

OPERATIONAL  
PLAN  
2015/16

QUARTERLY  
REPORT

For the period  
ending 30  
June 2016



*Burwood Council*  
heritage • progress • pride



## HOW TO READ THE OPERATIONAL PLAN 2015-16 – QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 2016

### Themes

The Operational Plan is divided into five themes:

- **A Sense of Community**
- **Leadership Through Innovation**
- **A Sustainable Natural Environment**
- **Accessible Services and Facilities**
- **A Vibrant Economic Community**

### Strategic Goals

Each theme is divided into strategic goals, which address the priorities identified by the community during the Burwood2030 Community Strategic Plan consultation.

### Responsibility

Identifies the team in Council responsible for the delivery of the specific strategic goal.

### Service

The services Council carries out on an ongoing basis.

### Action





The specific initiative that Council proposes to implement to achieve a strategic goal.

### Service Standard

The performance indicator against which the actions will be measured.

### Quarter

Indicates in which of the quarters Council plans to start or deliver the service.

-  Denotes Council has commenced the action or that the action is ongoing
-  Denotes Council has completed the action
-  Denotes no activities are scheduled for that quarter
-  Denotes the action will commence and be completed in the same quarter

Council's management team supports and promotes a continuous risk evaluation process, which allows the identification of risks and opportunities at an early stage in the delivery of activities/projects.

The quarterly report includes a status rating for each of the strategic actions.

The status options are as follows:

- On Track** The activity/project has been completed on time, or is ongoing and progressing regularly
- Watch** The activity/project in underway, but has not been completed on time, or its completion date has been postponed
- No Activity** The activity/project has not started
- Not Due** No activity is planned for that specific quarter

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1 - A Sense of Community</b>							
<b>1.1 - A safe community for residents, workers and visitors</b>							
<b>1.1.1 - Maintain clean and attractive streets and public spaces.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works	Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater.	95% Completed.	●	On Track	Capital Works Projects completed during this quarter include: Drainage upgrade works at Croydon Ave from No.53-49 to No.37; Drainage upgrade works at Brighton St from No.40 to No.22; Road stabilisation works at Portland St from Mitchell St to Tangarra St; Road stabilisation works at Croydon Ave from Arthur St to Liverpool Rd; Road stabilisation works at Burwood Rd/Fifth Ave from Georges River Rd to Fifth Ave bridge; Drainage upgrade works at Webb St from Boundary St to Irrara St; Construction of raised pedestrian crossings at Portland St and Plymouth St; Construction of parking bays at Fountain Ave; Road reconstruction at Paisley Rd at Wallace St and Reed St; Road Stabilisation works at Comer St from Burwood Rd to Neich Pde.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council actively inspects pits identified as being hot spot or critical and schedule cleaning of these pits as required
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Blocked drainage pits cleaned.	Within seven working days after being reported.	●	On Track	Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and schedule for cleans routinely
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily.	●	On Track	Footpaths in CBDs are cleaned daily
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs collected within two days in accordance with the agreed level of service.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Main maintenance this quarter was watering and fertilising.  Planter box maintenance being undertaken in June/July. some plants will require replacing
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Whole road network of 91 kms swept over the 3 week sweeping cycle, or 30kms per week on a set routine. 3 subareas totalling approx 30kms completed every week of 3 week cycle In addition to that weekly average 13kms of reactive sweeping activities attending CRMs, known hotspots, residents, Mayoral requests etc. making our current sweeping cycle/level of service is 2 weeks.
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	A combination of machine street sweeping and manual cleaning is conducted on major car parks five days per week, with additional clean ups as required.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	<p>Reactively Council responds to customer requests within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.</p> <p>VandalTrak has now been implemented as Council's new Graffiti Register.</p>
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	<p>Weed spraying of streets and council car park areas scheduled to be sprayed by contract or 11 July 2016.</p> <p>As per Council's Pesticide Notification Plan Sensitive Areas such as schools, nursing homes, day care centres were informed by email. Notification placed on Council web site.</p>
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Nature strip mowing for aged pensioners/ medical condition properties were mown on 6 week cycles by contractors during this quarter.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	<p>Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data will be imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.</p> <p>This will assist Council to strategically manage Council's civil assets and provide real time condition data for these assets which will be used to update asset management plans.</p>
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	105 tree requests completed this quarter with 81% within service standard.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters in CBDs are cleaned daily. Bus shelters outside CBDs are cleaned Tuesday and Friday.
				Twice weekly outside CBD areas.	●	On Track	Bus shelters located outside the CBDs are cleaned twice weekly on Tuesdays and Fridays.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually ie Town Centre, schools, commercial areas etc.	●	On Track	<p>Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data will be imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.</p> <p>This will assist Council to strategically manage Council's civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.</p>






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	<p>Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are ongoing and final draft reports have been completed.</p> <p>Council applied and was successful in receiving further grant funding from OEH to carry out overland flow flood studies for the remaining catchments in the Council. These studies are ongoing. This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.</p>
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	<p>Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed by Ausgrid for public lighting assets is 7.5 days from receipt of fault report. This is currently within the minimum Ausgrid service standard of 8 days.</p> <p>Council Staff attended an Ausgrid planning meeting in June 2016 on the Street Light Improvement (SLI) Program.</p>
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	<p>Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Railway Parade, Paisley Road, Cheltenham Road, The Strand, Baker Street, Boundary Street, Meta Street, Angel Road, Woodside Avenue East, Jacket Reserve and Henley Park. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards.</p>
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All booked and scheduled area clean ups are done and up to date
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be tidy bins are emptied 7 days a week
				Wash public waste bins monthly.	●	On Track	Be tidy bin surrounds are washed monthly and as required.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.	●	On Track	<p>Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data will be imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified Defects whilst working within the area, defects investigated assessed and programmed within 4 working days.
<b>1.1.2 - Work with key partners and the community to reduce crime and improve community safety.</b>							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	All CCTV applications have been processed for Police within the service targets
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council meets with Burwood Police on a weekly basis to discuss crime trends and ways to reduce these issues. Council has introduced a Safe & Clean Team which provides a physical presence in main business locations reporting crime and other activities
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Council staff worked in collaboration with Burwood Police on community safety and crime prevention strategies, which included: Changes to the local Development Control Plan to reduce mail theft Working with the police on the Prohibition of Alcohol in Public Spaces policy, which included audits in alcohol prohibited parks Collaboration with the Police on three grants applications  Staff attended the Police Safety Precinct Committee meeting held during the last quarter.  Staff are scheduled to attend the Liquor Accord meeting to be held in late July 2016.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	A Council Officer attends every SSROC meeting conducted every quarter for regulatory enforcement
<b>1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.</b>							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	●	On Track	Training conducted for all internal staff and Police on the use of VandalTrak, which is an integrated community crime management system which captures graffiti data and can provide reports.  Conducted face-to-face and online graffiti surveys to capture the community perception on graffiti vandalism and currently in the process of analysing the results.
<b>1.2 - High quality activities, facilities and services</b>							
<b>1.2.1 - Engage the community in decision making processes about activities, facilities and services.</b>							
	Lead: Community and Library Services	Community Development (Youth Services)	Co-ordinate and support Burwood Youth Advisory Group (BYAG) to plan and implement annual Youth Week.	Youth Week event delivered by BYAG annually.	●	On Track	This year Burwood Council successfully delivered a series of activities during Youth Week in April for young people aged 12-24 in conjunction with the Burwood Youth Advisory Group.

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							<p>2016 Youth Road Safety Launch BYAG members were upskilled with vital youth road safety information, the dangers and consequences of texting and driving and the importance of keeping their eyes on the road. BYAG created a viral video that was launched for the first time at this event. Over 120 people attended the Youth Road Safety Launch, including students and teachers from eight local schools, young people and service providers from local organisations, the Police and community members.</p> <p>2016 Claim the Stage - Inner West Roaming Youth Theatre Production A work in progress viewing was held in partnership with Ashfield, Canada Bay, Leichhardt and Marrickville Councils. Professional script writers, directors and performers from NIDA facilitated script writing, directing and performance workshops over two months. The work in progress viewing allowed young people to express their ideas to an audience of over 50 young people and to receive live feedback. The work in progress viewing was coordinated by BYAG who prompted the audience and engaged them in a live Q&amp;A about the performances.</p>
<b>1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.</b>							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.	●	On Track	<p>Council applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application is still pending.</p> <p>A Public Reserve Management Fund Program Grant for the part funding of the multi-purpose entertainment facility in Burwood Park has been successful to a value of \$174,350. The funds for this project have been received and the works are completed.</p> <p>Staff will actively seek further grant funding opportunities as they arise.</p>
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	<p>Council staff successfully received renewed funding through NSW Family and Community Services for the Community Builders and Families NSW programs. In total, over \$65,000 was approved for the next 12 months to deliver programs for the community and to support the local community sector.</p> <p>Other grant applications were submitted during this quarter the outcomes of which will be known in the next financial year.</p>
<b>1.2.3 - Investigate opportunities to increase the availability of facilities and venues.</b>							
	Lead: Assets, Property & Building Services Secondary: Community and Library Services	Community Facilities	Explore alternative venues for community use and create a database of venues.	Review database of alternative venues every two years.	●	On Track	The Community Facilities Officer is actively pursuing new clients to use Council's facilities.

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<b>1.2.4 - Support existing sport and recreation groups to provide services and facilities.</b>							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.	●	On Track	The Community Hub, Fitzroy Centre, George Street Centre and Burwood Park Community Centre were all available for hire. The Woodstock Community Centre renovation has been completed and is due to reopen in July 2016.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Park hire for sporting activities and events processed as per Council procedures and invoiced as per Councils adopted Fees and Charges.
<b>1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.</b>							
	Lead: Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community.	Incorporated into specific Plans of Management and Capital Works Program as necessary.	●	On Track	The recently adopted Henley Park and Grant Park Plan of Management includes provision for dog off-leash areas.  Council will be installing a solar light at the Grant Park dog off-leash area in the 16/17 financial year.
<b>1.2.6 - Upgrade existing playground areas and park structures to cater for wider community</b>							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.	●	On Track	The replacement play equipment in Jackett Reserve has been installed and was opened to the public on 30 June 2016. The replacement equipment includes a shade structure, rubber soft fall and a new bench seat. The project is completed.  New path paving was also installed in Jackett Reserve. Some minor turf restoration work is still required and will be completed in early July 2016.
<b>1.2.7 - Develop and encourage volunteer opportunities</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with HACC and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 268 enquiries regarding volunteering, conducted 7 volunteer interviews and referred 266 volunteers to not for profit organisations in the Inner West Area. Staff responded to 58 enquiries regarding volunteering specifically in the Burwood LGA.  Strategic partnerships were established and maintained during the quarter with TAFE NSW South Western Sydney Institute and Sydney Multicultural Community Services to increase the number of volunteers from CALD backgrounds, which will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the Home and Community Care (HACC) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	During the quarter, Volunteer Network had 268 enquiries regarding volunteering, conducted 7 volunteer interviews and referred 266 volunteers to not for profit organisations in the Inner West Area. Staff responded to 58 enquiries regarding volunteering specifically in the Burwood LGA. Volunteer Network continued to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertised volunteering through the local media.
<b>1.2.8 - Develop appropriate and relevant training in order to build Home and Community Care (HACC) capacity across the Inner West area.</b>							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with HACC-funded service providers across the Inner West area on training and development.	Training sessions and HACC forums conducted monthly.	●	On Track	The Inner West Sector Support Development Officer (SSDO) has been working closely with both the Commonwealth and State Government funded services to assist the implementation of current reforms.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>A number of partnerships have been developed between the Inner West SSDO, training providers, other SSDOs and the Ethnic Communities Council NSW in order to ensure the services across the Inner West region are well resourced.</p> <p>The Inner West SSDO facilitated 3 Community Care Forums attended by 45 Commonwealth Home Support Services providers.</p> <p>The Inner West My Aged Care promotional flyer was distributed via a letterbox drop to 10,000 houses across the Inner West to promote aged care services. Following the letter box drop 60 enquiries were received regarding the types of aged care services provided by Burwood Council, how to access aged care services etc..</p> <p>In addition, the Inner West SSDO organised and facilitated training for the various Commonwealth Home Support and Community Care Support Service funded service providers. In total, 19 training sessions were delivered in the last quarter of the year.</p>
<b>1.2.9 - Facilitate access to Podiatry Services</b>							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).		On Track	Referrals for the Inner West Home & Community Podiatry Service are being received through My Aged Care. The current client rate has reached approximately 97% of the target set by the funding body at the end of June 2016. The Service can provide information presentations for community groups and still has capacity for clients aged 65 years and over.
<b>1.2.10 - Improve online access to services at Council's key facilities.</b>							
	Lead: Information Technology	Information Systems	Provide free Wi-fi internet facilities to the Public at Council's Library.	Wi-fi connectivity within Library building available every day during opening hours.		On Track	Wi-fi connectivity within Library building was available every day during opening hours.
<b>1.2.11 - Upgrade Enfield Aquatic Centre facilities.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Replace fencing around Enfield Aquatic Centre	Works completed by 31 March 2016		On Track	All works for the new fencing were completed on schedule and under budget.
<b>1.2.12 - Comply with NSW Health Regulations and Guidelines.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain pool water quality.	Swimming Pool water tested every two hours during business hours, with levels kept within NSW Health Guidelines Standards.		On Track	<p>Staff have been diligent in performing tests regularly, which has ensured that a high standard of water quality has been maintained.</p> <p>This is reinforced by water being tested externally. Results from this testing have confirmed the good practice of staff.</p> <p>Ongoing monitoring to maintain this high standard continues.</p>
<b>1.2.13 - Provide new learn-to-swim and life saving programs and encourage community participation.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.		On Track	Over the last financial year the squad program numbers increased by 14.8% from 2470 participants in 2014/2015 to 2837 participants in 2015/2016 had 2837.

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			Introduce new Life Saving initiatives aimed at teaching children basic life saving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	Additional squad sessions were added to the program, and the centre now offers squad classes during the school holidays.  There was an 11% increase in participants in the Learn to Swim program in the last financial year, with 5630 participants compared to 5065 participants in 2014/2015.
<b>1.2.14 - Implement best practice customer service at Enfield Aquatic Centre.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain standards of Customer Service.	Conduct regular Customer Feedback Surveys across all services and products with an Annual Report submitted to Council's Executive.	●	On Track	The feedback from the March 2016 survey identified areas of the centre that are highly valued and going well and areas that need improving. Plans are being developed to address the key issues.  Further surveying of customers will take place on a regular basis to assist in future planning and development.
<b>1.2.15 - Implement five hectares of new open space facilities in Wangal Park.</b>							
	Lead: Landscape & Urban Design	Wangal Park	Commission and construct a skate park facility.	Works completed by 31 July 2016.	●	On Track	Council submitted an Expression of Interest (EOI) application for a grant to Design and Construct the Skate Park Facility in Wangal Park under NSW Sport and Recreation Infrastructure. Unfortunately the EOI application was unsuccessful.  Council will seek other grant funding opportunities for this project as they arise.  The land shaping of the greater Wangal Park area is continuing.
			Complete construction of shared pedestrian and cycle path.	Works completed by 31 March 2016.	○	On Track	Council has applied for a grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application is still pending.  Council will seek other grant funding opportunities as they arise.
			Install irrigation system of general parklands from wetland water reserve.	Works completed by 30 June 2016.	●	On Track	Council staff have confirmed the irrigation plan for Wangal Park as designed by consultants in consultation with the Manager of Parks. The irrigation lines will be installed as a part of the final earthworks for the remainder of the park outside the wetland area. Note that the irrigation of Wangal Park will be supplemented from the new wetlands that were recently opened to the public.
<b>1.3 - A well informed, supported and engaged community</b>							
<b>1.3.1 - Maintain up-to-date information on the community profile to support planning and program development</b>							
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	Council continues to assist Australian Bureau of Statistics staff to achieve a good response in Burwood to the 2016 Census, which will take place in August.  Council staff will be assisting NSW Health and other service providers with a street count of 'rough sleepers' in August to complement the Census data.








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							ID Profile and Atlas Data has been used to apply for grant funding by Council's Community Development team during the quarter,
<b>1.3.2 - Provide information to the community on Council's activities, facilities and services using communications that can be accessed by all people in the community.</b>							
	Lead: Media, Communications & Events Secondary: Information Technology	Council's Website	Ongoing maintenance of Council's Website.	Daily updates.	●	On Track	Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. In particular, Council provided a dedication section to the community with information on the NSW Government's Stronger Councils reform agenda.  Key documents such as public exhibitions, minutes and agendas, Development Applications and employment opportunities at Council are routinely published on the website. In addition, Council's social media pages are monitored and updated daily.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	Council's Business page on its website features a section in Chinese in order to provide information to the diverse business community.  Council had 318 views on translation service pages this quarter.  "What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and Italian.  The documents include information all Council's key services and initiatives including waste, facilities, illegal dumping and events.  Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. The sections which can be accessed on Council's homepage under the Language Service tab include information on Community Services, Library Services, Regulations, Waste Management and Parking.
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.	●	On Track	Council's website had 132,996 views during the quarter, an increase in traffic by 4%. Council's social media audience continues to grow with a 14.3% increase across Facebook, Twitter and Instagram this quarter. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers (Burwood Scene and Inner West Courier).  Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on the NSW Government's Stronger Councils reform agenda, opening of Barbara Holborow Park and Anzac Day Dawn Service.

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		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases		On Track	Council prepared 11 media releases on key issues and initiatives including the opening of Barbara Holborow Park, Burwood Park Pavilion, Wynne Avenue Car Park, Anzac Day and the Nashos Memorial Service. Media releases were uploaded onto the Council website after distribution.
				Number published.		On Track	This quarter, 82 articles were published in local and metropolitan news outlets. Overall, 97.1 per cent of articles either positive or negative in coverage, an increase of 0.4 per cent since last quarter. A majority of the coverage Council received during this quarter was as a result of Strathfield Council's legal challenge of the NSW Government's mergers, opening of Barbara Holborow Park and Legionnaires' outbreak.
<b>1.3.3 - Preserving information.</b>							
	Lead: Customer Service & Records	Records Maintenance	Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.	As per Records Monitoring and Maintenance Program.		On Track	The Council Rate book collection is in the process of being transferred to State Records. The Building Application register series is in the process of being imaged to ensure the preservation of this collection.
<b>1.3.4 - Provide information to the community on Library services.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Distribute Library's services information via flyers, email database, website, local media, notice boards.	Increase delivery of information about Library services.		On Track	In this quarter, Library Services staff continued to actively provide information to the community via the Council and Library websites and printed promotional material which were distributed at the Library and Community Hub, through the Library twitter account and at a number of community programs and events.
<b>1.3.5 - Promote Library services to the community.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Undertake actions to increase membership of the Library.	Number of new members measured and reported every six months.		On Track	Throughout 2015/2016, the services offered at the Library and Community Hub continued to be popular and attracted new members. Between January and June 2016, a total of 1,811 people registered as new members. Total membership at 30 June 2016 was 21,024.
<b>1.3.7 - Provide a range of services for children and young people.</b>							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Provide direct services including Mobile Playvan for parents with children from 0-6 years, and youth services 12 – 24yrs in Council facilities.	Mobile Play-van runs twice per week during school terms and one youth developmental project to be delivered per annum.		On Track	During term two 2016, Mobile Play Van ran every day except one Wednesday which had to be cancelled due to wet weather . Over 100 people attended on three occasions, with an average of 70 people per session overall.  In terms of youth activities, Youth Week was successfully held with the Reclaim the Stage project, a series of short plays written directed and acted by young people, and the launch of the Don't Text and Drive campaign, an educational film disseminated to high school students and the broader community. The latter initiative attracted a number of celebrities who provided short clips to be included in the film in support of the campaign.
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	Mobile Play Van Customer Satisfaction Survey was completed with nearly 80% indicating they are 'Very Satisfied' with the service and the remaining respondents being 'Satisfied' with the service. Suggestions for service improvements will be reviewed in 2016/2017.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1.4 - A community that celebrates diversity</b>							
<b>1.4.1 - Celebrate the achievement of community leaders.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.	○	On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2016.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.	●	On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2016.
<b>1.4.2 - Improve access to information on government services.</b>							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.	●	On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 389 views, a 44% increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	The library maintained 30 PCs for use by the public, as well as providing WiFi access to the internet. PC bookings and WiFi logins for the quarter totalled 9,061 and 16,259 respectively. The total number of PC bookings for 15/16 was 37,969 the total number of WiFi logins for the year was 64,186.
<b>1.4.3 - Develop strategic relationships with multicultural service providers.</b>							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Develop appropriate approaches to linking with the Multicultural Community	New relationships established with multicultural groups.	●	On Track	In this quarter, the Library Services team continued to build partnerships with multicultural groups as evidenced by the following: * Ongoing English conversation classes provided by volunteer tutors * A range of health and wellbeing seminars were offered in Cantonese and Mandarin, delivered in partnership with the NSW Department of Health, and well attended by the public. * Information sessions held in both Cantonese and Mandarin and delivered in partnership with Centrelink.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.	●	On Track	During this quarter Library Services continued to offer a popular programme of services and events targeting those in the multicultural community, including:  * English conversation groups with 389 attendees





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<p>1.4.4 - Promote healthy and active living.</p>							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community well being and active ageing.	Deliver a minimum of one initiative per annum.		On Track	<p>* "Happy Feet" podiatry seminar in Mandarin with 82 people in attendance</p> <p>* Centrelink Payment seminars in both Cantonese and Mandarin with a total of 270 people attending</p> <p>A number of activities formerly conducted under the Woodstock Program continued to operate during the quarter with limited support from Burwood Council staff in other locations while the Woodstock Community Centre was closed for renovations.</p> <p>Research has been undertaken to determine the scope of future community programs to be delivered by Council at Woodstock Community Centre and other Council facilities commencing in the next quarter.</p> <p>A number of exercise classes that were free to seniors were held during Seniors Week 2016.</p>
<p>1.4.5 - Promote sporting activities and the arts to bring people together.</p>							
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	At least one local sporting group at each Council event as relevant and appropriate.		On Track	<p>Burwood Council invites local sporting groups to participate in civic events where relevant and appropriate.</p> <p>During the fourth quarter Burwood Council hosted two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service, along with the Burwood Park Pavilion Launch and an exhibition for Heritage Week. All were deemed not suitable for local sporting groups to attend. However, the local community was still represented at these events in the form of local school groups and community groups, community leaders, and the Burwood Youth Advisory Group.</p>
				Create a designated area for local artists and groups at Council's civic events.		On Track	<p>Local artists, community groups and schools are invited to participate in Council's civic events in the capacity of participants, contributors and volunteers.</p> <p>During the fourth quarter Burwood Council held the Anzac Day Commemorative March and Dawn Service which eight local schools and eleven local community groups participated in. This included Burwood Girls High School who provided the band for the Service and Trinity Grammar School who provided the Catafalque Party and Honour Guard. The National Servicemen's Commemorative Service was also held during this quarter and was participated in by Trinity Grammar School who provided cadets for the Catafalque Party, the Honour Guard and the bugler, two pipers from the Burwood RSL sub-Branch Pipes and Drums band and ministers from four local church groups.</p> <p>During Heritage Week, an exhibition was set up in Burwood Park on Friday 22 April 2016 that involved members from Burwood RSL sub-Branch placing relics and memorabilia from the Great War on display.</p> <p>At the Burwood Park Pavilion Launch on Thursday 12 May 2016, local performing artist group Platinum Vocal Studio and Taiko drumming students from MLC School provided the entertainment.</p>









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1.4.6 - Promote usage of Library by multicultural groups and residents.</b>							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	A total of 334 items were added to the Library collections during the quarter in Korean, Hindi, Italian and Chinese. These included books, DVDs, CDs and magazines for both adults and children.  In total 1,306 community language items were added to the collection in 2015/2016
<b>1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Action Plan, including for Council staff who work with people with disabilities.	●	On Track	Staff in the Home Library Service undertook a whole day of Disability Awareness training facilitated by Volunteer Network, which included the new service delivery approach in disability services.
	Lead: Media, Communications & Events Secondary: Media, Communications & Events		Improve accessibility of Council's website.	List of Council services published on Council's Website with text size options available and improve "readability" of documents for visually impaired users.	●	On Track	Council's mobile website provides a simplified interface for visually impaired users. Over 30% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users. Documents are uploaded on Council's website in both PDF and Word format, as per the Federal Government's Web Content Accessibility Guidelines V2.0. This allows for the use of computerised reading software.
<b>1.4.8 - Continue the publication of Council news in local media including local newspapers.</b>							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information:  - Mayor's Message - Latest news and information on events and initiatives - Development applications received and approved by Council - Times and dates of upcoming Council Meetings - Contact information - Council's values - Link to social media pages - The column is also published on the Council website and social media pages  In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian.
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Autumn Edition was distributed to 16,000 households and businesses across the LGA in April 2016. The Update included the latest news and information on Council's services and initiatives including Anzac Day and update on Wangal Park. The Update was also made available online and sent to digital newsletter subscribers.
				Newsletter made available in electronic format.	●	On Track	The Autumn Burwood Update and Business newsletters were made available online on Council's website and on social media.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Produce timely and appropriate Media Releases.	Within one day.		On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
<b>1.4.9 - Promote volunteering opportunities.</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually.		On Track	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 268 enquiries regarding volunteering, conducted 7 volunteer interviews and referred 266 volunteers to non for profit organisations in Burwood and the Inner West Area.
<b>1.5 - A sense of community pride</b>							
<b>1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.</b>							
	Lead: Strategic Planning	Heritage	Provide comment/input on heritage-related Development Applications (DAs).	100% of DA referrals responded to within fifteen working days. 80% responded to within ten working days.		On Track	In total 40 DA referrals received during the quarter, 22 referrals responded to within 10 working days and 26 within 15 working days.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		On Track	Heritage information has been put on Council's website and is updated when new information is available.
<b>1.5.2 - Provide leadership on community values.</b>							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.		On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible. The meaning and importance of these values can be viewed on Council's website.
<b>1.5.3 - Undertake a Local Government wide heritage study to identify buildings of historical significance.</b>							
	Lead: Strategic Planning	Heritage	Update current Heritage Schedule (Burwood Local Environment Plan No. 19).	Complete stage 2 of the review by 30 June 2016.		Watch	Fifteen (15) potential items have been investigated by heritage consultants as Stage 1 of the Heritage Study Review. Council resolved on 22 March 2016 to prepare a planning proposal to include 3 of the 15 properties in a conservation area and 4 of the 15 properties would be subject to further investigation. A second set of 15 potential items, as Stage 2 of the review will need to be investigated after completion of Stage 1.
<b>1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</b>							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		On Track	Heritage Week 2016 took place from 17-24 April. Burwood Council participated in this annual event by organising an exhibition of relics and memorabilia from the Great War in partnership with Burwood RSL sub-Branch. This exhibition was set up in Burwood Park alongside the Memorial Arch. Two Burwood RSL members were also on hand to recount stories of their family members involvement with the Great War with assistance from a member of the Burwood Youth Advisory Group. The Memorial Exclusion Zone was also set up as part of the exhibition to promote the importance of keeping a safe and courteous distance from the Memorial Arch at all times to maintain its quality and integrity, while honouring, respecting and remembering our diggers. A CSA was also



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							recorded on the day with the RSL Members and the member of the Burwood Youth Advisory Group which will be aired on TVBA channels to promote the Memorial Exclusion Zone to the local Asian community.
<b>1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.	○	On Track	Neighbour Day BBQ successfully held in Burwood Park. Burwood Council assisted the organiser, Newtown Neighbourhood Centre, to run this valuable social occasion for boarding house residents, which also provides an opportunity to link people with services that may be of assistance to them.
<b>1.5.6 - Promote interaction between different groups in the community.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.	●	On Track	During the fourth quarter Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In the lead up to both of these Services 17,000 promotional DL flyers were letter boxed dropped to local residents and businesses in the Burwood LGA. Personalised letters were also sent to local schools, day care centres, childcare centres and other local groups inviting them to participate in the service. Media releases about the two Services were also sent to the Inner West Courier and highlighted in the Mayoral Column appearing in the same newspaper. Material was also included in the Autumn Burwood Update which was letter boxed dropped to 17,000 residents and business in the Burwood LGA. Digitally, the Services were promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. The website was also updated with images after each Service. An image of the promotional flyer for each Service was also placed on the outdoor screen at Railway Square, and on the screens in the Burwood Library and Community Hub and in the Council Chambers. A letter was also sent to residents and businesses around Burwood Park and along Burwood Road to notify them of possible disruptions due to the Anzac Day March, as well as a courtesy notice regarding both Services.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	○	On Track	During the fourth quarter, Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service.  The Anzac Day Commemorative March and Dawn Service held on Monday 25 April 2016 was attended by over 2,000 people which was a 400% increase on the average crowd for an Anzac Day service prior to the large crowd experienced at the previous year's hallmark centenary celebration.  The Service is also achieving its objective of educating the younger generation to continue honouring the Anzac Legend, as the majority of the crowd were younger families and couples.





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							The National Servicemen's Commemorative Service held on Sunday 29 May 2016 maintained a steady crowd as in previous years, with over 200 people in attendance.
<b>1.6 - Improved interactions between young and older people</b>							
<b>1.6.1 - Establish regular interaction between young people and councillors eg. Annual Youth Council, Youth advisory groups.</b>							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.		On Track	<p>This year Burwood Council held a series of Youth Employment Workshops as part of the 2016 Youth Employability Skills project. Beauty, Photography and Marketing/PR practical workshops were held in June 2016. Workshops were facilitated by industry professionals from the Body Shop, VisualEyes Photography and Sydney Public Relations.</p> <p>Workshops centred around the theme of 'a day in the life of an industry professional' and provided young people with candid insight into the real life challenges and successes professionals encounter in their field of interest. Workshop attendees were given tangible resources to assist them in taking the next step towards their career of interest following the session (e.g. custom camera shaped USBs were given to photography workshop attendees to begin their own digital portfolio). Certificates were given to all attendees.</p> <p>All workshops were fully booked and extremely well attended. Youth feedback was overwhelmingly positive.</p>
<b>1.6.2 - Provide access to online information services.</b>							
	Lead: Media, Communications & Events	Online Services	Improve accessibility of Council's website.	Run a quarterly information session on Council's website at Seniors' Computer Club.		Watch	A Council representative visits the Seniors' Computer Club during each term to provide the latest news and information to the group.
<b>1.6.4 - Provide opportunities that facilitate interaction between young and older people.</b>							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.		On Track	An intergenerational activity was held during the quarter which built on last years activity. Ten photography and creative students from Southern Cross Technical College were engaged to photograph 20 local seniors in Burwood Park. The resulting portraits were then displayed at the Library and Community Hub during the Seniors Festival in April 2016.
<b>2 - Leadership through Innovation</b>							
<b>2.1 - Community confidence in Council's decision making</b>							
<b>2.1.1 - Report decisions back to the community through open forums.</b>							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.		On Track	<p>Two Treading Lightly workshops held during Q4:</p> <ul style="list-style-type: none"> <li>•Saturday 30 April 'DIY Woven Rag Rugs' 15 attendees out of maximum 15 bookings</li> <li>•Saturday 4 June 'Love Food Hate Waste: Eat Better &amp; Meal Planning' 9 attendees</li> </ul>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.</b>							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, Budget are met and relevant Acts are complied with.	Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis.		On Track	Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2015-16. This document represents the quarterly report in relation to the period 1 April - 30 June 2016.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		On Track	A copy of the Annual Report and the summary flyer was lodged with the Office of Local Government on 26 November 2015. It was also sent to the State Library for their record.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2016-17 was adopted by Council at its 24 May 2016 meeting.
<b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b>							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.		On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
<b>2.1.4 - Provide community education on Council policies and regulations.</b>							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.		On Track	During the Quarter no new policies were approved.
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.		On Track	All Council/Committee Meeting agendas and minutes are published on Council's website within the statutory time frame.
<b>2.1.5 - Hold Council Meetings.</b>							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.		On Track	During this quarter the following Council Meetings were held:  Ordinary Council Meeting 26 April 2016 Ordinary Council Meeting 24 May 2016 Extra Ordinary Council Meeting 14 June 2016
<b>2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.</b>							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.		On Track	Cultural groups are invited to participate in Council events where relevant and appropriate. Two major civic events took place during the fourth quarter; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. Eight local schools and eleven local community groups participated in the Anzac Day event, while ten local community groups participated in the National Servicemen's Commemorative Service. Burwood Council also supported the Buddhist Vesak Day Celebration event which took place on Sunday 15 May 2016 in Burwood Park to celebrate Buddha's birthday. This event was organised by three community groups including the Chinese Buddhist Association of NSW Inc., the Bori Korean

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services		Design library programs to bring together community cultural groups and improve communication between those groups and Council.	Minimum 300 activities conducted per year.	●	On Track	<p>Buddhist Society of NSW, and the Vinh Nghiem Pagoda Vietnamese Temple. The event featured traditional cultural practices including the bathing ceremony of the baby Buddha, food and information stalls, Dharma talks, ritual bows and parades, and traditional singing and dancing. The Burwood Park Pavilion Launch took place on Thursday 12 May 2016 and included a cultural Taiko drumming performance by local MLC School students.</p> <p>In the period 15/16, Library Services staff conducted 467 activities with a total attendance figure of 10,208.</p> <p>Some of the activities included in the final quarter of the year included the weekly story time for preschoolers (now regularly attracting 50 children per session), technology programmes for seniors, the April School Holiday programme, Wrap with Love and a new initiative launched in April called Burwood Babies which links parents and babies to early literacy development.</p>
<b>2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.</b>							
	Lead: Governance Secondary: Governance	Open Forums	Conduct of Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.	●	On Track	Open Forum is conducted at each Council Meeting.
	Lead: Media, Communications & Events Secondary: Governance		Develop a new program of open community forums in conjunction with major projects.	Number of open forums and public attendance.	●	On Track	Three Council Meetings were held during the quarter on 26 April, 24 May and 14 June. All members of the public are welcome to attend.
<b>2.1.8 - Provide language aide services and translate key documents into main community languages.</b>							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.	●	On Track	<p>Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. This quarter, Council used these screens to provide information on Anzac Day and the Nashos Service.</p> <p>Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage.</p> <p>This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.</p>
<b>2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.</b>							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings	●	On Track	The Register was updated for the policies, corporate practices and procedures approved during the June quarter and also cleansed for out-of-date documents.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	No meetings were held in the June quarter because any Policy reviews were deferred pending the outcome of the amalgamation process.
<b>2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.</b>							
	Lead: Executive Manager	Policies, Procedures, Corporate Practices and Plans	Implement the recommendations from The Local Government Independent Review Panel Report.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	On 18 December 2015 the Premier and the Minister for Local government announced the next step in the Local Government reform plan, submitting a number of amalgamation proposals for the Chief Executive of the Office of Local




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Governance		Implement the recommendations from The Local Government Act Review.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	Government for review. The proposal for Burwood Council is to merge with Canada Bay and Strathfield Council. Following a public inquiry by the appointed delegate Richard Colley, Council lodged a submission to the proposal on 27 February 2016. Burwood Council is cooperating with Canada Bay and Strathfield Council in sharing information and preparing a transition plan, to be implemented in the event that the amalgamation process is progressed. However, Strathfield Council has challenged the Minister's proposal in the Land and Environment Court, with a decision expected for late July 2016. Once the Minister has made his determination, the Office of Local Government will issue directives to Council which will be reported once Council has received notification.
<b>2.1.11 - Implement best practice governance strategies.</b>							
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.	●	On Track	Council continues to be briefed on the Local Government reform agenda implemented by the NSW Government. In particular, Councillors were informed of Section 23A Guidelines in relation to restrictions on expenditure, capital works and employment of senior staff released by the State Government.
<b>2.1.12 - Maintain an effective, open complaint handling processes.</b>							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis.  Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
<b>2.1.13 - Monitor and manage personal and private information.</b>							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame.	●	On Track	One Privacy and Personal Information Applications were received for the March Quarter.  During the June Quarter 77 informal and 3 formal applications under the GIPA Act were received all applications were processed within the statutory time frame.
<b>2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.</b>							
	Lead: Customer Service & Records	Records Maintenance	Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.	Within one day.	●	On Track	During the quarter 50 Development Applications, 45 Complying Development Applications and 10 Pre Development Applications were submitted to Building Development. 71 applications were delivered within the Service Standard.
			Receipt, scan and lodge Government Information Public Access (GIPA) Act applications and submit to Council's Governance Section for response.	Within one day.	●	On Track	During the quarter 78 Informal and 3 Formal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	●	On Track	Records closed, sentenced and securely disposed of according to the General retention and disposal authority: local government records.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed.
<b>2.1.15 - Provide an efficient Electronic Document Management System.</b>							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	●	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new staff. Total Records created for the quarter 24467 up from 21722 for the same quarter 2014/2015.
<b>2.1.16 - Undertake efficient and transparent procurement and purchasing.</b>							
	Lead: Governance	Procurement and Purchasing	To coordinate Council's Tender Process in accordance with: - Local Government Regulation 2005 - Local Government Act 1993 - Tendering Guidelines for NSW Local Government 2009 - Burwood Council Tendering Procedure	Number of Tenders successfully delivered.	●	On Track	During the June quarter no Tenders were submitted to Council for approval.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	In accordance with Council's Corporate Review Practice the Procurement Strategy was reviewed and approved by the General Manager on 9 November 2015.
<b>2.1.17 - Provide education to Councillors on changes to legislation.</b>							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.	●	On Track	No major changes to legislation was implemented during the June quarter.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.2 - Strong partnerships to benefit the community</b>							
<b>2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.</b>							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.		On Track	Council management participates in the following SSROC working groups: - The GM at the delegates meeting in conjunction with the elected Councillors - General Managers Meeting which meets each month - Environmental Managers' Group - Waste Management Group - Human Resources Managers' Group - Public Works Management Group - Records Management Group - Regulatory Work Group - Supply Management Group - Shared Services Senior Managers' Group - Library Management Group
<b>2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.</b>							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated.		On Track	During the Quarter Council received and circulated numerous guidelines and circulars in relation to the NSW Government Boundary Changes program.
<b>2.3 - Responsible employer of choice</b>							
<b>2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.</b>							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.		On Track	There was one corporate induction held this quarter for approximately 6 new employees of Council. There has only been 2 corporate inductions held within the reporting year for a total of 15 permanent staff due to lack of numbers of permanent recruitment.  However all temporary and casual employees (approximately 70 employees) received a mini induction and online e-learning training within their first week of commencement. Dependant on the role they may undertake training in manual handling, customer service, discrimination and harassment and general work health and safety awareness.  All inductions cover current policy and practices of Council. Site specific inductions such as building tour and Safe Work Method Statements are provided by their direct Manager.
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.		On Track	Council maintains strong professional working relationships with all employee associations and industry stakeholders. The main focus over this quarter has been keeping informed dialogue with the employee associations of the progress of the State Government's local government reform agenda including progress of the Council Boundary Review and providing information and data to the Unification Review Group established to prepare Burwood, Canada Bay and Strathfield Councils for amalgamation upon proclamation by the State Government.  During this quarter both the Consultative Committee met on three occasions and the Work

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Health and Safety Committee met on two occasions.  During the reporting year the Consultative Committee met on eleven occasions and the Work Health and Safety Committee met on six occasions.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement annual Organisational Development Learning and Development Plan.	●	On Track	There have been a significant number of training activities and programs coordinated and delivered for Council employees this quarter and reporting year.  In particular, subsidised training was conducted in chainsaw accreditation, events planning, vandatrak training and leadership and management. There were also seminars attended in aquatic management, risk management, hoarding and squalor. Accredited training continued in traffic control, pool operations and chemical use for outdoor workers.  For the complete financial year, we have provided and coordinated training in over 100 training courses and over 330 staff have attended various sessions internally and externally.
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	Fortnightly payroll reporting currently meets the needs and operational requirements both from a Council and Audit perspective.  All reports are regularly reviewed and assessed on a fortnightly basis and any changes that are required are and will be incorporated.
<b>2.3.2 - Implement best practice Human Resource policies and strategies.</b>							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.	●	On Track	In July 2015 Council's second Workforce Management Plan for 2015-2019 was approved and implemented. The 2015- 2019 Plan addresses, prioritises and manages our human resources required to achieve the activities from Council's Delivery Program. This Plan builds on and reinforces existing workforce planning strategies and focuses on ensuring "we have the right people in the right place at the right time" and  Highlight achievements of the 2011-2015 Workforce Management Plan were:  Modern 10 Grade Salary System - July 2014 Competency and Performance (CaP) Management System - June 2015 Succession Plan - June 2014 Employee Opinion Surveys - 2012 and 2014 Training and Development Corporate Practice - July 2014 Leaders@Work Management Development Program - April 2014



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Corporate Practices were approved after consultation in this quarter for the following activities:</p> <p>Dress Standards Corporate Practice Sick Leave Management Corporate Practice</p> <p>For the reporting year the following Corporate Practices implemented or updated were: Dress Standards Corporate Practice Sick Leave Management Corporate Practice Motor Vehicle Corporate Practice Competency and Performance Corporate Practice</p> <p>Council's Succession Plan was reviewed in July 2015.</p>
			Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System			On Track	<p>This quarter focussed on updating the system in preparation for end of year Competency and Performance (CaP) Management process. There were several information/ training session held with new employees about the process and system.</p> <p>This quarter sees the completion of 2015/16 period for performance and the next quarter will see employees and managers set their objectives and CaP Plans for the 2016/17 period.</p> <p>The Succession Plan was reviewed in July 2015 and Salary Management System is in its second year of operation.</p>
<b>2.3.3 - Provide a safe work environment.</b>							
	Lead: Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.		On Track	<p>The Insurance portfolio is managed in accordance and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annual basis.</p> <p>Metro Pool's insurance portfolio was renewed on 31 October 2015. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members obtain the best possible cover and premiums, especially in relation to Councillors Directors and Officers (CDO) cover.</p> <p>In this quarter, Council completed renewal for Casual Hirers and Workers Compensation Top Up cover. Also, questionnaires for Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity and CDO cover have been completed and sent to the brokers.</p>
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	<p>Throughout the reporting year the Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matters.</p> <p>The Executive was provided with a comprehensive quarterly Risk and Insurance report from the Risk Management Coordinator at the May 2016 Executive meeting for the previous quarter.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>This quarters report to the Executive will be submitted in August 2016.</p> <p>Council's positive performance in all areas of risk management and insurance claims management is continued.</p>
				Conduct and report annually on risk management self audit and prepare action plan.	○	On Track	<p>The Business Continuity Plan was tested on 19 April 2016 and positive response has been received from the facilitator InConsult. For this test second in charge staff participated in the exercise where Council's information technology system was infected by the Crypto Locker virus.</p> <p>All actions of the 2015/2016 Risk Management Plan have been undertaken including further conduct of risk management training for manager and relevant staff; update of the Business Continuity Plan and Risk Register.</p> <p>In this quarter the 2016/17 Risk Management Action Plan has been drafted for the consideration of the Risk Management Committee.</p>
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.	●	On Track	<p>The Risk Management Committee met on six occasions this reporting year.</p> <p>For this current reporting quarter the Committee has met three times. Main discussion was around Council's amalgamation activities. In addition, a number of presentations were given to the Committee members: Woodstock Refurbishment Program and Unification Review Group Presentation.</p> <p>Motor Vehicle and Public Liability claims have been discussed on those meetings as well as current risks issues that Committee members have raised.</p>
				Review risk management procedures and plans every two years, including identify and documenting risks on a unit-by-unit basis and implement steps to reduce risk as far as practicable.	●	On Track	<p>Council's risk management procedures are reviewed in accordance with internal procedures.</p> <p>This quarter, all Managers and Executives have undertaken a Risk Management Training in preparation for the Business Continuity Plan testing. Following the training the Business Continuity Plan has been tested on 19 April 2016. Council has received a positive feedback from the facilitator of the test InConsult.</p>
	Work, Health and Safety		Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.	●	On Track	<p>All Safe Work Method Statements and Safe Operating Procedures have all been completed and communicated to all relevant staff for the tasks that they undertake.</p> <p>Continuation of Tool Box Talks communicated to all staff.</p> <p>A Tool Box Talk on Vehicle Pre Start Check-lists have been communicated to all outdoor staff.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Two Way Radio Tool Box Talk has been communicated to all relevant outdoor staff.</p> <p>New Safe Work Method Statement developed for Play Van Set Up and staff have been inducted.</p> <p>Number of incidents (including near misses) for the this quarter were:            0- Lost Time            3- Medicals            1 - Dangerous Occurrences            14 - Notifications</p> <p>Total number of incidents for the financial year were:            2- Lost Time            6 - Medicals            31 - Notifications            4- Near Misses            2- Dangerous Occurrences</p>
			Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.			On Track	<p>Investigations are conducted and recorded for any significant incidents that have any time lost or medical treatment to establish the cause of the incident and to ensure appropriate corrective action is undertaken to eliminate any causes which might have caused the injury.</p> <p>Number of incidents (including near misses for the this quarter were:            0- Lost Time            1 - Dangerous Occurrences            12 - Notifications            2 - Medical Treatments</p> <p>Total number of incidents for the financial year were:            2- Lost Time            6 - Medicals            31 - Notifications            4- Near Misses            2- Dangerous Occurrences</p> <p>Council had a 60% reduction in lost time injury workers compensation claims from 2014/2015 and no claims lodged since August 2015</p> <p>Continuation of Tool Box Talks have been communicated e.g. Heat Stress, Injury Reporting, Fire Evacuation Procedures to staff at the Depot and the Library.</p> <p>A Tool Box Talk on Pre Start Check-lists have been communicated to all outdoor staff at the Depot.</p>
		Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.			On Track	<p>All workers compensation claims continue to be effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frames.</p> <p>During this quarter there were no lost time injury claims lodged.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Four Quarterly Claims Review Meetings were held with StateCover during the reporting year to ensure claims are effectively managed and up to date.</p> <p>StateCover NSW Audit was conducted in July 2015, Burwood Council's overall results were 92.6% which is above average to the average score for all Councils.</p> <p>Council's forecasted workers compensation premium is \$300k a reduction of \$45k from 2014/2015 due to effective claims management</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p>
			Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		●	On Track	<p>During the reporting year staff with expiring First Aid Tickets were sent to refresher courses this quarter.</p> <p>Fire Warden and Evacuation Training programme was conducted at the Library and Community Hub on the 27 April 2016.</p> <p>Chemwatch System Software was installed in October 2015 and all relevant staff have been trained into using the system and can access it from their mobile devices</p> <p>Chemicals Audits have been conducted at all Council Sites and the Dangerous Goods Register is being constantly updated.</p> <p>Flu Vaccination was administered to staff in March 2016</p> <p>Light Vehicle Training was conducted for 41 staff that drive Council vehicles in September 2015</p>

## 2.4 - Ensure Burwood Council is financially sustainable

### 2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with Legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
	Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	The March 2016 Budget review was undertaken in April 2016 and submitted to the May 2016 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.
			Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2015 were completed by the 31 August 2015 and externally audited by the 4 September 2015.  Council lodged the audited Financial Statements with the Office of Local Government on the 11 September 2015 within the prescribed legislative time frame.  Council's audited Financial Statements were the 5th set of statements received by the Office of Local Government for the year ended 30 June 2015.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.	●	On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.	●	On Track	Council's Auditors performed an audit on Council's financials during January 2016 for the first six months of the financial year. During February 2016 Council received an Audit Management Letter. A response was formulated addressing the Auditors concerns.
<b>2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.</b>							
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.	●	On Track	Council's commercial properties have all been leased. Vacancy periods are kept to a minimum and the rentals are regularly reviewed.
<b>2.5 - Efficient, effective, customer focused services</b>							
<b>2.5.1 - Monitor and review Council's customer service performance against other Councils.</b>							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.	○	On Track	The National Local Government Customer Service benchmarking program was completed in March 2016
<b>2.5.2 - Provide 'One Stop Shop' Customer Service.</b>							
	Lead: Customer Service & Records	Customer Service Improvement	Answer Council's incoming telephone calls in line with Customer Service standards.	80% of external telephone calls answered in less in forty seconds.	●	On Track	Of the 10226 calls received during the quarter 83.39% were answered in less than forty seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily.	●	On Track	Of the 2,414 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.	●	On Track	During the quarter 99% of the 297 non-urgent and urgent Section 149 certificates receipted and generated for Building and Development were provided within three days and one day respectively.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.	●	On Track	During the quarter 1124 Residential Parking Permits and 58 Prime Parking Permits were processed and issued on the same day.
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.	●	On Track	A total of 3,034 customers were served at the counter and 73% were served within five minutes.
<b>3 - A Sustainable Natural Environment</b>							
<b>3.1 - Maintain and enhance open green spaces and streetscapes</b>							
<b>3.1.1 - Implement strong planning controls to protect open green space.</b>							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.	●	On Track	The current Burwood Development Control Plan contains requirements on size, dimension and solar access etc of open and green space for different types of development, to enhance and protect open and green space in new development. Council's public domain plan sets out street trees and streetscape update for the Burwood Town Centre.
<b>3.1.2 - Provide adequate funding to maintain open space areas.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.	●	On Track	Council's current Contribution Plans contain proposed open space capital works, which are in line with the Capital Works Program.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	Council applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application is still pending.  Council applied for a Public Reserve Management Fund Program Grant for the part funding of the multi-purpose entertainment facility in Burwood Park. This grant has been successful to a value of \$174,350 and the construction works are now completed with the facility open to the public.  Council will apply for grant funding for suitable projects as opportunities arise.
<b>3.1.3 - Pursue partnerships and opportunities to create new open spaces.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no Planning Agreements or conditions of consent that provide additional public open space during this quarter.
<b>3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.</b>							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	Parks and reserves serviced daily/weekly depending on location and usage. Service activities include rubbish/litter removal, toilet and BBQ cleaning, paths sweeping, dog litter bin cleaning, playground inspections.  Night and early morning audit inspections of lights in Henley and Flockhart Parks carried out .in June. Lights not working reported to Council contractor and Ausgrid to action repairs required.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.	●	On Track	Flower bed displays coincided with main events such as ANZAC and National Servicemen's Association memorial services.  Plants ordered for Spring Festivals.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	Few minor repairs this quarter
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line marking of sporting fields carried out as required; Generally at 1 - 2 week intervals depending on usage, wear and weather conditions.  Athletic tracks marked out for schools at Blair and Henley Parks.
				Sporting fields fertilised during March-April period.	●	On Track	Henley Park and fertilised in autumn
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	No action this quarter, testing to be undertaken next quarter.
				Fields aerated and fertilised where required annually in September-October.	○	On Track	No action this quarter
				Worn down turfed areas re-turfed where required during the September-December period.	○	On Track	No action required this quarter
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	○	On Track	No action required this quarter apart from some minor spot spraying
				Cricket pitches line marked on regular basis.	●	On Track	Pitches marked for winter cricket competitions as required
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Some additional over sowing with rye grass carried out in worn and high traffic areas at Henley and Blair Parks
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Fields mown generally at 1-2 week intervals for this quarter.
				Fields set up for soccer season and during March-April period.	●	Not Due	No action required this quarter.
				Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	●	On Track
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Some palms pruned in Burwood Park, Wyatt Avenue and Horton Reserves
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive parks and reserves mown on average of 2- 3 weeks this quarter. Staff carrying out other duties such as park furniture repairs and painting as grass growth slows down. More garden bed maintenance also being undertaken during the cooler seasons.









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required, and comprehensive inspection carried out quarterly.	●	On Track	Daily/ weekly routine visual inspections carried out by Council staff dependent on location and usage of equipment. Quarterly more comprehensive inspections carried out by contractors.  Additional cleaning and graffiti removal has been carried out this quarter.  Softfall much was replenished at nearly all playground areas
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The replacement play equipment in Jackett Reserve has been designed to include some equal access play equipment. The installation of this play equipment is now completed. The Jackett Reserve path network was recently upgraded by removing some steps and replacing them with ramped grades.  The new cafe outdoor eating area in Burwood Park has been constructed with equal access from the network of paths in the Park.  The Wangal Park Masterplan has provisions for equal access throughout the Park. The installation of the new fully automated, equally accessible toilet block in Wangal Park is now completed.  The recently completed children's bicycle track in Barbara Holborow Park includes equal access.  Other parks' capital works will be considered according to the DDA Plan.

### 3.2 - Improve waste management

#### 3.2.1 - Better promote existing recycling services.

	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Recycling information material such as bin bay signage, bin stickers and multi lingual flyers were provided to residents in Multi Unit Dwellings (MUDs) as requested by Strata Managers or tenants/residents during the reporting period.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 'Providing the Links' program continued during the reporting period and provided free presentations to primary schools and childcare centres throughout the Burwood LGA. Presentation topics included recycling, litter, composting and worm farming.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days have continued during the reporting period. There were five drop off days during the April - June period. The drop off days occur at Council's Depot on nominated Saturday mornings.
			Undertake bin contamination audits for recycling.	Conducted twice per year	●	On Track	The Recycling Bin Inspection program for Single Unit Dwellings occurred during late November and early December 2015. The report revealed overall residents of Burwood LGA are recycling very well, with soft plastics (cling wrap and food packaging) the main contaminate in recycling bins.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Provide report from each audit as to trend in levels of contamination found.		On Track	The Bin Inspection Program for the Single Unit Dwellings was undertaken the last week in November and early December 2015. Program report found there are opportunities for recycling improvements in Single Unit Dwellings.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		On Track	The recycling bin audit was undertaken in late November and early December 2015. The two top performing areas inspected had the 'most consistent' and 'most improved' chosen and these households were awarded green hampers.
			Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology.	Conduct audit every two years.		Not Due	The bin audit for both Single Unit Dwellings and Multi Unit Dwellings was conducted during October 2015, in accordance with NSW Environment Protection Authority (EPA) methodology.
<b>3.2.2 - Encourage a reduction in waste generation through community education.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.		On Track	Information pamphlets on a range of topics to assist residents to reduce waste and improve diversion are available on Council's website and at Customer Service Centre. Council's involvement in the Compost Revolution program continues to be heavily promoted. Council has promoted the program on it's social media channels during the reporting quarter. The program focuses on the diversion of organic matter from landfill through activities such as home composting and worming. Worm farms/worms and Compost Bins are available at 50% discount to Burwood Council residents through the Compost Revolution program.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.		On Track	Two Treading Lightly workshops held during the reporting quarter: 1. Saturday 30 April - 'DIY Woven Rag Rugs' 2. Saturday 4 June - 'Love Food Hate Waste: Eat Better & Meal Planning'
<b>3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.</b>							
	Lead: Environment & Health	Waste	Develop a Strategic Waste Action Plan to achieve 66% diversion of waste from landfill to reprocessing facilities by 2014 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 66% diversion rate by 30 June 2014. Subject to the provision of reprocessing facilities.		On Track	Council has an adopted Strategic Waste Action Plan which provides a range of initiatives aimed at waste diversion and resource recovery. Council has entered into a contract through SSROC Councils for the provision of an Alternative Waste Treatment (AWT) facility which is to be established by Veolia Environmental Services. This facility is expected to be available 1 March 2017 and will assist Council in achieving the target diversion rate.
<b>3.3 - Educate the community on sustainable practices</b>							
<b>3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.		On Track	During the reporting period April to June, Council held two workshops promoting eco-living for a more sustainable future.
<b>3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.</b>							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.		On Track	During this Quarter, seventeen (17) referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (eg. Concrete yards).</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a Fact Sheet for Residential Development that is on Council's web site.
<b>3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.	●	On Track	Council received 7 major development applications this quarter for designs with a 4 to 5 star rating.
<b>3.4 - Leadership in environmental sustainability</b>							
<b>3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	●	On Track	The next Clean Up Australia Day is scheduled for Sunday March 5 2017. Council will assist with any registered sites in the Burwood Local Government Area - providing clean up bags and removal of the waste collected on the day.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in the local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	During the reporting quarter Council continued to use two mobile CCTV cameras in an identified illegal dumping hotspot.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	During the reporting period there were 151 reports of dumped materials on both Council and Public property.
<b>3.4.3 - Invest in green technology and seek opportunities to be a leader in this area.</b>							
	Lead: Information Technology	Green technologies & Alternative Energy Sources	Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.	●	On Track	Power consumption is monitored and reported on as part of Council's Environmental Scorekeeping program. Council have engaged the services of Planet Footprint for the reporting services. A number of strategies have continued to be implemented to reduce power consumption from Council's IT equipment including; introduction of energy efficient networking infrastructure, server virtualisation and centralised shut down of computer workstations.
<b>3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.</b>							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.	●	On Track	Currently there are no rebate schemes available to residents of a sustainable or resource recovery nature. Therefore no data is available on rebate uptake in the Burwood Local Government Area.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	○	Not Due	The next Earth Hour event is scheduled for Saturday 25 March 2017.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>3.4.5 - Develop management plans that improve the performance of Council operations to address global warming.</b>							
	Lead: Environment & Health	Develop Management Plans	Monitor actions from: - Green Action Plan - Sustainability Action Plan - Water Savings Action Plan - Cities for Climate Protection program - Local Action Plan - Strategic Waste Action Plan - Litter and Illegal Dumping Plan	Annual report to Council.		On Track	The Annual Report was submitted to the February 2016 Council meeting.
<b>4 - Accessible Services and Facilities</b>							
<b>4.1 - Effective traffic management and adequate parking provision</b>							
<b>4.1.1 - Investigate an increase in bus priority lanes along local roads.</b>							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.		On Track	Sydney buses consulted in relation to temporary relocation of Bus Zone on Burwood Road south of Liverpool Road and new bus shelter was ordered and will be installed on Burwood Road north of Mitchell Street.
<b>4.1.2 - Investigate options for effective traffic management and increased public parking.</b>							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.		On Track	There were 32 DA's referred to Council's Traffic & Transport section for comment during this quarter with 3 DA's referred to Roads & Maritime Services for comment.
<b>4.1.3 - Develop a whole of LGA parking strategy.</b>							
	Lead: Traffic & Transport Secondary: Compliance	Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.		On Track	During this Quarter, a total of thirty three (33) Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP, including seventeen (17) major applications.
<b>4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.</b>							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.		On Track	The design of the new roundabout to be constructed at the intersection of Paisley Road and Brady Street was undertaken. This project is 100% grant funded via the National Black Spot Program.  All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.
<b>4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.</b>							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA , NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.		On Track	The May 2016 Burwood Local Traffic Committee meetings was held successfully with a total of six items for consideration by committee members.
<b>4.1.6 - Expand the Burwood bike plan.</b>							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.		On Track	Burwood Council's cycleway network is complete and no new extensions are required to accommodate additional connectivity or demand. No grants have been applied for in this Quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.2 - Accessible services and facilities that are well utilised</b>							
<b>4.2.1 - Explore options for funding new spaces and upgrading old facilities.</b>							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.		On Track	Actively pursuing grant application when they become available.
		Accessible Infrastructure and Services	Construction of a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2016.		On Track	'The Burwood Park Pavilion' is now completed and was opened to the public in May 2016.  Council received a grant of \$174,350 under the Public Reserves Management Fund for construction financial assistance.
<b>4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.		On Track	During this quarter Council has upgraded eleven (11) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
<b>4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.</b>							
	Lead: Traffic & Transport Secondary: Community Services	Cycleways	Improve access and connections between recreational facilities, open space, and linkages to neighbouring Councils' cycleways.	Regularly meet with local bicycle groups and neighbouring Councils to identify opportunities for new cycleway linkages.		On Track	A planning meeting was held in June with Strathfield Council as part of the Strathfield Active Travel Plan.
<b>4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.</b>							
	Lead: Traffic & Transport	Road safety	Apply for funding and run targeted programs such as Kiss and Ride area, safety around schools, cyclists safety, child restraints, senior citizens safety, pedestrians safety, speeding, learners drivers.	Run a minimum of three programs per year, subject to funding.		On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs will be run throughout the 2016/17 financial year.
<b>4.2.6 - Upgrade Woodstock Community Centre.</b>							
	Lead: Assets, Property & Building Services	Property Portfolio	Refurbishment of existing Woodstock Community Centre.	Stage 1 completed by 30 June 2016		On Track	Stage 1 of the project was completed in March 2016.
<b>4.2.7 - Deliver programs targeted to families and children aged 0-12 years.</b>							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.		On Track	Child and Family Interagency meetings have been held bi-monthly within the Burwood Local Government Area. The Children, Families and Cultural Development Officer supported the delivery of the Interagency, in conjunction with the Families NSW Coordinator and regularly attended the meetings to provide information and resources.
			Deliver Families and Children events.	One event held per annum.		On Track	Mobile Playvan (MPV) Service continued to be delivered on a weekly basis at Henley Park (Wednesday) and Burwood Park (Thursday) during school term.  Community Soccer continued to be delivered every Wednesday afternoon at Burwood Park during the school term.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>The Burwood Safe Child, Safe Community Project has been finalised with participating schools in stage 1 (Kindy to year 2). This includes a Child Safety Competition, where 1st, 2nd and 3rd prize winners were awarded in June 2016. Awareness-raising resources for children and their families were produced as a result of this educational initiative.</p> <p>Parenting workshops, including a series of Raising Kids that Cope and Positive Parenting Program (PPP) sessions were held within the Burwood Local Government Area.</p> <p>Planning commenced for Child Protection Week to be held in September 2016.</p>
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	Distribution of the Child and Family Services brochure continued to the local child and family services network and local families. The online version of the Child and Family Directory for the Burwood Local Government Area was updated and is available on Council's website.
<b>4.2.8 - Improve accessibility of Council owned community facilities.</b>							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.		On Track	A range of activities continued to be delivered through the Disability Access Plan and the Annual Report on progress has been drafted and will be reported to Council early in the new financial year.
<b>4.3 - Safe facilities and services</b>							
<b>4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Civil Footpath Design	To delineate between pedestrian only and shared footpaths.	Clearly identify shared paths.		On Track	Construction of any future shared paths will be designed in accordance with all relevant guidelines & standards such as RMS, Austroads and Council.
<b>4.3.2 - Improve street lighting and lighting in public places.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.		On Track	Following a number of successful public lighting trails of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and lower costs for Council. As of 30 June 2016, 205 LED lights have been installed within the Burwood LGA. Furthermore, Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting which will further assist in reducing costs for Council but more importantly will contribute in decreasing greenhouse gas emissions.
<b>4.4 - Encourage active and healthy lives</b>							
<b>4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.</b>							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and well being for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	The annual Seniors Week event was held in April and Council staff ran a full three week long programme of activities for seniors to explore and enjoy from 7-22 April. It started with the second Photo Exhibit called "Moment in Time" with 20

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>seniors participating. The photo exhibit was another partnership project with students from the Southern Cross Catholic Vocational College. The photos went on exhibition at the Library and Community Hub and at the school so it could be viewed by other students, the faculty and parents of the students. The exhibit was well received by all participants.</p> <p>The following week four types of exercises were held that were suitable for seniors to try: zumba, boot scootin' line dancing, yoga and gentle exercise. These fitness/exercise leaders run on-going classes at Council's Fitzroy Hall and at Burwood RSL. The aim was to promote exercise activities happening around Burwood that seniors could undertake beyond the Seniors Festival.</p> <p>In the third week, four newly released films were shown. Each screening was followed by discussions about the film and its relevance to what most seniors value in life.</p> <p>All these activities were held at the Library and Community Hub and generated an attendance of over 230 seniors in total.</p> <p>In May and June other activities were offered. On 20 May there was a talk on "Controlling My Own Life: Making the Most of Consumer Directed Care". The talk explained the new model of aged care or Home Care Packages. On 15 June Burwood Council held its first "World Elder Abuse Awareness Day" morning tea to draw attention to this growing concern. On 16 June there was a bus trip to Wamberal in the Central Coast with 46 seniors on board.</p>
<b>4.5 - Vibrant and clean streetscape</b>							
<b>4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.</b>							
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council has adopted a "dob in a dumper" program targeting illegal rubbish dumping in the area. Council encourages people to report the details of any person observed dumping rubbish unlawful in the Burwood LGA. Council is also using mobile CCTV cameras as part of its enforcement approach to catch all offenders.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council provides information on its 'dob a dumper' campaign and its fight on illegal rubbish dumping in several articles published locally throughout the year.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained on Council's website, newsletters and publications.	●	On Track	The Graffiti Line number continued to be promoted on Council's web page.
<b>4.5.2 - Activate streetscapes through local events.</b>							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	During the fourth quarter, Burwood Council delivered two major civic events; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service,





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							and two smaller events; an exhibition for Heritage Week held on Friday 22 April 2016 and the Burwood Park Pavilion Launch held on Thursday 12 May 2016. This was an extra two events produced during the same period last year. Although last year's Anzac Day event for the Centenary celebrations was well attended by 5,000 people, this year's Service held on Monday 25 April 2016 was well attended in comparison, with over 2,000 people in attendance. The National Servicemen's Commemorative Service held on Sunday 29 May 2016 was also well attended again, with over 200 people in attendance.
<b>4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	A Planning Proposal (PP) to incorporate design excellence provisions in the Burwood Local Environmental Plan 2012 is being processed under guidance from the State Government.  A Burwood Development Control Plan (BDCP) review issues paper has been prepared by urban design consultants engaged by Council. Subject to funding the BDCP will be amended to strengthen the planning controls to enhance and promote better design.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.	●	On Track	During this quarter Council applied the residential design quality planning controls to the assessment & determination of 6 major DA proposals and also referred a further 7 Major DA's, and 4 major pre-DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
<b>4.5.4 - Invest in upgrading the public area south of Burwood railway station.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.	●	On Track	During this Quarter, no capital improvement works were undertaken in the CBD area south of Burwood Railway Station.
<b>4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.</b>							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.	●	On Track	The mean and median turnover figures for the last quarter were 104 & 99 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 6 Major DA's within that period. Council has engaged additional town planning resources to assist with the processing of development applications.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	●	On Track	There was 1 request for a review of determinations of development applications pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 referred to Council during this quarter. This matter has not been determined as yet.
<b>4.6 - Minimise risk and ensure continuity of critical business functions</b>							
<b>4.6.1 - Implement best practice records and risk management strategies.</b>							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.		On Track	A desktop test was conducted as part of Council's Business Continuity Plan (BCP) Test conducted 19 August 2016. The feedback from the exercise was extremely positive, with only minor recommendations for improvement. The recommendations were evaluated and Councils IT Disaster Recovery Plan updated accordingly.
<b>4.6.2 - Facilitate training and education awareness programs regarding risk management.</b>							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.		On Track	<p>Each year Metro Pool provides members with a range of sessions dealing with different topics within the Risk Management environment so the Council staff from various departments can attend and acquire/expand their a knowledge, raise their awareness on their roles, obligations and responsibilities in relation to risk management within their areas of expertise.</p> <p>In this quarter Council staff attended a Fraud and Corruption workshop organised by the United Independent Pool. Over the reporting year staff also attend sessions on professional indemnity claims and cyber crime.</p> <p>In September 2015 the Environmental and Health team won the Metro Pool 2015 Risk Management Excellence Award for the implementation of the Ipad application for inspections in the field.</p> <p>Also, Managers and Executives, Senior Managers and other relevant staff have attended Risk Management refresher Training on 4 April 2016 in preparation for the Business Continuing Plan testing.</p> <p>The Business Continuity Plan (BCP) testing has been conducted on 19 April 2016 .</p>
<b>4.6.3 - Maintain an appropriate insurance program.</b>							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.		On Track	<p>The Insurance portfolio is managed in accordance and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annual basis.</p> <p>Metro Pool's insurance portfolio was renewed on 31 October 2015. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members obtain the best possible cover and premiums, especially in relation to Councillors Directors and Officers (CDO) cover.</p> <p>In this quarter Council completed renewal for Casual Hirers and Workers Compensation Top Up cover. Also, questionnaires for Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity and CDO cover have been completed and sent to the brokers.</p>



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.</b>							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.	●	On Track	No major outages were reported for the quarter.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.	●	On Track	During quarter four there were no reportable outages of Council's Information Systems.
<b>5 - A Vibrant Economic Community</b>							
<b>5.1 - Support and manage Burwood's major centre status</b>							
<b>5.1.1 - Implement economic development strategies.</b>							
	Lead: Media, Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.	●	On Track	The Economic Development Planning Panel consists of key business community stakeholders that include local business owners, the chambers of commerce and Council staff. The panel aims to develop initiatives to support the business community and the local economy. During the reporting period Council has held three lunchtime workshops for start-ups and small businesses and one evening networking event that encourage businesses including the Chambers to meet their peers and business experts to share best practice.
<b>5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.</b>							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	●	On Track	Council was successful in obtaining \$70,000 in funding for a new roundabout at the intersection of Paisley Road and Brady Street. This intersections was identified as a black spot due to the number of accidents which occurred over a 5 year period.  Submissions for 2017/18 National Black Spot Program are currently being investigated. Applications are due by 29 July 2016.
<b>5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.</b>							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mix use.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 permits mix use development in all Business Zones (B4 Mixed Use, B2 Local Centre, B1 Neighbourhood Centre and B6 Enterprise Corridor). The BLEP also requires the provision of active street frontage and sets maximum Residential Floor Space Ratio in certain areas of Business Zones, in order to enhance and promote mix use.
			Review the Comprehensive LEP every three years.	Review to commence by 1 June 2015.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. Seven amendments have been made since the BLEP came into force on 9 November 2012. Three planning proposals initiated by Council to amend the BLEP are in the process. Two more planning proposals are to be prepared by Council.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>5.2 - Support small business</b>							
<b>5.2.1 - Develop programs to strengthen and sustain small businesses.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regul	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	There were 365 primary inspections and 20 re-inspections carried out during the quarter. This included inspection of all cooling towers following a report of an outbreak of Legionnaires disease in the Burwood LGA.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	There were 4 Improvement Notices and 9 Penalty Notices issued to food premises for the reporting quarter.
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	Report is due July 2016
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two work shops per year. One of the workshops is to be in a language other than English.	●	On Track	Second food hygiene and handling school for reporting year was held on 16 May 2016
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environment and Health Officers have a supply of information pamphlets and leaflets in multi languages that they distribute to the various shopkeepers as necessary
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There were 31 Development Applications referred to the Environment and Health team for assessment and conditioning during the reporting period bringing the total to 122 for the reporting year.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were 15 Public health complaints received, investigated and resolved during the reporting quarter bringing the total to 63 for the reporting year,
<b>5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.</b>							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues.	As required.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues and in response to Council resolutions.
<b>5.2.3 - Explore opportunities to activate Burwood's economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.</b>							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.	●	On Track	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The two major civic events held during the fourth quarter were Commemorative Services and due to the nature of these events, they were not suitable for the inclusion of market-type sections.  Council did support the externally organised Buddha's Vesak Day Celebration event which took place on Sunday 15 May and included a market-type section with 25 stalls offering a range of food, arts and crafts and information. The next event to include market-type sections will be Council's largest civic event, Burwood Festival to be held on Sunday 16 October 2016, during the next reporting quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Develop civic events on weekends.	Majority of civic events held on weekends.		On Track	Major civic events organised by Burwood Council are held on weekends or relevant public holidays whenever possible to encourage attendance and participation by the local community.  Accordingly, the Anzac Day Commemorative March and Dawn Service was held on the Anzac Day public holiday on Monday 25 April 2016 and the National Serviceman's Commemorative Service was held on Sunday 29 May 2016. The Council-supported Buddha's Vesak Day Celebration event was also held on a weekend, on Sunday 15 May 2016.
<b>5.3 - Increase employment and training opportunities</b>							
<b>5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.</b>							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.		On Track	Council hosted one student from Southern Cross Vocational High during this quarter. The student was placed and worked in various teams and services within the administration, records and community services areas of Council. For the financial year a total of seven work experience students were hosted by Council.  Council continues to engage an apprentice in landscaping construction through a group training company. A second landscape apprentice from a group training company was temporarily engaged in the Civil team during this quarter to assist him with the completion of his apprenticeship.  Local schools were contacted during this quarter with advertisements for the recruitment of casual Library Shelving positions. Council was successful in placing 5 local school students in these casual positions after a merit selection process.
<b>5.4 - Economic centre growth and preserved residential areas</b>							
<b>5.4.1 - Preserve local heritage through relevant planning strategies.</b>							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.		On Track	In total 40 DA referrals received during the quarter, 22 referrals responded to within 10 working days and 26 within 15 working days.
<b>5.4.2 - Ensure compliance with State Government Planning System Reform.</b>							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.	As State Government Planning System Reform reports are published.		Not Due	The State Government has not published further reform reports, but has advised that some of the planning reform initiatives have been rolled out.