

2016-2020

Living in the Town of Walkerville: a strategic community plan



Vision:

**A Council that supports the
aspirations and wellbeing
of the community.**

strategic plan

Mission:

This Council will make decisions and take actions that are shaped by the interest and values of the community. We respect our history that makes the Town of Walkerville unique. This Council will provide services that are equitable, responsible and sustainable.

Values:

We are a Council that is transparent, accountable, fair, caring, honest, responsible, ethical, collaborative, adaptable, respectful, flexible, resilient.

focus area 1



Vibrant local culture, inspired by diversity and inclusivity.

Initiative:

- local history is preserved, promoted and easily accessible
- cultural and community events are well attended
- promote activation and community participation within the Town Centre
- create opportunities for every age to participate in community life.

Targets:

- Walkerville Library has a dedicated Local History on Display area.
- Civic & Community Centre has a dedicated display for Australia's Indigenous heritage and Dreamtime.
- Guided tours operate throughout the year.
- Attendances at community events and programs increase each year.
- Events and programs are co-hosted with key stakeholders.
- An 'information pack' is available for community use, identifying available public (open) spaces / places for use.
- Public art is on display within the Town Centre.
- *Living Walkerville: wellbeing for every age and stage* is implemented and reviewed annually.

focus area 2



Sustainable and resilient future, based on sensitive and sensible approaches to planning, heritage, economic development and the public realm.

Initiative:

- a well designed, accessible and connected Township
- Council's public infrastructure is responsibly managed and maintained
- development which supports mixed-use, higher density and activation along arterial corridors
- development in balance with the environment
- cross-Council collaboration delivers shared service arrangements.

Targets:

- Entrance statements, garden beds and landscaped areas of importance are enhanced, maintained and identified in the *Annual business plan*.
- Town-wide traffic plans/*Movement action plans* are implemented
- Investment in infrastructure, is delivered inline with the *Long term financial plan* and *Asset management plans*.
- Annual review of Council's policies and procedures is undertaken to ensure they support mixed-use, business, retail, public realm, car parking activation initiatives and complement the Town's heritage and culture.
- Council implements a Heritage Policy.
- Council's development policies and procedures are reviewed regularly to ensure they reflect wide choice of living and work places.
- Council's *Asset management plans* are reviewed annually and delivered inline with the *Annual business plan* and *Long term financial plan*.
- Commercial development provides for community benefit by way of public art, public realm activation, playgrounds and increased amenities.
- Council reviews on an annual basis its resource sharing initiatives and implements new initiatives.

focus area 3



Transparent and accountable local tier of Government that is respected for its forward thinking approaches and cross-Council collaborations.

Initiative:

- Council's role and services are clearly understood
- Council's communication and decision making is clear, open and transparent
- Council consistently meets its legislative compliance obligations
- Council's long term financial position is viable and sustainable.

Targets:

- Council produces and delivers a quarterly newsletter.
- Council's *Weekly round up* is released every Friday on Council's website.
- Community engagement is higher than the State average.
- Council publications are written in plain language.
- Customer Satisfaction Survey results improve from previous survey.
- Council's website 'hits' increase annually.
- Council provides online project driven surveys.
- Council policies are reviewed annually to ensure they are compliant within legislation.
- Staff delegations are reviewed annually and audited.



focus area 4



Healthy, connected and inspired community.

Initiative:

- enhance community wellbeing
- provide active and passive recreational spaces
- support community leaders to facilitate community events and activities
- technology is available for community use through Council's facilities
- active living is promoted and encouraged.

Targets:

- Council's *Living Walkerville: wellbeing for every age and stage* is implemented.
- Amenities along Linear Park are improved, maintained and identified in the *Annual business plan*.
- Indigenous Australian art and cultural trail along the Town of Walkerville length of the River Torrens exists.
- Mayor's Liaison Forums are held every year.
- Council facilitates community events and activities through its sponsorship & community grant programs.
- Civic & Community Centre has a selection of appropriate technology available for community use.
- Local Walking Trail maps exist.
- Literacy resources and programs are available and incorporated in Council's wellbeing programs.



focus area 5



Positive and respectful customer service experience delivered by professional, informed and cohesive work force.

Initiative:

- enhanced customer experience
- customer satisfaction surveys inform continuous improvement initiatives
- Civic & Community Centre is easily accessible and widely utilised
- positive working relationships with the community and stakeholders.

Targets:

- Council's publications are produced in plain language.
- Community surveyed to ascertain what 'extra' services they require from Council staff.
- Council's website provides a variety of online services.
- Council provides online project driven surveys.
- Bookings and usage of the Civic & Community Centre is increased annually.
- Number of responses received from public consultation opportunities increase.
- All consultation models provide multiple ways to engage.

This is a summary of *2016-2020 Living in the Town of Walkerville: a strategic community plan*. The full version of the plan is available from Council's website and offices.

TOWN OF



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