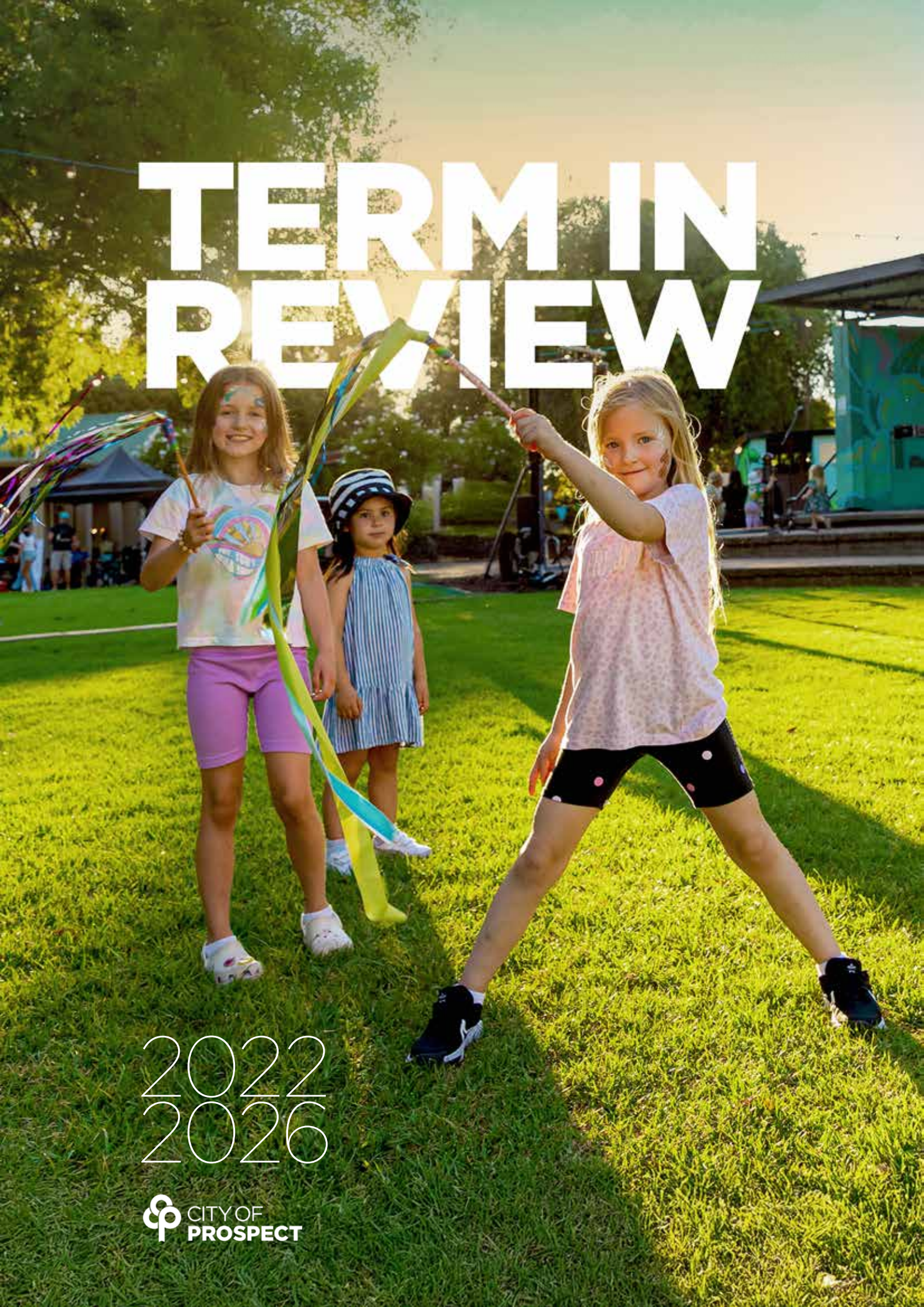


TERM IN REVIEW

2022
2026

CITY OF PROSPECT

Kaurna acknowledgement

City of Prospect acknowledges that we are on the traditional lands of the Kaurna people and we respect their spiritual relationship with their country.

We also acknowledge the Kaurna people as the custodians of the greater Adelaide region and that their cultural and heritage beliefs are still as important to the living Kaurna people today.



This Term in Review celebrates and presents an overview of the Council's achievements over the last four years

City of Prospect has continued to perform in a dynamic and multifaceted environment, balancing changing service expectations, infrastructure renewal, community advocacy and responsible financial stewardship.

Throughout this period, the 2023–2027 Strategic Community Plan has provided the guiding framework for decision making, investment and prioritisation.

To support transparency and accountability, achievements have been presented by each Council department, demonstrating the breadth of work delivered across the organisation and the integrated nature of Council operations.

The following achievements demonstrate how decisions have been translated into tangible outcomes, including:

- Strengthening community connection, engagement and access to services.
- Investing in and renewing critical infrastructure and public spaces.
- Advancing sustainability and environmental stewardship initiatives.
- Improving governance, financial sustainability and organisational capability.

As Council reflects on the past 4 years, our achievements, progress and collaboration have contributed to creating community within City of Prospect.

Maintaining a strong financial position and responsible budget management with **four consecutive budget surpluses.**

Delivering strong environmental outcomes with **1,615 new trees planted**, 800 of which were part of our Green Tunnel planting program, and the creation of the successful weekly **Food Organics and Garden Organics (FOGO) Collection trial.**

Focused on **key community priorities** such as traffic and parking, quality planning outcomes, future investment through the Prospect Lifestyle Precinct, and climate resilience through the Churchill Road Drainage Project.

2022-2026 | Our impact

improving infrastructure

57,330m² roads resurfaced/renewed

11.9km kerbs and gutters resurfaced/renewed

7.8km footpaths resurfaced/renewed

going green

1,615 trees planted on community land

158 private trees planted

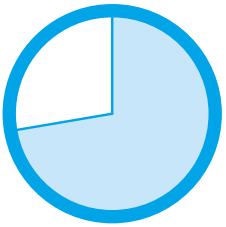
as part of the Treebate initiative

4 parks renewed

4 new pocket parks

69% city waste diverted from landfill

from the Weekly FOGO Collection Trial



2022-2026 | Our impact

great service

1,032 development approvals processed

10,744 customer requests addressed

96% of a total of 11,227 customer requests



good governance

17 leases/licences refreshed

including sub-licences

3.25% ↓ average reduction of the annual residential rate increase over the past four years



Prospect Lifestyle Precinct

Our vision for a vibrant, integrated sporting, recreation and wellness hub for our community

Council remains firmly committed to revitalising the Prospect Oval/Payinthi yarta precinct into a vibrant, inclusive, and thriving community hub. This ambitious project aims to transform Prospect Oval and its surrounds into a premier health, wellness, and sporting destination, creating a lasting social and economic legacy for generations to come.

Key achievements:

- Established a robust governance structure, a dedicated project control team, and engaged experienced planning consultants to lead the project framework.
- Completed preliminary designs, detailed site analyses, and market reviews of commercial opportunities to identify the highest and best-use options for our community land and Council-owned commercial assets on Main North Road.
- Aligned long-term project planning with the Local Government Price Index and integrated innovative, independent revenue-generating models into our financial principles to protect ratepayers.
- Delivered the detailed design of a major lighting upgrade meeting strict AFL and national cricket broadcasting standards, positioning our city to attract premier tournaments and regional events.
- Completed the revocation of community land classification, following Ministerial approval and Council's formal resolution, removing a key statutory requirement for the precinct's redevelopment.
- Progressed and received Ministerial approval of the Prospect Lifestyle Precinct Code Amendment, establishing the planning framework to support delivery of the endorsed Masterplan and future development.
- Progressed a two-stage competitive procurement process, commencing with an Expression of Interest (EOI) to test market capability, experience, and alignment with Council's vision.



Prospect Lifestyle Precinct

- Issued a detailed Request for Proposal (RFP) to shortlisted proponents to select the preferred development partner.
- Undertook a comprehensive evaluation of RFP submissions, supported by independent commercial, legal, and probity advisors, to identify the strongest proposal and partner for the precinct.
- Established a strong statutory and procurement foundation for Council to progress delivery arrangements and commercial negotiations for the next phase of the Prospect Lifestyle Precinct.

- **Endorsed the Prospect Lifestyle Precinct Masterplan** to create an agreed roadmap to revitalise Prospect Oval/Payinthi yarta into a quality health, wellness, fitness and sporting precinct.
- **More than 23 weeks of community engagement** across four distinct phases, and 18 dedicated advisory meetings (11 Community Reference Group and 7 Facilities User Group sessions), ensuring local voices directly shaped the endorsed Masterplan.
- **100% of statutory approvals secured** for both the Code Amendment and Community Land revocation, establishing the statutory planning framework required to deliver the endorsed Masterplan.



Churchill Road Drainage Upgrade

A critical infrastructure project focused on safety, wellbeing, and flood mitigation

Community safety and wellbeing is Council's number one priority. Recognising Churchill Road's long history of flooding and its impact on local residential and commercial properties, Council has actively funded and advocated for multi-stage stormwater infrastructure solutions.

Key achievements:

- Designed and launched Stage 1 (A and B) of the Prospect Drainage Scheme Upgrade, proactively mapping out future resilience works for Stages 2, 3, and 4.
- Successfully completed complex engineering and construction planning to navigate subterranean rail, road, and utility networks.
- Managed the intricate project interface alongside the Renewal SA Prospect Corner land development.
- Delivering the brand-new, 3-metre-wide Islington Shared Path upgrade from Regency Road to Devonport Terrace, featuring new lighting, shade structures, seating, and 26+ new trees.

- **$15.8 million** total combined investment secured via a historic tri-level partnership between Council ($4.7m), Federal, and State Governments ($7.4m grant funding).
- **441 properties** protected from severe flooding upon completion of the multi-stage scheme (including 88+ high-risk homes in Stage 1).
- **December 2026** marks the completion of the trunk drain installation and Northern Shared Path upgrade.
- **February 2027** marks the completion of the Islington Shared Path upgrade.



Support good planning outcomes

Balancing growth with the unique character of our historic city

Achieving high-quality planning outcomes is fundamental to preserving and enhancing Prospect's unique identity, rich history, and strong sense of community. We're dedicated to ensuring that local heritage is protected for future generations while fiercely advocating for our city's interests at a state level.

Key achievements:

- Lobbied the State Government to protect our inner character streets from subdivision under the Greater Adelaide Regional Plan (GARP), successfully directing major housing growth along arterial road corridors.
- Implemented innovative "incentive deeds" providing financial incentives through reduced permit fees to builders that actively manage and reduce negative impacts on surrounding neighbourhoods.
- Carefully reviewed and actively contributed to the State Government's Future Living Code Amendment to allow the adaptive reuse of character homes for co-housing options.

- **432 new Representative Buildings** were recognised through a Code Amendment across all Historic Areas in Prospect, securing crucial ministerial approval to help protect the character of local homes.
- **From 2025 to 2026,** we saw the completion of our Historic Themes Analysis and the appointment of a dedicated heritage expert to lead a comprehensive city-wide Heritage Survey.



Address traffic and parking

Improving safety and accessibility across our local street network

Our transport network plays a crucial role in enhancing Prospect's liveability. Over the past three years, we've made substantial advancements in improving traffic flow, reducing speeds, and boosting parking accessibility to create a safer, more inclusive environment for all road users.

Key achievements:

- Delivered the comprehensive Integrated Transport Plan and subsequent Traffic Management Plan, establishing a data-driven roadmap with 19 strategies and 124 priority actions.
- Conducted thorough, baseline traffic counts on every single council-owned street and road to guide future capital transport investments.
- Revolutionised our local transit strategy by formally integrating parking as the 'fifth mode of transport' alongside vehicles, public transport, cycling, and walking to ensure perfectly balanced street networks.
- Partnered with Rosary Primary School to modify street traffic controls and establish a safer internal pick-up/drop-off zone.
- Collaborated with the Department for Infrastructure and Transport on a holistic safety study for the Prospect Primary School precinct.
- Installed a major new roundabout at the Howard and Rosetta streets intersection (featuring extended kerbs and pedestrian upgrades).
- Completed local safety treatments at King Street Temple.

- **2,200 local parking** and traffic management service requests resolved over the past 24 months.
- **2 phases of community consultation** to ensure local resident voices directly shaped the long-term actions of the Integrated Transport Plan.

City Corporate



Council-wide service levels
Reviewed in partnership with Council

City Corporate

Finance

Annual budget process
Implemented a revised approach to annual budgeting to increase transparency with Elected Members.

Budget reporting
Streamlined budget review reports to communicate more clearly
and transparently proposed budget changes.

Budget review processes
Implemented revised internal budget review process to improve the accuracy of end of year forecasts.

Debt Management practices
Re-instated active management of debt owed to Council.

Long term financial planning
Reconciled the Long-Term Financial Plan (LTFP) with Council's Asset Management Plans to improve robustness of the LTFP.

Long term financial planning principles
Secured Council approval of principles to guide allocation of funding to council services and capital.

Procurement Policy
Reviewed to enhance governance, accountability and value-for-money outcomes across Council's purchasing activities.

Supplier payments
Implemented new systems to validate payment details to reduce the risk of fraud and provide greater security for bank account details.

Treasury Management Policy
Updated the policy to strengthen financial governance, support inter-generational equity principles, and improve alignment between treasury activities and long-term strategic planning.

Corporate Services

Contact officers for staff
Introduced contact officers to provide peer support and guidance for workplace concerns and grievances.

Core training delivery
Introduced a corporate training program to deliver legislative training obligations and skills development opportunities for staff and leaders.

Council wide service level review
Documented and reviewed council service levels in partnership with Council.

Delegations review
Implemented a deep review of the delegations register ensuring that administrative decision making aligns with legislative powers.

Enterprise Agreement
Successfully negotiated 12th and 13th Enterprise Agreements with Australian Services Union (ASU).

Flexible work arrangements
Implemented a new policy to clarify roles and responsibilities in relation to flexible work arrangements, resulting in greater transparency for staff.

Governance Confidential Register
Created a confidential resolutions register to enable proactive review and release of confidential items, and to improve public transparency.

Governance Resolution Register
Implemented a Resolutions Register to improve tracking and implementation of Council decision making.

Human Resource legislative compliance
Reduced legislative risk by reviewing and reintroducing Workplace Consultative Committee (WCC) and Work Health and Safety (WHS) committees.

Human Resource policy risk assessment
Completed a risk assessment across 17 Human Resource policies to identify which areas require a deep review.

Internal Audit Plan
Finalised Council's overarching Internal Audit Plan in 2024, completing 5 independent reviews and reintroduced a new Internal Audit process in 2025, with 1 review scheduled every financial period for the next 4 years.

City Corporate

Corporate Services (continued)

Leadership development
Implemented a new leadership forum, to build and strengthen Executive and Management team leadership capacity.

Mental health support
Provided volunteers with access to Employee Assistance Program (EAP) support and increased staff access from 3 sessions to 4.

Organisational Values co-design
Implemented a co-design process with staff to develop revised organisational values to strengthen culture and performance.

Organisational Values implementation
Launched values with staff, and commenced actions to embed and reinforce desired behaviour.

Performance management
Delivered performance management and performance coaching to all people leaders.

Policy Framework
Created a Policy Framework and Register to strengthen consistency of policy development and streamline review processes.

Prescribed Officer Register
Completed an internal audit of prescribed officer positions and implemented a prescribed officer register to support legislative compliance.

Procurement processes
Implemented revised procurement thresholds, embedded risk in procurement methodology and increased internal procurement capability.

Recruitment process
Reviewed recruitment delegations and implemented digital workflows to streamline decision making and approvals processes.

Role documentation
Reviewed all current position descriptions.

Service improvement
Secured Council approval for a new part-time role to accelerate pace of internal and external service improvements.

Staff recognition
Introduced a quarterly staff recognition process to celebrate staff role modelling the new organisational values.

Strategic Risk Management
Created a Strategic Risk Register to strengthen the management of strategic risk for council.

WHS Annual planning
Completed annual WHS improvement plan with 100% completion and financial bonus allocated by Local Government Risk Services (LGRS).

WHS innovation
Awarded one (of two) LGRS merit awards for metropolitan councils for the Pens Down Gloves On initiative.

WHS long term plan
Commenced a five-year WHS action planning process.

WHS management framework
Commenced implementation of LG Safe, the new local government framework for WHS management, on track for completion by end of 2026.

WHS role
Reviewed and refocused council's WHS role to deliver greater engagement and accountability by staff, and improved practices and processes.

Workload management
Completed a cross-council review of timekeeping practices and implemented a new tool to support staff and managers in how they manage and keep track of additional hours worked, reducing administrative time in payroll function and addressing financial liability risk.

City Corporate

Information and Communication Strategy

Content Manager upgrade
Successfully upgraded council's online records management system, providing a critical dependency for Authority Software-as-a-Service (SaaS) Cloud migration while improving system performance, security, and long-term supportability.

Cyber security
Undertook independent penetration testing and continued to strengthen Council's cybersecurity posture through ongoing security improvements, risk mitigation initiative, and enhanced protection of Council systems and information.

End User Device Renewal Program
Implemented a device renewal program to replace ageing end-user equipment, improving reliability, security and user experience for staff.

Enterprise Resource Planning (ERP) system
Completed the transition of council's Authority ERP system to the SaaS cloud platform.

Geographic Information System (GIS)
Implemented Spectrum Spacial Analyst (SSA), a web-based GIS platform that enables enhanced visualisation, analysis and accessibility of council's spatial data, including trees, roads, parks, buildings and other community assets.

ICT disaster recovery
Developed and implemented a contemporary ICT Disaster Recovery Plan to improve council's ability to respond to and recover from technology disruptions and cyber incidents.

ICT infrastructure renewal
Completed a major upgrade of council's servers, storage, and network switching infrastructure within a new Datacentre environment, improving system performance and reliability, and reducing the risk of service disruptions.

ICT strategy
Developed and launched a 3-year ICT strategy to provide a clear roadmap for technology investment, system improvements, cybersecurity, and digital transformation initiatives across the Council.

Information and records management
Completed self-certification against State Records' General Disposal Schedule 21 (GDS21), strengthening governance, compliance and the management of digital and physical records.

Information Management storage and archiving
Procured a new storage and archiving provider and successfully transitioned council's hard-copy records, resulting in improved control, accessibility, and management of official records.

Managed Services Provider
Successfully procured and onboarded a new Managed Services Provider (MSP), enhancing the quality and reliability of ICT support services, including reducing system failure risk, strengthening cybersecurity controls, and improving compliance and system delivery outcomes.

Tirkanthi Kuu (TK) boardroom
Delivered multiple technological improvements to the TK boardroom audio-visual environment, improving meeting broadcasting, recording capabilities, sound amplification, audio accessibility, and overall experience for Elected Members, staff and community users.

City Works and Presentation



Kumangka at Broadview

Designed, constructed and delivered a new community hub at Broadview Oval/ Yarnta Tutu yarta

City Works and Presentation

Assets and Maintenance

Asset Management Plans
Updated the Building and Transport Asset Management Plans, with further plans set for a refresh for Open Space and Stormwater.

Australian Workers Union Enterprise Bargaining Agreement
Endorsed a fully redrafted Enterprise Agreement with its outdoor workforce and the Australian Workers' Union, introducing an innovative classification structure that supports training, multi-skilling, career development and recognition of experience.

Blue Tree Project
Completed a blue tree painting installation within the Broadview Oval/Yarnta Tutu yarta precinct to bring an awareness to mental health.

Broadview Tennis Club
Designed and installed an interim lighting upgrade, supporting continued use of the courts pending delivery of the broader Broadview Tennis Precinct redevelopment.

City Maintenance leadership
Restructured the team, clarifying operational responsibilities and strengthening the coordination and delivery of maintenance services to the community.

Cleaning contract
Completed a full tender process and appointed a contractor to provide cleaning services across council's community buildings, public toilets and barbecue facilities.

Depot relocation
Identified a suitable alternative depot site closer to Prospect and commenced the planning, approvals and lease processes required to enable relocation.

Depot service review
Commissioned an external review of its depot operations and co-location arrangements, assessing service outcomes, costs, staff impacts and alternative future depot models.

East Waste review
Undertook tender processes for municipal waste, recycling and organics respectively, with new contracts agreed and implemented for all waste streams.

Electric Vehicle charging stations
Undertook a tender process for publicly accessible EV charging stations, identified a preferred supplier and progressed the first site toward installation.

Electric Vehicle light fleet
Commenced transitioning its light-vehicle fleet to EVs in line with its endorsed strategy, including the procurement of electric pool vehicles and installation of supporting charging infrastructure.

Environmental Sustainability Strategy
Developed a new strategy through staff, stakeholder and community engagement, establishing practical actions and targets for a sustainable urban environment, community education and empowerment, waste management and climate resilience.

Green Tunnel and recurrent planting
Continued council's annual planting program, planting approximately 400 new street trees each year to expand canopy cover and create cooler, greener streets.

Harrington Development
Finalised the design for the Harrington Public Realm Upgrade and progressed procurement of a contractor to deliver the access, safety, amenity and streetscape works on site.

Implementation of Power Purchase Agreement with Eastern Region Alliance (ERA) Councils
Partnered with the ERA councils to implement a long-term Power Purchase Agreement that supplies renewable electricity from the Goyder Wind Farm for council's major facilities and streetlighting.

Installation of Automated External Defibrillators (AEDs)
Installed 18 AEDs across its open spaces and facilities to improve public access to life-saving equipment and comply with updated State legislation.

King Street Temple
Worked with temple leaders, residents and other stakeholders to implement improved traffic, parking and pick-up and drop-off measures for large events at the King Street Temple.

Maintaining new and upgraded green spaces
Successfully onboarded the maintenance of numerous new and upgraded green spaces, including Louisa Da Costa Park/Mukanthi Yurntu, Nottage Terrace, the Ovingham public realm and Pocket Park, RL Pash Reserve, Matthews Reserve, Irish Harp Reserve and Devonport Terrace.

Memorials on Council Land Policy
Completed a comprehensive review of its Small Memorials Policy, providing clear guidance for permanent, temporary and roadside memorials across Council land.

Nailsworth Community Shed
Completed initial expansion works, including installing the Nailsworth Community Shed alongside the Prospect Men's Shed, and providing additional space to support its equipment and activities, with detailed design progressing for further storage and workshop expansion.

Parking and traffic upgrades
Implemented numerous parking and traffic consultations and installations, including but not limited to Carter Street, Willcox Avenue, Te Anau Avenue and Richman Avenue.

City Works and Presentation

Assets and Maintenance (continued)

Parking management
Substantially strengthened parking management through the creation and endorsement of its Parking Management Policy, an overhaul of the permit system, delivery of targeted road-safety treatments and extensive community consultation on traffic and parking changes.

Proactive precinct works
Recommenced its proactive Precinct Works program, with the City Maintenance team systematically inspecting and proactively addressing un-reported maintenance issues across 41 geographic areas.

Prospect Oval/Payinthi yarta goal posts
Completed the replacement of the South Australian National Football League (SANFL) goal posts.

Prospect Oval/Payinthi yarta lighting
Upgraded the existing lighting with LED fixtures to achieve approximately 130 lux brightness and meet minimum training standards.

Prospect Oval/Payinthi yarta turf wicket
Renewed for the Prospect District Cricket Club.

Prospect Primary Schools traffic study
Partnered with the Department for Infrastructure and Transport (DIT) and the Department for Education to study traffic, parking and safety around Prospect Primary and Rosary schools, with Council now progressively delivering the recommended improvements through its Integrated Transport Plan.

Rosary School
Implemented revised pick-up and drop-off arrangements around Rosary School, including new queuing, short-term parking, kiss-and-drop and no-stopping controls on Gladstone Road and Staples Court to improve traffic flow and safety.

Schools Precinct Safety Community Reference Group
Established the Schools Precincts Safety Community Reference Group to bring together schools, residents and key stakeholders to improve parking, traffic and pedestrian safety around the city's school precincts.

Sporting/community facilities leases and licences
Progressively reviewed and renewed leases and licences for sporting and community facilities, aligning tenure, maintenance and capital-investment responsibilities with contemporary agreements and planned facility upgrades.

Sporting fields maintenance contract
Completed a full tender process and appointed a contractor to provide sports field turf maintenance at Prospect Oval/ Payinthi yarta, Broadview Oval/ Yarnta Tutu yarta and Charles Cane Reserve/Parndo Yerta.

Steam weed treatment trial
Successfully trialled Foamstream, an organic hot-water and biodegradable-foam weed treatment, at five playgrounds and other difficult locations as a targeted alternative to hand weeding and glyphosate use.

Street sweeping service review
Completed an independent review of its street-sweeping service, confirming that the existing in-house model was efficient and should continue, supported by renewal of the street sweeper and investigation of more efficient spoil-disposal options.

Tree Rebate
Introduced council's Treebate program, offering residents a rebate when purchasing and planting trees on private property, encouraging community participation in increasing Prospect's urban canopy and creating a cooler, greener city.

Tree Strategy implementation
Continued implementing its Tree Strategy through the Green Tunnel planting program, community tree rebate, urban forest mapping, improved tree-management policies and ongoing work to increase canopy cover and climate resilience.

Transition of Council's public lighting stock to LED
Commenced a staged partnership with SA Power Networks to replace ageing public streetlights with energy-efficient LEDs, reducing energy and maintenance costs while improving lighting quality and community safety.

Transport and buildings condition
Completed comprehensive condition audits of its transport and building assets to inform asset valuations, renewal priorities and updated Asset Management Plans.

Village Heart parking
Implemented revised timed parking controls across several streets located within the Village Heart, following a 2022 parking study, improving turnover and aligning parking availability with local demand.

Weekly Food Organics and Garden Organics (FOGO) collection trial
Completed the initial trial and, following positive waste-diversion results, expanded the service to additional collection areas, with the remaining areas endorsed for transition in 2026/27.

Woolly Aphids treatment
Successfully trialled targeted tree injections to control seasonal woolly aphid infestations in Hackberry street trees, reducing the associated honeydew nuisance while protecting the trees.

City Works and Presentation

Project Management Office (PMO) and Project Delivery

Churchill Road Drainage Upgrade

Designed Stage 1A and B, managed utility services, approved rail crossing and works set for completion late 2026.

Davies Terrace streetscape
Completed a significant upgrade, transforming footpath and verge sections into raingarden and vegetated swales.

Grant funding obtained
Successfully obtained approximately $9.5 million from State and Federal Government grants for vital projects including the Prospect Tennis Club courts, Churchill Road Drainage Upgrade Stage 1B, Galway Avenue roundabout and pavement rehabilitation, Islington Shared Path upgrade and the installation of Automated External Defibrillators.

Islington Shared Path
Finalised design, embedded integration with Renewal SA development, secured grant funding and contract awarded for delivery.

Kumangka at Broadview
Successfully designed, constructed and delivered a new community hub at Broadview Oval/ Yarnta Tutu yarta.

Livingstone Avenue
Completed a road and footpath reconstruction and drainage upgrade.

Nailsworth Community Shed
Delivered a new structure behind the Nailsworth Community Hall, complementing the existing Men's Shed.

Open Space project delivery
Successfully completed upgrades for Irish Harp Reserve, Matthews Reserve, Percy Street Reserve, and RL Pash Reserve.

Ovingham Pocket Park Community Garden
Developed concept designs and progressed future construction.

Peppermint Gums upgrade
Conducted community consultation and commenced design for a future upgrade of the site, including the potential installation of a public toilet facility.

Prospect Oval/Payinthi yarta lighting upgrade to 1500lux
Design completed, with partnership funding negotiated and advocacy for funding.

Prospect Tennis Club
Completed court redevelopment and implementation of a public book-a-court system.

Public Toilet Strategy
Identified strategies for public toilet renewal across the city.

Renewal SA Prospect Corner
Managed land development and interface/integration with CRDU.

St Helens Reserve Rotunda
Restored a vital heritage asset.

State election commitment
Designed and delivered Howard/ Rosetta roundabout and RL Pash Reserve.

State Government Project Delivery interface
Upgraded and developed areas across the city including Ovingham Overpass and public realm, Ovingham Pocket Park, Main North Road Pocket Park, and Nottage and North East Road landscape treatment.

Strategic Initiatives

Broadview Tennis Precinct
Undertook a governance review and developed a Tier 2 facility concept design and advocacy document.

Cavan landfill
Progressed hand-back investigations.

City Maintenance Leadership and PMO Team
Restructured the teams.

Community Land Management Plan
Updated, including Register of Community Land and Leases.

Incentive deed program for developers
Implemented.

Integrated Transport Plan
Created a comprehensive plan outlining council's actions for traffic, roads, transport and parking over the next 10 years.

Multi-Use Recreational Facility (MURF)
Undertook concept development partnership negotiations, funding considerations and advocacy document.

Prospect Oval/Payinthi yarta
Negotiated naming rights.

Tennis courts management model
Implemented coaching/ maintenance/community access with booking a court and refreshed lease terms.

City Strategy, Community and Culture



Twilight Sessions
Organised live music, vendors, art and children's activities

City Strategy, Community and Culture

Communications, Strategy and Engagement

2023-2027 Strategic Community Plan
Designed and implemented, forming a strategic framework for council.

Additional system functionality
Implemented to reduce duplicate CRM requests, then developed procedure and provided training to support this.

Annual Business Plan and Budget
Redesigned and reconfigured to include Long-Term Financial Plan and Fees and Charges Register.

Annual Report
Redesigned and streamlined.

A-Z Knowledge base
Created a comprehensive knowledge base for use as central source of truth for the organisation.

Business partner program
Developed a new program where the Customer Service team attends departmental meetings to create more connection and for the sharing of knowledge.

Collaborative councils
Fostered a new way of collaborating and knowledge sharing with other councils and local government organisations including East Waste, Mount Barker District Council and City of Tea Tree Gully.

Commonwealth Home Support Program – Social programs booklet
Redesigned in-house and relaunched.

Community engagement
Conducted consultation on the following council projects:

- Draft Annual Business Plan and Budget x 4
- Draft Asset Management Plan Summary
- 2023 – 2027 Strategic Community Plan
- Broadview Oval Community and Sports Hub
- RL Pash Reserve upgrade
- Draft Community Facility Lease and Licence Policy
- Percy Street Reserve upgrade
- Irish Harp Reserve upgrade
- Representative Buildings Review Code Amendment
- Historic Themes for City of Prospect
- Livingstone Avenue upgrade
- Peppermint Gums Reserve upgrade
- Matthews Reserve upgrade x 2
- Integrated Transport Plan x 2
- Prospect Lifestyle Precinct x 4
- Library review
- Draft Disability Access and Inclusion Plan.
- North Adelaide Football Club Lease Arrangement term
- Draft Asset Management Plans for Building and Transport
- Various local traffic and parking management consultations
- Public restrooms at local parks and reserves
- Prospect Gardens tennis courts resurfacing upgrade.
- Draft Community Engagement Policy
- Draft Environmental Sustainability Strategy 2026
- Ovingham Pocket Park community garden
- Charles Cane Reserve public toilet.

State Government project consultation
Supported consultation for the following State Government Projects:

- Draft Urban Greening Strategy for Metropolitan Adelaide
- Greater Adelaide Regional Plan discussion paper
- Future Living Code Amendment
- Greater Adelaide Regional Plan.

Community Programs and Events Guide (quarterly)
Launched at Payinthi and other community distribution points across the city.

Community signage and display guidelines
Created clear guidelines for external display use at Payinthi and Nailsworth Community Hall.

Council email mailing lists
Centralised under one mailing list and software.

Customer Feedback and Complaint Policy
Created a new policy allowing our community to communicate in a more efficient and simpler

City Strategy, Community and Culture

Communications, Strategy and Engagement (continued)

way.

Customer Request Management (CRM) Enhancement Project
Commenced a new project aimed at improving and developing the CRM function, workflows and communication.

Customer Service email
Shifted management of the central council inbox to the Customer Service team, streamlining our customer experience.

Customer Service and Library teams
Commenced the sharing of tasks between the teams for better community service.

Customer Service induction
Introduced to staff commencing at City of Prospect to promote a 'customer first' mindset.

Customer Service staff
Increased staff coverage for Mondays and Tuesdays to manage the team's busiest periods.

Customer Service team
Restructured to create a new part-time Team Leader position.

Customer Service team charter
Created behavioural standards and guidelines to improve team culture.

Daily roster and 3CX call flows
Restructured to introduce additional tasks and take overflow calls on front counter to reduce staff idle time.

Display poster frames for public bins
Purchased lockable, weatherproof frames to be installed on bins at key locations around Prospect.

Front counter for Payinthi
Installed new front counter for customer service and library, eliminating WHS issues.

Front Counter responsibilities
Relocated to staff serving at front counter for increased productivity.

Graphic Designer (0.6 FTE)
Created a new resource, shifting our focus to in-house design where feasible.

High traffic pages on council website
Redesigned popular destinations on the Council website, including Business in Prospect, Funding and Grants, Venues and Hire Spaces, Career Opportunities, Christmas in Prospect, Parking in Prospect.

Online forms on Council website
Commenced transitioning to online forms for various programs/initiative submissions, i.e. Treebate, Community Service Award nominations, Verge Improvement Rebate Program, etc.

Outdated procedures
Updated key procedures including Daily Banking, Incoming Mail Register and Rates notices for added security around document and cash handling.

Security TV screen
Installed in L2 Customer Service office to increase visibility of front counter should additional service be required or to provide support during difficult interactions.

Staff training
Provided all staff with training around giving and receiving feedback to entrench improved team culture.

Streetsweeping schedule
Designed a hard copy version of the street sweeping calendar and developed a new process to track phone, customer requests and admin statistics.

Userway
Introduced an accessibility widget on Council website.

Vine Street Plaza display screen
Installed a new digital screen, replacing the existing community signage board.

Vine Street Plaza and Payinthi foyer display screens
Implemented new display software, allowing for more visible and relevant promotions.

Your Prospect magazine (quarterly)
Redesigned and relaunched, including introducing community distribution points at Payinthi and other popular locations across the city.

Your Prospect eNews (monthly)
Launched a monthly email newsletter, providing updates on the latest news, events, projects and initiatives directly to the inbox of our residents.

Wayfinding signage
Added additional wayfinding signage at Payinthi, enabling visitors to find key locations such as the Justice of the Peace and front customer service desk.

City Strategy, Community and Culture

Community Development

Aged Care Legislation business requirements
Transitioned to the new Aged Care Act 2024 requirements.

Bloke's Brunch event
Held two successful community breakfasts at Nailsworth Community Shed, acknowledging Men's Health week.

Citizen of the Year Awards
Celebrated and recognised the contributions of:

- 2022: Jim Fergusson, Inika Weber, Lewis Saint
- 2023: Nola Bellenger, Amelia Smith, Eleanor Larwood
- 2024: Andrew Ganczarczyk, Fern Bridges, Anneke Hoffman
- 2025: David Johnston, Nathan Bishop, Churchill Greening, Jenny Rossiter
- 2026: Rosemary Currie, Hadi Jafari, Romeo Colaco, North Adelaide Football Club.

Commonwealth Home Support Program (CHSP) Team
Transitioned away from in-home services CHSP team, re-focusing on social and transport services.

CHSP Audit
Passed the required Aged Care Quality and Safety Commission audit.

CHSP volunteer training
Developed comprehensive volunteer training to meet funding requirements.

Community bus registration form
Implemented a new community bus registration system.

Community Support Fund
Awarded community grants totalling $121,000 towards 60 community groups and clubs over the past four years.

Community grants review
Updated the grant guidelines and implemented a new submission process through SmartyGrants.

Community transport management of COVID outbreak
Paused community bus due to volunteer and client illness.

Community transport - Occupational Therapist client bus user review
Conducted an external assessment for community bus user capability.

Community transport bus hoist training
Developed training for community transport volunteer induction, including new accredited bus driver training.

Lease and Licensing for Sport Clubs
Negotiated new licence with Prospect Petanque Club and new lease with Prospect Broadview Bowling Club.

Men's Shed grant application
Secured two Australian Men's Shed Association (AMSA) grants for a new dust extraction system and general Men's Shed equipment.

New CHSP programs
Planned and delivered new programs for clients, including Chat 'n' Chisel, Dance Moves and Active Connections.

New machinery for Men's Shed
Purchased a Computer Numerical Control (CNC) machine, thicknesser and drum sander.

Northern Sport and Recreation Network (NSRN) affiliation
Partnered with neighbouring councils as part of the Northern Alliance.

NSRN workshops
Delivered the following workshops to Prospect sports clubs:

- Revenue and Fundraising Workshop
- Women and Girls in Community Sport workshops
- Attract and Retain Members.

Official opening of the Nailsworth Community Shed
Established a new multi-purpose community facility and celebrated its official opening.

City Strategy, Community and Culture

Community Development (continued)

Online CHSP booking options
Introduced the option to book new programs online, including community bus services.

Prospect Library Service transport
Provided a new bus service for Prospect residents to visit Prospect Library.

Prospect Repair Cafe official launch
Partnered with SA Makers to deliver the popular monthly program that encourages community re-use and sustainability.

Return to Adelaide Aquatic Centre
Recommenced the Aqua Fitness class for CHSP clients at the brand new Adelaide Aquatic Centre.

Prospect Precinct Bus Service
Introduced a new bus transport service supporting social inclusion on Prospect Road.

Review fees/charges for community bus hire
Reviewed procedures and fees to improve affordability.

Social Prescribing cross-council collaboration project
Delivered a General Practitioner (GP) Referral Service with Cities of Prospect and Port Adelaide Enfield and Town of Walkerville, which was shortlisted for the 2026 LGA Awards in Cross Collaboration and Partnership.

Social Programs for Seniors booklet
Redesigned in-house with the Communications team.

Team Leader Community Development
Appointed a new Team Leader position following recommendations from a team restructure.

Volunteers
A total of 489 volunteers contributed 37,859 hours across the term, worth an estimated value of $1.86 million.

The Welcome Space Project
Cross-collaborated with neighbouring councils to launch a new social event based on the success of the Social-prescribing Project.

City Strategy, Community and Culture

Library

130th anniversary of Eliza Hall (Town Hall)
Celebrated 130 years at the Town Hall with a birthday event co-hosted with Prospect Local History Group (PLHG).

2023 LGA 23rd Annual Leadership Excellence Awards
Shortlisted for an 'Excellence in Cross Council Collaboration' award for the delivery of the Lit for Life Festival.

2025 PLSA Conference
Presented the 'Payinthi After 5' initiative which allows passive use of the library after 5pm on weeknights.

Adelaide Symphony Orchestra (ASO)
Worked with the Events and Activation team to host a booked out ASO performance, with the library space reconfigured.

Australian Library and Information Association (ALIA) SA nomination
Shortlisted for a staff member.

Author talks
Delivered a number of local and high profile author talks, including Tricia Stringer and Lainie Anderson.

Children's Book Week
Delivered the largest celebrations to date, including hosting virtual events with local primary schools.

City of Prospect Sesquicentenary
Celebrated the 150th anniversary of the council, including the production of a 150 year heritage walking trail map.

Community programs
Restarted English Conversation Classes for migrants seeking to improve their English verbal and written skills.

Digital Library
Launched Hoopla, a new digital collection for Prospect patrons.

Express Reads collection
Created a shortened (one week) loan collection for high demand items, allowing greater accessibility for patrons.

Fee amnesty project
Introduced a Christmas-related amnesty initiative that forgave existing library fines in return for donations towards the Hutt Street Centre.

Firstival
Hosted events as part of the annual state-wide library festival celebrating libraries throughout the month of July.

Generations of Fun playgroup
Introduced a weekly playgroup bringing together children and older persons in our community.

Genrefication project
Reorganised existing library collections into a genre layout to enable easier searching for items.

Good Things Foundation 'Be Connected' grant
Awarded grant which allowed library to purchase silent aged care equipment.

Library balcony
Identified in the Library Review as an area of focus for improvement, with new furniture and children's play space items obtained to refresh the space.

Library of Things
Created a new collection encouraging patrons to borrow household items and equipment, from gardening tools and cooking utensils, to crafts and hobbies.

Library Review
Conducted a major review of the team involving consultants and data analysis.

Library staffing
Created a new permanent 'Customer Experience' role from Library Review.

Lit for Life Festival
Delivered a series of performances for children in partnership with Cities of Charles Sturt, Marion, Salisbury, Port Adelaide Enfield and Holdfast Bay.

Local History collection
Employed a dedicated Local History Officer to review our physical and digital collections, ensuring readiness to shift to new 'Recollect' system.

Local History digitisation
Secured a grant that enables the digitisation of local history photos.

Packaging re-use hub initiative
Created a hub that encouraged patrons to re-use library packaging.

Photocopying and printing system
Implemented a new system for patrons in the library.

Rearranging the physical library
Relocated shelving and furniture following the library review.

Senior participation
Delivered new programs for seniors over 60 years old in partnership with CHSP.

Strengthening ties with Prospect Kindergartens and Early Learning Centres
Expanded storytime delivery and outreach to local kindergartens and pre-school facilities.

City Strategy, Community and Culture

Library (continued)

South Australia History Festival program
Hosted events as part of the annual state-wide library festival recognising our state's rich history.

Toy Libraries Australia Grant
Awarded to create a Prospect Toy Library story-based user guide for children with disability or developmental delay.

Toy Library birthday
Celebrated its 40th birthday with a special event.

Toy Library members
Reached 1,000+ members.

Arts/Newmarch Gallery

Activate murals
Continued a public interaction local mural program.

Annual festivals
Participated in the South Australian Living Artists (SALA), Feast and DreamBIG Festivals.

Artist talks
Hosted 5-6 artist talks each year by exhibiting local artists.

Artists in schools
Worked with artists to conduct art workshops in local schools as part of the Local Schools Exhibition.

City Wide Public Art Roundtable
Conducted quarterly meetings with 3 local artist volunteers and 2 Councillors.

Community Art Show
Produced annual exhibition catalogue.

Exhibitions
Hosted 10 new exhibitions each year, including the popular Local Schools and Community Art Show exhibitions.

Gallery workshops
Hosted 4-6 art workshops each year, run by artists and local community members.

Loan of artworks from the Art Gallery of South Australia for Shadow of Moon exhibition
Obtained an agreement between Newmarch Gallery and AGSA to loan artworks.

Ovingham Overpass development
Participated in public art selection panels, including one member of City-Wide Public Art Roundtable (CWPAR).

Pocket galleries
Introduced small galleries in Vine Street Plaza.

Prospect Arts Action Network
Conducted monthly meetings with 8 local artist volunteers and 2 Councillors.

Public art information
Installed plaques ensuring clear signage for identified artworks.

Public art repairs
Upgraded the lighting system for Pulse artwork installation along Prospect Road and undertook repairs to tags on existing murals.

Public artwork
Installed a series of new art installations at:

- Devonport Terrace
- Irish Harp
- Davies Terrace
- Percy Street
- Kumangka at Broadview
- Galway Avenue roundabout.

Quick response public art grants
Awarded grants to local artists and creators for works including stobie pole art, murals and art-on-verge installations.

Stage left
Installed a fun mirror at rear of Eliza Hall.

City Strategy, Community and Culture

Events and Activation

30th Anniversary of Twilight Sessions
Celebrated the momentous occasion by delivering four successful Friday nights in 2025.

100 years of stobie poles
Celebrated the anniversary of stobie poles in Adelaide.

Adelaide Symphony Orchestra (ASO)
Hosted a booked out ASO performance in the library, with the library space reconfigured.

Art Walk
Successfully planned and delivered the unique Prospect Road event three years in a row, which combined a variety of mediums and art activations.

Bites on the Balcony
Hosted a community lunch on Payinthi balcony as part of Community Centre Week.

Children's Book Week annual display
Activated the Payinthi front foyer with a display celebrating the theme of Children's Book Week.

Christmas workshops and decorations program
Established a sold out program which includes outdoor decorations and a Gingerbread House workshop with over 100 attendees each year.

Citizenship ceremonies
Refined the procedures and planning for these popular events.

Community-led events
Supported up to 20 significant outdoor events per year.

Community Relations and Programs team
Created the Events and Activation Team and Community Development Team following a restructure.

DreamBIG 50th anniversary 2025
Engaged with over 4,000 children through school holidays, school engagement, children's exhibition and Library card design.

Event Sponsorship Fund
Established a new community grants program for community events, replacing the Festive Community Activation Fund.

Events Policy
Endorsed a new Events Policy.

Festive Community Activation Fund
Established a community grant that empowers local organisations to deliver a festive event, program or activation.

Governor of South Australia's visit
Hosted Her Excellency the Honourable Frances Adamson as she spent one day visiting key locations across our city.

Kids art classes
Delivered a new program for children, held weekly each term.

Irish Harp Reserve Community Fun Day
Celebrated the opening of the upgraded reserve

Kumangka at Broadview opening
Successfully delivered the official opening of the new community hub at Broadview, involving clubs, community, State and Local Government.

Louisa Da Costa Pocket Park opening
Collaborated with the State Government to officially open the pocket park.

Meet the Maker series
Established a partnership with Slow Food Australia to deliver regular sustainable food programs.

Nailsworth Hall Community Open Day
Celebrated the newly renovated community space.

Nature Festival
Participated in the annual statewide festival, activating Prospect with a range of nature-based activities, including the popular Fairy Tale Trail.

Neighbour Day initiatives
Celebrated Neighbour Day, promoting meaningful connection opportunities, including video series of locals, installation of Little Libraries and community picnics.

Neighbourhood Street Party Program
Offered an annual grant allowing residents to host a party on their street over the Christmas and Halloween periods.

Outdoor Event Application form and procedures
Conducted annual internal reviews and refined internal processes between relevant departments.

Prospect Fringe
Supported artists via marketing, subsidised registration fees and reduced venue hire fees.

Prospect Spring Fair
Successfully planned and delivered within 2 months after COVID, and continued delivery in 2023 and 2024 with large crowds and improved layout/services.

Prospect Tennis courts resurfacing
Hosted the official opening in collaboration with Prospect Tennis Club.

Reconciliation Week
Delivered events and workshops in recognition of Reconciliation Week each year, including the Reconciliation schools program.

RL Pash and Nailsworth Community Shed Opening event
Unveiled the new community shed and refurbished park.

SpacetoCo
Reviewed Terms and Conditions and hirer communication.

Tour Down Under Race Start
Successfully planned and delivered the large-scale cycling event on Prospect Road.

City Growth and Development



Planning Advocacy
Achieved improvements in the interests of the community

City Growth and Development

Development and Regulatory Services

By-laws
Resolved several inconsistencies in By-laws.

Communication
Overhauled 'parking rules' section of website in conjunction with the Communications Team.

Digitisation
Commenced long term recurrent project to digitise historic development approval notices.

Fire Prevention
Amended process to reduce fire risks to the community from overgrown properties.

Heritage Survey
Commenced a city-wide review of potential new heritage areas and places.

Heritage Themes
Prepared new themes for historic assets across City of Prospect.

Incentive Deeds
Implemented bonding for large development sites to discourage community impacts.

Photographic evidence
Implemented online provision of photos for parking and local law expiations.

Planning advocacy
Achieved improvements in the interests of the Prospect community to Regulations and Code Amendments.

Representative Buildings
Implemented ministerial approval for additional Representative Buildings.

System improvement
Migrated 7 permit and enforcement processes into a single digital corporate system.

Economic Development

Annual business networking events
Hosted opportunities for local businesses to connect and network.

Business Support Officer
Created a new role to support local businesses and support precinct marketing workgroups.

Churchill Road brand and social media
Created a brand and social media presence to support and promote the growing precinct.

Commercial Lease
Updated for all commercial leases.

Concierge service
Provided to support Small Businesses in understanding regulatory requirements.

Data Analysis tools
Subscribed to new software for in-depth economic and spend data.

Eastern Regional Alliance Business Advisory Service
Implemented and promoted to support businesses with free one on one advice with qualified advisers.

Economic Development Growth Strategy 2023-2027
Delivered to guide strategic economic projects throughout the city.

File storage
Migrated from an online platform to a centralised system.

Lease and Licence
Approved a new agreement for North Adelaide Football Club for a 10 year term with two rights to renew, for a total of 30 years.

Mobile Food Vendor Location Policy
Updated and endorsed.

Occupancy Report
Implemented for key precincts to monitor vacancies and tenancy mix.

Prospect Pod
Recorded, filmed and launched a podcast to tell the stories of local businesses.

Senior Economic Development Officer
Created a new role to deliver the strategic priorities in the Economic Development Growth Strategy.

Small Business Friendly Council
Charter signed.

Start a Business
Implemented an online enquiry form to streamline requests.

Website
Redesigned the Business in Prospect section to provide relevant and important information for businesses and included a new Tourism page.

Tasting Prospect
Hosted events as part of Tasting Australia to highlight Prospect Road as a dining destination.



Term in Review 2022 2026

CITY OF PROSPECT

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