



MEANS
THE WORLD

QUARTERLY REPORT

1 Jan – 31 Mar 2026



FROM THE CEO

Our City was alive with activity to start the year across our neighbourhoods, coastline, and community spaces.

Henley Beach was in the international spotlight as we proudly hosted a stage start in the Santos Tour Down Under at Henley Beach for the first time. Approximately 25,000 people flocked to Henley Square to experience this world-class event in our own backyard.

That momentum carried through the warmer months, with a diverse mix of cultural and community events activating our streets and venues throughout the Adelaide Fringe. Woodville Town Hall once again played a central role in showcasing and supporting local artists with another busy Fringe season.

Behind the scenes, we continued to invest in the infrastructure and services that support civic life, alongside programs that reflect our shared responsibility to care for the environment.

Strong community interest in sustainability initiatives reinforced our own growing commitment to protecting our tree canopy and making more climate-informed choices.

Our network of libraries and community centres experienced an uptick in visitation and engagement, underlining the importance of these services given the cost-of-living pressures we know are being felt by many in our community.

During the quarter, Council also formally endorsed its Statement of Commitment to Closing the Gap in Western Adelaide and our renewed Disability Access and Inclusion Plan to support our journey in creating a safe, welcoming, and accessible City for all.

I look forward to working closely with you to continue shaping a City that is active, connected, and committed to positive change now and into the future.



Paul Sutton
Chief Executive Officer



**COMMUNITY VISION
PORTAL**



**ORGANISATIONAL
PLAN**



We continued to provide key infrastructure works and upgrades across our community, including the completion of Wright Street and Bishop Streets as part of the Renown Park Living Streets project, along with upgraded changeroom facilities at Woodville Oval for our local sporting community. Our City was alive through the warmer months with more than 2,000 community events supported by Council, engaging almost 30,000 participants.



We shared and supported our community's passion for growing and protecting our City's tree canopy, with almost \$9,000 worth of conservation grants approved to protect Significant and Regulated trees on private land. Our 10 Plants for \$10 Offer was expanded this year and still sold out in record time in late March, with an increased interest and uptake in our free Energy Efficiency Assessments also reflecting our community's sentiment.



The Santos Tour Down Under attracted thousands of people to Henley Beach as our City hosted a stage start for the first time. This complemented a thriving Adelaide Fringe season, in which Woodville Town Hall hosted a diverse range of shows with 76 events held at the venue during the quarter. Other vibrant events included the Vietnamese Tet Festival which brought our City to life during the warmer months.



We strengthened community connection through welcoming, accessible programs responding to local needs, including cost-of-living pressures. Our libraries and community centres reported a lift in visitation with more than 137,000 visitors, while engagement increased across active living, health, and wellbeing programs. Local voices continue to shape decision-making with 1,500+ community contributions through consultation projects.



A significant increase in website traffic of more than 230,000 unique visitors highlighted the importance of our digital channels as a trusted source of information. Our new immunisation service model was introduced to provide better choice and flexibility, and our renewed Disability Access and Inclusion Plan received formal endorsement by Council to reinforce our commitment to improving accessibility across our services, facilities, and events.

MICRO STORIES FROM THE QUARTER



Living Streets revitalised Renown Park, delivering benefits beyond resurfacing



Civic Library opened as a refuge for at-risk residents during extreme heat



CoastSnap citizen science project helped document and protect our coast



Our Placemaking team delivered a staggering 137 initiatives



Community painting day at Fawk Reserve with artists Chelsie Morey and Sair Bean



Our free energy assessments supported residents to improve home efficiency



Doubled birdlife and restored a self-sustaining urban ecosystem at the Renown Park streetscape



Introduced Tree Coach 2.0 to better support young street trees



Adopted 'Forestree' software to better track and care for our urban forest



Our 10 Plants for \$10 Offer sold out in record time in the program's 17th year



We welcomed thousands of visitors as LIV Golf activated our City



The Fringe brought our City to life with a wide range of vibrant events



We showcased Charles Sturt through diverse Tasting Australia events



New footpath artwork at Elizabeth Street helped bring neighbours together



Lunar New Year celebrations showcased the diversity of our City



Our Make-A-Book Challenge inspired young creators to write original stories



We supported residents by providing sandbags during heavy rain events



We marked International Women's Day by celebrating women across our community



We hosted a Kurna language and culture workshop with Kira Bain



We hosted Mates to Mates, connecting men through shared experiences



Western Adelaide Jobs Expo connected people with career opportunities



We encouraged residents to bulk-buy solar, lowering bills while transforming our City



Website visitation soared with more than 230k unique visitors



New Immunisation service introduced to enable greater choice and flexibility



We have 13 Community Centres, Libraries and Hall spaces available for hire

SERVICE DELIVERY & ENGAGEMENT

Compared to last quarter results ▲▼

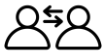
Offline:



17,937

Phone calls received

▼ -547



1,490

In-person transactions

▼ -48



137,062

Library & Community Centre
visitors

▲ +11,950

Online:



231,802

Unique website users

▲ +115,300



10,010

Social media engagements

▲ +2,000



23,953

Email requests

▼ -1,947



1,846

Portal service requests

▲ +313

In the field:



100%

Scheduled verge
mowing completed



13%

Missed bins

▲ +3%



91.3%

Scheduled reserve
mows complete

▼ -0.1%



148.4%

Scheduled Street
sweeps complete
(Actual 938 / 632)



38%

Scheduled street
prunes complete
(Actual 57 / 150)



72% ▼ -3%

Overall customer
satisfaction

79% ▼ -1%

First Contact Resolution
(from 143 survey responses)

71% ▼ -2%

Field Service Response
(from 594 survey responses)



Image: 10 Plants for \$10 Offer Collection Day

FLAGSHIP 1: TREE CANOPY STRATEGY

We've now planted more than 2,800 trees across 146 streets this financial year as preparations begin for stage 2 of our 2025-26 planting program in Albert Park, Hendon and parts of Royal Park.

We continue to innovate with the procurement of 'Forestree' and 'Treecoach' technology to help track, monitor, and care for our growing urban forest whilst nurturing young trees to establish and mature. We also had a record uptake in our ever-popular 10 Plants for \$10 Offer to support greening on private property.



Image: Solar Bulk Buy program

FLAGSHIP 2: COMMUNITY RENEWABLE ENERGY PROGRAM

The 2026 Bulk Buy program with ShineHub launched with approximately 80 people attending our latest in-person information session.

Interest in the program remains high given the Federal Government battery rebate scheme is due to change from 1 May and with ongoing increases in household costs. The current offer is scheduled to close at the end of April.



Image: Stroud Street, Cheltenham

FLAGSHIP 3: CENTRAL PRECINCT — YOUR NEIGHBOURHOOD PLAN

In Area A (Pennington, Cheltenham, St Clair) and Area B (Woodville North and Athol Park), the focus has been on building the evidence base to inform future projects. Market research has now been completed and will inform the next stage, project identification, for delivery across the 2025/26 and 2026/27 financial years.

Master planning for Stroud Street, Cheltenham has also progressed, with Stage 2 community engagement anticipated in the second half of 2026.



Image: Tapleys Hill Road, Hendon Local Centre

FLAGSHIP 4: LOCAL CENTRE REVITALISATION

During this quarter, shutters were installed on shops within the Bowden/Ovingham local centre to address community safety concerns. Artwork is currently being applied to the shutters to enhance visual amenity and strengthen the connection to the adjoining public green space.

Detailed design for the Tapleys Hill Road, Hendon local centre has also been completed.



LOCAL NEIGHBOURHOODS

OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
Our families, friends and neighbours create memories together	Number and participants in community events and programs delivered or supported by council	Events Delivered	1,597	2,104	5,773
		Participants	25,329	29,226	86,954
	Community survey: Sense of belonging	Community Survey	3.57 / 5		
Our local businesses know your name	Number of businesses supported through grants and advisory services	Grants	26	15	61
		Advisory Services	42	194	236
	Number of business events, attendees and satisfaction levels	Events	9	19	39
		Attendees	397	3,130	3,934
		Satisfaction	N/A	N/A	N/A
Our neighbourhoods enable us to walk or ride to get what we need	KMs of new or upgraded walking and cycling paths	Renewed / New & Upgrade	6.3km	2.3km	11.7km
	Community survey: Satisfaction with local roads, footpaths and shared use paths	Community Survey	6.82 / 10		
Our places appreciate and reflect their local history and culture	Number of placemaking initiatives delivered	Delivered	156	137	331
		Contributed To	1	2	6
	Community survey: Council offers diverse experiences and is culturally rich	Community Survey	3.82 / 5		
We create local connection within and between neighbourhoods	Delivery of key infrastructure and streetscape upgrades	Number of Initiatives	Multiple key infrastructure projects in progress		
	Community survey: Satisfaction with council services and programs	Community Survey	3.63 / 5		



LOCAL NEIGHBOURHOODS

Woodville Oval is ready for the season ahead with the completion of the new Percy Fox Grandstand changerooms.

The upgraded facilities provide modern, flexible changerooms, amenities and medical rooms for players, members and volunteers from Eagles WWTFC and Woodville District Cricket Club, meeting SANFL and SACA standards.

External upgrades have also refreshed the grandstand, supporting a welcoming, well-maintained local sporting hub for the community.

This project was delivered courtesy of funding from Council and the SANFL.





OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
Our city is cool, green and filled with life	Percentage of households within 300 metres of usable open space across the City	Percentage of houses	17.5% Data Captured July 2024		
	Number of trees planted	Trees Planted	723	195	2,818
	Percentage of tree canopy coverage across the city	Percentage of Tree Canopy	9.35% Tree Canopy as at 2022		
	Carbon emissions from Council operations	tCO ₂ e Emitted	17,556 tCO ₂ e Emitted in 2023/24 – latest available data.		
	Participation in environmental and climate-related programs	Participants	1,039	1,012	3,535
	Financial value of conservation grants to maintain and protect Significant and Regulated trees on private land	Conservation grant value	\$3,000	\$8,886	\$13,255
Our beaches, open spaces and waterways invite reflection and wellbeing	Community survey: Satisfaction with parks, reserves, beaches	Community Survey	7.68 / 10		
We work together with our Community to protect our environment	Engagement in community renewables	New Customers	23	0	80
	Community survey: Collaboration on environment	Community Survey	3.53 / 5		



VALUING NATURE

Interest in our community renewables program continues to remain strong across our community.

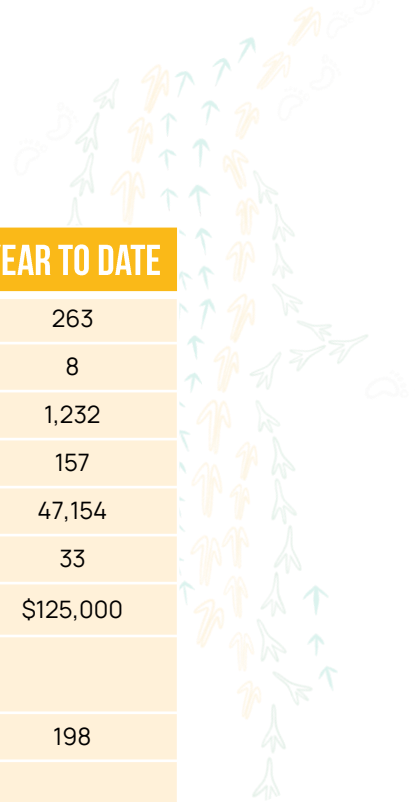
The program continues to see an average of 30% growth year-on-year.

More residents are choosing to participate in the program, contributing to a steady increase in renewable energy adoption across the community.

Over the life of the program, 459 customers have signed up, with 304 installations completed.

This continued growth highlights the program's strong community uptake and its role in supporting residents to transition to renewable energy.





OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
Our spaces are unique, creative, interesting and engaging	Number of public art assets across the City	Public Art Assets	263	263	263
	Numbers and percentage of initiatives incorporating community-led design	Number of Initiatives	3	4	8
	Number of outdoor dining seats	Seats	1,172	1,232	1,232
	Number of events and attendance figures for Woodville Town Hall	Events	45	76	157
		Attendees	17,119	16,949	47,154
	Value of Event Grants and Event Sponsorship	Grants	19	14	33
		Spend	\$88,440	\$50,000	\$125,000
	Community survey: The City of Charles Sturt is culturally rich and offers diverse experiences	Community Survey	3.82 / 5		
Our city is recognised as a centre for events and for bringing people together	Number of major events and festivals held (Pax 500)	Major Events Held	38	128	198
	Community survey: There's always a lot to do in my community	Community Survey	3.78 / 5		
Our businesses contribute to the vibe of the destination	Number and value of Shop Local Improvement Grants	Grants	11	7	21
		Spend	\$14,090	\$12,578	\$29,868
	Uptake of outdoor dining by businesses	New Businesses	4	3	10
	Increase in spending at local businesses by residents and visitors	Resident	\$443.8m (+\$57.3m)	\$397.6m (-\$46.2m)	\$1.23b
		Visitor	\$471.3m (+\$62.4m)	\$424.2m (-\$47.1m)	\$1.30b

VIBRANT PLACES

Our community made it a day to remember as our City played host to the iconic Santos Tour Down Under for the first time.

Approximately 25,000 people packed Henley Square to experience world-class cycling along our coastline, creating a vibrant atmosphere that brought together families, locals and visitors.

The event showcased our City on a global stage, supported local businesses and activated Henley Beach with food, entertainment and community activities.

Delivered through strong teamwork and collaboration, hosting this major event was a proud milestone and an exciting demonstration of what our City can achieve.





CONNECTING AND BELONGING



OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
Our communities have a voice and feel respected and valued	Community-facing projects with consultation undertaken	Number of Projects	18	17	43
		Number of Contributions	2608	1564	5898
	Households with access to key services within defined distances	Number of Households within distance	In development - baseline analysis underway.		
	Projects delivered that adopt universal design principles	Projects Adopting Universal Design	✓		
	Volunteer numbers and hours	Volunteers	226	205	561
		Hours of service	3,971	5,319	13,360
	Community survey: Our community feel that they can have a say about what is happening in their community	Community Survey	3.53 / 5		
Our community has access to spaces, services and support when needed	Number of visitors to our libraries and community centres	Visitors	125,112	137,062	408,174
	Sporting and community facilities offering open access and inclusion discounts	Facilities offering discounts	33		
	Sporting and community club membership numbers	Membership numbers	25,266 Data as at 30 June 2025		
	Residential properties within 1km of a community centre, sporting club, reserve or library	Number of Properties	In development - baseline analysis underway.		
	Community survey: The City of Charles Sturt offers services and support when I need it	Community Survey	3.88 / 5		
We create opportunities for communities to collaborate, engage and connect	Engagement with programs and events supporting active living, health, and wellbeing	Participants	5,442	5,509	19,044
	Community survey: The City of Charles Sturt is an inclusive and safe place for all people	Community Survey	3.84 / 5		
Our City is a place where everyone can be healthy and safe	Delivery of Disability Access and Inclusion Plan (DAIP) outcomes	Actions Complete	46	46	46
		Outstanding	1 x ongoing	1 x ongoing	1 x ongoing
	Cultural diversity reflected in community activities	Diversity Reflected in activities	✓		
	Community survey: Community feels safe in their home, neighbourhood, and public places	Community Survey	8.34 / 10		
	Community survey: Importance and satisfaction with public lighting across our City	Community Survey	7.33 / 10		

CONNECTING AND BELONGING

We celebrated community members recognised for their extraordinary service at the 2026 Citizen of the Year Awards. A range of deserving category recipients were acknowledged as part of the event with their outstanding contributions to our community highlighted.

Recipients included Citizen of the Year Andrew Plastow for his transformative contribution to education and wellbeing.

Young Citizens Cordelia Stott Smith and Domenic Monteleone for youth leadership and community service.

Senior Citizen Cheryl Jaeschke for decades of advocacy, greening and public art.

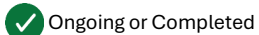
Finally, St Clair Community Events was recognised for growing St Clair Carols by Candlelight into one of the western suburbs' most inclusive and beloved community celebrations.





OUR TRANSFORMING CITY

OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
We respect our heritage as we transform	Number and value of heritage grants issued	Number	3	1	19
		Value	\$8,750	\$3,000	\$25,504
	Dwelling density and growth in dwelling numbers	Growth in Dwelling Numbers	405	266	1,017
	Housing diversity mix (freestanding, terrace, unit, multi-storey)	Separate house	32,241 (65.5%)		
		Semi-detached/townhouse	11,614 (23.6%)		
		Flat / apartment	5,166 (10.5%)		
		Other	102 (0.2%)		
	Affordable housing stock percentage (as a percentage of approved dwellings)	Affordable Housing	10.15%	34.07%	21.94%
We support diverse housing and infrastructure for our evolving communities	Maintenance and expansion of the Character and Historic Area Overlays within the City of Charles Sturt's Land Use Policy Codes	Number of Code amendments	No Code Amendments	No Code Amendments	No Code Amendments
	Adaptive reuse of State and Local Heritage Properties	Adaptive reuses	7	5	15
	Investment in climate mitigation initiatives	Adaptation	24 Assets	9 Assets	73 Assets
		Mitigation	14 Assets	2 Assets	50 Assets
		Resilience	25 Assets	53 Assets	121 Assets
	Vehicles per household/resident	Vehicles Per Household	1.7		
Our City is resilient to the impacts of climate change	Public transport patronage growth	Public Transport Patronage	*	*	*
	Number and percentage of dwellings using non-car ways for journeys to work	People not using a car to work	30.7% or 18,287		
	Development and implementation of a climate risk tolerance and resilience investment framework	Framework Development	✓		
Our City is prosperous, diverse, and supported by innovative businesses with a variety of employment opportunities	Percentage of employment rates	Employment rate	96.1% Employed as of June 2025		
	Percentage of residents employed locally within the City	Percent Locally Employed	13,211 or 10.84% of people as of 2023		
	Local business success (growth in number of businesses, new/closure rates)	New Entries	156	172	523
		New Exits	*	*	*
	Community survey: The City of Charles Sturt is a place of opportunity for businesses	Community Survey	3.66 / 5		



Ongoing or Completed

*Public transport patronage and business exit data are subject to source validation and will be updated in the Q4 report

OUR TRANSFORMING CITY

Our Disability Access and Inclusion Plan (DAIP) 2026-2030 has been formally endorsed by Council.

The DAIP is our strategic roadmap to create a City where everyone can access services, participate in local life and feel welcome. It has been developed in line with the South Australian Disability Inclusion Act 2018 and aligns with the State Disability Inclusion Plan 2025 to 2029.

We thank the hundreds of community members and staff who shared their experiences and feedback during consultation. Their input has been vital in shaping a plan that reflects the needs and priorities of our community.

The DAIP sets out actions and commitments to improve accessibility across Council services, facilities, programs and events. It supports our ongoing work to foster inclusion and ensure all residents can take part in community life.





EXCELLENCE IN CUSTOMER EXPERIENCE AND SERVICE PROVISION

OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
We will foster an organisational culture focused on continuous improvement and delivering excellent customer experience and service provision.	Employee engagement score	Employee Engagement Score	3.92 / 5	3.92 / 5	3.92 / 5
	Lost Time Injury Frequency Rate	Lost Time Injury Frequency Rate	11.5	11.5	11.5
	Compliments and complaints received	Compliments	192	183	671
		Complaints	417	618	1,339
		Complaints Addressed:	313	595	1,184
	Grade of service	Grade of service	55%	47%	55%
	Net Promoter Score	Net Promoter Score	32.3	31.6	31.3
	Number and percentage of customer service requests closed within target resolution timeframes	Service Requests	12,065	13,226	32,879
		Resolved Within Timeframe	74%	76%	76%
	Community survey: I am satisfied with the services and programs provided	Community Survey	3.63 / 5		
	Community survey: Council provides good value for my rate dollar	Community Survey	6.12 / 10		
	Community survey: Does Council meet expectations in terms of delivering to the community	Community Survey	56.4%		



STORY TELLING AND CONNECTION

OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
We will connect with our community, telling stories, sharing knowledge, increasing awareness, creating opportunity, strengthening partnerships, and promoting achievements.	Monthly eNewsletters sent to the City of Charles Sturt database	CCS E-Newsletter Distributed	38,847	37,768	113,401
		Library E-Newsletter Distributed	70,618	68,876	211,360
	Quarterly Kaleidoscope magazine delivered across our City	Magazines Delivered	55,000	55,000	165,000
	Regular information on services, projects and two-way connection opportunities are shared on our digital platforms	Social Media Engagements	8.01k	10.1k	46.83k





OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
We will acknowledge and embrace our Kurna and First Nations history and communities, working towards reconciliation.	Regular Reference Group meetings and outcomes	Regular Reference Group Meetings	✓	✓	✓
	Engage with a variety of First Nations communities	Engagement with First Nations Communities	✓	✓	✓
	Increased number and percentage of staff that have completed cultural awareness training	Completion rate	87%	88%	88%
	Community survey: The City of Charles Sturt acknowledges and embraces our Kurna and First Nations history	Community Survey	4.03 / 5		

✓ Ongoing or Completed





Council has formally endorsed its Statement of Commitment to Closing the Gap in Western Adelaide, strengthening its role in the Western Suburbs Place Based Partnership.

The partnership brings together Aboriginal Community Controlled Organisations, local councils and government to support Aboriginal-led priorities.

The Statement positions Council as a connector and enabler, supporting culturally safe engagement and long-term change, while acknowledging the Kaurna people and the leadership of Aboriginal organisations across the western suburbs.

“This is about walking alongside Aboriginal communities and organisations, listening to lived experience and supporting locally driven solutions”

Mayor Evans





RESPONSIBLE GOVERNANCE



OUR OUTCOMES	KEY MEASURE	DATA COLLECTED	Q2	Q3	YEAR TO DATE
We will manage our City in a sustainable and affordable way with responsible governance.	Asset Renewal Funding Ratio	Asset Renewal Funding Ratio	82% at June 25		
	Actual performance to budget (operating surplus)	YTD Actual	\$2.597m	*	*
		YTD Budget	\$(0.071)m	*	*
	Operating surplus ratio	YTD Actual	3.05%	*	*
		YTD Budget	(0.09)%	*	*
	Interest cover ratio	Interest cover ratio	1.11%	1.11%	1.11%
	Net financial liabilities ratio	Net financial liabilities ratio	29% at June 25		
	Proportion of organisational initiatives delivered on time and within budget	projects complete this quarter	10	22	37
	Number of risks outside of tolerance	Strategic Risk Register	10 risks, 2 out of tolerance	10 risks, 2 out of tolerance	10 risks, 2 out of tolerance
		Organisation Risk Register	48 Risks, 17 out of tolerance	48 Risks, 17 out of tolerance	48 Risks, 17 out of tolerance
	Number of Freedom of Information requests received and processed	FOI Requests	8	6	26
	Community survey: I value the services Council provides	Community Survey	7.60 / 10		
	Community survey: Council is reliable and accountable	Community Survey	6.27 / 10		

*Q3 and year-to-date financial results will be reported in the Q4 report

PROGRAM MILESTONE PERFORMANCE

