



*Burwood Council*  
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# Operational Plan 2017-18

Quarterly Report

For the period ending 31 December 2017

## 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 (PEFORMANCE 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 completed during this quarter include: Kerb and Gutter reconstruction at Shaftesbury Rd from Selbourne St to Wilda St; Footpath reconstruction works completed at Boyle St, Burleigh St, Burwood Rd, Shaftesbury Rd, Tangarra St East, Queen St; Stormwater construction works at Wentworth Rd from Angel Rd to Nicholson St West Side; Stormwater construction works at Church St at the intersection with Burwood Rd; Stormwater construction works at Rawson St from No.20 to Sydney Water Canal; Replacement of Concrete Traffic Island at Weldon St; Construction of new playground at Russell St Reserve; Construction of new parking bays at No.32 and 48 Linthorne Ave, No.7 Hextol St and No.34 Weil Ave; New outdoor Table Tennis Tables installed at Woodstock, Keith Smith Reserve and Burwood Park; Installation of palm tree lighting at Burwood Park; Installation of footpath awning lighting at TheStrand.
		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 done with a combination of machine/manual sweeping techniques on a daily basis.
	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	All dumped rubbish is collected within 2 days of request in accordance with agreed levels of service.  There has been a change in the process for illegal dumping with the new Illegal Waste Officer carrying out thorough investigations. While it may take a little longer to remove illegal dumping in some cases, it has proven worthwhile with the decrease in areas where this illegal activity was prevalent.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter boxes in the CBD areas are serviced for litter removal on a daily basis by both Council sweeping staff and the Safe and Clean contractors.  Parks and Garden staff replenished the planter boxes in Burwood Rd with additional coloured plants.  New planter boxes were planted in Dunns Lane and Victoria St west.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood's road network of 91 lineal kms is swept over a 3 week sweeping cycle. 30 lineal km's are completed every week of the 3 week cycle on a set routine.  In addition to the weekly average an additional 13 lineal km's of reactive sweeping activities e.g. CRM's, known hotspots and residents requests is undertaken our current level of sweeping is 2 weeks.

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		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Wynne Ave, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Council utilises a combination of machine/manual sweeping techniques for cleaning of major/minor car parks 5 days a week, with additional clean ups as required.
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to customer requests for removal of Graffiti from Council owned infrastructure and any other offensive Graffiti within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Selective weed removal in some areas carried out this quarter.  Weed spraying by contractors of all streets and Council car parks in the Burwood LGA scheduled for commencement late February/early March.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Council provides a nature strip mowing service to residents that are aged pensioners or have medical conditions preventing them from carrying out mowing activities. This service is provided on a six week cycle by mowing contractors.  Residents need to apply to Council and provide proof of eligibility to receive this service such as an aged pension card or letter from their doctor.
	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	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 has been 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. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	113 Customer Service Requests (CRM) completed for all tree maintenance works with 96% compliant with service standard.  Tree trimming CRM requests were 100% compliant with Councils 28 working day 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	All bus shelters within the CBDs are cleaned on a daily basis.
				Twice weekly outside CBD areas.	●	On Track	Approx 110 bus shelters are located outside the CBD areas and are cleaned twice a week.
	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	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 has been 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.  This will assist Council to strategically manage its 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for all its stormwater drainage catchments. All of these overland flow flood studies are ongoing and final draft reports have been completed.  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.
		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	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 in Ausgrid's Performance Management Plan for its public lighting assets is 3.0 days from receipt of fault report. This is within the minimum Ausgrid service standard of less than 8 days.
			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	Street lighting investigations as well as night audits have been undertaken for the following locations within the Burwood LGA: The Strand, The Boulevard, Young Street, Boundary Street, Ardgyffe Street, Ann Street, Baker Street, Webb Street, Croydon Avenue, St Pauls Close, Shelley Street, Hennessy Street, McDonald Crescent, Blair Park 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 of less than 8 days.
	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 scheduled (area clean ups) are up to date. Booked clean-up are also 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 b-tidy bins within all the CBDs are emptied 7 days a week.
				Wash public waste bins monthly.	●	On Track	All stainless steel b-tidy surrounds are hi-pressure 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	In 2015 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 has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and maintenance works programs.
	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. Proactively, 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Compliance Secondary: Works, Operation & Parks	Burwood Safe and Clean Program	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Daily	●	On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily	●	On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
			Assist with management of outdoor seating regulations in CBD areas	Daily	●	On Track	Council's Safe & Clean Team and Law Enforcement Teams patrol all streets on a daily basis where the activity of outdoor eating/dining occurs in the Local Government Area. The patrols ensure that the activity is approved and/or in compliance with any such approval. Council's Law Enforcement Team enforce any party not acting in compliance with their approval or acting without approval.
			Maintain and water planter boxes along footpaths in CBD areas	As required	●	On Track	Council's Safe & Clean Team patrol all main businesses streets in the Burwood Local Government Area (LGA) on a daily basis to ensure that all planter boxes are maintained and any damage reported to the appropriate Team for repair.
			Identify and report any risks (such as trip hazards and obstruction of footpaths) in highly pedestrian areas	As required	●	On Track	Council's Safe & Clean Team patrol all main business streets in the Burwood Local Government Area on a daily basis reporting any damage to council property to the appropriate department. The Safe & Clean Team report all sighted risk hazards including footpath damage or other trip and fall hazards).
<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	Council's City Safe Program works closely with the Local Police to ensure that public domain areas with CCTV camera coverage are monitored during crime times and all crime activity that occurs within this location is enforced by Police.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council Officers meet with Local Police on a weekly basis to discuss crime trends and patterns to develop strategies to combat any increases in crime. Council and Police have a good and active working relationship.

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	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	Monthly meetings between Council staff and the NSW Police are continuing to identify crime trends in the area to inform appropriate prevention strategies. All scheduled meetings of the Safety Precinct Committee and Liquor Accord were attended.  The White Ribbon event was held on 23 November 2017. This is the only national violence prevention campaign and was held to raise awareness among Australian men and boys about the roles they can play to prevent violence against women. The campaign called for men across the Burwood LGA to speak out and take an oath. It was a well attended event with over 600 students and general public present.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	Councils within the Southern Sydney Region Of Councils (SSROC) meet on a quarterly basis to discuss issues and ways for improvement to the quality of service provided by each Council.
<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	The ongoing graffiti awareness campaign continues to assist business owners with strategies to remove graffiti from their premises.
<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	Planning has commenced for Youth Week 2018. This year, Council will be running a series of events and activities including a Know Your Standards Pop Up Mocktail Bar Event aimed at educating young people on safe alcohol consumption as well as knowledge and awareness of the harms and risks associated with alcohol and the dangers of impaired driving.  Council will also be running an Engaging Adolescents Seminar in partnership with Prosper Australia aiming to deliver a full day of activities on Saturday 14 April 2018 during Youth Week to around 80 parents and 40 young people. The key areas to be explored in each seminar/ workshop will include building trust, fostering a safe environment, independence and maintaining open communication in a hyper-connected media-saturated world.  Planning has also commenced to run First Aid Training for members of the Burwood Youth Advisory Group during Youth Week 2018.
<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	Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works have been staged as applicable.  Council was successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works will be staged as applicable.  The works are under way at Wangal Park for the \$354,962.50

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							grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path (now completed) and solar lights which is under design at the moment.  Council will apply for further grant funding for suitable projects as opportunities arise.
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	During the period October to December 2017, the Community Development team received a Youth Week NSW Grant from the Department of Family and Community Services for \$1960.
<b>1.2.3 - 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	Community facilities were available for use during the reporting period.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Parks prepared for activities required/requested, and park hire fees applied as per Councils adopted Fees and Charges for 2017-18.
<b>1.2.4 - 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	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction has been delayed due to delays in the construction and delivery of the play equipment. Russell Street playground is now completed.  A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed.  Installation of 4 new outdoor table tennis tables have been completed at Woodstock, Keith Smith Reserve and Burwood Park.  Installation of new LED lighting to illuminate the Burwood Park Palm Trees has been completed.  At Blair Park the repair and upgrade to the workers shed has been completed, also new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field. The supply and install the new sports field floodlighting is currently underway.
<b>1.2.5 - 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	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction has been delayed due to delays in the construction and delivery of the play equipment. Russell Street playground is now completed.  A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed.  The design for a new playground in Blair Park is currently underway. Council received confirmation of the support funding from the Federal Government for this project.



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<b>1.2.6 - Develop and encourage volunteer opportunities</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP 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 222 enquiries regarding volunteering, conducted 11 volunteer interviews and referred 213 volunteers to not for profit organisations in the Inner West Area. Council received 65 enquiries regarding volunteering specifically in the Burwood LGA.  Strategic partnerships were established and maintained during the quarter with Navitas English School and Co.As.It Association to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) 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 222 enquiries regarding volunteering, conducted 11 volunteer interviews and referred 213 volunteers to not for profit organisations in the Inner West Area. Council received 65 enquiries regarding volunteering specifically in the Burwood LGA.  Volunteer Network continues to promote volunteer opportunities through the GoVolunteer and Volunteer Network websites and advertising in the local media.
<b>1.2.7 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) capacity across the Inner West area.</b>							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP-funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.	●	On Track	The Sector Support Development Officer has been working on a number of ongoing projects, as follows: facilitated six sessions to the public in various languages regarding the Australian Aged Care System and how to access services; facilitated three Community Care Forums where 40 aged and disability providers attended; in partnership with South West Sydney Sector Support Development Officer, facilitated a session on Aged and Disability Reforms with 60 service providers in attendance.  In addition eight training sessions were facilitated with 120 participants. The training sessions were offered to staff and volunteers of CHSP/CCSP funded service providers in the region.
<b>1.2.8 - 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	The Inner West Home and Community Podiatry Service received new referrals through My Aged Care. The service is currently at 100 percent capacity and is expecting to open for new referrals again in February 2018.
<b>1.2.9 - 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 Services have been provided with no interruptions to date.
<b>1.2.10 - 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	Regular water testing was conducted with all test results in line with NSW Health Guidelines. Results were also verified by independent water testing.
<b>1.2.11 - 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	There was an increase of 5.5% attendance at squad sessions from 2nd Quarter 2016 to 2nd Quarter 2017 (from 525 to 554 attendees)

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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.	●	Watch	Slight decline in Term 4 enrolments of 2% compared with the same period the previous year. Further review of programs to be conducted.
<b>1.2.12 - 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	A customer survey was conducted in 2017. The results have been analysed and are being used to guide improvements being made at the centre.  General feedback from customers is also being monitored on an ongoing basis with recommendations for improvement being considered and changes implemented across services.
<b>1.2.13 - Implement five hectares of new open space facilities in Wangal Park.</b>							
	Lead: Landscape & Urban Design	Wangal Park - Implement Federal Government Grant	Picnic Shelters and Barbeque Areas	Works completed by October 2017	●	On Track	All five small picnic shelters were completed by the end of October 2017. The installation of the outdoor furniture and electric BBQ unit were completed for the Christmas Holidays. The large picnic shelter was completed in late November 2017.
			Basketball Half Court	Works completed by October 2017	●	On Track	The Half Basketball Court was completed and opened to the public in time for the October 2017 long weekend.
			Shared bicycle pedestrian paths with solar lighting	Works completed by November 2017	●	On Track	The shared bicycle path was completed in December 2016. The detailed design for the solar lights is currently in progress.
			Playground	Works completed by December 2017	●	On Track	Construction of the children's playground was completed in December in time for the Christmas New Year holidays.
			Planting plan, implemented where possible	Works completed by December 2018	●	On Track	The Wangal Park planting plan is being progressively rolled out in conjunction with the completion of the various stages of the embellishment works. A number of mature trees were planted in November/December 2017.
			Commission and construct a skate park facility.	Works completed by February 2018	●	On Track	The concrete slab for the skate park was completed in December 2017. The skate park equipment was ordered in late 2017 and has been installed during January 2018.
<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	Profile ID remains up to date with the 2016 Census data. The data has been used in grant applications and will also be used to inform new strategies and plans to be developed over the coming financial year, including Council's Community Strategic Plan.
<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. 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. This quarter, Council continued to improve accessibility and functionality by updating various sections of the website with large icons directing customers to

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							relevant information.
			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 178 views on translation service pages this quarter (an increase of 14%).
			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 128,241 views during the quarter. Council's social media audience continues to grow with a 10.3% increase across Facebook, Twitter, Instagram and LinkedIn this quarter. In particular, Council had a 100% response rate within 2 hours for all enquiries on Facebook.  Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives. Council has digitised its forms to make applications quicker and easier for residents and stakeholders.  Forms on a range of Council's services including events, road safety, traffic and transport, and council meetings can now be accessed on Council's website with more forms to be digitised over the next quarter.  The homepage has also been updated to improve accessibility and functionality with a new 'quick links' icon section making it easier for customers to find what they're after. 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.  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 Council's events and initiatives including Burwood Festival, White Ribbon Day and Carols in the Park.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 5 media releases on key issues and initiatives including Burwood Festival, White Ribbon Day, Carols in the Park and abandoned shopping trolleys. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	Council published 5 media releases on key issues and initiatives including Burwood Festival, Carols in the Park, White Ribbon Day and abandoned shopping trolleys. Media releases were uploaded onto the Council website after distribution.
<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	Council collection is currently being reviewed to prioritise preservation program.
<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	Library Services staff provided a wide range of information to the local community during second quarter 2017/2018 via the Council website, brochures, displays in the Library and Community Hub, face to face customer interactions, seminars, workshops, Twitter and Instagram.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Between July and December 2017, a total of 1,402 patrons registered as new members, an increase of 10.3% over the same period in 2016. From March 2017, a total of 113 patrons have registered for the restricted membership which provides access to the internet service only.  Total membership at 31 December 2017 stood at 18,475.
<b>1.3.6 - 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	Mobile Play Van operated almost every scheduled session for children and their families during term four (2nd quarter) only having to cancel one day due to wet weather. On average 84 children and adults attended each session and new families attended nearly every week.  Mobile Play Van also celebrated Grandparents Day in 2017 running stalls and information for grandparents, particularly those from Chinese background. Valuable information was provided in response to needs identified by the Bi-cultural Support Worker who is engaged several times each term  Planning is also under way for the April 2018 Youth Week.
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	A satisfaction survey was completed in 2017 and the results are currently being analysed to assist in making improvements to the service. The overall result showed a high level of satisfaction with the service.
<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 sought nominations for its Australia Day Citizen of the Year Awards which will be held on 25 January 2018. The call for nominations was promoted on Council's website and social media.  In addition, Council celebrated the achievements of volunteers at the Volunteer Recognition Cocktail evening held in December and promoted the Croydon Christmas decorations competition.
			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 sought nominations for its Australia Day Citizen of the Year Awards which will be held on 25 January 2018. The call for nominations was promoted on Council's website and social media.  In addition, Council celebrated the achievements of volunteers at the Volunteer Recognition Cocktail evening held in December and promoted the Croydon Christmas decorations competition.
<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

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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	<p>date. The section of the website received 321 views.</p> <p>Library Services maintains 30 public access PCs and a Wi-Fi network providing access to the internet.</p> <p>In second quarter 201/2018, there were 7,804 PC bookings resulting in 8,187 hours of connection and 8,237 devices were connected via 14,167 Wi-Fi logins.</p> <p>The computers and Wi-Fi access provide patrons access to Local, State and Federal Government information via the "Research" link on the Library web page.</p> <p>Scanning services are also popular with customers. During the quarter 1,420 clients scanned 3,732 pages.</p>
<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	Council Library continued to actively engage with the local multicultural communities during the first quarter 2017/2018, including well-attended workshops provided in Cantonese and Mandarin focusing on health, early childhood development and through the popular English conversation groups.
			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	Residents from multicultural community groups in Burwood have been active participants in Library Services programmes, such as Burwood Babies, Pre-school Storytime, the School Holiday Programme, English Conversation Groups for adults and the Wrap with Love knitters group. Many residents from culturally and linguistically diverse backgrounds have also accessed the Library's collections in Chinese and Korean and other languages from the State Library of New South Wales.
<b>1.4.4 - Promote healthy and active living.</b>							
	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	Community programs were held in various Council Community Centres during the period October to December 2017, continuing to offer low-cost healthy ageing activities including Zumba, line-dancing and a range of art and craft activities.
<b>1.4.5 - Promote sporting activities and the arts to bring people together.</b>							
	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.	Create a designated area for local artists and groups at Council's civic events.	●	On Track	As part of the Burwood festival project we have brought to Burwood Park artists from the Sydney region, which have performed their abilities while interacting with the local community. Schools and local businesses were involved in a number of activities on and off stage. A live street art area was successfully setup for the first time at Burwood Festival.
<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	<p>A total of 338 items in Korean, Hindi and Chinese were added to the Library's collections during the quarter. These included books, DVDs, CDs and magazines for both adults and children.</p> <p>As at 31 December 2017, a total of 588 LOTE (languages other than English) items had been acquired. This represents 14% of the total acquisitions for the year.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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 Inclusion Action Plan, including for Council staff who work with people with disabilities.	●	On Track	Information sessions for the public are being scheduled during 2018.
	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 42% 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.
<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: <ul style="list-style-type: none"> <li>Mayor's Message</li> <li>Latest news and information on events and initiatives</li> <li>Development applications received and approved by Council</li> <li>Times and dates of upcoming Council Meetings</li> <li>Contact information</li> <li>Council's values</li> <li>Link to social media pages</li> </ul>
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	A special edition of the Burwood Update will be distributed to 16,000 households and businesses across the LGA in the next quarter to incorporate Council's Community Strategic Plan consultation. The Update will also be made available online.
				Newsletter made available in electronic format.	●	On Track	The Burwood Update is made available electronically on Council's website and promoted on social media.
			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 222 enquiries regarding volunteering, conducted 11 volunteer interviews and referred 213 volunteers to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills.  During the quarter, Volunteer Network had 222 enquiries regarding volunteering, conducted 11 volunteer interviews and referred 213 volunteers to not for profit organisations in the Inner West Area.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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.	●	On Track	A total of 24 heritage referrals for the period, 17 referrals responded to in 10 days and 19 in 15 days, and 5 were over.
				80% responded to within ten 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	The heritage information on Council's website is current and is updated when needs arise.
<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 - 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	Australian Heritage Festival will be held between April and May 2018.
<b>1.5.4 - 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	Planning is under way for the 2018 Neighbour Day event, which is due to take place in March 2018.
<b>1.5.5 - 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 second quarter Burwood Council delivered two major Council events; Burwood Festival and Carols in the Park.  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. The two events were promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. An image of the promotional flyer for each Event was also placed on the screens in the Council Chambers.  A letter was sent to residents and businesses around Burwood Park and along Burwood Road to notify them the road closure during Burwood Festival and the firework during Carols in the Park, as well as a courtesy notice regarding both Events.
			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	The planning for the Commemorative services has started.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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>Council staff worked with the Burwood Youth Advisory Group (BYAG) to run a series of live Facebook and Instagram feeds at Burwood Festival on 8 October 2017. Over 1,000 people viewed the live videos on Council's social media where BYAG members interviewed and promoted the main festival attractions, including X-Factor performer Cyrus.</p> <p>Following the closure of the Burwood PCYC, Council staff have worked closely with the Glebe-Leichhardt PCYC to coordinate a new Burwood Youth Outreach Program. This will be a free youth engagement program, including soccer, personal training and boxing sessions for young people in the local area. Preparation is under way for the launch of the program, which is due to take place in February 2018.</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.	●	On Track	An information session will be undertaken at the commencement of the upcoming Seniors Computer Club term.
<b>1.6.3 - 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	<p>As part of Council's annual Seniors Week celebrations, students from Southern Cross Technical College will be preparing and serving a High Tea for local seniors at the event in 2018.</p> <p>For International Women's Day 2018, Council staff will be coordinating an event demonstrating local women's cultural heritage and achievements in a range of fields including art, journalism and politics. This will include women of all ages and backgrounds, including seniors and students, coming together to celebrate women's achievements and holding discussions on how they can work within their own communities to press for progress on women's issues.</p>
<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>During the quarter Council held the following workshops:</p> <ul style="list-style-type: none"> <li>▪ Vertical Gardens - 16 September</li> <li>▪ Taronga Zoomobile - 5 October</li> <li>▪ Balcony Gardening - 25 November</li> <li>▪ Graduate Licensing Scheme - 12 October</li> </ul>
<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 2017-18. This document represents the quarterly report in relation to the period 1 October - 31 December 2017.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.	○	On Track	The Annual Report for 2015/16 was adopted by Council at the October 2016 meeting, and referred to the Office of Local Government. 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 2017/18 was adopted by Council at the 27 June 2017 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	The following documents were published on Council's website: <ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Permit Parking Scheme Policy</li> <li>Car Share Policy</li> <li>Discretionary Grants - Small Donations Policy</li> </ul>
			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 have been published on Council's website for the quarter.
<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	Council Meetings held in this quarter were 24 October 2017, 28 November 2017 and 12 December 2017.
<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's major civic events where relevant and appropriate. During this quarter, one major civic event was held, Burwood Festival. The stage programme included a Japanese group to perform for the opening and an additional spot was allocated for a full performance. The participation was in collaboration with the Information and Culture Section Consulate-General of Japan in Sydney.
	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	Approximately 2,250 people attended the 80 programmes that were organised during the quarter. The activities included Burwood Babies, preschools story time, Diwali, HSC Lock ins, Tech Savvy Seniors sessions, Christmas film and a quilting demonstration.
<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 Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.	●	On Track	Open Forum is conducted at each Council Meeting.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	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. 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. 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.
<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 Policy Register is maintained after each Panel Meeting.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	The following Panel Meetings were conducted in the quarter: <ul style="list-style-type: none"> <li>5 October 2017</li> <li>9 November 2017</li> <li>20 December 2017</li> </ul>
<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.	●	Not Due	The NSW Government abandoned the amalgamation proposal for Burwood, Canada Bay and Strathfield Councils. No further action is required in relation to the LG Independent Review Panel Report
	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	All reports and guidelines released within the Corporate Governance area have been implemented.
<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 updates of legislation and circulars from the Office of Local Government. In particular during the Quarter Council had to develop a framework for the operation of an Independent Hearing and Assessment Panel (IHAP).
<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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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 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	All applications have been responded to 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 48 Development Applications, 40 Complying Development Applications and 4 Pre Development Applications were submitted to Building Development. 11 applications were delivered outside the Service Standard.
			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 has closed, sentenced and appraised folders for disposal in accordance with 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 and existing staff.
<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 December 2017 quarter there was one Tender approved by the General Manager, as follows: For Flood Lighting at Blair Park Sports Field.
			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 and Purchasing and Contract Management Corporate Practice are current.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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 Councillor Council Inductions were conducted in the December quarter.  Further sessions will be conducted in February 2018 which will include the Code of Meeting Practice, Political Donations, Councillors' Expenses and Facilities, Related Party Disclosures, Planning and Development Assessment more in-depth sessions will be organised in the areas of Conflicts of Interest and Public Interest Disclosures.
<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	All circulars and new policies/guidelines are made available for Councillors through a dedicated online portal.
<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	All new employees to Council; permanent, temporary, contract, agency, volunteer and casual are provided with comprehensive information on their commencement regarding their employment conditions and Council policies, procedures and Corporate practices.  In addition, Managers are required to meet individually with all their new employees to discuss the specific requirements and expectations of the role.  Council also uses an online business training system whereby new employees are required to successfully complete online training modules relative to their employment at Council.  A formal in-house induction programme is currently being revised and tailored to cover the various legislative requirements and workplace conditions that apply to employment at Burwood Council.
			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. During this quarter the Consultative Committee met on 2 occasions, dealing with the issues of CaP Performance Reviews; Election of the new Council; Review of Committee

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Constitution and draft Drug and Alcohol Corporate Practice.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement and annual Organisational Development Learning and Development Plan.	●	On Track	<p>Council's Vision includes the commitment to the growth of knowledge and this is supported in the ongoing development and training opportunities provided to all staff.</p> <p>During this quarter a variety of internal and external training was provided to staff in areas such as; TRIM, Emotional Intelligence, First Aid Certification, Traffic Control, Social Media for Councils, Driver Training, Investigating Workplace Misconduct, Local Government Procurement and Superannuation changes.</p> <p>Additionally there was attendance at Conferences such as:- Make it Happen Youth Conference, Civic Risk and the NSW Heritage Annual Forum.</p> <p>Staff undertaking Tertiary qualifications are also supported by way of reimbursement in line with policy for the successful completion of studies relative to their job responsibilities; these include Undergraduate Certificate in Local Government, Cert IV in Business Administration, Diploma of Building Surveying, Cert IV in Community Services Work, Graduate Certificate in Local Government Leadership, Masters Degree in Local Government.</p> <p>The Organisation Development Learning &amp; Development Plan continues to be revised in line with the needs and requirements of staff to ensure learning and skill development opportunities are resulting in the skill sets required to strengthen our workforce capability,</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis.	●	On Track	<p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system</p>
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system</p>
<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	<p>Council's 2015- 2019 Workforce Management Plan is currently being reviewed in this quarter as a result of the non-amalgamation of Council and the development of a new Community Strategic Plan on the election of the new Council in September 2018.</p>
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	On Track	<p>During this quarter the CaP Performance Management System was, after modification, made available for the 2017/2018 reporting year. The review of the Workforce Management Plan and Succession Plan continued in this quarter.</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 consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis.</p> <p>CivicRisk Mutual Insurance Portfolio is reviewed from June till October 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							possible cover and premiums. Council's Insurance Portfolio has been renewed from 31 October 2017 4pm.
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.	●	On Track	Throughout this quarter the Executive Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matter.  The Executive are provided with comprehensive yearly Risk & Insurance Report from the Risk Management Coordinator.  The Executive Manager Organisation Development and Risk Management Coordinator provide monthly updates to the Risk Management Committee & Fleet Management Committee on any major risk management or significant insurance matter or any vehicle accidents/incidents.
				Conduct and report annually on risk management self audit and prepare action plan.	○	On Track	The Risk Management Action plan for 2018 was approved by the Risk Management Committee.  As approved by the Fleet Management Committee, in this quarter, IAG/CGU commenced an initial Risk Survey workshop with relevant Council staff in relation to the Fleet Enterprise Risk Management Review project.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.	●	On Track	For this current reporting quarter the Committee has met on two occasions addressing the following issues and topics: Protecting Crowded Places from Terrorism, review calendar for meetings for 2018, review of claims of interest, commencement of IAG/CGU Report on Motor Vehicle Enterprise Management, 2018 Risk Management Plan and updating Insurance Policy Renewals.
	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	During this quarter the Draft Drug and Alcohol in the Workplace Corporate Practice has been considered by the Work Health and Safety Committee and the Consultative Committee and will be submitted for approval during the next quarter.  All outdoor staff have been inducted into revised relevant Safe Work Method Statements and Safe Operating Procedures  Tree Maintenance Risk Assessment and Safe Work Method Statement has been revised.
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	All Accidents, Incidents and Near Misses are reported to the Work Health and Safety Coordinator and recorded for reporting purposes.  Number of incidents (including near misses) for the second quarter were: 1 - Lost Time 1- Medical Treatment 1- Near Misses 12- Notifications
			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	All workers compensation claims continue to be effectively managed to ensure a timely return to work of the injured employees.  All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Council's Work Health and Safety Co-ordinator is responsible for ensuring that all Return to Work Programs (RTWP) with the injured worker, medical professional and supervisor are monitored and reviewed to ensure suitable duties are provided to the injured worker with a return to pre-injury duties in a safe and timely manner.  During this quarter there was 1 Lost time injuries claim.
			Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		●	On Track	WHS Coordinator attended the Metro Group Meeting with StateCover in November 2017  Claims Review Meeting with StateCover held in November 2017.  2 First Aiders were trained from the Waste Team.  Report from Ergonomic Assessments conducted on the Podiatry Staff was reviewed with individual Podiatry staff issues addressed.  Council Health Expo was conducted in October 2017.  Healthy and well-being articles advertised in the FUSE.  Tool Box Talks given on the following health and well-being issues: <ul style="list-style-type: none"> <li>▪ Mental Health Employee Support Guide</li> <li>▪ Fighting Fatigue,</li> <li>▪ Challenge your thinking</li> <li>▪ National Skin Cancer Action Week 2017</li> <li>▪ How to stay active at work</li> <li>▪ World Diabetes day November 2017</li> <li>▪ Water Works</li> <li>▪ How to Burn more calories Walking</li> <li>▪ The basics of healthy eating</li> <li>▪ Sun Safety</li> <li>▪ Looking after your liver</li> <li>▪ Heat Stress</li> <li>▪ Working in Prolonged hot weather conditions</li> </ul>

## 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.
		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 September 2017 Budget was undertaken in October 2017 and submitted to the November 2017 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The December 2017 review will be undertaken during January 2018.
		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 2017 were completed by 31 August 2017 and externally audited during September 2017.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	During the first quarter Council's Auditors performed an audit on Council's Financial Statements for the year ended 30 June 2017 and has been incorporated within the Annual Financial Statements.
<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	All properties are leased and achieving market rent revenue.
<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	Benchmarking survey scheduled for next quarter.
<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 8612 calls received during the quarter 75.22% 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 2,713 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 228 non-urgent and urgent Section 149 certificates receipted and generated for Building and Development were provided within three days and one day respectively.
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.	●	On Track	During the quarter 673 Residential Parking Permits and 202 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 2,436 customers were served at the counter and 84% 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	Burwood Development Control Plan set out controls for providing open and green space on sites, podiums and rooftops of developments.  Council's public benefit policy provides for developers to pay a monetary contribution to Council in exchange for additional development. Such contribution is used by Council towards the provision and/or improvement of open space and other local infrastructure.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Contributions collected from the Section 94A Contributions Plans are used to fund open space capital works.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works will be staged as applicable. The construction of the half basketball court and the installation of the five BBQ picnic shelters have been completed. Construction of the new playground and skate park are currently underway.</p> <p>Council has successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works will be staged as applicable. The supply and install the new sports field floodlighting is currently underway. Repair and upgrade to the workers shed has been completed, as well as new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program. Design options for the solar lights around the pathway network are currently being investigated. Council will apply for further grant funding for suitable projects as opportunities arise.</p>
<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 and /or conditions of consent that provided additional public open space last 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	<p>Parks and reserves serviced daily or weekly depending on location and usage. Works carried out include toilet, BBQ'S, picnic area facilities cleaning and servicing.</p> <p>Rubbish/litter removal, emptying of bins including dog litter bins. Playground inspections and repairs; and mowing and garden bed maintenance.</p>
			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	<p>Annual display beds prepared and planted to provide colour that coincides with the timing of events that are held in Burwood Park. This quarter Australia Day was the main event.</p> <p>Have been looking at reducing the number of annual plantings in each bed and supplementing with more permanent perennial plantings to provide more colour all year round.</p>
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	●	On Track	To ensure fields will be fit for the forthcoming winter activities following the nearing end to the summer season activities such as cricket and touch football, an inspection of the playing fields was carried out before the end of the summer sporting

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							activities and a maintenance program developed and scheduled accordingly to ensure fields are prepared for the winter season activities.  Soil samples are taken from each field for analysis and the results from these tests determined the amendments and fertilisers applied to each field to promote grass recovery.
			Line marking of sporting fields maintained at minimum of 4 weeks cycles.		●	On Track	Line marking of playing fields is generally on a two week cycle. However as the season progresses and the grass fields wear, this often become necessary to do on a weekly basis.  Some fields such as Henley park are heavily uses seven days a week and obviously require additional line marking than other areas. Fields such as Henley Park are at capacity and show a lot of wear and tear by seasons end.
			Sporting fields fertilised during March-April period.		○	On Track	Comprehensive amendment and fertilising program carried out at Henley, Blair and Flockhart Park in September and a follow up is scheduled for January 2018 at Blair, Burwood and Henley as they are used extensively.
			Soil analysis test for turf nutrient requirements undertaken annually in July and August.		○	On Track	Soil tests carried out in August and an amendment and fertilising program was developed for the sporting fields based on the results of the testing.
			Fields aerated and fertilised where required annually in September-October.		●	On Track	Prior to the fertilising and amendment applications the fields were heavily aerated with a machine called an Agrivator that alleviates the compaction on the fields from the seasons wear.  This machine leaves the surface a little rougher in the short term but provides better results in the long term.
			Worn down turfed areas re-turfed where required during the September-December period.		●	On Track	Re-turfing of worn areas at Henley Park required the laying of nearly 4000m2 of turf at Henley Park and 2000m2 at Blair Park.  These are the most heavily use playing field locations.
			Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.		●	On Track	All areas of Henley, Blair, Burwood Park and a large area of Flockhart Park were sprayed for broad -leaf weeds this quarter which includes bindii.  Also unleashed dog areas at Grant Park were sprayed.  Notification as per Councils Pesticide Notification Plan was carried out prior to the spraying.
			Cricket pitches line marked on regular basis.		●	On Track	Cricket pitches are line marked as required for both winter and summer competitions.  Cricket pitch on field 1 at Henley Park was replaced for the beginning of the season.
			Sporting fields oversowed for high traffic areas where required during March-April period.		○	On Track	Oversowing is scheduled for the cooler months of the year being April/May.
			Fields mown on a 1-4 weeks cycle subject to season and sporting activities.		●	On Track	Sporting fields generally mown on 1- 2 week cycles depending on grass growth and type of sporting activities.
			Fields set up for soccer season and during March-April period.		○	On Track	Soccer post will be reinstated and linemarking completed in Early March 2018 following the summer season sports.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Herbicide/Insecticide spraying.	Major parks (Henley, Wangal, 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	Broad leaf weed spraying and fungal spraying which includes Bindii was carried out at Burwood, Wangal, Flockhart, Grant and Blair Parks.
			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	Routine Parks tree maintenance including pruning was completed as scheduled. Palm pruning carried out in Burwood Park especially on main oval surrounds. A few palms required removal due to dying from the incurable disease Fusarium.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive areas of parks and reserves are mown on a 2-4 week cycle dependent on the time of the year and grass growth.
			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	Playground routine visual inspections are carried out by park staff on a daily or weekly basis depending on playground location and usage.  A playground consultant contractor carries out a more comprehensive inspection on a quarterly basis.  Replacement playgrounds installations are pending for Henley, currently being undertaken at Blair Park and has been completed at Russell Street Reserve.
	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 scheduled replacement of play equipment in Henley Park and Russell Street Reserve has been designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access.  The design for the new playground at Wangal Park is now completed to include equal access and some equal access play equipment. The installation of picnic shelters at Wangal Park have been completed with equal access to them provided.  The Wangal Park Masterplan has provisions for equal access throughout the Park. The recently completed path network throughout the park has been designed and constructed to provide equal access. Other park's capital works will be considered according to the DDA Plan.
	Lead: Parks Secondary: Parks	Park Maintenance	Maintain methane system to EPA Standard in Wangal Park	As required.	●	On Track	The Gas Lateral Migration Abatement System is operating as designed. Routine testing results indicate the system is operating successfully.
			Maintain leachate system to Sydney Water Standard in Wangal Park.	As required.	●	On Track	The Leachate System is operating as designed. Routine testing results indicate the system is operating successfully. A New Tradewaste Agreement was signed with Sydney Water.
<b>3.2 - Improve waste management</b>							
<b>3.2.1 - Better promote existing recycling services.</b>							
	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	Council currently has two projects underway to tackle recycling contamination in multi-unit developments. Projects and results are due to be completed in the next quarterly reporting period.  New stickers and bin bay signage have been purchased for residential and commercial customers.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Offer free environmental workshops for schools on waste and sustainability.		●	On Track Program will be recommenced in new school year 2018.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.		●	On Track E-waste drop off events are conducted and available at depot twice per month on Saturdays. There were six events held in the reporting quarter.
			Undertake bin contamination audits for recycling.	Conducted twice per year		●●	On Track Currently being conducted as part of multi unit dwelling recycling improvement program. A number of multi unit properties were audited and identified as requiring education and signage. Reporting on results at completion of project.
				Provide report from each audit as to trend in levels of contamination found.		●●	On Track A report with the results of the Multi Unit Dwelling Project will be submitted upon completion of the program.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		●●	On Track Program currently deferred with focus shifted to recycling improvement in Multi Unit Dwellings Project.
			Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology.	Conduct audit every two years.		●	On Track Council conducts kerbside audits every two years as considered best practice and in line with recommendations from the NSW EPA. Full audit due 2018 calendar year.
<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 Council continued the compost revolution program during the reporting quarter. Formal EPA funding for program ceased in December 2017 however additional funding has been secured to continue the program until June 2018.  Compost bins and worm farms at discounted prices are available for sale to residents. Program is included in Council website which also includes how to purchase options.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.		●	On Track The workshops are delivered through treading lightly program and will be continued through year.  there was 1 workshops were held in reporting quarter.
<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 70% diversion of waste from landfill to reprocessing facilities by 2021 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 70% diversion rate by 30 June 2021. Subject to the provision of reprocessing facilities.		●	On Track Council has entered into a contract with Veolia Environmental Services (VES) for the treatment of household waste through a Mechanical Biological Treatment Plant (MBT)  The Contract commenced on 1 July 2017 and guarantees a diversion of 53% from Council's residual waste stream, which when added to other recycling services will achieve the 70% diversion rate.  This is to be confirmed when tonnages for the 2017/2018 year are reconciled.  Council also provides other waste diversion/recovery services including: <ul style="list-style-type: none"> <li>▪ recycling collections,</li> <li>▪ garden waste collections</li> <li>▪ e-waste drop off service</li> <li>▪ compost and worm farm bin sales and other recycling services</li> </ul>
<b>3.3 - Educate the community on sustainable practices</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Council has partnered with Southern Sydney Region of Councils to conduct a number of workshops in Chinese in the 2018 Calendar year. Planning and scheduling of workshops currently under way with further details of workshops to be announced next year.
<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, eight 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.
<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 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 1 major development application last quarter for a building design with a 4 to 5 star rating.
<b>3.4 - Leadership in environmental sustainability</b>							
<b>3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.</b>							
	Lead: Works, Operation & Parks	Clean Drainage Network	Stencil labelling of all Council's drainage pits.	Major drainage pits completed by December 2017.	●	On Track	Council is routinely updating and reviewing our network data to determine the exact locations of critical pits.
<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'.	○	Not Due	Clean Up Australia day is held annually in March of each Calendar year.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	Council has received funding for a full time Illegal Dumping Officer position to tackle the incidents of illegal dumping in the Burwood Council area. Along with increased patrols and investigation a number of signs will be installed in key locations across the city.
				Use CCTV cameras as a deterrent for illegal dumping.	●	On Track	The use of CCTV cameras as a deterrent for illegal dumping continues to be utilised across the Burwood Council area.  Cameras are moved around to "hot spot" locations as considered necessary.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	There were 175 incidents of illegal dumping reported in this period.
<b>3.4.3 - 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.	●	Not Due	There are no rebate schemes currently being offered by either the Federal or State Governments via Councils,

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	○	On Track	Earth Hour will be held in March 2018
<b>3.4.4 - 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 has been prepared and will be submitted to the February 2018 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	Council has worked with Transport for NSW to review Rapid Bus Routes through the LGA as part of the Bus Priority Infrastructure Program. A review of Bus Stops in Queen Street commenced to determine if consolidation of multiple stops is possible.
<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 22 referrals made to Council's Traffic & Transport section for comment during this quarter with 1 application also being referred to RMS for comment.
<b>4.1.3 - Develop a whole of LGA parking strategy.</b>							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Undertake review of Burwood Public Parking Strategy.	Undertake a review every 18-24 months to identify areas requiring improvement.	●	On Track	A review of the Burwood Public Parking Strategy is currently under way, with consultation having been undertaken with residents of Murray Street with regards to on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for possible inclusion into the Parking Strategy.
		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 11 Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
<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	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 October and November 2017 Burwood Local Traffic Committee meetings were held successfully with a total of nine items for consideration by committee members.
<b>4.1.6 - Expand the Burwood bike plan.</b>							

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	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.	●	On Track	A submission was made to the state governments Urban Amenity Improvement Project for funding of additional cycleways to growth areas along Parramatta Road. Council to meet with State Government in 2018 to go through submission.
<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.	●	Not Due	Council will apply for the grant funding when it becomes available
		Accessible Infrastructure and Services	Design and construct a community facility in Burwood Park, as part of the Stage 2 Burwood Park Pavilion project	Works to be completed by 28 February 2018.	●	On Track	The Development Application was submitted in December 2017. The construction of the proposed new community facility in the Burwood Park is anticipated to commence by April 2018.
<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 six (6) 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	Burwood Council's cycleway network is currently being assessed with a view to include some additional cycle links as part of the state governments Urban Amenity Improvement Project.  Consultation with neighbouring Councils will be undertaken as required.
<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 were run throughout the 2016/17 financial year. The "Look out before you step out" pedestrian safety stencils were rolled out along the Burwood Rd Shopping Centre during this quarter.
<b>4.2.5 - 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	All planned Child and Families Interagency Network meetings were delivered by the Families NSW Coordinator with the assistance of the Children, Families and Cultural Development Officer.  Planning has commenced to deliver child and parenting programs for 2018.
			Deliver Families and Children events.	One event held per annum.	●	On Track	A Grandparents Day event was delivered in conjunction with Mobile Play Van in Burwood Park in November 2017. The event was attended by approximately 200 people, including children, grandparents and families. This event recognised and acknowledged the achievements and contributions grandparents make to families and the local community.  Planning for the 2018 Community Soccer Development

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Program commenced with Council's new project partner, the International Soccer Academy (ISA). The program commences in February 2018.  The working group has commenced planning for International Women's Day to be held in March 2018.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	●	On Track	The Children's Directory continues to be updated and can be downloaded from Burwood Council's website.
<b>4.2.6 - 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 Inclusion Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.	○	On Track	The previous report was submitted in June 2017. There is continuous monitoring of Council's commitments under the current Disability Inclusion Action Plan (DIAP), and a report will be prepared in July 2018.
<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 several successful public lighting trials 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 reduce overall costs for Council. As of 31 December 2017, 298 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting and an accelerated replacement program which will further assist in reducing costs for Council but more importantly will create lighting consistency and 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	Council continues to provide relevant activities and events to the community focusing on older people, people with a disability and carers.  In October 2017 there were two bus trips offered. One was for seniors from the Burwood Local Government Area who went to the Leura Spring Festival and toured a number of private gardens from the area. The other bus trip was for the Inner West-wide Carers Week event to Bulli which was greatly appreciated by the carers.  There were two talks for seniors on "Falls Prevention" held 20 October 2017 and "Let's Talk About Changes to Aged Care" held 17 November 2017. Both talks were well attended with a good exchange of questions and answers.





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							<p>The International Day of People with a Disability's Groovability Festival took centre stage in December 2017. It was held at Burwood Park on 7 December 2017. The Festival looked very colourful and was well attended by around 700 people, mostly people with a disability with their carers.</p> <p>Before the year 2017 ended, the Seniors Group had its Christmas Lunch at Burwood RSL. The lunch was hosted by Council to bring joy to some seniors who may no longer have family or are not in touch with their family or loved ones. As always the seniors brought gifts for young children which were turned over to a local charity group.</p> <p>Council continued to support its "Have A Go Program" including fitness/exercise activities in Council owned facilities at an affordable cost. These activities provided health and wellness activities for seniors and others from the community.</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 takes a proactive stance against unlawful dumping of rubbish with programs such as Council's "Dob in a Dumper" Program being developed to target the people causing the issue. The program encourages residents to report unlawful rubbish dumping offenders to Council for prosecution.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council take a proactive stance against unlawful rubbish dumping with the development of a "Dob in a Dumper" program. The program is enforced by Council's Compliance Team with any person identified dumping unlawfully being prosecuted. Articles are also developed to provide communication of the program.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	Council continued to promote information on how to deal with graffiti, including the Graffiti Line number.
<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	Two major civic events were held this quarter, the Burwood Festival which was attended by over 50,000 people and Carols in the Park which was attended by more than 5000 people.
<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, including Parramatta Road Urban Transformation Strategy, 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	<p>Amendment No. 12 to Burwood Local Environmental Plan (BLEP) 2012 came into force on 17 November 2017. The BLEP now contains Clause 6.5 Design Excellence in Zones B2 and B4.</p> <p>The Burwood Development Control Plan contains more detailed provisions to promote architectural integrity and aesthetically appealing buildings.</p>
	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 residential design quality planning controls to the assessment & determination of 3 major developments and also referred a further 3 major development applications to urban design architects for specialist advice to assist in providing high quality urban design outcomes.

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<b>4.5.4 - 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 & median figures for the last quarter were 99 and 89 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the assessment and determination of 3 major developments within that time. Council has also engaged additional resources to assist with the assessment 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 were no requests for a review of a development application pursuant to S82A of the Act during this quarter.
<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.
	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.	○	Not Due	Due to be delivered in the fourth quarter.
<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	Each year, Council's insurer, CivicRisk Mutual provides members with a range of training and information sessions dealing with different topics within the Enterprise Risk Management sphere so that Council staff from various departments can attend and acquire/expand their knowledge; raise awareness's on their roles, obligations and responsibility in relation to Enterprise Risk Management.  In November 2017 relevant Council's staff attended the Annual Risk Management Institution of Australasia (RMIA) conference held in Canberra. RMIA is the professional institution and industry association for Risk Managers in the Asia Pacific region.
<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	The insurance portfolio is managed in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis.  CivicRisk Mutual Insurance Portfolio is reviewed from June till October 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.  Council's Insurance Portfolio has been renewed from 31 October 2017 4pm.
<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	●	On Track	Service has been provided to standard to date.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				service level.			
		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	Service has been provided to standard to date.
<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	Council made preliminary contact with local Chambers groups with the intention of conducting a meeting in the upcoming quarters.
<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	A submission was made for 2018/19 National Black Spot Program to treat the length of Everton Road Strathfield between Mosely Street and Wentworth Road due to the number of accidents recorded in this area.
<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	All business zones in the Burwood Local Government Area allow mixed use developments under the Burwood Local Environmental Plan.
			Review the Comprehensive LEP every five years, in accordance with NSW Government requirements.	Review to commence by 1 June 2020.	○	On Track	A major review of the Burwood LEP is tied with the District Plan which is still in draft form.
<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	Registered premises are inspected to ensure compliance with relevant health regulations. The inspection program is undertaken by Council's environmental health officers,  There were a total of 38 inspections carried out carried out in the reporting quarter.
			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	Regulation of food shops by way of enforcement action is taken as considered necessary.  During the reporting quarter there were: ▪ 2 Improvement notices issued, ▪ 11 Penalty notices issued and ▪ 3 Prohibition Notices issued
		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	The Annual Food Activity Report is due in July each year for the preceding year's activity.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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.	●	Not Due	Workshops for 2016/ 2017 have been completed and further workshops will be held in 3rd and 4th quarter of 2017/2018 reporting year.
			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	Council's Environmental Health Officers maintain and have available fact sheets in a variety of languages and on a range of specific public health topics for distribution to 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	Development applications that are referred are reviewed as required and appropriate conditions relating to environment and health concerns are included in consents.  There were 23 development applications assessed by the Environment and health Team during the reporting quarter.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	Public Health complaints are investigated and appropriate action taken to rectify where warranted.  There were 15 public health complaints received and investigated by the environment and health team during the reporting quarter.
<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, including but not limited to; - The Greater Sydney Commission District Plan - Parramatta Road Urban Transformation Strategy - Merged Council Entity	As required.	●	On Track	Burwood LEP is reviewed as required and in response to emerging issues. There have been over 10 amendments since the LEP came into force in 2012.
<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 event held during this quarter were the Burwood Festival and Carols in the Park. Burwood Festival have elected 70 stallholders to participate in the event. Carols in the Park had 11 stallholders attend the event.
<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 continues to support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work.  Council currently has Student Graduate Engineers in Civil Engineering and more than 10 Volunteer workers in our Records, Depot and Community Life areas.  As this quarter sees a changeover in the availability of our Casual Library Shelves, Council has once again advertised in local schools to fill these vacancies.  Although Council was prepared to host students as we have done previously, Southern Cross Vocational College, due to the exam period and holiday break, did not require placement in this quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	There were 24 heritage referrals received in the period, around 70% dealt with within 10 days and 80% 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	There has not been any State Government Planning System Reform report.