and casual hirers) maintained annually	Community Venues	> 180	0	0	0	**197**	197

Action legend: On Track Completed Behind Schedule On Hold Rescheduled

KPI legend: On Target Within Tolerance Below Target

Outcome 4.3 Lifelong learning

Strategy 4.3.1 Provide quality children's education and care services

ID	Action	Responsible	Comment	Status
4.3.1.1	*Achieve 'meeting or exceeding' national quality standards for all early learning services	Early Learning	All services have maintained the meeting or exceeding rating. The regulatory authority visited the majority of services this quarter and found all of those inspected met legal, safety and operational standards.	
4.3.1.2	Ensure all early learning services are financially sustainable	Early Learning	The Early Learning, Preschool and Before and After School Care services (OOSCH) averaged 94% utilisation in this quarter, an increase of approximately 4% over the previous quarter.	
4.3.1.3	Apply to NSW Department of Education for Globe Preschool to be rated as "Excellent" under the National Quality Standards	Early Learning	A submission was lodged with the NSW Department of Education on 11 December 2025.	

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	
4.3.1a	Percentage utilisation of early learning services	Early Learning	> 85	**0**	**0**	**0**	**94**	94
4.3.1b	Percentage utilisation of out of school hours care	Early Learning	> 85	**0**	**0**	**0**	**94.75**	94.75
4.3.1c	Satisfaction with overall quality of education and care provided	Early Learning	> 85	**0**	**0**	**0**	**94**	94
4.3.1d	Percentage of early learning and outside school hours care services that maintain a quality rating of either 'meeting' or 'exceeding'	Early Learning	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 4.3.2 Provide libraries and technology

ID	Action	Responsible	Comment	Status
4.3.2.1	Deliver Council's annual Young Creatives Awards program	Libraries and History	The Young Creatives program 2025 has been delivered. Council received a total of 434 entries: Young Writer (195), Young Filmmaker (72) and Young Artist (167). Award events included the Art Awards at the Chrissie Cotter Gallery on 20 November (130 attendees), the Writing Awards at Marrickville Library and Pavilion on 21 November (120 attendees) and the Film Awards at the Leichhardt Town Hall on 23 November (250 attendees). Over 200 people attended the Gallery to view the exhibition and/or participate in the gallery programs.	★
4.3.2.2	Participate in and conduct the annual Public Library Evaluation Network Culture Counts survey	Libraries and History	The Public Library Evaluation Network Culture Counts survey has taken place throughout May and June, and 2,759 people responded to the survey. The library rated very highly as being as safe (88%) and trusted place and was considered an important part of the community (88%). The library received a Net Promotor Score of 56 and 87% of customers indicated the library hours suited them.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.3.2.3	Deliver Library and History programs	Libraries and History	There were 19 Speaker series with an attendance of 1156. Heritage Festival hosted 22 events with 1600 attendees. Culture Count results showed 87% of attendees agreed that they were engaged. The total number of events was 558 with a total attendance of 18,408. Highlights included the Inner West Museum of Ruby League at Leichhardt attracting 500 people, the Greek Diaspora Culinary event at Marrickville Town Hall, and partnering with the Greek Festival of Sydney for the Bridge over the Aegean at Marrickville Library on Wednesday 23 April with 85 attendees. The Archaeology workshop in partnership with the University of Sydney on Saturday 23 May at Ashfield Library attracted 50 people.	★
4.3.2.4	Provide historical information and source grant funding for a new war memorial in Loyalty Square	Libraries and History	Officers provided information for the Loyalty Square memorial walls, and the stories and list of soldiers were endorsed by Council in December 2025. The signs are currently being designed and manufactured, and an Expression of Interest has been conducted for their installation. An application for a Saluting Their Service Commemorative Grant was submitted in February 2026.	★
4.3.2.5	Deliver a new library app to improve customer experience	Libraries and History	The Inner West Libraries app was successfully launched in quarter 1, with over 2,600 downloads recorded at the time. Library staff were trained and actively promoted the app to customers. A marketing campaign was delivered, including direct mail, social media, and in-library signage.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.3.2.6	*Investigate embedding social workers in Council's library system	Libraries and History	Officers have researched a range of models offered in libraries in ACT, WA and SA. Wellbeing and Library staff attended a meeting with service providers and consultant Leanne Mitchelle who provided an overview of how Council can work to prevent homelessness including models in libraries. A meeting has been arranged with a local service provider to consider a potential model.	●
4.3.2.7	*Introduce City Talks to the Inner West Library system, giving residents an important opportunity to engage with city-shaping ideas and thinkers	Libraries and History	The Library hosted the talk: Architecture and Eco Systems at Marrickville Library on 27 May. This was attended by 92 people and received positive feedback.	★
4.3.2.8	*Expand seniors programming in Inner West libraries and increase funding to engage older people in library programming and events	Libraries and History	Inner West Libraries hosted 19 Speaker Series (April – June 2026) with an attendance of 1156 in this quarter. The talk When I am Sixty-Four with Debra Adeleide in conversation with Susan Wyndam at Haberfield Library attracted 54 people, of which 80% were over the age of 60. You Only Die Once - Zenith Virago in conversation with Dr Hannah Gould at Marrickville Library attracted 81 people, of which 75% were 50+.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
4.3.2.9	*Host a series of Drag Story Times across our library network.	Libraries and History	Inner West Libraries hosted a special Rainbow Family Tales session with drag performer Joyce Maynge. The session took place at Emanuel Tsardoulias Community Library on Saturday 27 June. There was a mix of songs, rhymes and stories suitable for children 0-5 years. Books that were read celebrated families and people of all shapes and sizes. There were 26 children and 32 adults in attendance (total 58 people). 100% of survey respondents rated the session 5/5 (Amazing).	★

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		
4.3.2a	*Maintain the number of active library members	Libraries and History	> 94,000	**110,242**	**113,008**	**115,000**	**119,894**	119,894	On Target
4.3.2b	Maintain the percentage of library members relative to the population	Libraries and History	> 50	**0**	**0**	**0**	**64**	64	On Target
4.3.2c	Maintain the number of visits to Inner West Council libraries	Libraries and History	> 1,000,000	**0**	**0**	**0**	**1,300,009**	1,300,009	On Target
4.3.2d	Maintain the total number of items borrowed from Inner West Council libraries	Libraries and History	> 1,500,000	**0**	**0**	**0**	**1,875,047**	1,875,047	On Target
4.3.2e	Maintain the average borrowing frequency of physical collection items	Libraries and History	> 4.50	**0**	**0**	**0**	**4.10**	4.10	Within Tolerance
4.3.2f	Maintain the number of public Wi-Fi logins at libraries	Libraries and History	> 3,000,000	**0**	**0**	**0**	**2,793,603**	2,793,603	Within Tolerance
4.3.2g	Percentage of library collection that is less than five years old	Libraries and History	> 25	**0**	**0**	**0**	**94.80**	94.80	On Target
4.3.2h	Maintain the number of e-resource loans and uses	Libraries and History	> 700,000	**0**	**0**	**0**	**1,298,600**	1,298,600	On Target
4.3.2i	Number of public PC computer bookings	Libraries and History	> 80,000	**0**	**0**	**0**	**344,503**	344,503	On Target

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled
KPI legend: On Target · Within Tolerance · Below Target

4.3.2j	Maintain the number of library and history programs	Libraries and History	> 60,000	**0**	**0**	**0**	**67,655**	67,655
4.3.2k	Maintain the number of library and history programs delivered	Libraries and History	> 2,000	**0**	**0**	**0**	**2,106**	2,106

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled

KPI legend: On Target | Within Tolerance | Below Target

Strategic Direction 5 - Progressive, responsive and effective civic leadership

Outcome 5.1 Responsive customer service

Strategy 5.1.1 Provide responsive and innovative customer services

ID	Action	Responsible	Comment	Status
5.1.1.1	*Implement the Customer Experience Strategy	Service Transformation	Council continued to implement the Customer Experience Strategy 2024-2027 this quarter, with progress including the completion of a proof of value for an omnichannel contact centre solution. A series of customer experience workshops was also held with service units, and further improvements were made to customer correspondence letters.	On Track
5.1.1.2	Develop and implement a change management framework	Service Transformation	A draft Change Management Strategy and Framework has been prepared, providing a comprehensive and structured approach to managing change across Council. The Strategy is designed to increase project success rates, strengthen employee engagement, and ensure change initiatives are aligned with Council's strategic objectives and the Australian Business Excellence Framework.	On Track

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled
KPI legend: On Target · Within Tolerance · Below Target

ID	Action	Responsible	Comment	Status
5.1.1.3	Undertake business improvement initiatives	Service Transformation	Council is progressing a program of service improvements to make it easier for the community to access services and support staff to deliver them more efficiently and consistently. Key initiatives include improvements to employee onboarding and offboarding, smarter handling of missed bin collections, and updates to project and regulatory processes. Council is also increasing digitisation and strengthening its use of data to better understand community needs. These improvements are reducing manual processes, improving turnaround times, and delivering more consistent and responsive services. This work will continue to roll out in stages.	★
5.1.1.4	Deliver business improvement staff training program	Service Transformation	Work on this training program was placed on hold due to a change of priorities for the year. It will be revisited in the coming year.	▲
5.1.1.5	Implement and report the service review program	Service Transformation	Council progressed four service reviews to strengthen service delivery and customer experience across key areas. The Insurance Claims (Customer Service) and Private Trees reviews were externally commissioned. The Graffiti and Community Venues reviews were delivered internally. Together, these reviews provide a clear picture of current performance and support targeted improvements to deliver more consistent, efficient and responsive services for the community.	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.1.1.6	Deliver customer service in line with our purpose and service charter	Customer Service	All customer service Key Performance Indicators (KPIs) were achieved or exceeded during this financial year. The fourth quarter also saw increased activity through the online service portal, driven by the successful launch of the new Inner West Council website and the implementation of Snap Send Solve automation.	★
5.1.1.7	Improve and upgrade Council's telephony system	Service Transformation	This project was rescoped and rescheduled. Council is currently exploring omni-channel options to upgrade Council's telephony system. This project is now scheduled for the 2027 financial 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	
5.1.1a	Customer Satisfaction ('Voice of Customer' post call survey - out of five)	Customer Service	> 4.30	**4.50**	**4.50**	**4.43**	**4.40**	4.46 ✓
5.1.1b	Customer calls answered within 60 seconds	Customer Service	> 80	**87.19**	**81.65**	**66.43**	**88.99**	81.06 ✓
5.1.1c	Percentage of back-office processing time (emails, applications, payments and forms) within five business days	Customer Service	> 95	**100**	**100**	**100**	**100**	100 ✓
5.1.1d	Customer requests and applications via the online service portal	Customer Service	> 55	**55.03**	**54.74**	**57.56**	**60.13**	56.86 ✓
5.1.1e	Percentage of annual mystery customer score achieved	Customer Service	> 85	**95.30**	**94.50**	**94.60**	**93.30**	94.42 ✓
5.1.1f	Percentage of service provided to customers at counters within 3 mins	Customer Service	> 80	**92**	**94**	**93.67**	**93**	93.17 ✓
5.1.1g	Mobile customer service satisfaction survey	Customer Service	> 85	**97**	**97**	**97.75**	**98**	97.44 ✓

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Strategy 5.1.2 Continuously improve our performance to meet community needs

ID	Action	Responsible	Comment	Status
5.1.2.1	Deliver the annual staff training and development program	People and Culture	Council invested heavily in workforce training to deliver high-quality, safe, and inclusive services to the community. During the quarter, training focused on key areas including governance, cultural awareness, child safety, leadership and emerging risks such as cyber security and artificial intelligence. Strong participation was achieved during this quarter, with the highest level of training completions recorded for the year, reflecting a coordinated business-wide effort to maintain compliance and strengthen capability across all service areas. The annual Leaders' Day in May further reinforced practical leadership capability aligned to the Local Government NSW Capability Framework.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.1.2.2	Deliver the Workforce Management Strategy 2025-29 year one actions	People and Culture	Actions across key areas: 1. Futureproofing: incorporated strategy into service business plans, developed workforce dashboards, progressed succession planning, and expanded early-career programs. 2. Talent Attraction and Retention: launched contingent hire dashboards for usage monitoring, launched new onboarding process, and exhibited at the Queer Careers Expo. 3. Thriving Workplace: Implemented engagement survey actions, recruited six new inclusive traineeships (disability), and launched the 'Grow with Purpose. Learn for Impact' campaign. 4. Empowering our People: launched annual performance and development appraisals and 2027 plans.	●
5.1.2.3	*Facilitate the annual disability traineeship program	People and Culture	Council progressed the second round of its Inclusive Traineeship Program, advertising six additional traineeship opportunities. Five positions were recruited. Three trainees commenced with Council in late June 2026, with a further two trainees scheduled to commence in the second week of July 2026. The induction process began in June 2026 and will continue into the next quarter to support new trainees as they settle into their respective roles within Council.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.1.2.4	*Work towards increasing the number of trainees, students, graduates and apprentices	People and Culture	In this quarter, Council continued to support 10 trainees through the Fresh Start Traineeship Program from the previous quarter and those continuing from the last round. Regular check-ins were undertaken with trainees, managers and program partners to support successful course completion and positive workplace outcomes. Council also successfully recruited an additional five inclusive traineeship positions as part of its ongoing commitment to create accessible employment pathways. In addition, Council established a regular engagement and review cadence with the OLG, Apprenticeship Support Australia and other training providers.	
5.1.2.5	Build a culture of Business Excellence	Service Transformation	A draft Business Excellence Framework has been developed. Progress on the framework is currently on hold However, a number of business excellence activities have been progressed. In the past quarter, each Service Unit developed a business plan aligning with business excellence principles, to guide delivery and improvement over the coming year.	
5.1.2.6	Develop a framework to map organisation critical processes	Service Transformation	This initiative has been temporarily put on hold due to other organisational priorities. It will be revisited once capacity allows and strategic alignment is confirmed.	
5.1.2.7	*Procure and implement a Website Content Management System	Service Transformation	Council's new website went live on 23 March 2026.	

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

ID	Action	Responsible	Comment	Status
5.1.2.8	Develop and implement Digital Experience Platform	Service Transformation	Council has made further improvements to the refreshed website and is exploring options to digitise and improve forms to further improve the digital customer experience.	On Track

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	98	98 On Target
5.1.2b	Percentage of staff turnover	People and Culture	< 18	0	0	0	10.10	10.10 On Target
5.1.2c	*Increase in the number of trainees, students, graduates and apprentices per year	People and Culture	> 0	0	0	0	27	27 On Target

Action legend: On Track | Completed | Behind Schedule | On Hold | Rescheduled

KPI legend: On Target | Within Tolerance | Below Target

Outcome 5.2 Responsible, transparent management and future planning

Strategy 5.2.1 Plan to meet community needs and aspirations

ID	Action	Responsible	Comment	Status
5.2.1.1	Prepare and publish the Annual Report	Corporate Strategy and Grants	The Annual Report 2024/25 was endorsed by Council at its November 2025 meeting, published on Council's website and notified to the Office of Local Government.	★
5.2.1.2	Prepare the Delivery Program 2025-29 (year two) and Operational Plan 2026-27	Corporate Strategy and Grants	The Delivery Program 2025-29 (year 2) and Operational Plan 2026/27 were exhibited from 24 April to 24 May 2026 and then adopted by Council on 16 June after considering the submissions received during this period of exhibition.	★
5.2.1.3	Manage Information and Communication Technology services	Information and Communication Technology	During the quarter the team transitioned from ICT to Digital Services, shifting the focus to engagement, strategy, design, optimisation and governance. Achievements included expanded Artificial Intelligence training and business use cases, five Copilot agents, new contact centre proof of concept, TechOne remediation project and onboarding/offboarding. Cyber resilience was strengthened through penetration testing with no critical issues and high compliance, cyber controls uplifts, continuing the migration to cloud, audit management, and advancement of data analytics, Geographic Information System mapping and data classification design.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.2.1.4	Adopt new technologies to improve transparency around maintenance schedules	Asset Planning (Engineering Services)	Maintenance schedules are being developed for servicing all Fleet assets, Parks and Streetscapes operations and asset inspections, such as transport assets, public artwork and park assets. A tree mobility app is being developed, with the ability to send maintenance requests directly to contractors.	●
5.2.1.5	Review Asset Management Strategy, Policy and Plans annually	Asset Planning (Engineering Services)	The Asset Management Strategy, Policy and Plans have been reviewed.	●
5.2.1.6	Implement the agreed program for condition audits and valuations	Asset Planning (Engineering Services)	The Fair Value Assessment has been completed on all asset classes with the exception of Buildings. Building Asset Valuations are being completed in July as part of the cyclic program of condition audits of Buildings which were undertaken throughout 2025-26.	●
5.2.1.7	Implement the Asset Improvement Plan	Asset Planning (Engineering Services)	Implementation of the improvement actions identified in the adopted Asset Management Strategy and Plans is ongoing and will be delivered over multiple years. The Infrastructure Planning team has been restructured to support implementation of this plan and lift asset management maturity. Recruitment is underway to fill positions identified in the team structure.	●

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	
5.2.1a	Maintain rating of Annual Report by Australian Reporting Awards	Corporate Strategy and Grants	> 3	0	0	0	3	3 On Target
5.2.1b	Number of local road requests (potholes and road surface inquiries) per 100 km of sealed roads	Asset Planning (Engineering Services)	< 292	0	0	0	530	530 Below Target
5.2.1c	Number of development engineering referrals completed	Asset Planning (Engineering Services)	> 1,700	0	0	0	1,550	1,550 Within Tolerance

Strategy 5.2.2 Provide responsible, sustainable, ethical and open local government

ID	Action	Responsible	Comment	Status
5.2.2.1	Provide training to staff on legal matters	Legal Services	Compliance and planning staff have been trained.	Completed
5.2.2.2	Reduce the cost of Land and Environment Court class one matters to Council	Legal Services	All training has been completed.	Completed

Action legend: On Track · Completed · Behind Schedule · On Hold · Rescheduled
KPI legend: On Target · Within Tolerance · Below Target

ID	Action	Responsible	Comment	Status
5.2.2.3	Maintain Council's compliance, 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 lobbying, delegations, legislative compliance, policies, conflicts of interest, gifts and benefits, secondary employment, and fraud and corruption, and report on these to Council's Audit, Risk and Improvement Committee.	●
5.2.2.4	Develop and implement an ongoing governance education program	Governance and Risk	Council has developed and implemented an ethics and compliance e-learning training platform that incorporates training on Code of Conduct, fraud and corruption, procurement, risk management and privacy. The e-learning modules are supplemented and complemented by in-person training and role-specific training. Additional training modules have been developed to facilitate insurance claims, Government Information (Public Access) Act requests and Work Health and Safety compliance, and will be rolled out in quarter 1 2026/27.	★

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	
5.2.2a	Maintain number of briefings to Council on the status of legal matters (February, May, August, November)	Legal Services	> 4	1	1	1	1	4 ✓
5.2.2b	Percentage of Land and Environment Court matters managed internally.	Legal Services	> 50	50	50	50	50	50 ✓
5.2.2c	Percentage of Privacy Complaints responded to within 5 business days of receipt	Governance and Risk	100	100	100	100	100	100 ✓
5.2.2d	Percentage of ARIC recommendations implemented within agreed timeframes	Governance and Risk	100	95	100	100	90	96.25 ◎

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled

KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Strategy 5.2.3 Deliver financial sustainability to manage public resources responsibly

ID	Action	Responsible	Comment	Status
5.2.3.1	Provide property portfolio transaction and property management services	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.	●
5.2.3.2	Manage Council's financial position ensuring Council is financially sustainable moving forward	Finance	Council adopted a Long-Term Financial Plan in June 2026 with a forecast operating surplus for the 2026/27 financial year of $3.50 million, with four-year surpluses of approximately $20 million.	●
5.2.3.3	Review Long-Term Financial Plan as part of Resourcing Strategy	Finance	The Long Term Financial Plan was reviewed and presented to Council to be placed on public exhibition in April 2026, and adopted in June 2026.	★
5.2.3.4	Manage and maintain Council's facilities and operation	Facilities Management	Facilities are being managed and maintained to ensure they are safe, functional, and compliant with Council standards. This includes coordinating routine maintenance, responding promptly to operational issues, and liaising with contractors and internal teams to ensure works are completed efficiently.	●
5.2.3.5	Undertake regular building condition audits of Council owned properties and facilities	Facilities Management	In conjunction with Stefan Consulting, building audits are being undertaken. New software is also capturing audit information and pictures.	●

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.2.3.6	Report on progress meeting OLG benchmarks for different ratios	Finance	Financial Ratios (no longer mandated by the OLG) are being monitored and be finalised and compared to the benchmark during preparation of the financial accounts. Currently expect to meet key benchmarks for the 2026 financial year.	●
5.2.3.7	*Undertake a project to establish regular rate customer payments	Finance	The project to establish regular rate customer payments was completed in quarter 1, with Bill Smoothing introduced as a payment option for ratepayers in the first instalment notice issued on 22 July 2025.	★

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	
5.2.3a	Percentage annual increase in gross income from Council's property portfolio	Properties and Strategic Investments	> 3	0	0	0	7.60	7.60
5.2.3b	Number of property agreements in holdover this year	Properties and Strategic Investments	< 48	0	0	0	40	40
5.2.3c	Percentage of progress in delivering affordable housing at the Hay Street car park with Link Wentworth	Properties and Strategic Investments	100	0	0	0	0	0
5.2.3d	Percentage of progress in delivering affordable housing on Council-owned car parks	Properties and Strategic Investments	100	0	0	0	0	0
5.2.3e	Percentage of the Land and Property strategy updated per year	Properties and Strategic Investments	100	0	0	0	100	100
5.2.3f	Percentage of Land Register updates published on Council's website annually	Properties and Strategic Investments	100	0	0	0	100	100
5.2.3g	Percentage of actions completed for the long-term accommodation strategy	Properties and Strategic Investments	100	0	0	0	100	100

Action legend: On Track Completed Behind Schedule On Hold Rescheduled
KPI legend: On Target Within Tolerance Below Target

5.2.3h	Percentage of refurbishment works completed annually for Leichhardt Oval	Properties and Strategic Investments	100	0	0	0	100	100
5.2.3i	Percentage of completion of the new customer service point in Marrickville	Properties and Strategic Investments	100	0	0	0	25	25
5.2.3j	Percentage of reactive building maintenance attended to annually (achievement of the reactive maintenance matrix in OneCouncil)	Facilities Management	> 60	0	0	0	0	0

Outcome 5.3 Engaged and informed community

Strategy 5.3.1 Inform our community using multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Implement the digital asset management system	Communications and Engagement	Council Officers are working with new staff to review and reshape project scope and designs.	●
5.3.1.2	Update Council's media policy	Communications and Engagement	The updated Council media policy was adopted at the Council meeting held on 23 September 2025.	★

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	
5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter) per year. Baseline 23/24 67,900	Communications and Engagement	> 69,598	**0**	**0**	**0**	**90,223**	90,223
5.3.1b	Number of Inner West Council website page views per year. Baseline 23/24 7,144,808.	Communications and Engagement	> 7,506,514	**0**	**0**	**0**	**8,512,208**	8,512,208
5.3.1c	Percentage increase in the number of Inner West Council social media platform post views during the year.	Communications and Engagement	> 2.50	**0**	**0**	**0**	**13.50**	13.50

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

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	Communications and Engagement	Council completed 23 community consultations this quarter, including public exhibitions for Council's Fees and Charges, Delivery Program and Operational Plan, Long Term Financial Plan, and key policies and strategies – the Draft Parking Strategy and Parking Policy, Weed Management Policy, Good Neighbour Policy, Affordable Housing Policy, and Tempe Lands Master Plan. Early engagement was undertaken for the Parramatta Road Corridor rezoning proposal, E-bike Strategy, and Camperdown Park Plan of Management and Master Plan. Community feedback was also sought on eight local traffic projects. All projects provided online engagement opportunities, with five also offering in-person feedback.	★
5.3.2.2	Hold ten Local Matters Forums including two in each ward	Communications and Engagement	Council held three Local Matters Forums (LMF) this quarter: • Balmain-Baludarri LMF on Tuesday 5 May at the Hannaford Centre, Rozelle • Leichhardt-Gulgadya LMF on Tuesday 12 May at Haberfield Library, Haberfield • Marrickville-Midjuburi LMF on Tuesday 23 June at St Peters Town Hall, St Peters	★

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

ID	Action	Responsible	Comment	Status
5.3.2.3	*Trial door knocking for five projects, one in each ward: a) Balmain and Leichhardt Wards: Leichhardt Oval and LPAC upgrades b) Marrickville Ward: Henson Park c) Ashfield Ward: Greenway opening d) Stanmore Ward: Lewisham Town Centre Upgrade	Communications and Engagement	We have completed door knocking for the GreenWay and Lewisham Town Centre upgrade. Door knocking for future projects will be conducted in financial year 2026/27.	★

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	
5.3.2a	Increase number of visits to Your Say Inner West	Communications and Engagement	> 160,000	**51,458**	**39,750**	**48,885**	**49,780**	189,873 On Target
5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	Communications and Engagement	> 60	**14**	**10**	**24**	**26**	74 On Target
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	Communications and Engagement	> 80	**100**	**50**	**91**	**95**	84 On Target
5.3.2d	Percentage of average satisfaction with Your Say Inner West engagements (ease of finding information and providing feedback)	Communications and Engagement	> 75	**96**	**94**	**88**	**84**	90.50 On Target
5.3.2e	Increase Your Say Inner West membership	Communications and Engagement	> 12,900	**13,131**	**13,833**	**15,029**	**15,522**	15,522 On Target

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

Strategy 5.3.3 Deliver evidence-based Council decision-making

ID	Action	Responsible	Comment	Status
5.3.3.1	Manage and coordinate ten Council Citizenship Ceremonies Per year	Governance and Risk	Council managed and coordinated three citizenship ceremonies within this reporting period.	★
5.3.3.2	Manage Council's meetings and business papers systems	Governance and Risk	In this quarter, Council's Governance and Risk Unit has supported three ordinary council meetings and one extraordinary council meeting.	★

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	
5.3.3a	Percentage of Council resolutions that are implemented as per the agreed timeframes	Governance and Risk	> 95	**90**	**90**	**95**	**95**	92.50 ◎
5.3.3b	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 ✓
5.3.3c	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 ✓
5.3.3d	Percentage of professional development program prepared for Mayor and each Councillor post September 2024 election	Governance and Risk	100	**100**	**100**	**100**	**100**	100 ✓

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

Outcome 5.4 Collaboration and valued partnerships

Strategy 5.4.1 Advocate on 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 White Bay Power Station public domain works, 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	In this quarter, Council received 208 applications for the Annual Grant Program. Following assessment, successful recipients will be proposed for Council adoption in September 2026.	●

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	
5.4.2a	Percentage of community wellbeing, arts, and multicultural grant recipients meeting acquittal requirements	Social and Cultural Planning	> 98	0	0	0	100	100 On Target

Strategy 5.4.3 Deliver positive outcomes for the community, economy and environment through strategic and innovative supply solutions

ID	Action	Responsible	Comment	Status
5.4.3.1	Manage Council's commitment to mitigate the risk of modern slavery in its operations, supply chains and community (annual)	Procurement	We continue to follow defined processes and monitor our suppliers. All suppliers must declare their obligations and confirm their commitment to mandatory reporting obligations under the Commonwealth and NSW Modern Slavery Acts, ensuring transparency and accountability across our supply chains.	Completed

Action legend: On Track, Completed, Behind Schedule, On Hold, Rescheduled
KPI legend: On Target, Within Tolerance, Below Target

ID	Action	Responsible	Comment	Status
5.4.3.2	Increase environmental, social, and governance (ESG) procurement across Council through the Sustainable Procurement Working Party	Procurement	The Sustainable Procurement Working Group meets every quarter to ensure consistent alignment with Council's Environmental, Social and Governance (ESG) objectives. All procurement activities are now subject to a structured vetting process, ensuring that ESG principles are embedded across decision-making, supplier engagement and contract management. This ongoing oversight reflects Council's commitment to responsible sourcing and continuous improvement in sustainable practices.	★

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.4.3a	Percentage of staff involved in procurement that have received training	Procurement	> 95	**95**	**95**	**95**	**95**	95 ✓
5.4.3b	Percentage of procurement events above $10k that go through vendor panel	Procurement	> 90	**92**	**90**	**95**	**90**	91.75 ✓
5.4.3c	Percentage of purchased expenditure on local suppliers	Procurement	> 8	**0**	**0**	**0**	**5.29**	5.29 ⊗
5.4.3d	Percentage of purchased expenditure on Aboriginal suppliers	Procurement	> 1	**0**	**0**	**0**	**0.50**	0.50 ⊗

Action legend: ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
KPI legend: ✓ On Target ◎ Within Tolerance ⊗ Below Target

IWC_I330/0726

innerwest.nsw.gov.au

INNER WEST