



CITY OF MITCHAM

QUARTER 3 **PERFORMANCE REPORT**

2025/2026



ACKNOWLEDGEMENT TO COUNTRY

We acknowledge the Kaurna people as the traditional custodians and caretakers of the land that includes much of the City of Mitcham, known as Tarndanyangga Country, which means "the place of the red kangaroo dreaming". The Kaurna people's rich cultural heritage and spiritual belief connects them with this land and we look forward to nurturing our relationship with the members of the Kaurna Community.

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WHAT IS THE QUARTERLY PERFORMANCE REPORT?

The Quarterly Performance Report provides Council and the community with updates on project delivery and performance against our Strategic Management Plan Themes.

This report provides information relating to Quarter 3 (January - March 2026).

THE QUARTERLY PERFORMANCE REPORT PROVIDES:



PROJECTS

Monitoring the delivery and progress of Council projects.



KEY PERFORMANCE INDICATORS

Tracking performance against key indicators.



INNOVATIONS

Reporting on innovative practices and progress toward strategic organisational priorities including the Climate Emergency Declaration, Mitcham Community Energy, Artificial Intelligence and Finance.



CAPITAL WORKS PROGRAM

Reporting on the status of Council's New / Upgrade, and Renewal Capital Works programs.

OUR STRATEGIC PLANNING & REPORTING FRAMEWORK



Mitcham 2030 sets the high level vision and strategic direction for Council. It provides 12 Themes which capture Council's services and projects, and identifies the high level outcomes that we will strive to deliver.

The Four Year Delivery Plan identifies 'Priority Themes' as areas that Council will focus additional effort and/or investment for a four year period. This enables Council to address particular challenges or opportunities.

The priority investments inform Council's Annual Business Plan and Budget which sets out the actions that Council will deliver each financial year, including existing services.

Council has several other documents that are used in varying ways to reference, inform, deliver and report on its work, such as a Long Term Financial Plan, Asset Management Plans, and other strategies/plans.

Community insights are included in the Four Year Delivery Plan, to enable ongoing monitoring and review via a community survey.

Quarterly Performance Reports provide Council and the community with updates on project delivery and performance against our Strategic Management Plan Themes.

An Annual Report identifies Council's progress and effectiveness towards achieving its goals and outcomes.

Council's strategic management plans are aligned to regional, state and national objectives.



**WE ARE A WELCOMING AND INCLUSIVE
COMMUNITY THAT VALUES ITS HERITAGE
AND NATURAL ENVIRONMENT.**

GOAL 1

ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY

We connect our community with each other and with their places, and empower them to live healthy lives.

THEME 1.1 TRANSPORT NETWORK

We are a City that is connected to places through an integrated, efficient and people friendly transport network for motorists, cyclists and pedestrians.



THEME 1.2 HEALTH & WELLBEING



We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.

THEME 1.3 SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.



GOAL 3

DYNAMIC & PROSPEROUS PLACES

We have a strong and competitive economy that supports our unique and vibrant places and culture.

THEME 3.1 PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.



THEME 3.2 CITY VIBRANCY



We are a City well recognised for our social and cultural diversity, creativity, arts, events, heritage, natural environment, educational and medical facilities.

THEME 3.3 PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.



GOAL 2

SUSTAINABLE CITY

We sustain and improve our natural and built environments for today's and future generations.

THEME 2.1 CLIMATE CHANGE MITIGATION & RESILIENCE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.



THEME 2.2 SUSTAINABLE RESOURCES



We conserve resources through efficient practices, investment in technology, waste avoidance, and a commitment to reuse, recycle and repurpose.

THEME 2.3 NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.



GOAL 4

EXCELLENCE IN LEADERSHIP

We are a professional and innovative Council with responsible leadership that is valued by its people, community and partners.

THEME 4.1 GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.



THEME 4.2 ORGANISATIONAL IMPROVEMENT



We are efficient and effective with a culture of positive change and innovation to deliver sustainable outcomes and value-for-money services that meet community needs.

THEME 4.3 COMMUNITY EXPERIENCE

We are easy to do business with and commit to a customer-centric approach that delivers positive experiences and builds trust.



GOAL 1

“A ninja warrior-style course is now open at Thurles Street, St Marys, along with a playground, barbecue, shaded seating and drinking fountain.”

Ninja warrior-style course at Thurles Street Reserve, St Marys

A ninja warrior-style course is now open at Thurles Street, St Marys, along with a playground, barbecue, shaded seating and drinking fountain.

Funded under City of Mitcham's capital renewal program, the upgraded play space features slides, a timber climb wall, flying fox, rocker, spinner and shop front.

Donald Street and St Marys Reserves have also been upgraded with new seating, play equipment, water fountains and tree plantings as part of a suburb-wide revitalisation project.

At Donald Street Reserve, a new playground features swings, climbing nets, spinners and rockers, a sandpit, slides and more. The reserve has new fencing, shade, a drinking fountain, BBQ and shelter.

St Marys Street Reserve features a shelter, picnic table, bench seats, soccer goals and a drinking fountain.

The Donald Street and St Marys Street Reserve projects were funded by the Government of South Australia and delivered by the Member for Elder, Nadia Clancy MP, as part of the Malinauskas Government's promise to revitalise reserves in St Marys.

THEME 1.1: TRANSPORT NETWORK

We are a City that is connected to places through an integrated, efficient and people friendly transport network for motorists, cyclists and pedestrians.

GOAL 1

PROJECTS

DESIGN AND DELIVERY OF THE KINGSWOOD, MITCHAM, NETHERBY AND TORRENS PARK TRAFFIC STUDY

35% COMPLETE

- Detailed designs and procurement are complete.
- 50% of treatments will be delivered in 2026/27.

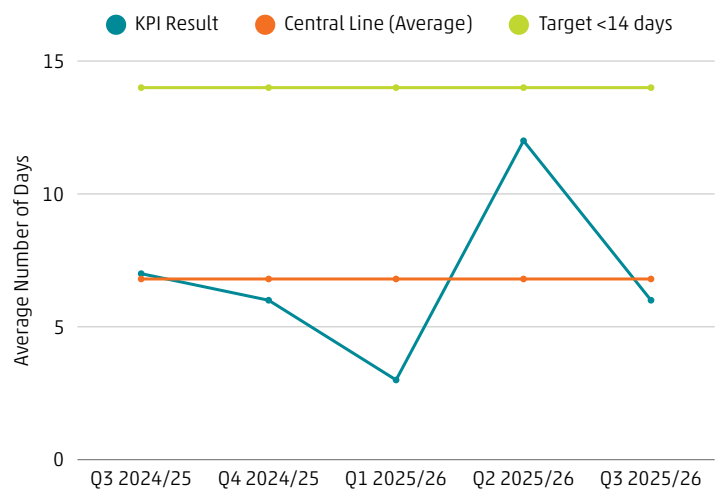
EXTENDING THE FOOTPATH NETWORK

30% COMPLETE

- Designs and community engagement are complete.
- Procurement is underway.
- Works are anticipated to be undertaken in May / June 2026.

KEY PERFORMANCE INDICATORS

AVERAGE NUMBER OF DAYS TO COMPLETE URGENT FOOTPATH DEFECTS AFTER ASSESSMENT



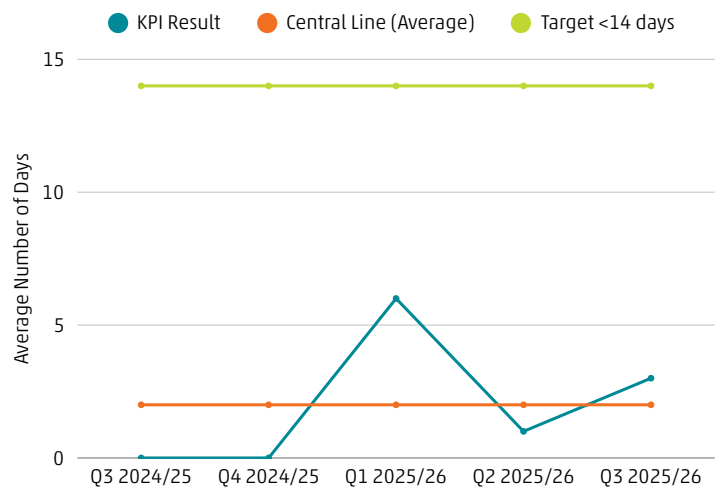
CAUSE

- Target achieved.

RESPONSE

- No action required.

AVERAGE NUMBER OF DAYS TO COMPLETE URGENT POTHOLE DEFECTS AFTER ASSESSMENT



CAUSE

- Target achieved.

RESPONSE

- No action required.

THEME 1.2: HEALTH & WELLBEING

We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.

GOAL 1

PROJECTS

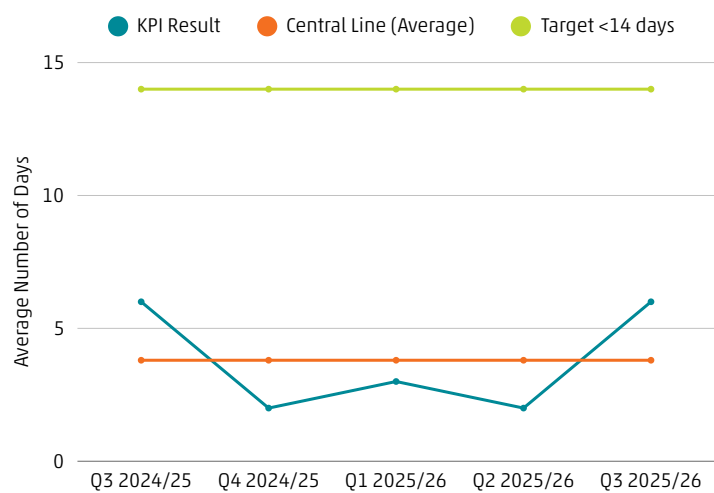
IMPLEMENTING A BOCCE COURT AND NATIVE GARDEN AT WOODLAKE RESERVE

100% COMPLETE

- Project works are complete.

KEY PERFORMANCE INDICATORS

AVERAGE NUMBER OF DAYS TO REMOVE ILLEGAL HARD RUBBISH AFTER A REQUEST IS RECEIVED



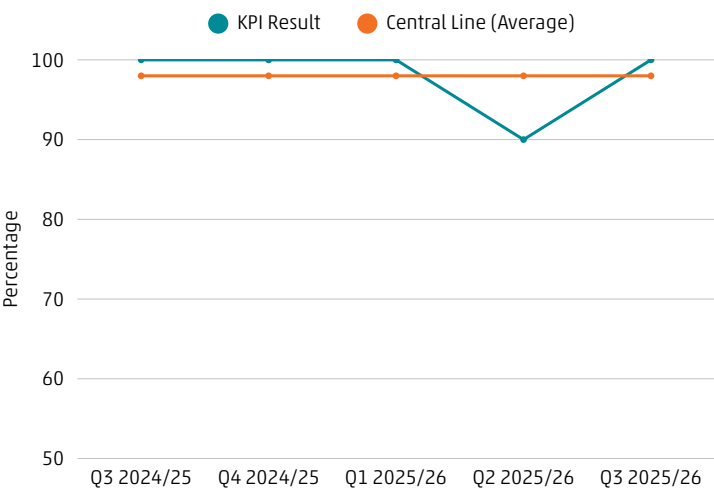
CAUSE

- Target achieved.

RESPONSE

- No action required.

PERCENTAGE OF WANDERING DOGS RETURNED TO OWNERS



CAUSE

- All dogs collected were returned to their registered owner.

RESPONSE

- No action required.

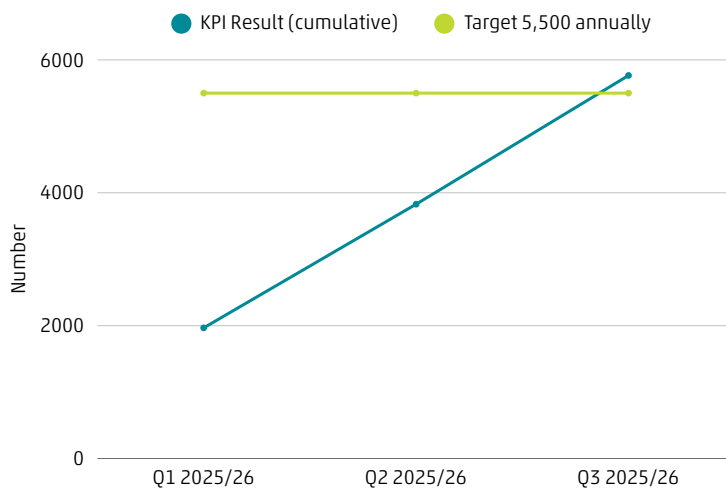
THEME 1.2: HEALTH & WELLBEING

We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.

GOAL 1

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF SEATS FILLED ON COMMUNITY BUSES



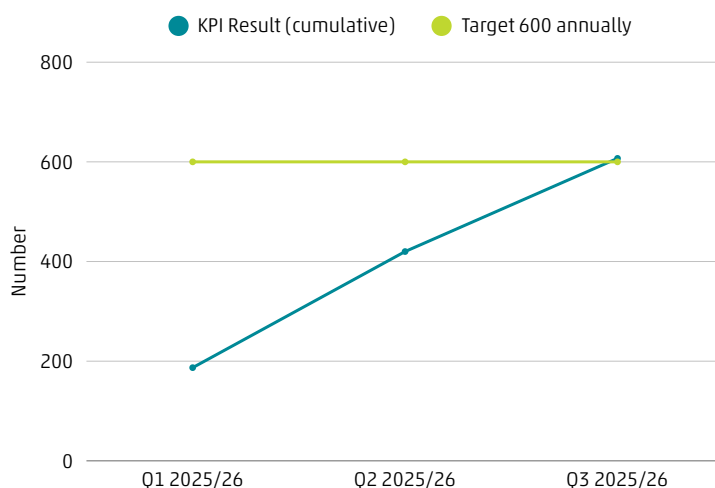
CAUSE

- Target achieved.

RESPONSE

- No action required.

TOTAL NUMBER OF VULNERABLE RESIDENT ENQUIRIES RESPONDED TO



CAUSE

- Target achieved.

RESPONSE

- No action required.

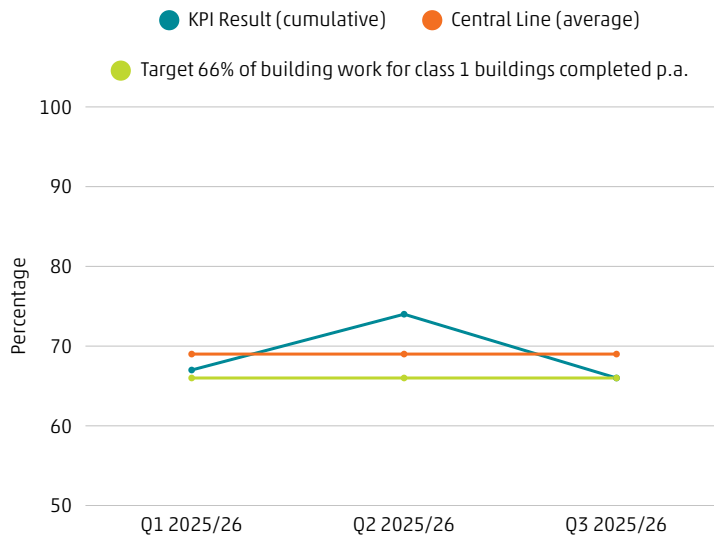
THEME 1.2: HEALTH & WELLBEING

We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.

GOAL 1

KEY PERFORMANCE INDICATORS

PERCENTAGE OF COUNCIL BUILDING INSPECTIONS



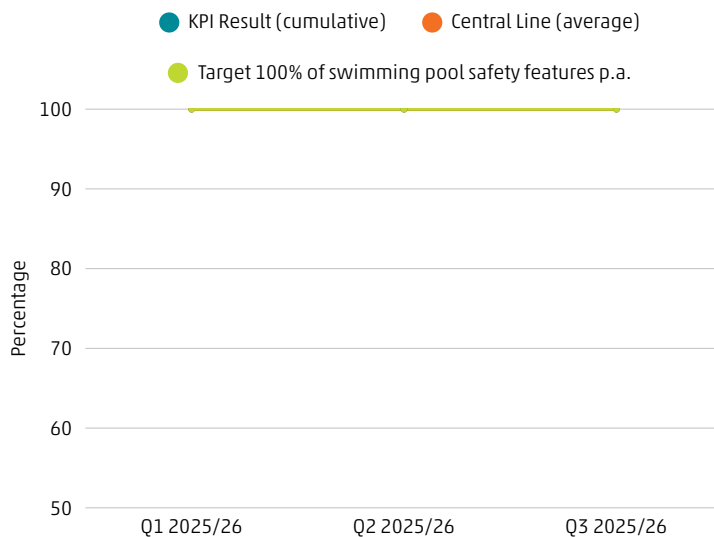
CAUSE

- Target achieved.

RESPONSE

- No action required.

PERCENTAGE OF COUNCIL SWIMMING POOL SAFETY INSPECTIONS



CAUSE

- Target achieved.

RESPONSE

- No action required.

THEME 1.3: SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.

GOAL 1

PROJECTS

HAWTHORNDENE OVAL CHANGEROOMS FACILITY

40% COMPLETE

- Construction underway with slab poured, structural steel erected and framing commenced.
- First fix services complete in ground.
- Practical completion estimated in June 2026.

MORTLOCK PARK BUILDING REDEVELOPMENT

90% COMPLETE

- Construction underway.
- Practical completion estimated in May 2026.

READE PARK INFRASTRUCTURE UPGRADES

65% COMPLETE

- Construction underway with fencing and court upgrade works complete.
- The entrance statement will be implemented in Quarter 4, with estimated completion in June 2026.

SUFFOLK ROAD PUBLIC TOILET

80% COMPLETE

- Construction underway with structure, external cladding and roof complete.
- Internal linings and fitout commencing.
- Practical completion estimated in April 2026.

UPGRADING BASEBALL INFRASTRUCTURE AT MORTLOCK PARK, COLONEL LIGHT GARDENS

30% COMPLETE

- Community engagement complete, with feedback indicating that modifications to the design are required.
- The project will progress through the Development Approval process.
- The project is expected to be delivered in 2026/27, subject to approval outcomes.

INNOVATIONS

IMPLEMENTATION OF AN INTELLIGENT ELECTRONIC KEY MANAGEMENT SYSTEM

The implementation of an intelligent electronic Key Management System represents an innovative, technology-enabled approach to managing access to Council facilities.

By replacing manual, paper-based and staff-dependent processes with a secure, automated and auditable system, the solution modernises a long-standing operational function in a way that delivers tangible benefits for both Council and the community.

The system functions as a "digital caretaker", enabling reliable, after-hours access for authorised community groups and hirers while maintaining strong governance, accountability and safety controls.

This innovation supports more equitable access to facilities, reduces administrative burden, and reflects contemporary best practice in local government service delivery and asset management.

ROOF ACCESS SYSTEMS TENDER

This tender will improve safety and compliance by ensuring Council buildings have appropriate and up-to-date roof access systems for maintenance and contractor access.

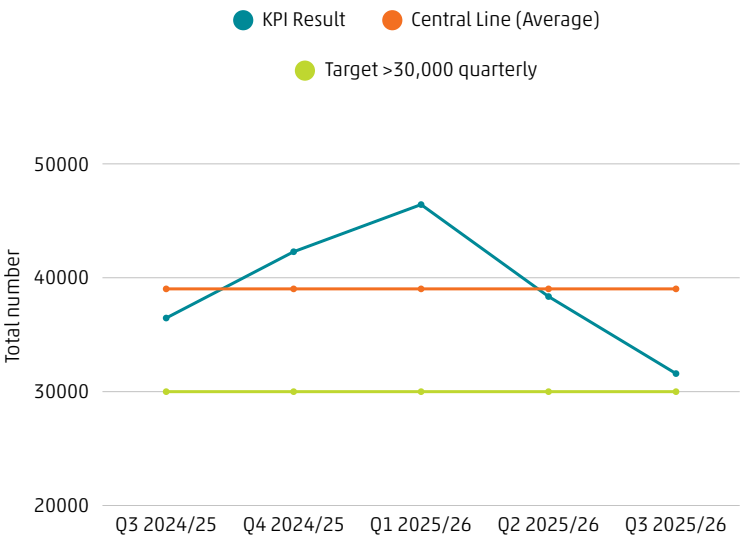
THEME 1.3: SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.

GOAL 1

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF VISITORS TO COMMUNITY CENTRES AND HALLS



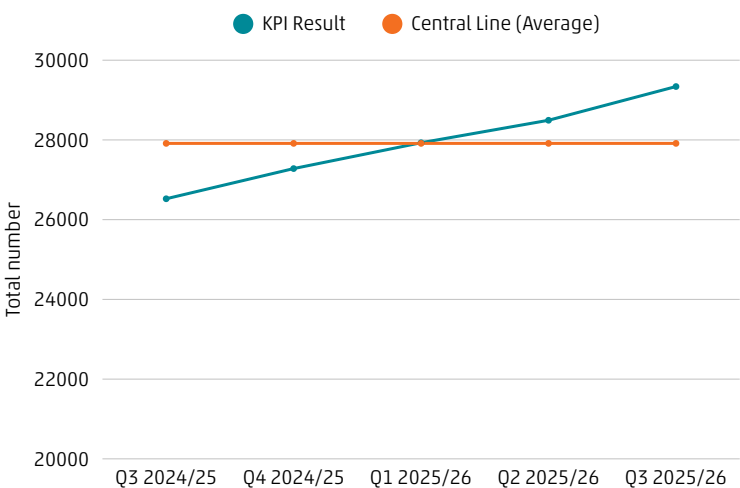
CAUSE

- Target achieved.

RESPONSE

- No action required.

TOTAL NUMBER OF ACTIVE LIBRARY MEMBERS



CAUSE

- Target of no decrease in number of active library memberships achieved.

RESPONSE

- No action required.

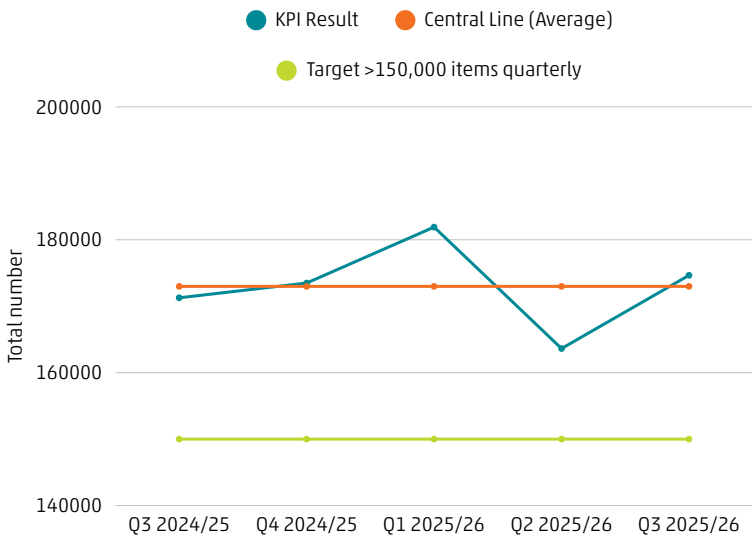
THEME 1.3: SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.

GOAL 1

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF ITEMS BORROWED FROM LIBRARY BRANCHES



CAUSE

- Target achieved.

RESPONSE

- No action required.

GOAL 2



“ Biochar trial paves the way for sustainable infrastructure.

City of Mitcham Mayor Dr Heather Holmes Ross said “We’re excited to be exploring this innovative technology that has the potential to create efficiencies, reduce the impact on our communities and play a role in lowering our carbon footprint.””

A residential street in St Marys has locked away 96 tonnes of carbon thanks to an innovative road pavement trial.

Following detailed technical investigations and testing, City of Mitcham partnered with Hiway to deliver South Australia's first biochar road at St Marys Street.

Using MasterCarb A technology, the road has been strengthened using the existing materials enhanced with an emulsion binder and biochar, a carbon-rich product derived from agriculture and forestry industry waste.

Hiway's Executive General Manager for Innovation and Client Solutions Neil McLoughlin said the road was effectively a 'carbon sink' that locked away carbon permanently.

The specially engineered blend was expected to be well suited to the reactive soils in St Marys, leading to improved road performance and longevity.

"Because of the engineered properties of the MasterCarb A, we don't have to go full depth which means Council doesn't have to lower services, which saves cost and time, allowing us to minimise disruption for local residents."

City of Mitcham Mayor Dr Heather Holmes-Ross said the project showcased Council's commitment to sustainable infrastructure.

"We're excited to be exploring this innovative technology that has the potential to create efficiencies, reduce the impact on our communities and play a role in lowering our carbon footprint."

City of Mitcham will monitor the performance of the street and will consider extending the trial in coming months.

THEME 2.1: CLIMATE CHANGE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.

GOAL 2

PROJECTS

CARBON MANAGEMENT PLAN

95% COMPLETE

- Refer to update under 'Innovations'.

CIRCULAR ECONOMY AND WASTE STRATEGY

75% COMPLETE

- The Solar Panel Recycling project is a finalist for two awards, one with the LG Professionals SA in the Excellence in Environmental Leadership and Sustainability Category and the other is a National Smart Energy Excellence awards in the category of Stewardship and Sustainability.
- Council endorsed the Kerbside Waste Policy in February 2026, including approving funding for an on-demand service for a FOGO bin on vacant land blocks.
- A circularity maturity assessment is being undertaken which will help the organisation identify its successes, gaps and opportunities to advance circularity outcomes across operations.
- Options for Weekly FOGO are being developed and will be presented to Council as a business case in June 2026.

CLIMATE RISK REPORTING

95% COMPLETE

- Refer to update under 'Innovations'.

EV CHARGERS (PUBLIC)

50% COMPLETE

- The EV charging network procurement process is almost complete and a recommendation to award will soon be completed.
- A council report will be developed, detailing whether funding is required to progress to the contract being executed.

MITCHAM COMMUNITY ENERGY

ONGOING

- Refer to update under 'Innovations'.

EV FLEET TRANSITION (INTERNAL)

75% COMPLETE

- The EV Fleet Transition Plan has been developed.
- An Annual Business Plan request "Towards Zero Emission Fleet" is being considered as part of the Annual Business Plan process for 2026/27.
- Preparation of a tender for charging infrastructure will be published in July 2026 with the aim of having all charging infrastructure rolled-out by the end of 2026.

EXTENDING AND UPGRADING THE STORMWATER NETWORK

50% COMPLETE

- The stormwater projects scheduled as part of the 2025/26 Capital Works Program have not progressed further in Quarter 3, due to internal resourcing constraints and competing project priorities.

GREEN ENERGY PLAN

100% COMPLETE

- The Green Energy Plan is complete.
- The City of Mitcham is supporting the City of Victor Harbor with a shared resource on their Green Energy Plan roll-out.

PASADENA SMART WATER PROJECT*

10% COMPLETE

- Contract tendered and awarded for the installation, operation and maintenance of flow monitoring equipment in the catchment.
- Site surveys completed for the flow monitoring equipment to allow site specific design and manufacture of flow monitoring weirs for installation.
- Adelaide University has engaged a Masters student to update the conceptual modelling of the catchment using the latest AR&R climate change advice.
- Acquisition planning is underway for detailed design.

*Project being delivered over multiple financial years.

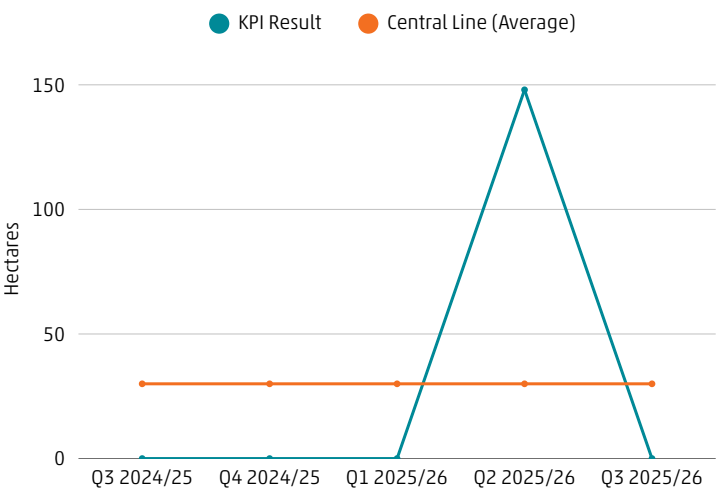
THEME 2.1: CLIMATE CHANGE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.

GOAL 2

KEY PERFORMANCE INDICATORS

HECTARES OF FIRE BREAK MAINTENANCE AND NEW CLEARANCE



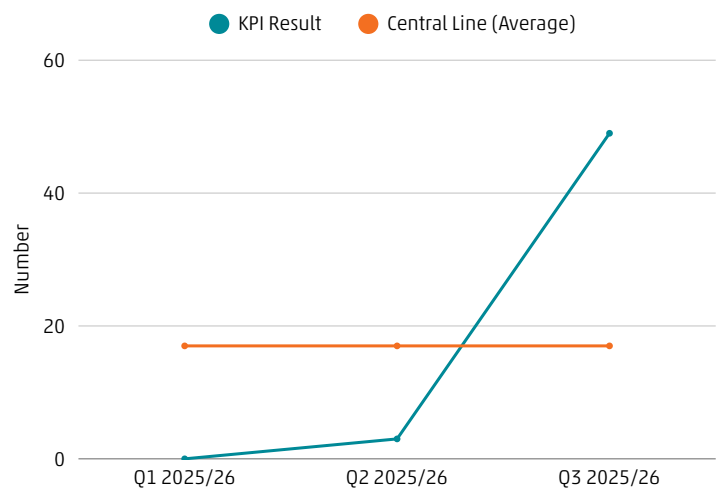
CAUSE

- Nil.

RESPONSE

- Nil.

NUMBER OF SERVICE DELAYS OR MODIFICATIONS DUE TO EXTREME WEATHER



CAUSE

- Temperature exceeding 37 degrees.

RESPONSE

- Modified duties.

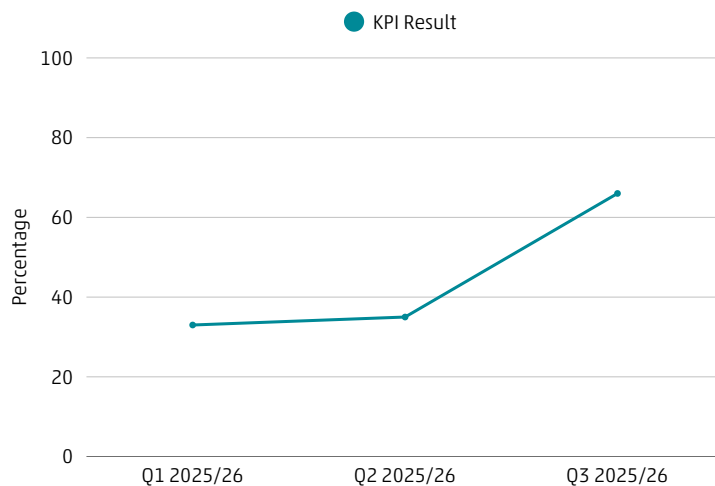
THEME 2.1: CLIMATE CHANGE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.

GOAL 2

KEY PERFORMANCE INDICATORS

PERCENTAGE OF SUITABLE BUILDINGS EQUIPPED WITH RENEWABLE ENERGY SYSTEMS (BASED ON STRUCTURAL, SERVICE AND USAGE SUITABILITY ASSESSMENTS)



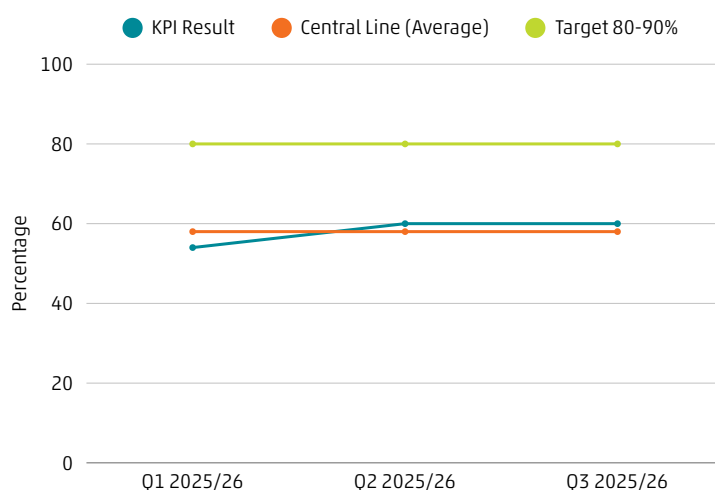
CAUSE

- Nil.

RESPONSE

- Nil.

PERCENTAGE OF ENERGY SELF-GENERATED BY COUNCIL RENEWABLE ENERGY SYSTEMS



CAUSE

- Green Energy Plan not yet completed.

RESPONSE

- Low confidence data as full 12 months of Green Energy Plan is required to provide accurate metrics.

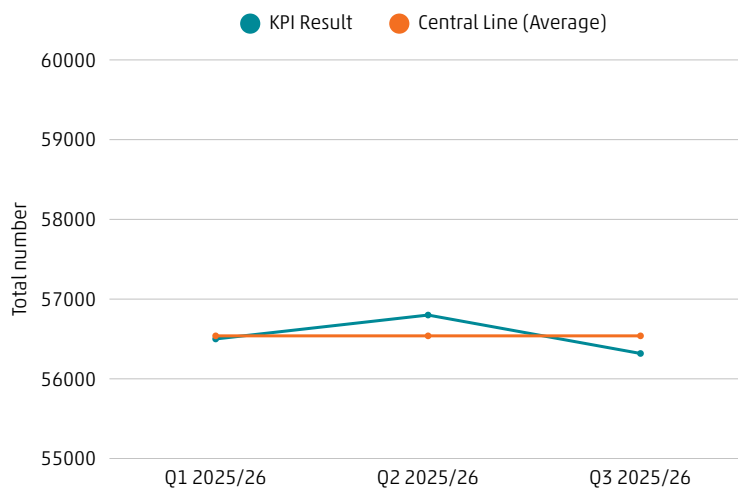
THEME 2.1: CLIMATE CHANGE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.

GOAL 2

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF STREET TREES



CAUSE

- Targeted removals for Quarter 1 planting spaces.

RESPONSE

- Planting to occur in Quarter 4 2025/26 and Quarter 1 2026/27.

INNOVATIONS

CLIMATE EMERGENCY DECLARATION

- The Climate Risk Assessment is nearing completion, with all deliverables received from consultants. A presentation and final report is anticipated to be taken to the Audit and Risk Committee Meeting on 13 May 2026.
- The Carbon Management Plan is nearing completion, with all deliverables received from consultants. The results are anticipated to be presented at a Council Information Session on 5 May, and a report taken to the Council Meeting on 12 May 2026.

MITCHAM COMMUNITY ENERGY

- Over 1,200 homes have installed solar and batteries under the Community Renewables Program.
- The fifth bulk buy round commenced in March 2026.
- The Virtual Power Plant is now almost 7MW in size following the roll out of the Green Energy Plan and revenue payments are being processed quarterly.

'CARBON POSITIVE' ROAD RECONSTRUCTION

- Successful implementation of a 'carbon positive' road reconstruction at St Marys Street, St Marys.
- This resulted in a total carbon reduction of 96 tonnes by using an innovative material 'biochar'.

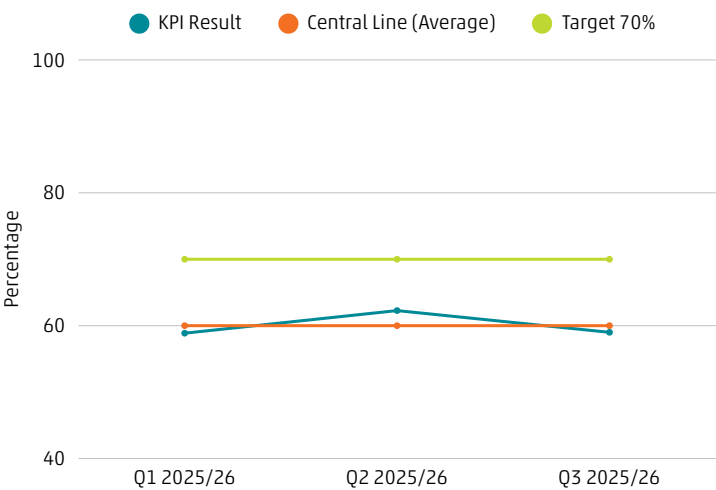
THEME 2.2: SUSTAINABLE RESOURCES

We conserve resources through efficient practices, investment in technology, waste avoidance, and a commitment to reuse, recycle and repurpose.

GOAL 2

KEY PERFORMANCE INDICATORS

PERCENTAGE OF WASTE DIVERTED FROM LANDFILL



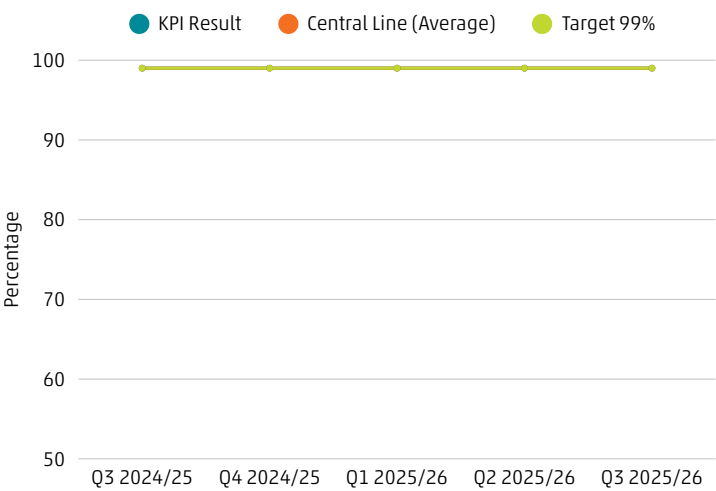
CAUSE

- Recycling tonnes has declined after Christmas. FOGO was reducing due to warmer weather but surprisingly peaked with 200t more material than expected in March 2026. Landfill continues to be slightly higher than expected.

RESPONSE

- Kerbside Waste Collection Services Policy endorsed by Council in February 2026, which formalises existing services provisions.

PERCENTAGE OF DOMESTIC (BLUE) BINS COLLECTED PER WEEK



CAUSE

- Target achieved.

RESPONSE

- No action required.

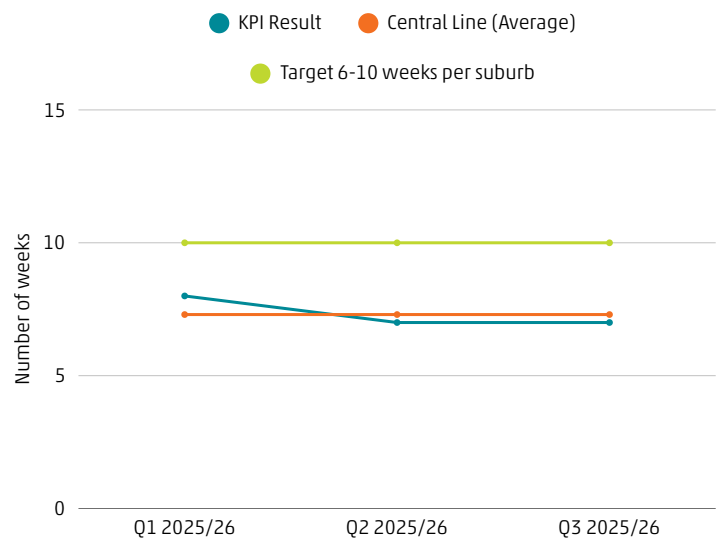
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GOAL 2

KEY PERFORMANCE INDICATORS

AVERAGE STREET SWEEPING SERVICE FREQUENCY



CAUSE

- Target achieved.

RESPONSE

- No action required.

THEME 2.3: NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.

GOAL 2

PROJECTS

INCREASING THE LAND MANAGEMENT GRANT PROGRAM

10% COMPLETE

- Works currently being scoped with land owners.
- Quotes being sought for works to occur in Quarter 4 and into 2026/27.

INVESTING IN WATER SENSITIVE URBAN DESIGN (WSUD)

50% COMPLETE

- The WSUD projects scheduled as part of the 2025/26 Capital Works Program have not progressed further in Quarter 3, due to internal resourcing constraints and competing project priorities.

PRIVATE WATERCOURSE SUPPORT FUND

20% COMPLETE

- Webpage and criteria are being developed.
- On track to launch by the end of Quarter 4.

PROVISION OF TREE MAINTENANCE VOLUNTEERS

40% COMPLETE

- Meeting scheduled for the end of the financial year to discuss availability of volunteer groups.

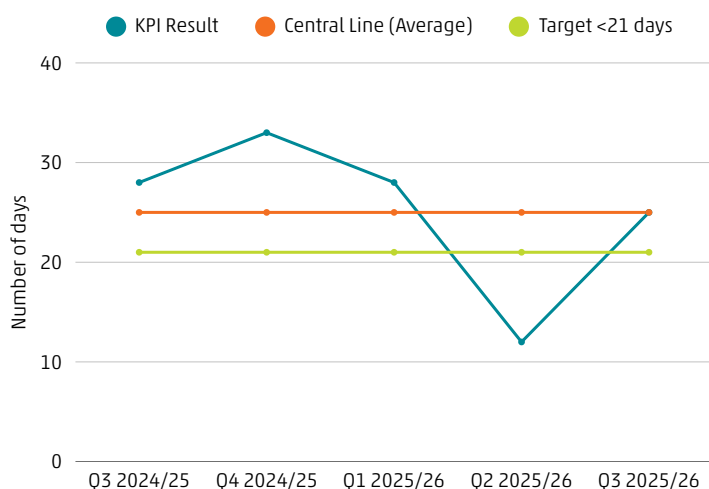
THEME 2.3: NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.

GOAL 2

KEY PERFORMANCE INDICATORS

AVERAGE NUMBER OF DAYS TO ASSESS CUSTOMER REQUESTS RELATING TO TREE WORKS (PRUNING/ REMOVAL)



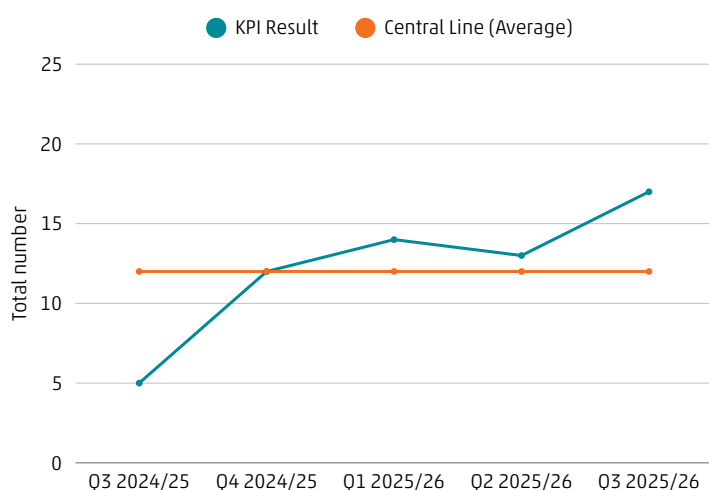
CAUSE

- Increased number of customer requests, specifically from Australia Post.

RESPONSE

- Contacted Australia Post to address reporting for private vegetation.

THE TOTAL NUMBER OF COMPLEX TREE ASSESSMENTS/ AUDITS COMPLETED



CAUSE

- Increase in demand for higher level assessments.

RESPONSE

- Monitor.

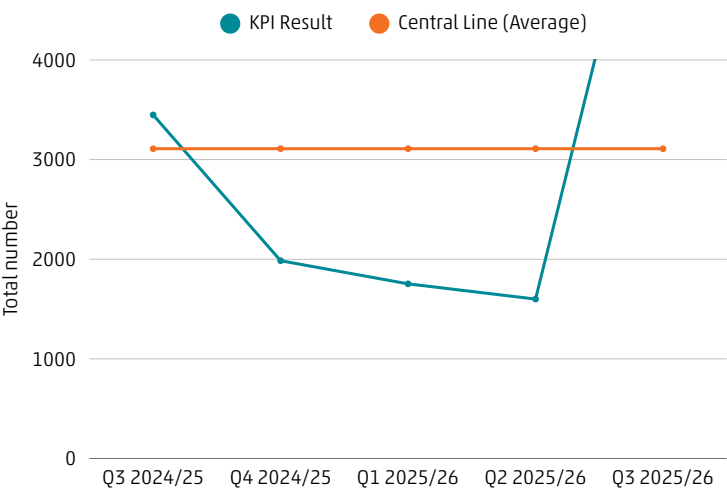
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GOAL 2

KEY PERFORMANCE INDICATORS

THE TOTAL NUMBER OF TREES AUDITED



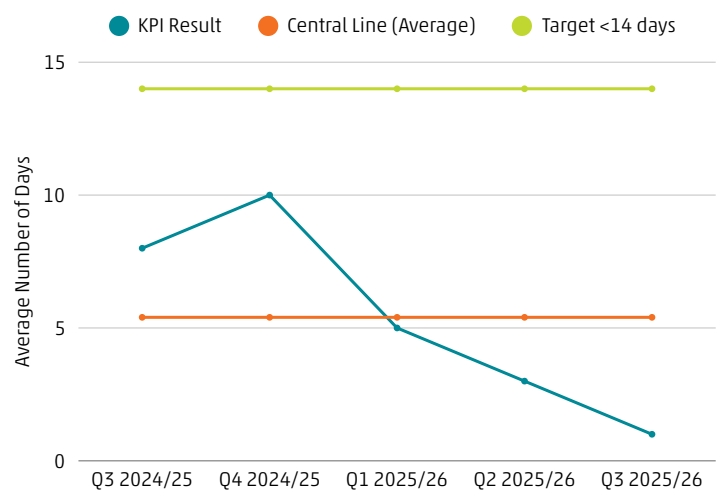
CAUSE

- Consultant availability has allowed for additional suburbs to be audited, assisting in meeting increased street tree assessment frequency from 5 years to 4 years.

RESPONSE

- As above.

AVERAGE NUMBER OF DAYS TO COMPLETE URGENT TREE DEFECTS AFTER ASSESSMENT

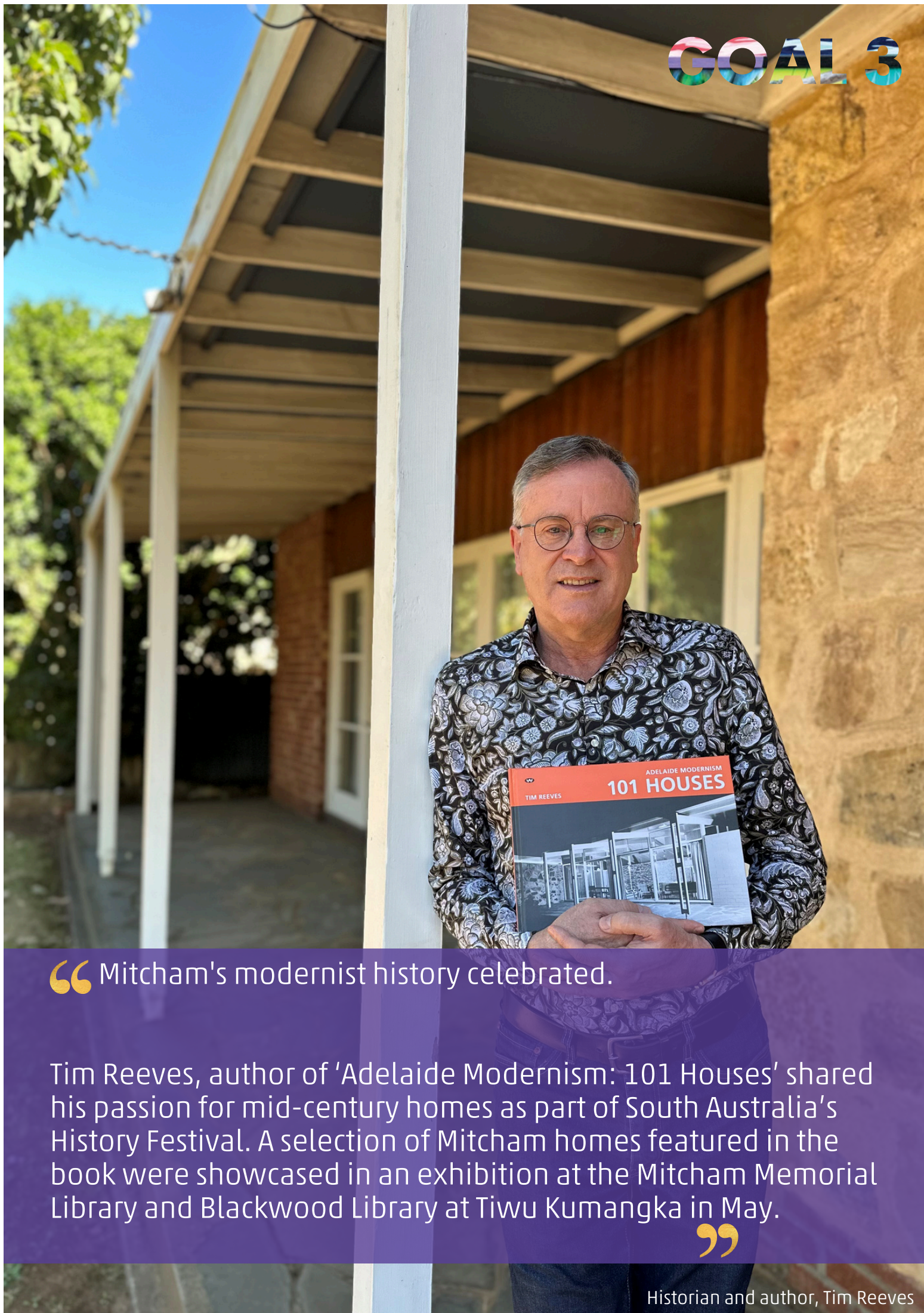


CAUSE

- Target achieved.

RESPONSE

- No action required.



“ Mitcham's modernist history celebrated.

Tim Reeves, author of 'Adelaide Modernism: 101 Houses' shared his passion for mid-century homes as part of South Australia's History Festival. A selection of Mitcham homes featured in the book were showcased in an exhibition at the Mitcham Memorial Library and Blackwood Library at Tiwu Kumangka in May.

”

Historian and author, Tim Reeves

The City of Mitcham features some superb examples of modernist residential architecture, according to Adelaide historian Tim Reeves.

The author of *Adelaide Modernism: 101 Houses* shared his passion for mid-century homes as part of South Australia's History Festival in May.

He says the appeal of modernist homes has increased in recent years along with an appreciation of mid-century modern furniture and design.

A selection of Mitcham homes featured in the book were showcased in an exhibition at the Mitcham Memorial Library and Blackwood Library at Tiwu Kumangka in May.

Mitcham suburbs in the book include Belair, Bellevue Heights, Blackwood, Cumberland Park, Eden Hills, Hawthorn, Hawthorndene, Kingswood, Mitcham, Netherby, Springfield, Torrens Park, Urrbrae and Westbourne Park.

Mitcham homes represent around one third of the book's 101 entries.

Tim wrote the book after he discovered a State Library archive of columns penned by architect John Chappel for *The Advertiser*.

For over 15 years, Chappel's weekly column featured a house, along with floor plans, images and a description.

"With these wonderful photos and floor plans, I could see that there was something to be celebrated in Adelaide," Tim says. "It really showed for me that we were producing houses well on par with the eastern states in terms of quality."

Tim used a range of sources including magazines and journals along with interviews of architects, family members and homeowners to compile the book.

He says Mitcham has some "superb" examples of modernist design across the plains and hills.

"Torrens Park is one of the most important suburbs of Adelaide in terms of mid-century architecture, with a high density of this type of housing," Tim says.

"Mitcham should be proud of its heritage and these homes. They are beautifully designed and often perfectly proportioned, with exquisite built-in kitchens and furnishings."

THEME 3.1: PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.

GOAL 3

PROJECTS

ACTIVATING HAWTHORN'S HIDDEN GEM – STAGE 1

80% COMPLETE

- The project is nearing completion.
- Completion is estimated in May 2026.

BLACKWOOD STAGE 1: MOVEMENT STRATEGY / STUDY

25% COMPLETE

- Procurement complete.
- Project works are to be undertaken from May - October 2026.

BLACKWOOD STAGE 2: MAIN ROAD, ENHANCEMENT PROJECT

0% COMPLETE

- Stage 2 is subject to Stage 1 project outcomes.

DEMOLITION AND LANDSCAPING (GIRL GUIDES HALL) AND BUILDING COMPLIANCE WORKS (FORMER SCOUTS HALL) AT MORTLOCK PARK, COLONEL LIGHT GARDENS

20% COMPLETE

- Investigations have found issues with the foundations, drainage and structural defects that will require significant investment to bring the building up to current standards and functionality. This work is not currently funded, and further consideration is required regarding the long-term sustainability and usage of the building.

INCREASE TO COUNCIL'S ROAD AND FOOTPATH SWEEPING SERVICE

100% COMPLETE

- Additional street sweeping driver operating Council's second street sweeper.
- Footpath sweeping service uplift in operation.

INVESTIGATION OF POSSIBLE 40KM/H SPEED LIMIT ZONES ACROSS THE CITY

60% COMPLETE

- Finalisation of strategy is anticipated in Quarter 4, subject to Council approval.
- Report to be presented to Council in July 2026.

MITCHAM CENTRE OPPORTUNITIES FRAMEWORK

65% COMPLETE

- Consultant report reviewed and information session provided to Council on 31 March 2026.
- Consultant brief has been prepared and its engagement is imminent to prepare Opportunities and Constraints piece.

PROVISION OF OUTDOOR FURNITURE AND SHADE FOR OUTDOOR TERRACE AT TIWU KUMANGKA

25% COMPLETE

- Infrastructure design and quote process complete.
- Project on track for Quarter 4 completion.

THEME 3.1: PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.

GOAL 3

PROJECTS

SHARED VISION FOR THE FUTURE OF WINSTON AVENUE

35% COMPLETE

- Community Drop in session held on 26 March 2025. The session was well attended and attendees appreciated the opportunity to shape the project.

STRATEGIC NORTH SOUTH PEDESTRIAN LINK AT BLACKWOOD CENTRE

30% COMPLETE

- Key stateholder engagement continuing with options being discussed with landowners.

WAITE STREET RESERVE UPGRADE*

15% COMPLETE

- Detailed Design is progressing with the professional services provider.
- A review of the conceptual design has been undertaken along with outcomes from the community engagement to help inform the detailed requirements in the reserve and ensure maintainability and good connectivity across the reserve.
- Administration are beginning to progress a tender for a Kurna artist to be involved in the project following advice received from the Kurna Yerta Aboriginal Corporation Board.

*Project being delivered over multiple financial years.

YOUNG STREET REDEVELOPMENT

100% COMPLETE

- The new pedestrian-friendly section of Young Street, located outside Tiwu Kumangka, home of the Blackwood Library and Community Centre, was completed in December 2025.

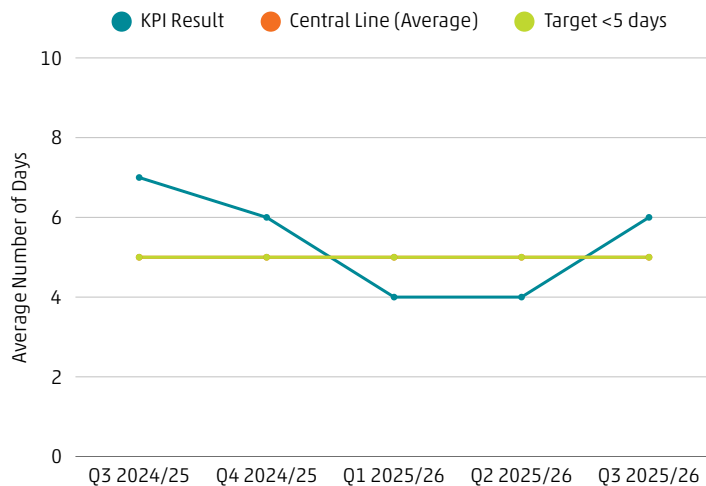
THEME 3.1: PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.

GOAL 3

KEY PERFORMANCE INDICATORS

AVERAGE NUMBER OF DAYS TAKEN TO COMPLETE GRAFFITI REMOVAL AFTER A REQUEST IS RECEIVED



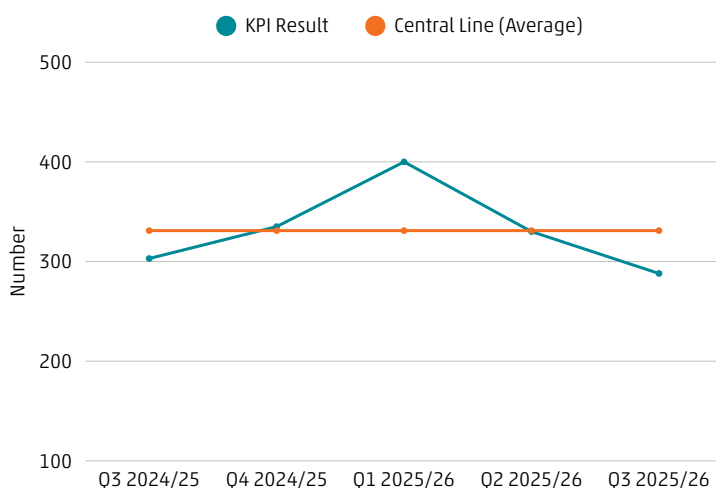
CAUSE

- Increase in graffiti during school holidays, and resourcing constraints.

RESPONSE

- Addressing backlog.

DEVELOPMENT APPLICATIONS LODGED WITH COUNCIL FOR ASSESSMENT



CAUSE

- Lower than anticipated range - 336 applications submitted waiting for mandatory documentation or fees to be paid.

RESPONSE

- No action required.

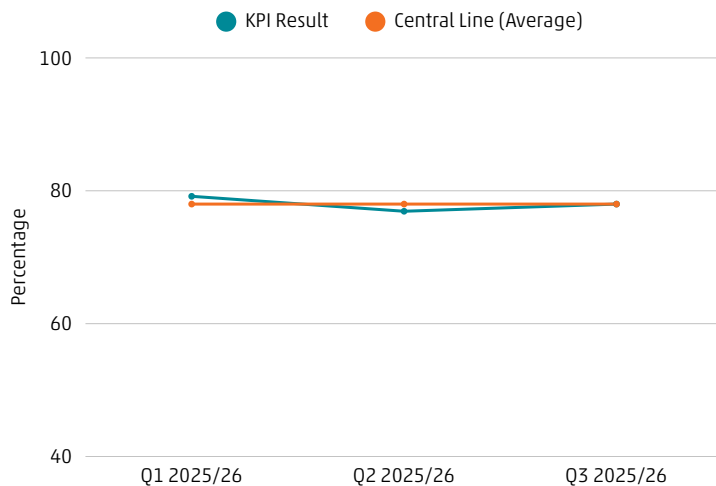
THEME 3.1: PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.

GOAL 3

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF DEVELOPMENT APPLICATIONS APPROVED WITHIN TIME



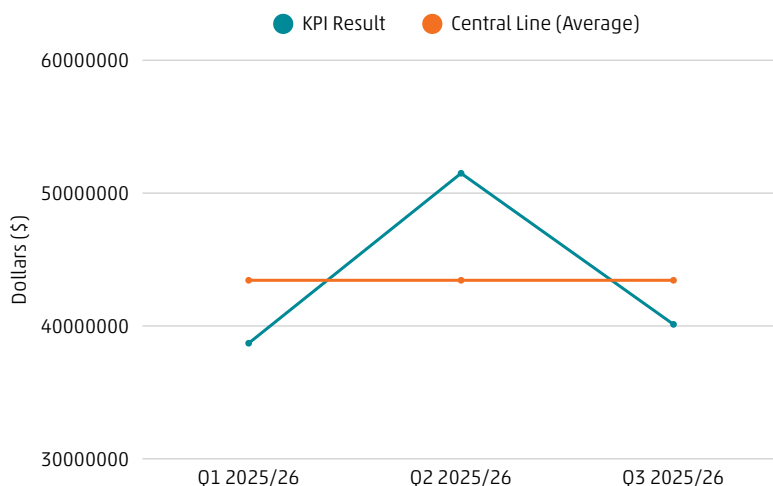
CAUSE

- Lower than desired.

RESPONSE

- Monitoring resourcing adequacy.

TOTAL AMOUNT OF DEVELOPMENT COST OF APPROVED DEVELOPMENT APPLICATIONS



CAUSE

- Lower than anticipated.

RESPONSE

- No action required.

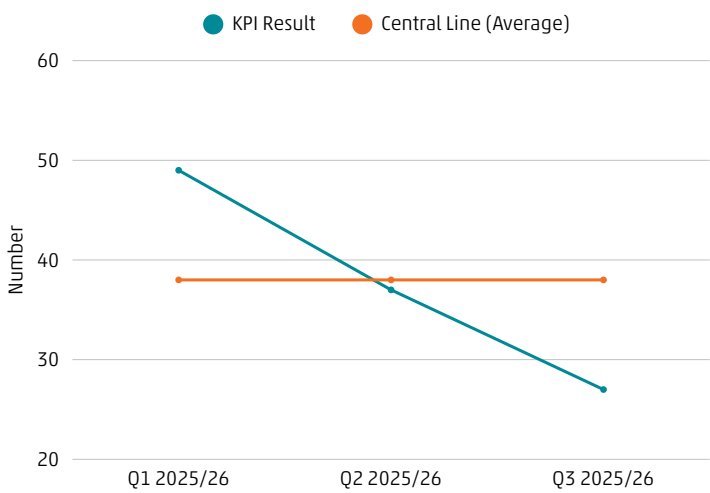
THEME 3.2: CITY VIBRANCY

We are a City well recognised for our social and cultural diversity, creativity, arts, events, heritage, natural environment, educational and medical facilities.

GOAL 3

KEY PERFORMANCE INDICATORS

THE NUMBER OF COUNCIL-RUN EVENTS DELIVERED QUARTERLY, INCLUDING CITIZENSHIP CEREMONIES, CIVIC FUNCTIONS, MAJOR EVENTS AND INSTALLATIONS, AND CULTURAL OR EDUCATIONAL EVENTS (EXCLUDING RECURRING PROGRAMS)



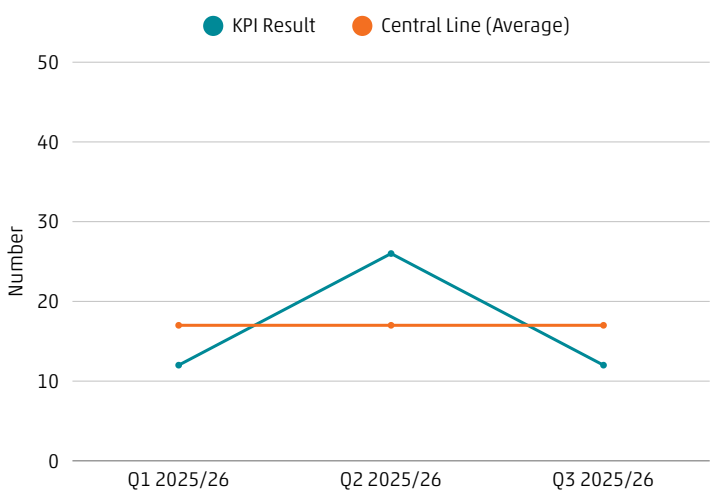
CAUSE

- Nil.

RESPONSE

- Nil.

THE NUMBER OF EVENTS DELIVERED BY COMMUNITY, ENABLED BY MY MITCHAM COMMUNITY GRANTS OR QUICK RESPONSE GRANTS



CAUSE

- Nil.

RESPONSE

- Nil.

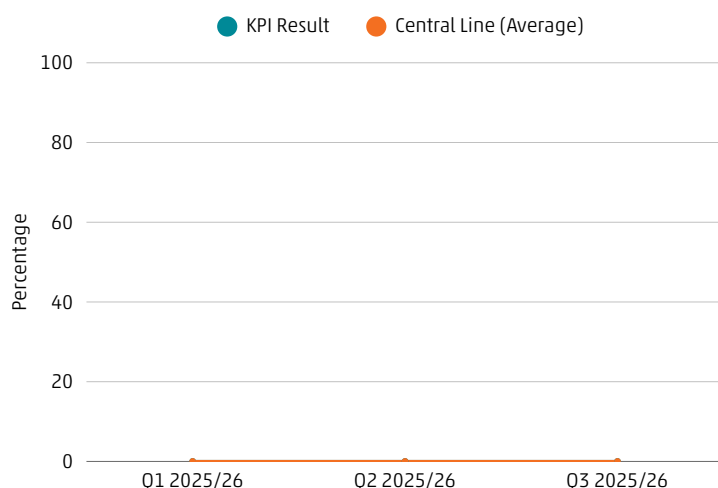
THEME 3.2: CITY VIBRANCY

We are a City well recognised for our social and cultural diversity, creativity, arts, events, heritage, natural environment, educational and medical facilities.

GOAL 3

KEY PERFORMANCE INDICATORS

PERCENTAGE OF PUBLIC ART BUDGET COMMITTED EACH YEAR



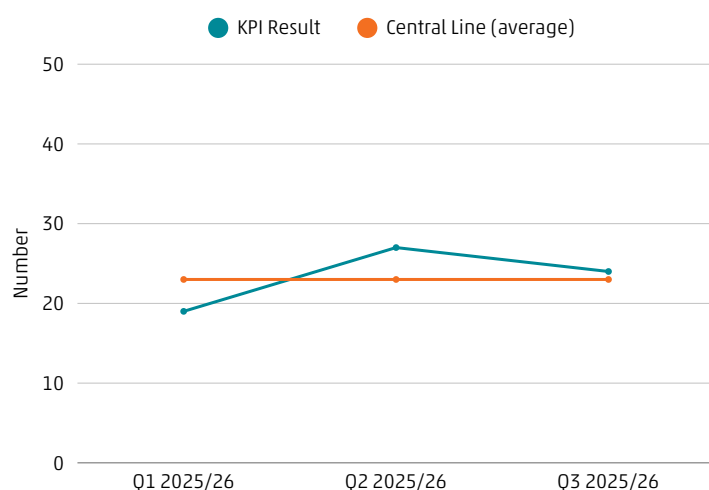
CAUSE

- Council decision in February 2026 was to not run Public Art Grant Funding Round in 2025/26 and re-allocate budget to 2026/27.

RESPONSE

- As above.

TOTAL NUMBER OF PERMITS APPROVED FOR COMMUNITY EVENTS



CAUSE

- Within usual range.

RESPONSE

- No action required.

THEME 3.3: PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.

GOAL 3

PROJECTS

PROVISION OF ANNUAL COMMUNITY FACILITIES GRANTS

85% COMPLETE

- Council provides a budget of \$50,203 for Community Facilities Grants (to a maximum of \$5,000) per grant and a total of 85% of the budget was distributed by the end of Quarter 3.

INNOVATIONS

GUTTER CLEANING TENDER

- This tender has been deliberately designed to encourage smaller local businesses to participate, supporting local industry while ensuring regular preventative maintenance of Council assets.

REVIEW OF MINOR CONTRACTS FOR BUILDING MAINTENANCE

- Researching local companies and inviting them to provide quotations. This approach helps strengthen local supplier engagement, improve value for money, and ensure responsive service delivery.

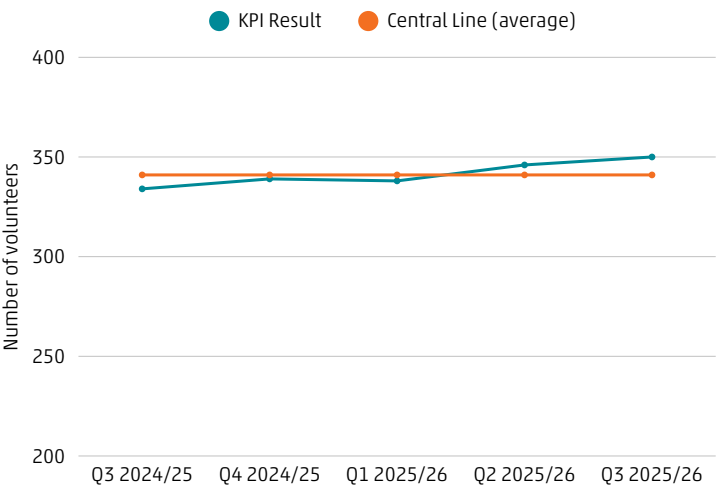
THEME 3.3: PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.

GOAL 3

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF VOLUNTEERS



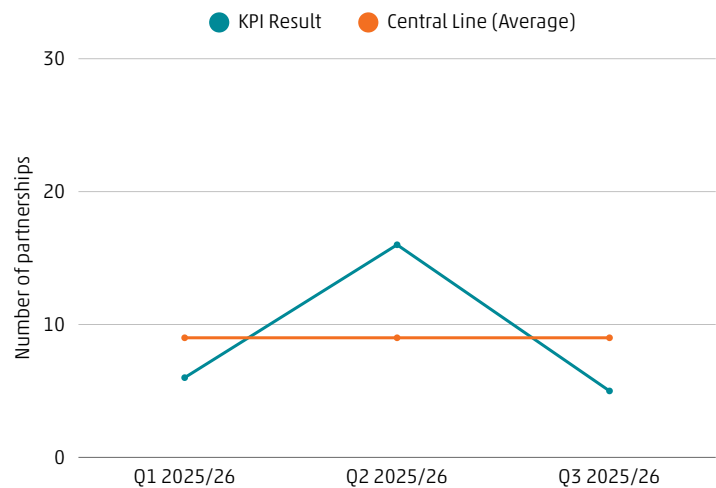
CAUSE

- Within usual range.

RESPONSE

- No action required.

THE NUMBER OF PARTNERSHIPS WITH COMMUNITY GROUPS OR ORGANISATIONS IN DELIVERING GRANT FUNDING ENABLED EVENTS



CAUSE

- Nil.

RESPONSE

- Nil.

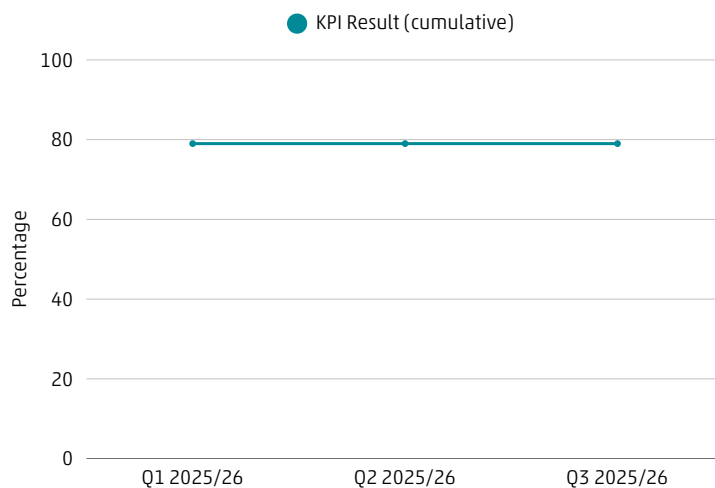
THEME 3.3: PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.

GOAL 3

KEY PERFORMANCE INDICATORS

PERCENTAGE OF MY MITCHAM COMMUNITY GRANTS BUDGET COMMITTED EACH YEAR



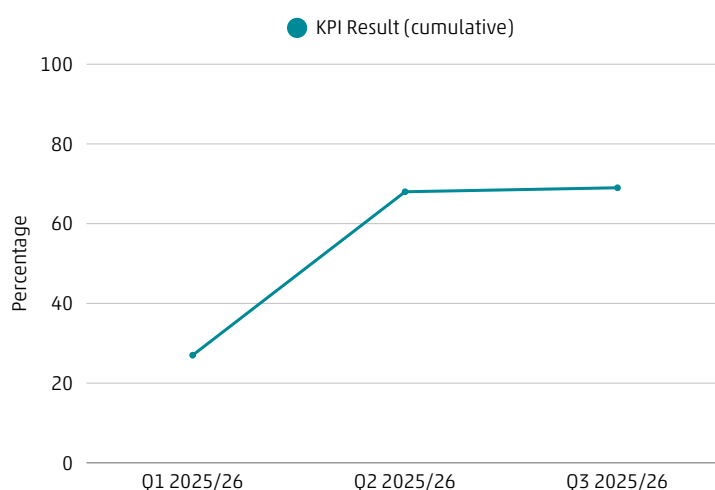
CAUSE

- Round 2 of grants occurs in April 2026 (Quarter 4).

RESPONSE

- As above.

PERCENTAGE OF QUICK RESPONSE GRANTS BUDGET COMMITTED EACH YEAR



CAUSE

- Nil.

RESPONSE

- Nil.

GOAL 4



Volunteers enhance community experience.

Volunteer Roger said "We get to know our passengers and there's always a friendly interaction, people thanking us for driving safely and for the service, which is nice. It's not a one-way street – it's rewarding for both passengers and volunteers."

Every Thursday afternoon for the past 14 years, Roger Colsey and Ralph Walker have been the friendly faces who greet passengers on the Mitcham Community Bus hills run.

Joined by Brenda Crilley 10 months ago, the trio are familiar to the many hills residents who rely on the bus for weekly shopping and social outings.

Each week they meet at Mitcham Community Centre to run through bookings and plan their route, before making the journey up Belair Road towards Blackwood.

Along the way, they stop to collect passengers, help them to their seats and stow walkers and shopping bags.

The bus stops in the centre of Blackwood where the group disembarks before shopping, then enjoying hot scones and tea at the Brackendale Tea Room.

Ralph knows all his passengers' names and pick-up locations.

"I help with navigation, logistics and getting people on and off the bus," he said. "I enjoy it – I like helping people; it can be very rewarding."

Roger joined as a volunteer 16 years ago, driving the 'plains run' for two years before switching to the hills.

"I enjoy the challenge of hills driving and I enjoy volunteering – it's an important part of my week," he said. "We get to know our passengers and there's always a friendly interaction, people thanking us for driving safely and for the service, which is nice. It's not a one-way street – it's rewarding for both passengers and volunteers."

Brenda added the role to her volunteering duties at the Cumberland Park Community Centre social Tuesday afternoons.

"It's nice saying hello to everyone and they're a lovely group of people, so I enjoy being able to help."

Blackwood resident Dawn moved to South Australia from Queensland two years ago and has welcomed the community bus service.

"I don't have a car, and I wouldn't be able to get my groceries if it weren't for the volunteers on this bus," she said. "They are absolutely amazing – it's a service that is needed."

THEME 4.1: GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.

GOAL 4

PROJECTS

ARTIFICIAL INTELLIGENCE – TRANSFORMATIONAL

80% COMPLETE

- AI Strategic Framework is almost completed and has defined the vision and roadmap for positioning the City of Mitcham as a leader in AI use and adoption in Local Government.
- The strategy identifies the need for a learning system to be developed alongside use case development to ensure long term adoption, scale and ongoing generation of ideas for future use cases.
- AI support officer role has been filled part time to provide resourcing support for capability building and use case development.

IMPLEMENTATION OF A GRANTS SOFTWARE PACKAGE

75% COMPLETE

- Scoping planning has commenced with external provider (Grants Toolbox) and external Project Manager. Formal scoping sessions occurred in February / March with User Acceptance Testing scheduled for 7 May 2026.
- System will go live with Quick Response Grants in June 2026 and then other grants in July 2026.

INVESTMENT IN ARTIFICIAL INTELLIGENCE ADVICE, TRAINING AND LICENCES

90% COMPLETE

- The Internal AI Policy has been endorsed by the CEO. Mandatory onboarding training modules are being developed for all staff which will ensure staff are aware of the guardrails set by the AI Policy and also to ensure that there is an baseline understanding for the vision and use of AI at Council.
- Adoption rates continue to be strong.
- Training focus for staff is the development of agents. A small trial group of 10 is testing the popular AI tool "Claude" for 2 months, to compare it's capability to Copilot and determine whether there is a case for obtaining those licenses ongoing.

TECH ONE UPGRADE

10% COMPLETE

- Council endorsed the Enterprise Resource Planning (ERP) Upgrade Project on 17 March 2026. Procurement and Readiness phase being commenced and is expected to conclude by October 2026.
- This phase has two parallel workstreams:
 - Procurement of project partners - selecting providers for project management, change management, technical delivery and data migration.
 - Project readiness assessments - independent reviews of our current system configuration, data quality and maturity, and business processes.

INNOVATIONS

FINANCE

Administration continues to monitor above-CPI cost pressures arising from the current geopolitical risk environment, including emerging price increases for bitumen, fuel and contractor-related inputs. While the 2026/27 budget released for consultation currently assumes overall cost increases in line with forecast CPI, these assumptions are likely to require revision prior to final budget adoption if current pricing pressures continue.

In parallel, Council has delivered \$331k of the 2025/26 financial savings target of \$598k, with the remaining \$267k to continue to be pursued and carried forward into the next financial year where required.

SECURE NETWORK ACCESS CONTROL

Tighten network security by allowing access only from approved council-owned devices with authenticated council staff signed in.

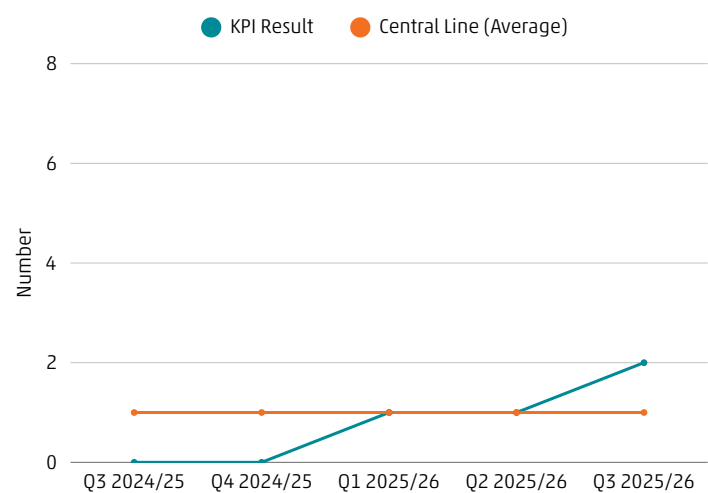
THEME 4.1: GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.

GOAL 4

KEY PERFORMANCE INDICATORS

NUMBER OF SECTION 270 REVIEWS OF COUNCIL DECISIONS COMMENCED



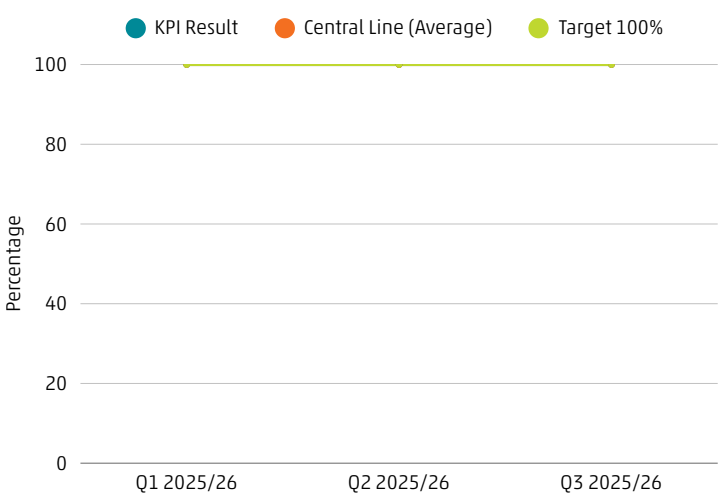
CAUSE

- Nil.

RESPONSE

- Two applications received, accepted and assessment underway, with the previous application still under assessment.

PERCENTAGE OF FOI APPLICATIONS PROCESSED WITHIN THE STATUTORY TIMEFRAME



CAUSE

- Target achieved.

RESPONSE

- Six total applications determined.

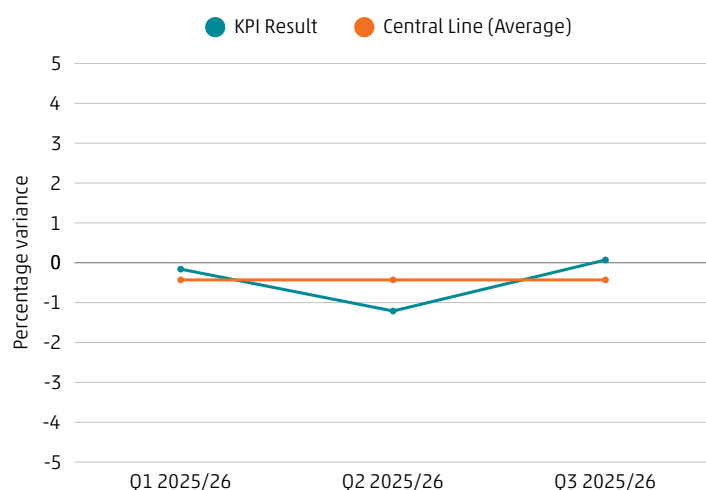
THEME 4.1: GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.

GOAL 4

KEY PERFORMANCE INDICATORS

PERCENTAGE VARIANCE BETWEEN YTD ACTUALS AND ADOPTED BUDGET FIGURES ON THE INCOME STATEMENT



CAUSE

- The favourable variance reflects a range of largely offsetting timing related movements, with higher rates income and lower finance costs more than offsetting the timing of grant receipts.

RESPONSE

- Continue to monitor income and expenditure trends and adjust, where required, through the upcoming budget review process.

PROJECTS

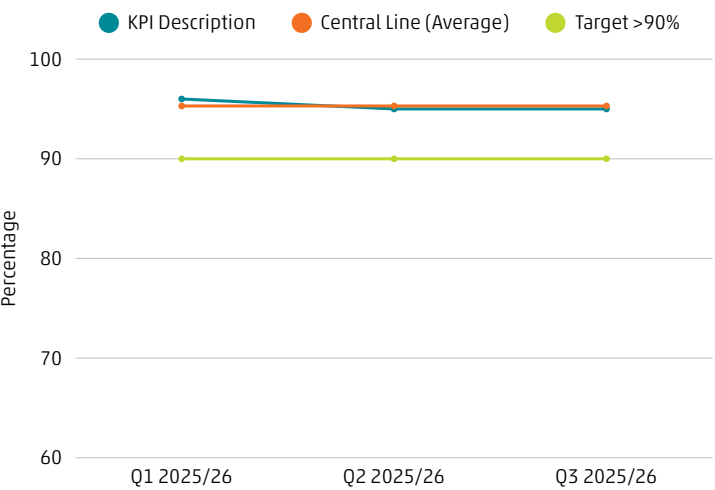
REVIEW OF THE GREEN ORGANICS DROP-OFF SERVICE AT LYNTON

95% COMPLETE

- Presentation complete, drafting Council report to be presented at June 2026 Council Meeting.

KEY PERFORMANCE INDICATORS

PERCENTAGE OF NEW HELP DESK TICKETS CLOSED



CAUSE

- Target achieved.

RESPONSE

- No action required.

INNOVATIONS

ARTIFICIAL INTELLIGENCE

Uses of AI include:

- Technical Troubleshooting – Accelerated issue resolution by using AI to interpret Printer and event view logs to assist with the root cause analysis for our recent printer outage. We also Use AI to assist in rapidly deploying a new print queue to users' devices during the printing incident.
- Automated Meeting Room Rebooking - Use AI to automatically rebook a suitable meeting room when the originally requested room declines the invitation.
- Security Tightening Test Planning - Use AI to create a test plan for network security improvements to prevent disruption to user workflows.
- IT Operations Management Strategy Enablers - Uploaded our Mitcham 2030 Document into AI to create a matrix to ensure we capture projects that align with our strategy to be able to report on as required.
- Security Cipher Update - Use AI to update financial file transfers with modern security ciphers.
- Aero Ranger - A key focus is on testing and trialling, especially building out the system's source-of-truth layer, including validating data and bringing existing traffic controls into the system.
- Developing Planning - Using to assist with:
 - Planning assessments such as superimposing proposed colours and materials onto black and white plans.
 - Reviewing proposals against Code Policy for high level review.
 - Collating representors comments into themes for CAP reports.
 - Reviewing to ascertain if AI can assist with identifying tree species.
 - Creating Agent to assist with legislation review.
 - Assisting with PowerPoint presentations.
 - Making graph for demographic work.
 - Investigating use to assist with Building Fire Safety Committee.
 - Summarising historic consultant reports.

IMPROVEMENTS & EFFICIENCIES

- Maintenance Scheduling Upgrade Project - To provide real-time data on when servicing and maintenance have been completed. Currently, we rely on invoices and manual collation of information, so this system will improve efficiency, reporting accuracy, and oversight of Council's building maintenance activities.
- IT Operations Management Business Change types - Uploaded the KPMG written definitions of our business change types into AI, to create a matrix to better categorise projects as they come through.
- User Empowerment – Added a new tab to the customer portal for password resets, providing direct access to the reset page via a single click.
- Eftpos tap payment devices (mini squares) are being trialled to support the collection of Community Safety dog related fees. The devices connect to Safety Officers' iPhones, enabling the secure processing of payment after hours, included payments associated with impounded dogs.

THEME 4.3: COMMUNITY EXPERIENCE

We are easy to do business with and commit to a customer-centric approach that delivers positive experiences and builds trust.

GOAL 4

PROJECTS

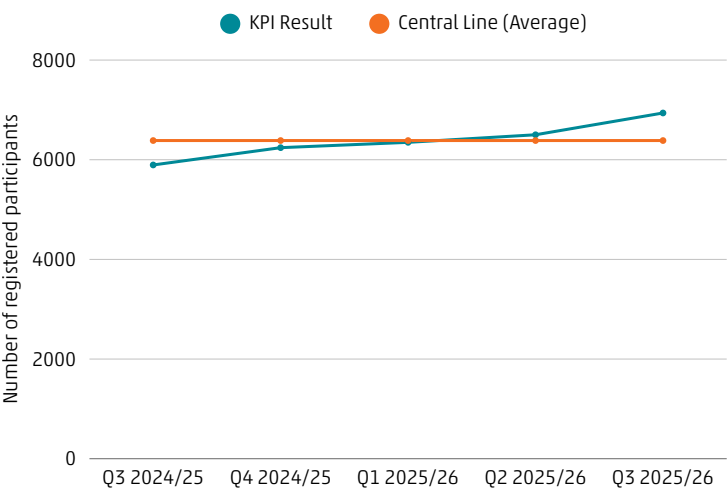
INTRODUCTION OF A FLEXIBLE RATES PAYMENT SYSTEM

80% COMPLETE

- System configuration and testing progressed during Quarter 3.
- Work also continued with the supplier on marketing material and automation of receipting, with rollout scheduled for Quarter 4 in line with the mid-May 2026 rates notice.

KEY PERFORMANCE INDICATORS

TOTAL NUMBER OF REGISTERED PARTICIPANTS ON THE YOURSAY PLATFORM



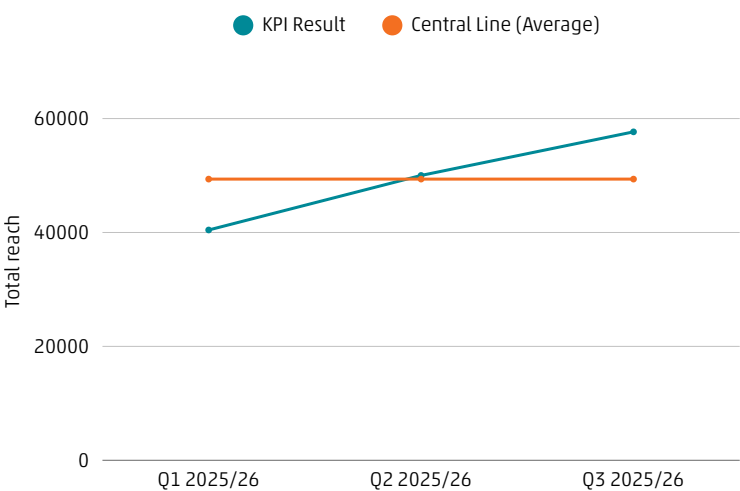
CAUSE

- Target of no decrease in total registered participants achieved.

RESPONSE

- No action required.

TOTAL REACH AND ENGAGEMENT ACROSS COUNCIL'S SOCIAL MEDIA PLATFORMS



CAUSE

- Target of 10% annual increase in total engagements e.g. likes, comments, shares, clicks achieved.

RESPONSE

- No action required.

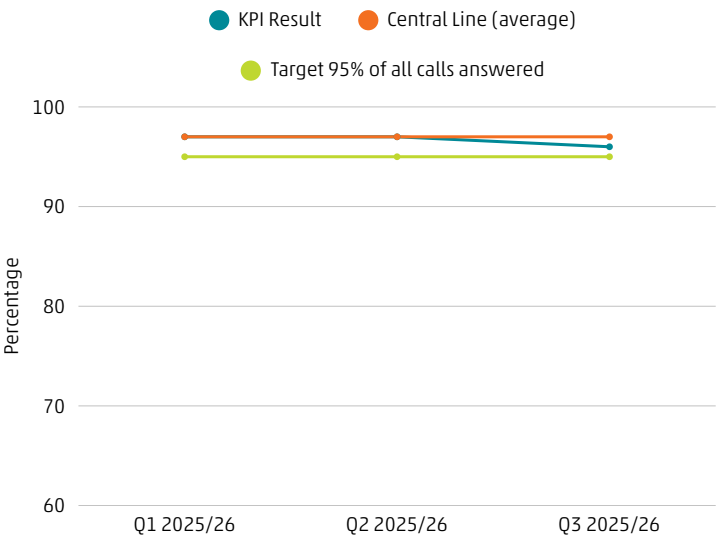
THEME 4.3: COMMUNITY EXPERIENCE

We are easy to do business with and commit to a customer-centric approach that delivers positive experiences and builds trust.

GOAL 4

KEY PERFORMANCE INDICATORS

ANSWER RATE FOR CUSTOMER CALLS RECEIVED BY THE CALL CENTRE



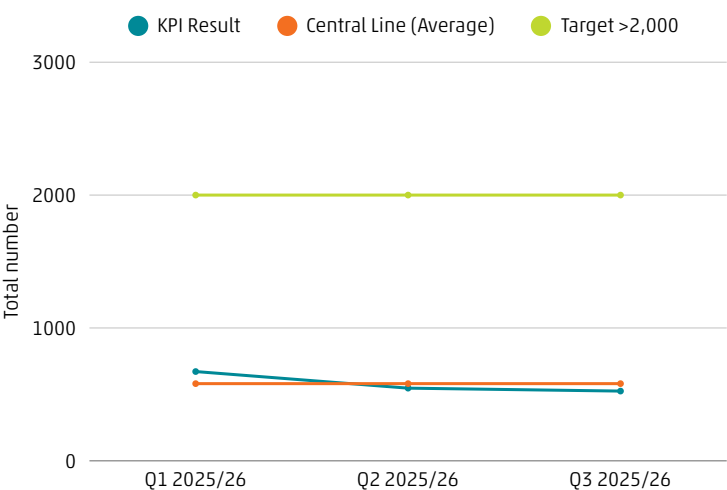
CAUSE

- Target achieved.

RESPONSE

- No action required.

TOTAL NUMBER OF SECTION 7 AND REQUEST TO VIEW ENQUIRIES COMPLETED



CAUSE

- Target achieved.

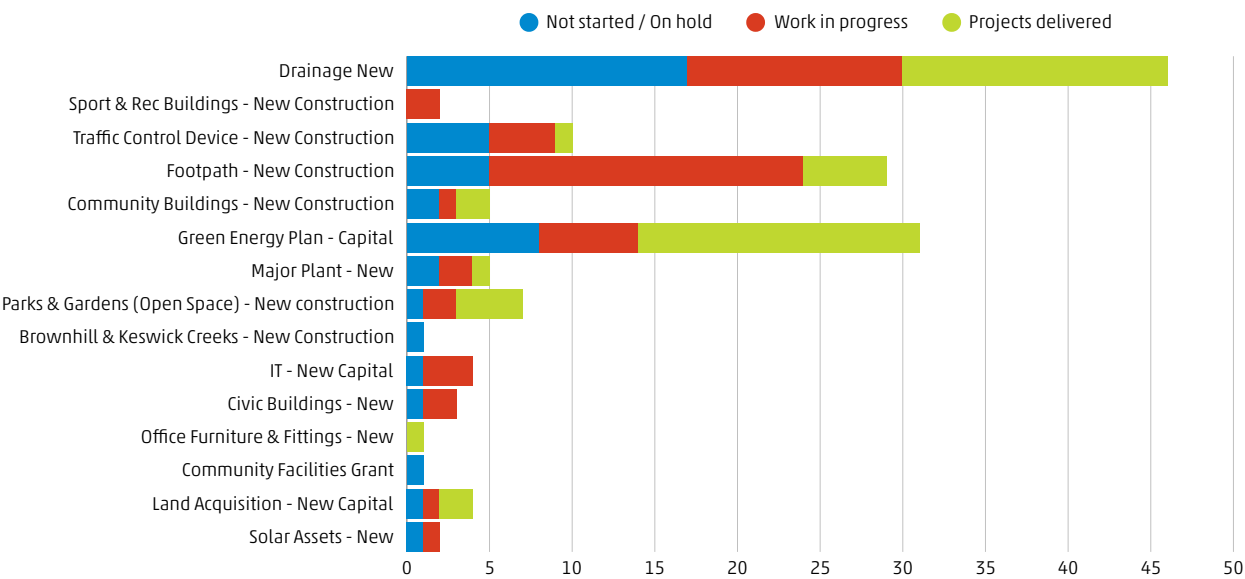
RESPONSE

- No action required.

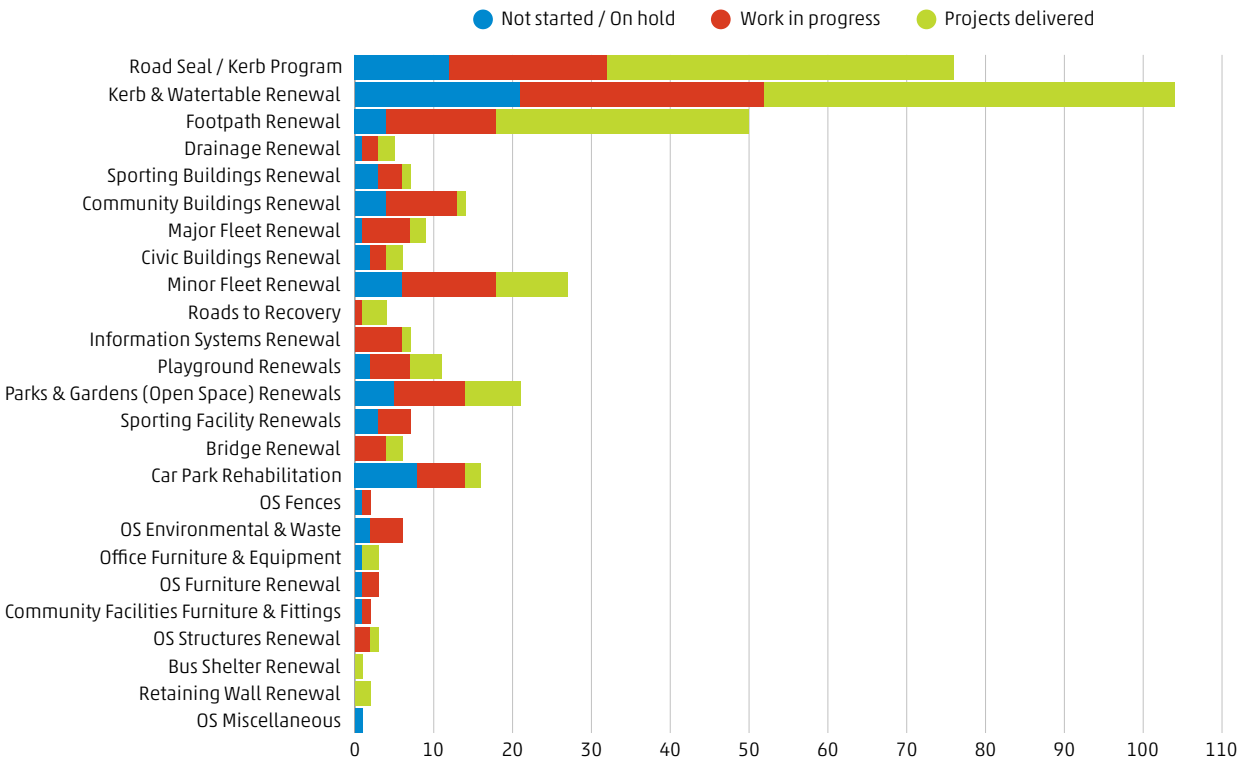
CAPITAL WORKS PROGRAM

Capital works program status as at 31 March 2026

NEW / UPGRADE STATUS



RENEWAL STATUS





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1300 133 466

www.mitchamcouncil.sa.gov.au

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