



*Burwood Council*

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For the period ending  
31 March 2015

**OPERATIONAL  
PLAN  
2014/15**

**QUARTERLY  
REPORT**

## HOW TO READ THE OPERATIONAL PLAN 2014-15 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 MARCH 2015

### 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 Centre

### 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 is underway, but has not been completed on time, or its completion date has been postponed
- No Activity** The activity/project has not started
- Not Due** No activity is planned for that specific quarter









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1 - A Sense of Community</b>							
<b>1.1 - A safe community for residents, workers and visitors</b>							
<b>1.1.1 - Maintain clean and attractive streets and public spaces.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works	Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater.	95% Completed.		On Track	Capital Works Projects completed during this quarter include: Drainage upgrade, footpath and kerb and gutter works in Lees Ave from Georges River Rd to End; Footpath upgrade works in Mosely St from Cooper St to Parramatta Rd; Concrete road repairs and road resheet works at Wentworth Rd between Gladstone St and Railway Cres; Footpath upgrade works at various locations along Burwood Rd, Liverpool Rd and The Boulevard; Footpath construction works at Appian Way between No.13 to No.19; Footpath paving upgrade works at Burwood Rd between Park Ave and Comer St; Drainage upgrade, kerb and gutter and footpath works at Sym Ave.  Capital Works Projects commenced or on going during this quarter include: Footpath, kerb and gutter and road works at Genders Ave; Footpath upgrade works at various locations along Liverpool Rd, Stanley St East, Georges River Rd, Stiles St, Violet St, Young St. Burwood Park Cafe - outdoor dining area and shade structure. New ANZAC memorial paving area.
		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 areas are cleaned daily
			Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.		On Track	Dumped rubbish in CBDs collected within two days in accordance with the agreed level of service
			Maintain planter boxes along footpaths in CBD areas.	Monthly.		On Track	Planter boxes checked regularly for any plant maintenance requirements, rubbish litter removal is carried out on a regular basis by street cleaning staff.  Existing planter boxes in Burwood CBD are to be replaced with new types of planters and plants in April, May 2015
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.		On Track	Streets in Burwood LGA are swept on 3 weeks cycle basis in accordance with the current level of service urgent request done in 3 days. Also known hot spots attended in between the 3 weeks cycle







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		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major car parks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Major car parks cleaned daily
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to CRMS 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	Weeding spraying of all streets and Council car parks was carried out in March 2015 by contractors. Notification to Sensitive Areas was sent out as per Council Pesticide Notification Plan. Spot spraying of problem areas is carried out on an as needed basis by other Council teams when required.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Nature strip locations as per mowing list and eligibility criteria. Average mowing cycles generally averaged between 6-8 calendar weeks this quarter.  Grass growth was very rapid during this quarter due to ideal growing conditions.
	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's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been 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 Councils 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	Tree Customer Service Requests- 126 completed with 124 completed within service standard targets- 98% compliance for this quarter 1/1/15- 31/3/15.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters in CBD are cleaned daily. Areas outside CBD.s done Tuesday and Fridays
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside CBD areas cleaned twice weekly.
	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's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward footpath capital and maintenance works programs. This will assist in strategically managing Councils footpath assets and provide real time condition of these assets. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.
				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 the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are on going and draft reports have been completed. Council applied and was successful in

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		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	receiving further grant funding from OEH to carry out overland flow flood studies for the remaining catchments in the Council. This will provide Council with flood and drainage assessment information on the storm water system for those catchments.
			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 outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. Average repair time by Ausgrid for public lighting assets has been reported at 5-6 days from receipt of fault report. This is currently within the minimum Ausgrid service standard of 8 days however, Ausgrid are currently investigating options to improve this repair time.
		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	Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Everton Road, Belmore Street, Railway Parade, Fitzroy Street, Linthorn Avenue, Elizabeth Street Car Park and Stanley Street Reserve. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards.
		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 booked and area clean ups are done and up to date
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks			Wash public waste bins monthly.	●	On Track	All be tidy bins emptied 7 days a week
							Be tidy bin surrounds are washed monthly
	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	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software - Assetic, has now been implemented and configured to prioritise, inform, 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. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified Defects whilst working within the area, defects investigated, assessed and programmed within 4 working days.
	Lead: Compliance Secondary: Works, Operation & Parks	Burwood Safe and Clean	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Daily	●	On Track	Council's Safe & Clean Team patrol Burwood CBD and surrounding streets on a daily basis ensuring that the footpaths are clean and all rubbish dumped on the footpath removed. The Safe & Clean Team commenced operation in July 2014 and since this time, the appearance of the Burwood CBD has improved dramatically.






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			Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	The business streets in Strathfield, Enfield, Croydon and Croydon Park are patrolled on a daily basis by the Safe & Clean Team to ensure that the streets provide a safe and clean appearance for pedestrians and service users.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily		On Track	The Safe & Clean Team patrol all business streets located in the Burwood CBD on a daily basis and ensure that any illegal advertising posters are photographed and forwarded to Council's Compliance Team for investigation and enforcement. If a poster is advertised illegally, formal action is commenced against the owner and the poster is removed.
			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	Council's Safe and Clean Team are patrolling the business streets of Croydon, Strathfield and Enfield on a daily basis ensuring that the streets are clean of rubbish and illegal advertising. All advertising observed in the streets is referred to Council's Compliance Team for enforcement. Enforcement includes formal action and removal of the advertising material.
			Assist with management of outdoor seating regulations in CBD areas	Daily		On Track	Council's Safe & Clean Team are patrolling all business streets in Burwood, Strathfield, Croydon, Croydon Park and Enfield on a daily basis ensuring that outdoor eating premises are compliant with the regulations. If a business is not compliant with the regulations or agreement, formal action is pursued with fines and/or cancellation of licence.
			Maintain and water planter boxes along footpaths in CBD areas	As required		On Track	Council's Safe & Clean Team patrol the main business streets on a daily basis and ensure that the planter boxes are cleaned and maintained. The Safe & Clean Team will apply water when required to the planter boxes to ensure the health of the plants.
			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 of Burwood, Strathfield, Croydon, Croydon Park and Enfield on a daily basis ensuring that no trip hazards or illegal articles are placed on the footpath causing any obstructions . The Safe & Clean Team report all such obstructions immediately to Council's Compliance Team for enforcement purposes. Council's Compliance Team will seek the removal of all articles placed illegally on the footpath while all trip hazards are forwarded to Council's Road Crew for assessment and/or repair.
		Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Replace planter boxes in Burwood CBD and plant with decorative flowers	New planter boxes installed by October 2014		Watch
	1.1.2 - Work with key partners and the community to reduce crime and improve community safety.						
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.		On Track	Council processed all CCTV applications from the Police during the quarter within the two days of receiving the application. Council works closely with the Burwood Police in combating crime and crime trends in the Burwood Local Government Area
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.		On Track	Council's Compliance Manager meets with Police on a weekly basis to discuss crime trends and develop plans to combat crime. Police are active

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							members of Council Safety Committee.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.		On Track	Council's Community Development team has connected local services with the Liquor Accord to ensure broad representation.  Additionally, Council has updated the Community Safety Fact Sheets for Burwood residents on how to protect themselves from falling prey to crimes such as mail box fraud. These fact sheets were designed in collaboration with the Community Safety and Crime Prevention Standing Committee and will be to local residents in the next quarter.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.		On Track	Council's Compliance Manager attends every SSROC Compliance Meeting held once per quarter. The SSROC Compliance Meeting was scheduled for Marrickville Council on 17 February 2015.
<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 Graffiti Management Strategy is on track with all actions in the plan due for completion by the end of the current financial year.
<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	The Community Development team has developed a plan for the annual Youth Week event in conjunction with the Burwood Youth Advisory Group (BYAG). Grant funds have been secured to run the program of events which will take place in April 2015. The main event will take place in Burwood Park on Friday 17 April and will have a 'safe partying' theme with fun activities and information on a range of topics.
			Consult and engage young people on their needs and issues, in conjunction with the Burwood Youth Advisory Group (BYAG)	Survey conducted in conjunction with Community Survey, every two years.		On Track	The 2015 Burwood Youth Survey has been developed and will shortly be distributed to schools and also at Burwood Councils Youth Week activities to be held in April 2015.
<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	In September 2014 Council submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park. This grant has been successful to a value of \$174,350 and it will support the construction of this facility.  Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was unsuccessful.  An Expression of Interest for a grant to fund ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was unsuccessful.  Council staff will seek further grant funding opportunities as they arise.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.		On Track	<p>The Community Development Team successfully obtained two grants in this quarter:</p> <p>1. Youth Week NSW Grant of \$1,538. Council matches this amount to hold the annual Youth Week event.</p> <p>2. NSW Going Viral Grant of \$7,500 from Sydney Local Health District. This grant will be used in conjunction with the Youth Week NSW grant to hold a health focused event as part of Youth Week 2015</p>
<b>1.2.3 - Investigate opportunities to increase the availability of facilities and venues.</b>							
	Lead: Assets, Property & Building Services Secondary: Community and Library Services	Community Facilities	Explore alternative venues for community use and create a database of venues.	Implement strategies to maximise use of available facilities in the LGA by the community.		On Track	Council has recently engaged a Community Facilities Officer whose responsibility it is to maximise the use of Council's venues.
<b>1.2.4 - Support existing sport and recreation groups to provide services and facilities.</b>							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.		On Track	The Community Hub, Fitzroy Centre, George Street Centre, Woodstock and Burwood Park Community Centre were all available for hire.
	Lead: Parks		Offer parks for hire.	Parks available for hire.		On Track	Park bookings processed as per Council procedures and invoiced as per Councils adopted fees and charges.
<b>1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.</b>							
	Lead: Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community.	Incorporated into specific Plans of Management and Capital Works Program as necessary.		On Track	Council approved the public exhibition of the Draft Generic Plan of Management for parks. Draft Plan of Management was on public exhibition until 2 February 2015. The final Generic Plan of Management - Parks was adopted by Council on 23 March 2015. Document is now available on Council's web site.
<b>1.2.6 - Upgrade existing playground areas and park structures to cater for wider community</b>							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.		On Track	<p>The new play equipment in Martin Reserve is now open to the public. The new play equipment includes a shade structure, rubber soft fall a picnic table with benches.</p> <p>Quotations have been assessed and a contractor has been engaged to design and construct replacement play equipment in Prowse Reserve. Pre- construction work is under way. The new play equipment will be installed by the end of the 2015 financial year ( weather permitting).</p> <p>Works were recently completed on the Burwood Park toilet block upgrade. This includes three new Exeloo Automated toilet units.</p> <p>Works have commence on the construction of the outdoor eating area for the cafe in Burwood Park.</p>



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1.2.7 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with HACC and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.		On Track	Strategic partnerships were established during the quarter with Co.As.It and Bankstown TAFE to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.  During the quarter, Volunteer Network had 216 enquires regarding volunteering, conducted 24 volunteer interviews and referred 210 volunteers to not for profit organisations in the Inner West Area. Council received 77 enquiries regarding volunteering specifically in the Burwood LGA.
			Continue to provide a Volunteer Network Service for the Home and Community Care (HACC) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.		On Track	Volunteer Network continues to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and to advertise volunteering through the local media.  During the quarter, Volunteer Network had 216 enquires regarding volunteering, conducted 24 volunteer interviews and referred 210 volunteers to not for profit organisations in the Inner West Area.  Council received 77 enquiries regarding volunteering specifically in the Burwood LGA.
1.2.8 - Develop appropriate and relevant training in order to build Home and Community Care (HACC) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with HACC-funded service providers across the Inner West area on training and development.	Training sessions and HACC forums conducted monthly.		On Track	This quarter three Community Care Forums were held in order to discuss Commonwealth reforms, fees policy and guidelines. Around 45 Home and Community Care providers attended. These meeting were used as a platform to consult with all providers and collect their feedback regarding how the new reforms will impact the community . Feedback will be forward to the Commonwealth Government by the 15 April deadline.  During this quarter nine calendar training sessions were provided with the aim to up skill the Home and Community care Providers across the Inner West as well as 12 in-house training sessions. These sessions included training for managing committees, managers and field staff.
1.2.9 - Facilitate access to Podiatry Services							
	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 Care Podiatry Service is continuing to accept new clients. Information sessions/presentations for community groups and involvement in community forums and local/regional events continued over the last three months. New referrals, information on the service and/or requests for presentations are widely promoted.
1.2.10 - Improve online access to services at Council's key facilities.							
	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 within the Library and Community Hub was available every day during Quarter 3.

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1.2.11 - Upgrade Enfield Aquatic Centre facilities.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Investigate opportunity to establish a multi-purpose facility above existing swimming pool plant room.	Report to Council by 31 December 2014.	<div></div>	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Upgrade of ticketing area and staff area	Upgrade completed by 31 May 2015	<div></div>	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have restricted further progress in this regard.
			Expansion of Shelly Street car parking area	Works completed by 30 June 2015.	<div></div>	Not Due	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Construction of a covered walkway from Shelly Street carpark to pool entrance	Construction completed by 30 June 2015.	<div></div>	Not Due	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Upgrade of west-facing façade at 50 metre swimming pool.	Works completed by 30 June 2015.	<div></div>	Not Due	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Replace fencing around Enfield Aquatic Centre	Works completed by 30 June 2015.	<div></div>	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have restricted further progress in this regard.
			Carry out maintenance of 25 metre swimming pool.	Works completed by 30 September 2014.	<div></div>	On Track	Major works were conducted on 25m pool and the filtration system - completed 21 July 2014. Scheduled maintenance is ongoing to meet current pool operating guidelines
1.2.12 - Comply with NSW Health Regulations and Guidelines.							
	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.	<div></div>	On Track	Each of the pools and water features at the Enfield Aquatic Centre are tested every two hours for correct levels of sanitation. All test results have been within or above industry standards for water quality at Public Swimming Pools. These are verified periodically by NSW Health, as well as by monthly independent laboratory tests.
1.2.13 - Provide new learn-to-swim and life saving programs and encourage community participation.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	<div></div>	On Track	The interest in squad swimming has increased during this quarter. It has also been noted that Swimming Squad Membership sales are improving
			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.	<div></div>	On Track	The Learn-to-Swim Program is completely full with no opportunity to increase patronage. However, we have integrated a life saving criteria into the term program which will address the need for water safety.
1.2.14 - Implement best practice customer service at Enfield Aquatic Centre.							
	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.	<div></div>	On Track	Draft survey has been prepared and will be circulated amongst users prior to 30 June 2015
1.2.15 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park	Completion of Stage 1 (area 7,186sqm) on north eastern side, including earth works, drainage and turf.	Works completed by 31 December 2014.	<div></div>	Watch	On site latent site conditions have largely been resolved. Construction works are underway with land shaping of the three wetland system completed. The wetland liner is being installed. The completion date has been delayed due to

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							heavy rainfall on the site.  The installation of the service lines into Wangal Park is now completed. The installation of the overflow line out of the park is in progress. These service lines will manage stormwater surcharge into and out of the wetland system.
			Completion of Stage 2 (area 4,868sqm) on middle and eastern side, including earth works, drainage and turf.	Works completed by 31 March 2015.		Watch	Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade is operational. Topsoil has been stockpiled in the north eastern area of the park site. However, the actual construction of the north eastern part of the site will commence once the wetlands have been completed as access to the topsoil will be required.  Unfortunately due to various recent storm events the construction has been delayed.  This section of the park is now scheduled for substantial completion by June 2015.
			Complete wetland construction and planting as per approved NSW Metropolitan Greenspace Program Grant and Federal Government Stormwater Grant.	Works completed by 31 December 2014.		Watch	Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade is operational. Topsoil has been stockpiled in the north eastern area of the park site. However, the actual construction of the north eastern part of the site will commence once the wetlands have been completed as access to the topsoil will be required. This section of the park is now scheduled for completion by June 2015.  However, due to various recent storm events construction is now delayed.  Various latent conditions on site (leachate and gas issues) have hampered the construction. Design modifications have been resolved and construction changes have been made.
			Completion of Stage 3 (area 9,481sqm) on south eastern side, including embankment terracing and turfing.	Works completed by 31 March 2015.		Watch	Construction work continues for Wangal Park with land shaping of the three wetland system completed . The wetland liner is now being constructed.  The sites latent conditions have been worked through and have now been mostly resolved. The completion date for this section is now scheduled June 2015.  However, due to various recent storm events construction is now delayed.
			Construction of shared pedestrian and cycle path near amenities block and park operations building locations	Works completed by 31 March 2015.		On Track	Construction works continue at Wangal Park with land shaping of the three wetland system completed The construction of the wetland liner is now well under way.











THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							The construction of the shared pedestrian and cycle path near the amenities block and park operations building will commence after the wetlands work is completed.
<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	The ID Community Profile and Economy ID Profile are both currently up to date and contain relevant local demographic information. Information on the Profile has been used to develop community programs and to apply for funding.
<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.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. The sections which can be accessed on Council's homepage under the Language Service tab include information on Community Services, Library Services, Regulations, Waste Management and Parking. Council is currently investigating providing additional translations to the most viewed documents and web pages based on website data and traffic.
			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	The website had 138,282 views with 34.4 per cent of users accessing Council's website via smart phone or tablet device, a 2 per cent increase since last quarter. Council's presence on social media continues to grow with an audience increase of 14.2% across Facebook, Twitter and Instagram since last Quarter. In March, Council launched a new 'Mayor of Burwood' Facebook page to provide an additional platform for residents and stakeholders to interact with Council. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers (Burwood Scene and Inner West Courier). Information is made available on Council's website and social media pages which are updated daily. This Quarter, Council launched its Burwood Future campaign to raise awareness in the community on the NSW Government's proposed local government reforms. The section outlines the proposal and provides additional information on the







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT	
							impact and benefits of potential amalgamations.	
			Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	<div></div>	On Track	Council prepared 18 media releases on key issues, initiatives and events including the opening of Railway Square, proposed local government reforms, Lunar New Year and Easter in the Park. Media releases were uploaded onto the Council website after distribution.
					Number published.	<div></div>	On Track	This quarter, 101 articles were published in local and metropolitan news outlets, with 96.1 per cent of articles either positive or negative in coverage. In particular, Council received coverage on proposed local government reforms, Westconnex and Parramatta Road renewal project, Australia Day and Citizen of the Year Awards and Lunar New Year.
1.3.3 - Preserving information.								
	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.	<div></div>	On Track	The original series of Council Minute Books are being prepared to be transferred to NSW State Archives.	
1.3.4 - Provide information to the community on Library services.								
	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.	<div></div>	On Track	<p>Burwood Library continues to promote events, collections and services through flyers, library brochures (English, Chinese and Korean), the library's website, local media and noticeboards. An upcoming initiative (Tech Savvy Seniors) has seen promotional material distributed to local cafes, churches and community groups.</p> <p>The library digital asset management program 'Portfolio' went live on 31 March 2015. This program combines some of the features of the web catalogue and search discovery tools to provide a single entry for library patrons for resources available.</p> <p>The benefits of the program include:</p> <ul style="list-style-type: none"><li>One search bar to search all library resources – print and electronic</li><li>List Library events/activities on library home page</li><li>List latest releases in horizontal carousel image slider format</li><li>Add digitised local history images to the library's catalogue</li></ul>	
1.3.5 - Promote Library services to the community.								
	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.	<div></div>	On Track	Memberships are reported every six months. The next report is due in the next quarterly report.	
1.3.7 - Provide a range of services for children and young people.								
	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.	<div></div>	On Track	Mobile Play van ran every Wednesday and Thursday during the school term of the quarter, with one exception when it was cancelled on a Wednesday due to adverse weather conditions. New families attended every week and one Thursday attracted nine new families and over 130	

THEMES AND STATÉGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							participants in total. Plans are under way for a mobile animal farm to attend playvan next term.
				Customer satisfaction measured annually and evaluation reports prepared.	<div></div>	On Track	Also, Youth Week activities with a Safe Partying theme are being developed for April 2015. The customer survey has been developed and will be distributed in term 2, 2015 as this will be most effective in attracting a range of respondents.
1.4 - A community that celebrates diversity							
1.4.1 - Celebrate the achievement of community leaders.							
	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.	<div></div>	On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Fr James Collins was awarded Citizen of the Year and Samantha Panos was awarded Sportsperson of the Year. In March, Council celebrated the achievements of community members as part of Seniors Week and International Women's Day. Two photo exhibitions were held as part of the event showcasing the inspirational stories of achievement from seniors and women in the community. The awards and photo exhibitions were promoted in the Mayoral Column, social media and on Council's website.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.	<div></div>	On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Fr James Collins was awarded Citizen of the Year and Samantha Panos was awarded Sportsperson of the Year. In March, Council celebrated the achievements of community members as part of Seniors Week and International Women's Day. Two photo exhibitions were held as part of the event showcasing the inspirational stories of achievement from seniors and women in the community. The awards and photo exhibitions were promoted in the Mayoral Column, social media and on Council's website.
1.4.2 - Improve access to information on government services.							
	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.	<div></div>	On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 306 views during the quarter, a 27 per cent increase.
	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.	<div></div>	On Track	The library maintains 30 public PCs and WiFi access to the internet. Patrons can easily access government information sources via links on the library's website.










THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.3 - Develop strategic relationships with multicultural service providers.							
	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	The library continues to work with a range of multicultural service providers, including the Multicultural Health Service and Chinese Australian Services Society (CASS) to deliver information sessions to the Chinese speaking community.
			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	<p>The library staff have worked with a range of groups during the quarter, including the Multicultural Health Service, Sydney Local Health District and Chinese Australian Services Society (CASS). The ongoing relationship with Navitas College also brought students from a wide range of cultural backgrounds to the library.</p> <p>Further work will be done in future quarters to engage with other cultural groups in the area.</p>
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community well being and active ageing.	Deliver a minimum of one initiative per annum.		On Track	<p>Woodstock Term 1 program (January- March 2015) offered a range of short courses and one-off activities to promote health and well being. This was achieved through partnerships with SHARE Inc and private teachers to provide seniors exercise, special needs classes, zumba, yoga and fitness training. Social connections were promoted through a range of creative programs utilising volunteers and paid tutors, including craft and art activities.</p> <p>A highlight was the inclusion of activities at Woodstock in our Seniors Week celebrations. Line Dancing was well attended with 40 people participating in a one off session. This will now be included as an activity in term 2. 16 activities were on offer during February and March with 192 community members participating in these activities.</p>
1.4.5 - Promote sporting activities and the arts to bring people together.							
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	At least one local sporting group at each Council event as relevant and appropriate.		On Track	<p>Burwood Council invites local sporting groups to participate in community events where suitable. During the third quarter Burwood Council hosted an Australia Day event which featured a Citizenship Ceremony followed by an afternoon of family friendly activities at the Burwood Library and Community Hub. As part of the Citizenship Ceremony, Australia Day Awards were presented to local residents including Ms Samantha Panos who was awarded Sportsperson of the Year for her achievements and leadership shown in the sport of competitive gymnastics.</p> <p>In addition to this event, Council held a Lunar New Year event and an Easter in the Park event which were not deemed suitable for local sporting groups to attend. However the local community was still represented at these events in the form of local performance groups, local church groups, local crafts groups and community leaders participating.</p>






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Create a designated area for local artists and groups at Council's civic events.		On Track	Local artists, schools and community groups are invited to participate in the majority of events held by Council, as either performers, volunteers and/or ambassadors. Accordingly, as part of the Australia Day celebrations, Koomurri, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived, as well as a collection of songs and dances derived from their local tribe during the Citizenship ceremony. For the Lunar New Year event, a partnership was formed with local organisation, Australian Chinese Cultural & Commerce Association, who then organised a program that included a collaboration of local Chinese song and dance performances groups. While for the Easter in the Park event, eleven local churches formed the acts for the stage program and took part in the Parade down Burwood Road to signify the start of the event. Local dance groups and schools were also part of the stage program, including MLC School and Dorothy Cowie School of Dancing.
<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	331 items were added to the multicultural collections during the quarter. Of the total, 281 were in Chinese and remainder in Hindi and Korean.
<b>1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Action Plan, including for Council staff who work with people with disabilities.		On Track	Discussions have commenced for Council to undertake a series of "Disability Awareness" sessions across Council to update all staff on disability issues particularly staff who have direct contact with the public.  Also, preparations have commenced to re-convene Council's Access Committee following the approval of the Disability Action (Access) Plan at the end of 2014.
	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 34% of Council's overall website traffic comes from smart phones or tablet devices. An increase of 4% since last quarter. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users. Documents are uploaded on Council's website in both PDF and Word format, as per the Federal Government's Web Content Accessibility Guidelines V2.0. This allows for the use of computerised reading software.

THEMES AND STATEGIC GOALS	RESPONSIBILTY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.8 - Continue the publication of Council news in local media including local newspapers.							
	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, Burwood Scene) and includes the following information: - Mayor's Message - Latest news and information on events and initiatives - Development applications received and approved by Council - Times and dates of upcoming Council Meetings - Contact information - Council's values - Link to social media pages - The column is also published on the Council website and social media pages  In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian in order to provide this information to CALD members of the community.
				Burwood Update Residents Newsletter produced quarterly.		On Track	The next quarterly Burwood Update Residents Newsletter is scheduled to be distributed in Quarter 4. The previous edition was distributed in December 2014 to 16,000 residents and households.
				Newsletter made available in electronic format.		On Track	The Summer Burwood Update Residents Newsletters was made available online on Council's website during Quarter 2. The next Burwood Update Residents Newsletter is scheduled to be distributed and published online in Quarter 4.
		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 in line with Council's Service Charter.	
1.4.9 - Promote volunteering opportunities.							
	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 continues to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 216 enquiries regarding volunteering, conducted 24 volunteer interviews and referred 210 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 and produced a six month training calendar. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills. In the third quarter, Volunteer Network had 216 enquires regarding volunteering, conducted 24 volunteer interviews and referred 210 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.  80% responded to within ten working days.		On Track	In total 21 DA referrals received during the quarter, 11 referrals responded to within 10 working days and 14 within 15 working days.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		On Track	Heritage information has been put on Council's website and is updated when new information is available.
<b>1.5.2 - Provide leadership on community values.</b>							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.		On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible. In addition, the values are incorporated in Council's Integrated Planning and Reporting documentation. The meaning and importance of these values can be viewed on Council's website.
<b>1.5.3 - Undertake a Local Government wide heritage study to identify buildings of historical significance.</b>							
	Lead: Strategic Planning	Heritage	Update current Heritage Schedule (Burwood Local Environment Plan No. 19).	Complete review by 31 December 2014.		Watch	The heritage inventory sheets for all existing local heritage items have been updated. Fifteen potential items have been investigated by heritage consultants as Stage 1 of the Heritage Study Review. Further 15 potential items, as Stage 2 of the review will need to be investigated.
<b>1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</b>							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		Not Due	Heritage Week will be incorporated into Burwood Council's 2015 calendar of events in accordance with the Heritage Festival from Saturday 11 April to Sunday 19 April 2015, as planned by the National Trust of Australia (NSW). Burwood Council's Heritage Week celebrations will include a social media campaign exploring historical Burwood images, and a display of still photography in the Council Chambers. The Burwood Library and Community Hub will also showcase memorabilia from local war families in line with this year's centenary of Anzac.
<b>1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.		On Track	The Boarding House initiative which commenced in 2013 has developed into a committee who will work on boarding house specific issues during 2014/2015. This committee has developed a Neighbourhood Week BBQ for boarding house residents to be held on 20 April 2015.
<b>1.5.6 - Promote interaction between different groups in the community.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.		On Track	In the lead up to all civic events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers. Digitally, events are also heavily promoted on the Council website and via all Burwood Council social media channels, including Facebook, Twitter and Instagram. The website is also updated with images upon the completion of each respective event.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Print media coverage is included for all events as well, including media releases being sent to local newspapers and mentions in the Mayoral Column which also appears in local newspapers. In addition to the promotional methods above, 16,000 lantern-shaped flyers were distributed to all households and businesses in the Burwood LGA to promote the new Lunar New Year Night Markets event that took place on Thursday 26 February 2015.</p> <p>Whereas for the Easter in the Park event on Saturday 28 March 2015, the local churches promoted this event through their networks using promotional postcards and A3 posters. This event also included a Parade down Burwood Road, and so, businesses and households along Burwood Road were sent a notification letter about this Parade and the Easter in the Park event.</p> <p>For the Lunar New Year Night Markets event and the Easter in the Park event which both took place in Burwood Park, a courtesy notification letter was sent to all households and businesses located around the Park.</p>
			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	<p>There were no Commemorative Services held during the third quarter from January to March. Planning is under way for two commemorative services taking in the next quarter, including the special Burwood Anzac Commemorative March and Dawn Service event to be held on Anzac Day, Saturday 25 April 2015 and the National Servicemen's Commemorative Service to be held on Sunday 31 May 2015.</p>
<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>Youth Week will be celebrated in April 2015 with a Safe Partying information event. At this event the Burwood Council 2015 Youth Survey will be distributed to participants during the event.</p> <p>Additionally BYAG members and other recruited volunteers are attending schools during the months of March and April to discuss healthy relationships with year ten students.</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	<p>A representative from the Media &amp; Communications Team visited the Seniors' Computer Club on 13 October 2014 to discuss the latest news and information on Council's website. The next session will be held at the commencement of the new term on 20 April 2015.</p>
<b>1.6.3 - Explore partnership opportunities to foster improved community connections</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Community Engagement	Develop a new comprehensive Community Engagement Strategy.	Community Engagement Strategy to incorporate best practice provisions.	●	On Track	<p>The Community Engagement Strategy was adopted by Council at its Meeting of 23 February 2015. Since implementing the Strategy, key staff members have been briefed on the best practice provisions in order to foster improved community</p>








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							connections. Additional staff members will be briefed in Quarter 4.
<b>1.6.4 - Provide opportunities that facilitate interaction between young and older people.</b>							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.		On Track	<p>Staff ran a successful intergenerational project involving Year 12 Students of the Southern Cross Catholic Vocational College and a group of 18 seniors who live in Burwood. The project "Live Life in Full Colour" aimed to bring the two generations together as well as provide an opportunity for the students to practise and develop their skills in photography, in particular, portrait taking.</p> <p>After each photo session (there were four separate photo shoots in all), the two generations had refreshments together and talked about the lives the seniors have led and their valuable advice to the young photographers. Both sides enjoyed each other's company.</p> <p>Two of the best photographs for each participant were selected, developed and enlarged and were put on exhibit in two separate occasions during Seniors Week 2015 celebration in March. The Photo Exhibit generated a lot of interest and positive feedback. The students were congratulated and acknowledged by all who viewed the photos.</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	Council conducted the following workshops during the quarter: No Dig Gardens workshop - 28 March A series of Road Safety workshops are being developed for quarter 4.
<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 2014-15. This document represents the quarterly report in relation to the period 1 January - 31 March 2015.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		Not Due	The 2013-14 Annual Report was lodged with the Office of Local Government on 25 November 2014.
			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 2014-15 was adopted by Council at the 23 June 2014 meeting. The Draft Operational Plan for 2015-16 will be presented to Council in April 2015, before it is placed on public exhibition.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b>							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.		On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
<b>2.1.4 - Provide community education on Council policies and regulations.</b>							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.		On Track	During the December Quarter the following policies were published on the website:  Community Engagement Strategy Privacy Management Plan Burwood Library and Community Hub – Statement on Access to Information Compliance and Enforcement Policy Burwood City Safe Program - Code of Practice Out of Pocket Expenses Public Interest Disclosure Act 1994 - Internal Reporting Policy Procedure of Assessing Public Interest Disclosure and Investigations Generic Plan of Management - Parks
			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 Agendas were published on Council's website three days prior to the meeting. All Council Meeting Minutes are published on approval.
<b>2.1.5 - Hold Council Meetings.</b>							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.		On Track	During this quarter , two Council Meetings were held 23 February 2015 and 23 March 2015.
<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	Local cultural groups are invited to participate in Council events, where deemed appropriate and within the constraints of the events theme. Accordingly, as part of the Australia Day celebrations, Koomurri, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived, as well as a collection of songs and dances derived from their local tribe during the Citizenship ceremony. For the Lunar New Year event, a partnership was formed between Burwood Council and local organisation, Australian Chinese Cultural & Commerce Association, who then organised a program that involved local Chinese song and dance performances groups. While for the Easter in the Park event, performers from eleven local churches formed the acts for the stage program and took part in the Parade down Burwood Road to signify the start of the event.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services		Design library programs to bring together community cultural groups and improve communication between those groups and Council.	Minimum 300 activities conducted per year.		On Track	<p>Burwood Library continues to deliver targeted, quality programs to the community. In total, 846 adults and 216 children attended the 85 programs organised during the quarter. The total number of programmes organised for the year as at the 31 March stands at 274.</p> <p>Highlights of programs organised during the quarter</p> <p>1. School holiday activities in January (Total attendance: 133 participants)</p> <p>Australian Wildlife This program introduced children to Australia's unique wildlife enabling them to come and meet a variety of animals up close, including a python, a possum, a crocodile and more.</p> <p>Floating on a Sea of Stories A joyous storytelling performance based on traditional stories from Japan – tales of magic, bravery, kindness, ingenuity, determination, family and friendship.</p> <p>'A' is for Australia This was a fun show celebrating Australia's folklore and history, ranging from the Dreamtime, to Colonial times, to Australia's modern day heroes including a tribute to Australians in World War I. The program was very interactive with children participating in various activities such as shearing a 'sheep' and being part of a bush band.</p> <p>2. Health talk in Chinese</p> <p>In partnership with CASS and SLHD Multicultural Health Services, the Library held a talk on managing back pain on 5 March. The talk in Cantonese attracted 54 participants.</p> <p>3. Seniors Week activities Senior Week was celebrated in the Library with yoga and meditation sessions as well as the screening of the movie, "Advanced Style" which challenges ideas about beauty and ageing. 70 people attended these activities.</p>
<b>2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.</b>							
	Lead: Governance Secondary: Governance	Open Forums	Conduct of Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.		On Track	Open Forum is conducted at each Council Meeting.
	Lead: Media, Communications & Events Secondary: Governance		Develop a new program of open community forums in conjunction with major projects.	Number of open forums and public attendance.		On Track	<p>Two resident focus groups were held on Tuesday, 17 February in conjunction with Council's Residents Satisfaction Survey. The focus groups were held to obtain qualitative feedback from residents and receive input on planning for Burwood's future.</p> <p>To ensure that Council received participation from a cross section of the community, 24 participants were selected randomly from the residents who expressed interest in attending the focus groups. The feedback received from the focus groups will</p>




THEMES AND STATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							be incorporated in subsequent reviews of Council's Community Strategic Plan and Delivery Program.
2.1.8 - Provide language aide services and translate key documents into main community languages.							
	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	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 in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil. This Quarter, Council devised visible fact cards for front line staff to distribute to park patrons to raise awareness on issues regarding littering and damaging plants. The cards are visual and easy to understand in order to assist CALD members of the community.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/ Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings		On Track	The Register was updated for the policies, corporate practices and procedures approved during the quarter and also cleansed for out-of-date documents and planning documents.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.		On Track	During the quarter, two meetings were held on12 February 2015 and 5 March 2015.
2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.							
	Lead: Executive Manager	Policies, Procedures, Corporate Practices and Plans	Implement the recommendations from The Local Government Independent Review Panel Report.	As required subject to release of reports and guidelines by the NSW State Government.		On Track	Following the release of the Minister for Local Government's response to the Independent Panel's report in September 2014, Council has been assessing the criteria set by the State Government under the new "Fit for the Future" reform agenda, in preparation for a submission to be lodged by 30 June 2015. At its 24 November 2014 meeting, Burwood Council agreed to sign a Memorandum of Understanding with Ashfield, Canada Bay, Marrickville and Leichardt Councils to commission a modelling study to research the implications of the recommended mergers made by the State Government. Consultants Morrison Low were engaged to undertake the study and the final report is now available to the public. Based on the findings of the report, and the results of community engagement, Council will be formulating its position in April-May, before lodging a submission in June 2015.
	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	Once the Minister has made his determination the Office of Local Government will issue directives to Council which will be reported once Council has received notification.
2.1.11 - Implement best practice governance strategies.							
	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 has participated in a joint study with other Inner West councils on the potential impacts of the Fit for the Future reform agenda. A submission will be prepared and lodged with the Office of Local Government by June 2015.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.12 - Maintain an effective, open complaint handling processes.							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.		On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.		On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis. Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.		On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.		On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
2.1.13 - Monitor and manage personal and private information.							
	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	No Privacy and Personal Information Applications were received for the March Quarter.  During the March Quarter 51 informal and 2 formal applications under the GIPA Act were received all applications were processed within the statutory time frame.
2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.							
	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 51 Development Applications, 24 Complying Development Applications and 6 Pre Development Applications were submitted to Building Development. 98% of applications were delivered within the Service Standard.
			Receipt, scan and lodge Government Information Public Access (GIPA) Act applications and submit to Council's Governance Section for response.	Within one day.		On Track	During the quarter 63 Informal and 1 Formal GIPA Applications were scanned, registered and submitted to the Governance section within one day.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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.	<div></div>	On Track	Supporting documents and files related to the Government Information Public Access (GIPA) Act. 64 applications were provided to Governance.
			Retention and disposal of records.	Annually.	<div></div>	On Track	Records closed and sentenced according to the General Retention and Disposal Authority: Local Government Records. Records securely disposed of according to the General Retention and Disposal Authority: Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	<div></div>	On Track	Daily mail processed, scanned, registered and distributed within service standard.
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	<div></div>	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new staff and refresher training has been provided to existing staff. TRIM document statistics are provided in the Records monthly report.
2.1.16 - Undertake efficient and transparent procurement and purchasing.							
	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.	<div></div>	On Track	During the March quarter Council approved one Tender, for the operation of the Burwood Park Cafe.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	<div></div>	On Track	The Procurement Strategy was approved by the Executive on 30 July 2013. The Purchasing and Contract Management Corporate Practice was approved by the General Manager on 3 July 2013 and is due for review in 2017
2.1.17 - Provide education to Councillors on changes to legislation.							
	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.	<div></div>	On Track	No major changes to legislation was implemented during this quarter.
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.	<div></div>	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





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.</b>							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated.		On Track	During the quarter Councillors received briefings on Fit for the Future reform agenda, WestConnex and Parramatta Road Renewal projects.
<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	No Corporate Induction took place during the reporting period due to insufficient numbers and all new employees were given a one on one orientation into Council and the next Corporate Induction has been scheduled for 29 May 2015.  The Corporate Induction takes new employees through the services provided by Council to the community of Burwood. The new staff meet the Executive members and other stakeholders and take a tour of the community locations. A number of internal corporate practices, policy and legislative information is provided to the employees on this day.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.		On Track	The results of the third Employee Opinion Survey were presented to the Executive on 27 February 2015 by Insync Surveys. The results were very encouraging with an outstanding response rate of 84% and with employee engagement increasing from 68% in 2012 to 70% in 2014. When compared to other NSW Councils on Insync's database Burwood is now ranked 3rd. Since 2010 there has been a positive shift in employee satisfaction from a score of 4.07 then to 4.78 in 2014. During March 2015 staff were briefed on the findings of the survey and the detailed divisional results have been provided to each Executive member and they in consultation are to identify by the end of April 2015 the three (3) main areas of opportunities for Council to focus on over the next 18 months.
			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	During the reporting period the Joint Consultative Committee met on (3) occasions and Work Health and Safety Committee met on (2) two occasions. Staff also attended the LGNSW Human Resources Network quarterly meeting in March 2015. Council maintains strong professional working relationships with all the industry stakeholders.
			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	During this reporting period the "SWITCH" training sessions were completed with the successful migration of Council's IT operating environment to Windows 7 and Microsoft Office 10.  As part of the Learning and Development Plan staff participated in various Microsoft Office 2010 applications specific training, which included; Outlook Efficiency, Outlook Meeting Management, Word Mail Merge, Word Templates, Excel Calculation, Excel Chart and Business Diagrams, Excel Data, Excel Reporting with Pivot Tables, and Power point Basics. Additional programs were run in conjunction including; Time Management, Business Writing and Presentation Skills. Due to the high demand we have extended Excel and Time Management Training to continue into the








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>next quarter.</p> <p>Also 14 in-house and external training programs were coordinated and implemented during this quarter including; Adobe Dreamweaver Course, National Construction Code 2015 Information Seminar, Ascetic User Conference, Innovation &amp; Excellence in Community Development Conference, Innovation in Public Library Services Conference, Public Health Workshop, Award History and Interpretation, Feasibility Analysis Introduction Course, Implementation of Customer Service Strategies, ACS Community Forum 2015 Reforms, StateCover 2015 Seminar, Local Government Forum focusing on reforms, Annual Congress Series – Executive Assistant Master Class, Australian Library &amp; Information Association Online Information – Cutting Edge Technologies and Innovation, Certificate 2 in Aboriculture.</p> <p>Training sessions for several groups covering the following Corporate Practices and Policies; Code of Conduct, Discrimination Harassment Bullying Policy &amp; Grievance Procedures, Dangerous Goods, Incident Reporting &amp; Investigation Corporate Practice and Personal Protective Equipment.</p> <p>The Leaders @ Work management development program saw 13 staff complete the program in the previous quarter and we are now looking to further their skills and development through further training in the next financial year.</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis. .		On Track	Council's fortnightly payroll cycle is delivered on time and accurately. The SWITCH upgrade and conversion to Windows 2010 was successfully implemented in January 2015
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.		On Track	<p>Reports monitoring sick, annual and long service are provided to managers on a monthly basis to allow managers to review the current status of balances and monitor any trends.</p> <p>The Executive monitors staff leave balances monthly and conducts detailed quarterly reviews.</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>The Succession Plan was further modified during this reporting quarter and will be reviewed in the next quarter. The Human Resources Strategy and Workforce Plan will be reviewed and updated by June 2015.</p> <p>The Salary and Benefits System Corporate Practice draft has been through extensive consultation with all stakeholders during the reporting period with the final version to be submitted to the General Manager for approval in April 2015.</p> <p>The Competency and Performance Review (CaP) project appraisal program commenced in January</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							2015.  A Competency and Performance (CaP) criteria panel was established to as an internal working group to assist in developing the CaP framework. Meetings commenced February 2015 with internal teams to working through role specific requirements.
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System		On Track	The Competency and Performance Review project appraisal program commenced in January 2015.  A Competency and Performance (CaP) criteria panel was established to provide an internal working group to assist in developing the CaP framework. Meetings commenced in February 2015 with internal teams to work through role specific requirements.  The Succession Plan was further modified during this reporting quarter and will be reviewed in the next quarter. The Human Resources Strategy and Workforce Plan will be reviewed and updated by June 2015.  The results of the third Employee Opinion Survey were presented to the Executive on 27 February 2015 by Insync Surveys. The results were very encouraging with an outstanding response rate of 84% largely due to a strong awareness campaign led by the General Manager and with employee engagement increasing from 68% in 2012 to 70% in 2014. When compared to other NSW Councils on Insync's database Burwood is now ranked 3rd. Since 2010 there has been a positive shift in employee satisfaction from a score of 4.07 then to 4.78 in 2014.  During March 2015 staff were briefed on the findings of the survey and the detailed divisional results have been provided to each Executive member and they in consultation are to identify by the end of April 2015 the three (3) main areas of opportunities for Council to focus on over the next 18 months.
2.3.3 - Provide a safe work environment.							
	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	Since Council joined Metro Pool Mutual Insurance scheme in June 2013 the insurance portfolio is managed in accordance with Metro Pool Board, brokers' and insurer's advice and is renewed on an annual basis, every October. The Pools insurance brokers undertake an extensive review of both the on and off-shore insurance market to ensure that members obtain the best possible cover.  Council will review all insurance covers, excesses and updating information necessary to be sent to the brokers on annual basis during the 4 quarter and the first quarter of the next financial year.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	<p>Quarterly reports are submitted to the Executive from the Risk Management Coordinator and next one will be in April 2015 reporting on the previous quarter's results. Council's positive performance in all areas of risk management and insurance claims management is continued.</p> <p>The updating of the Risk Register commenced in March 2015, involving all managers and selected staff to review, update and document risks and identify appropriate control measures for mitigation of the risks.</p>
				Conduct and report annually on risk management self audit and prepare action plan.		On Track	The UIP Continuous Risk Management Risk Management Improvement was conducted by the InConsult the second quarter and the results were presented to the Risk Management Committee in third quarter highlighting a few a small numbers of areas for improvement. A Risk Management action plan was finalised and presented to the Risk Management Committee Meeting in March 2015 subsequently and forwarded to the General Manager for adoption.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.		On Track	<p>The Risk Management Committee met on 2 occasions this quarter.</p> <p>For this quarter the Committee has focused on the finalising and reporting back on the recommendations of the UIP Continuous Risk Improvement Program which was reported to the UIP Board meeting in March 2015 and finalisation of the 2015 Risk Management Action Plan.</p> <p>In March 2015, Inconsult provided further risk management training for Managers in the areas of identifying the difference between risk ownership and risk governance; components of an effective risk management framework and setting and articulating risk appetite.</p> <p>A series of risk interviews with Managers and nominated staff within their area of expertise with the Risk Management Coordinator commenced in March 2015 to review and update the Guardian Risk Register.</p>
	Work, Health and Safety		Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.		On Track	<p>All staff are progressively being inducted into the new Safe Work Method Statements and Safe Operating Procedures.</p> <p>All Council sites have a Chemicals Register and a copy of the Safety Data Sheets relevant for the chemicals which are being used and stored at their location. The Chemwatch on line database was purchased this quarter and will replace the existing</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							manual Chemicals Register and all Safety Data Sheets.  Number of incidents (including near misses) reported for the third quarter were:1 Lost Time, 1 Medical Treatment, 5 Notifications Only and 1 Near Misses.
			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	Council ensures that it maintains effective management of Workers Compensation Claims by ongoing consultation with Councils Insurer StateCover.  Quarterly case management review meetings are ongoing with Council's insurer - StateCover. The third quarterly review was held on 18th March 2015. All claims for Workers Compensation are processed and reported to Council's insurer StateCover within prescribed statutory time frame.  Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		On Track	Flu Vaccinations will to be administered in this quarter on Monday 27 April 2015, Proposals for the Health Expo have been received and are under review.  All new Safe Work Method Statements and Safe Operating Procedures are being delivered throughout the Deport and the Aquatic Centre, The Library and Community Hub have completed all inductions into their Safe Work Method Statements.  The 3 New Corporate Practices - Dangerous Goods, Hazardous Substances, Incident Reporting and Investigation and Personal Protective Equipment have been approved and training into them has been delivered to Civil Maintenance teams and the staff of Library and Community Hub during this quarter.
			Risk Management	Develop and implement Council's Business Continuity Plan.	Coordinate the development of Council's Business Continuity Plan and test Draft Plan by 30 August 2014.		On Track
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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		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 December 2014 Budget review was undertaken in January 2015 and submitted to the February 2015 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.  The March Budget Review will be conducted during April 2015 and submitted to the May Council meeting.
			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 2014 were completed by the 31 August 2014 and externally audited by the 5 September 2014.  Council lodged the audited Financial Statements with the Office of Local Government on the 11 September 2014 within the prescribed legislative time frame.  Council's audited Financial Statements were the 9th set of statements received by the Office of Local Government for the year ended 30 June 2014.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.		On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.		On Track	Council's Auditors performed an audit on Council's financials during January 2015 for the first six months of the financial year. During February 2015 Council received an Audit Management Letter. A response was formulated addressing the Auditors concerns.
		2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.					
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.		On Track	Council continues to seek opportunities to maximise income by obtaining comparable market rental and reviewing additional revenue of income. The property portfolio has achieved a zero vacancy and comparable market returns. Council has recently adopted a Property Strategy which has a number of initiatives designed to increase revenue from its property portfolio.
2.5 - Efficient, effective, customer focused services							
2.5.1 - Monitor and review Council's customer service performance against other Councils.							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	Burwood Council has participated in the National Local Government Customer Service benchmarking program.










THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.5.2 - Provide 'One Stop Shop' Customer Service.							
	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.	<div></div>	On Track	Of the 10428 calls received during the quarter 79% were answered in less than forty seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily.	<div></div>	On Track	Of the 2,565 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.	<div></div>	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.	<div></div>	On Track	During the quarter 711 Residential Parking Permits and 207 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.	<div></div>	On Track	A total of 3,209 customers were served at the counter and 69% were served within five minutes.
2.5.4 - Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.							
	Lead: Customer Service & Records Secondary: Media, Communications & Events	Customer Satisfaction survey	Design, implement and report on biannual customer survey.	Survey to be undertaken in 2015 and 2017.	<div></div>	On Track	Burwood Council engaged Micromex Research to conduct a comprehensive customer satisfaction survey in October 2014. In addition to the survey, Micromex conducted two resident focus groups on Tuesday, 17 February to obtain qualitative feedback from residents and receive input on planning for Burwood's future. The feedback from these focus groups was incorporated into the survey. The final report and summary flyer is available to view at Council Chambers, Library and Community Hub and on Council's website.
3 - A Sustainable Natural Environment							
3.1 - Maintain and enhance open green spaces and streetscapes							
3.1.1 - Implement strong planning controls to protect open green space.							
	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.	<div></div>	On Track	The current Burwood Development Control Plan contains requirements on size, dimension and solar access etc of open and green space for different types of development, to enhance and protect open and green space in new development.
3.1.2 - Provide adequate funding to maintain open space areas.							
	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.	<div></div>	On Track	Council's current Contribution Plans contain proposed open space capital works, which are in line with the Capital Works Program.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	<div></div>	On Track	A Public Reserve Management Fund Program Grant for the part funding of the multi- purpose entertainment facility in Burwood Park has been successful to a value of \$174,350.  Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress











THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>payment for the design component of the grant has been approved and Council has received a part payment. When the wetlands are completed the rest of the grant money will be claimed.</p> <p>The additional grant application for the construction of the Continuous Deflective Separation Unit CDS and the new Drainage line from the Wangal Park Wetlands to Cheltenham Rd was submitted but unfortunately it was not successful.</p> <p>Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was not successful.</p> <p>An Expression of Interest for a grant to fund ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was not successful.</p> <p>Council staff will seek further grant funding opportunities as they 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 or conditions of consent that provide additional public open space during this quarter.
<b>3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.</b>							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	Parks and reserves serviced on daily/weekly basis depending on location and usage. Includes toilet cleaning, rubbish litter removal and BBQ cleaning.
			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	Annual displays planted out as per normal standards. Planting and preparation of annual flower bed displays for ANZAC Service on track.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	Fields at Blair and Henley Parks fertilised with organic blend.. Field areas at Blair and Henley Parks over- sowed with rye grass to provide additional protection to high wear areas.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line marking carried out on sporting fields at Henley and Flockhart Parks for touch football and cricket pitches. Field set up and line marking for Blair Park soccer field.
				Sporting fields fertilised during March-April period.	●	On Track	Henley and Blair Parks fertilised with organic mix during March in preparation for winter season.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	Not Due	no activity to report this quarter
				Fields aerated and fertilised where required annually in September-October.	○	Not Due	Works not due in this quarter.
				Worn down turfed areas re-turfed where required during the September-December period.	○	Not Due	Works not due in this quarter.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	○	On Track	Selective spot spraying for crowsfoot carried out in some areas.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT		
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches marked as required		
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Fields at Henley Park over- sowed at Henley and Blair Parks with rye grass mixture to provide added protection to known high wear areas on the fields  Fields are used 7 days a week from Feb - Sept by local sporting groups, schools inside and outside of the LGA		
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Sports fields mown every week during Summer season and 1- 4 weeks during cool season dependent on growth rate,		
				Fields set up for soccer season and during March-April period.	●	On Track	Field set up including goal posts and line marking carried out prior to April. Flockhart Park to be done after Easter.		
			Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	●	On Track	Spot spraying only required for this quarter. Major spraying carried out in August-September		
			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	Phoenix palms pruned as required only, to lessen the chance of Fusarium disease being past on to other palms during pruning works.  Butia palms in streets pruned for fruit drop and dead fronds in February.		
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive areas mown on 2-4 week cycles depending on grass growth rate.		
			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	Playgrounds inspected on daily/weekly basis depending on location.  Quarterly inspections carried by contractors		
			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 recently completed replacement play equipment in Martin Reserve includes equal access play equipment. The proposed replacement play equipment in Prowse Reserve will include some equal access play equipment.  The new cafe outdoor eating area in Burwood Park will be equally accessible from the network of paths in the Park.  The Wangal Park Masterplan has provisions for equal access throughout the Park. Detail design development of equal access from Monash Parade and  Cheltenham Road (behind the current SES site) has commenced according to the approved Wangal Park Master Plan. Other parks' capital works will be considered according to the DDA Plan.  The Railway Square cafe project has been recently completed to include equal access to the cafe and outdoor areas.  The toilet block refurbishment in Burwood Park includes equal access to all three new automated

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							toilet units.
	Lead: Community and Library Services Secondary: Parks		Identify recreation trends/issues in the population	ABS Census data and SSROC data analysed and trends identified every two years.	●	On Track	Open space planning continues to be undertaken utilising Census data and population projections. Additionally housing stress and rental stress indicators were recently analysed.
<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	Recycling information material such as bin bay signage and letterbox drops were provided to residents in Multi Unit Dwellings (MUDs) as requested by strata managers or individual tenants.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 2014-15 primary schools and childcare centres environmental workshop program 'Providing the Links' is well underway. Workshop topics include worm farming, composting, recycling and litter. Bookings for Primary Schools total 34 presentations and bookings for Childcare Centres total 28 presentations.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days have continued during the reporting period. There were six drop off days during the January - March period. The drop off days occur at the Council Depot on nominated Saturday mornings.
			Undertake bin contamination audits for recycling.	Conducted twice per year	○	On Track	The Single Unit Dwelling (SUD) Recycling Bin Inspections were conducted during February. Council is expecting the results of the Inspection program during April 2015.
				Provide report from each audit as to trend in levels of contamination found.	○	On Track	The Single Unit Dwelling (SUD) Recycling Bin Inspection program final report is expected to be received during April 2015.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	○	On Track	When the results are received for the SUDs Recycling Bin Inspection programs, awards will be presented to the most improved and most consistent recyclers from the top performing areas.
<b>3.2.2 - Encourage a reduction in waste generation through community education.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.	●	On Track	Information pamphlets on a range of topics to assist residents reduce waste and improve diversion are available on Council's website and at Customer Service Centre. Council's involvement in the Compost Revolution program continues to be heavily promoted. The diversion of organic matter from landfill through activities such as home composting and worm farming. Worm farms/worms and Compost Bins are available at 50% discount to Burwood Council residents through the Compost Revolution website.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	○	On Track	The Treading Lightly workshops program for February to June calendar to be hosted by Burwood Council are as follows: - No Dig Gardens - Wormfarming and Composting - Backyard Veggies




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.</b>							
	Lead: Environment & Health	Waste	Develop a Strategic Waste Action Plan to achieve 66% diversion of waste from landfill to reprocessing facilities by 2014 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 66% diversion rate by 30 June 2014. Subject to the provision of reprocessing facilities.		On Track	Council has an adopted Strategic Waste Action Plan which provides a range of initiatives aimed at waste diversion and resource recovery. Council has entered into a contract through the SSROC Councils for the provision of an Alternative Waste Treatment (AWT) facility which is to be established by Veolia Environmental Services. This facility will be available in the second half of 2015.
<b>3.3 - Educate the community on sustainable practices</b>							
<b>3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.		On Track	For the February to June 2015 period Council will host three workshops promoting eco-living for a more sustainable world.
<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	A total of 23 referrals for major developments within the Burwood Local Government Area were received and assessed during the 2nd Quarter 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 that is on Council's web site.
<b>3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.		On Track	Council received 6 major development applications this quarter for designs with a 4 to 5 star rating.
<b>3.4 - Leadership in environmental sustainability</b>							
<b>3.4.1 - 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 2014.		On Track	Stages 1, 2 & 3 of the review has been completed and Council is currently undertaking the remaining stages and reviews of the stormwater network to determine the exact location and quantity 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'.		On Track	Burwood Council assisted a clean up site with the Burwood Local Government Area (LGA) by collecting waste and recycling collected on Clean Up Australia Day on Sunday 1 March 2015.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.		On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in the local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.		On Track	During the reporting quarter Council continued to trial a mobile CCTV camera. Data is being assessed to determine effectiveness of the trial and if dumping has reduced in areas of the camera








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							location.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.		On Track	During the reporting period there were100 reports of dumped rubbish.
3.4.3 - Invest in green technology and seek opportunities to be a leader in this area.							
	Lead: Information Technology	Green technologies & Alternative Energy Sources	Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.		On Track	This item is due for completion in quarter 4.
3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.		On Track	Currently there are no rebate schemes available to residents of a sustainable or resource recovery nature. Therefore no data is available on rebate take up in the Burwood Local Government Area.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.		On Track	The Earth Hour event was promoted through Council's social media channels. The 2015 event theme was Appetite for Change: A Journey from Planet to Plate to shine a light on the impacts of global warming on Aussie food and farming.
3.4.5 - Develop management plans that improve the performance of Council operations to address global warming.							
	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 Environmental Progress Report was presented to the February 2015 Council meeting and was received.
4 - Accessible Services and Facilities							
4.1 - Effective traffic management and adequate parking provision							
4.1.1 - Investigate an increase in bus priority lanes along local roads.							
	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	Meeting held with representatives of Sydney Buses to identify bus stops which may require upgrades to ensure safety for users. Sites to be investigated with consultation undertaken with affected properties.
4.1.2 - Investigate options for effective traffic management and increased public parking.							
	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 40 DA's referred to Council's Traffic & Transport section for comment during this quarter with 3 DA's referred to Roads & Maritime Services for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Implement and review Burwood Public Parking Strategy.	Roll out Parking Strategy and undertake a review every 18-24 months to identify areas requiring improvement.		On Track	The Burwood Public Parking Strategy Review II was adopted by Council on 27 October 2014. Implementation of the recommendations from the review are under way, with the roll out of new Permit Parking Scheme Areas completed.









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Upgrades to metered parking areas are currently under way.
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	A total of 35 Development Applications were assessed during the 2nd Quarter in accordance with Council's DCP, 23 of these were major DAs.
<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 March 2015 Burwood Local Traffic Committee meeting was held successfully with a total of eight (8) items for consideration by committee members.
<b>4.1.6 - Expand the Burwood bike plan.</b>							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.	●	On Track	Burwood Council's cycleway network is complete and no new extensions are required to accommodate additional connectivity or demand. No new grants have been applied for.
<b>4.2 - Accessible services and facilities that are well utilised</b>							
<b>4.2.1 - Explore options for funding new spaces and upgrading old facilities.</b>							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Council is actively researching the availability of grants of this nature and will make applications when they become available. During this quarter no relevant grants were identified.
		Accessible Infrastructure and Services	Create a forecourt area on Railway Parade, including landscaping, seating and café.	Works completed by 31 October 2014.	○	On Track	The Project achieved it's Practical Completion on the 8 December 2014 and a tenant is in place and operating.
			Upgrade of Burwood Park amenities block and re-use of existing facilities.	Works completed by 31 March 2015.	●	On Track	The upgrading of the amenities block has been completed. Work in progress to achieve the opening of the cafe by the end of July 2015.
			Construction of a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2015.	●	On Track	In September 2014 Council submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park. This grant has been successful to a value of \$174, 350.  Staff continue to meet and discuss the implementation of this project. A project design brief is being prepared and tenders will be sought for the design and construction of this project.
<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 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.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.							
	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.	<div></div>	On Track	Consultation with neighbouring LGAs has not identified any new requirements for cycleway linkages.
4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.							
	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.	<div></div>	On Track	Council has successfully obtained grant funding for the "Slow Down" and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs will be run throughout the 2014/15 financial year.
4.2.6 - Upgrade Woodstock Community Centre.							
	Lead: Assets, Property & Building Services	Property Portfolio	Refurbishment of existing Woodstock Community Centre.	Works completed by 30 June 2015.	<div></div>	On Track	The scope of works are still being finalised. The works will commence by 30 June 2015 however, owing to such factors as the significant heritage nature of the building; consideration of an existing tenants needs; and the extent of work required, it has not been possible to commence the work sooner.
4.2.7 - Deliver programs targeted to families and children aged 0-12 years.							
	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.	<div></div>	On Track	The representative form the Community Development team attended the Children and Families Interagency and provided updates on activities Council is undertaking.
			Deliver Families and Children events.	One event held per annum.	<div></div>	On Track	A number of activities are in the planning stage:  Cultural Plan consultations with children and families from local primary schools to better understand and identify cultural, creative and performing arts in Burwood.  Recent discussions with local primary school principals/deputy principals has led to planning programs for parents and families to address issues related to academic pressure to achieve and managing child behaviour. These parenting programs will create healthier, more supported and informed families.  Discussions have commenced with project partners on developing Burwood as a 'Child Friendly City'.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	<div></div>	On Track	Council staff will partner with the Families NSW Coordinator to update and redevelop the Inner West Child and Family Services directory or pamphlet during the fourth quarter.
4.2.8 - Improve accessibility of Council owned community facilities.							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.	<div></div>	On Track	One of the recommendations of the Disability Access Plan (DAP) refers to the re-activation of the Access Committee. The Access Committee is the community partner to assist Council in monitoring the implementation of the DAP. The goal is to have the Access Committee charter completed and members appointed by the end of the financial year.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Ausgrid completed a number of public lighting trials which were aimed at improving reliability, energy efficiency and lowering over costs for Council. These trials included High Pressure Sodium (HPS) with Active Reactor and Light Emitting Diodes (LED) lighting for pedestrian category lighting. The results were published in early 2013 with the results confirming a successful trial. Council has since agreed and approved to have the LED technology as the preferred option for all new lighting and maintenance requests. As of 31 March 2015, 104 LED lights have been installed within the Burwood LGA.
<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	<p>Most of the activities for seniors or older people in the Burwood LGA were offered in March as part of Council's Seniors Week celebration. Council organised a variety of events and activities from 9-20 March held at the Library and Community Hub and the Fitzroy Hall in Woodstock Community Centre and main event at Burwood RSL.</p> <p>The "Live Life in Full Colour" Photo Project in partnership with students from Southern Cross Catholic Vocational College went on exhibit on two separate occasions and was well received. This allowed more seniors and the general public to see the photo exhibit. It is estimated that at least 300 seniors viewed the exhibit.</p> <p>At the Library and Community Hub, two health and well being activities were held: a 'Seniors Yoga' and a 'Happy Healthy Meditation'. Both centred on good breathing practices and stress management. At the same venue, two movies were shown: Fabulous Fashionista and Advanced Style depicting older women enjoying and embracing ageing.</p> <p>Woodstock Community Centre offered fitness and exercise activities: 'Fitter and Stronger' ( a gentle exercise activity); Zumba Gold and Line Dancing. All three activities attracted a number of seniors to try them out.</p> <p>In addition to Seniors Week, Council's Woodstock Community Centre ran its Term 1 Program (February-March) with a variety of classes including "inclusive activities" for people with a disability:</p>




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>'Active and Fitter'; 'Fitter and Stronger'; Yoga for Relaxation; Summer Yoga Session and Zumba.</p> <p>Woodstock also offered Creative Programs/activities for other like minded people including seniors and people with a disability and their carers: card making; Chinese Painting; Easter Cookery; Drawing and Painting and Sketching.</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's Compliance Team investigate every dumped rubbish matter in the Burwood Local Government Area. The investigation involves reflective tape being placed around the dumped rubbish whilst the investigation is under taken. The Compliance Team also serve numerous letters to adjoining properties where the rubbish has been dumped seeking information of the offender and place leaflets in locations where statistics indicate that rubbish dumping is a common activity.
				Two articles per year to be posted in local media papers educating the community of the program.		On Track	Council promote its "Dob in a Dumper" Program every year with articles being placed in the local media papers to inform the community of the issue and report offenders. Dumped rubbish matters require community participation and ownership for success as the activity highlights a negative image for streets within the Burwood Local Government Area.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained on Council's website, newsletters and publications.		On Track	NSW Graffiti Hotline number continues to be promoted to the community. Fridge magnets with the number were distributed among local networks.
<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	<p>During the third quarter, Burwood Council delivered three events: Australia Day celebrations, including a Citizenship Ceremony on Monday 26 January 2015; Lunar New Year Night Markets on Thursday 26 February 2015 and Easter in the Park on Saturday 28 March 2015.</p> <p>The inaugural Lunar New Year Night Markets was an extension of the street entertainment program provided to the community in 2014 to mark the Lunar New Year. This new event was a success with over 3,000 people enjoying the markets. The Australia Day celebrations and Easter in the Park celebrations were also well attended with over 200 people attending Australia Day and over 350 for the Easter event.</p>
<b>4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.		On Track	<p>A Planning Proposal has been prepared and submitted to the State Government, to incorporate design excellence provisions in the Burwood Local Environmental Plan 2012, to enhance and promote better urban and architectural design of buildings in town centre(s) of Burwood.</p> <p>Council is also in the process of reviewing the</p>



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Burwood Development Control Plan (BDCP) with the view to strengthening the planning controls to enhance and promote better design.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.		On Track	During this quarter Council applied the residential design quality planning controls to 3 major DA proposals and also referred 4 Major DA's, 1 Section 96 modification and 1 Major Pre-DA to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
<b>4.5.4 - Invest in upgrading the public area south of Burwood railway station.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.		On Track	Capital improvement works undertaken in the CBD area south of Burwood Railway Station is the Railway Square - Burwood, public open space and adaptive reuse of the old Parcels Office to a cafe/ restaurant. This project is now completed.
<b>4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.</b>							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.		On Track	The mean and median turnover figures for the last quarter were 63 & 57 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.		On Track	There was 1 request for a review of determinations of development applications pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 referred to Council during this quarter. The original decision was confirmed.
<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.		On Track	Preparations for the tests are under way which will be conducted 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	In March 2015, consultants Inconsult provided further risk management training for Managers in the areas of identifying the difference between risk ownership and risk governance; components of an effective risk management framework; setting and articulating risk appetite as well as the role of the risk management committee.
<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	Since Council joined Metro Pool Mutual Insurance scheme in June 2013 the insurance portfolio is managed in accordance with Metro Pool Board, brokers' and insurer's advice and is renewed on an annual basis, every October. The Pools insurance brokers undertake an extensive review of both the on and off-shore insurance market to ensure that members obtain the best possible cover.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Council will review all insurance covers, excesses and updating information necessary to be sent to the brokers on annual basis during the 4 quarter and the first quarter of the next financial year.
<b>4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.</b>							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.		On Track	A three hour outage of Council's network links to the Enfield Aquatic Centre and Depot occurred in March. The outage was caused by the carrier. Services were restored within the agreed time frames.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.		On Track	During quarter three there were no reportable outages of Council's Information Systems.
<b>5 - A Vibrant Economic Community</b>							
<b>5.1 - Support and manage Burwood's major centre status</b>							
<b>5.1.1 - Implement economic development strategies.</b>							
	Lead: Media, Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.		On Track	During the quarter, Council's Community and Business Engagement Officer met with representatives from the Burwood, Strathfield and Croydon Park Chambers of commerce to discuss future strategies. In addition, Council sponsored a Strathfield Chamber of Commerce Superannuation Seminar which was hosted in Council's George Street Centre venue. A quarterly digital e-newsletter was launched which includes a Local Business Chamber's Update sections, as well as Council news and community programs available.
<b>5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.</b>							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.		On Track	Council was successful in receiving State Blackspot funding for the construction of a new roundabout at the intersection of Brady Street and Fitzroy Street in the 2014/15 financial year. This project was successfully completed in January 2015.  A new blackspot application was also submitted for the 2015/16 financial year to install a roundabout at the intersection of Paisley Road and Brady Street.  An application was made to RMS Safer Road Funding for the upgrade of existing fencing along Burwood Road to prevent pedestrian accidents.
<b>5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.</b>							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mix use.		On Track	The Burwood Local Environmental Plan (BLEP) 2012 permits mix use development in all Business Zones (B4 Mixed Use, B2 Local Centre, B1 Neighbourhood Centre and B6 Enterprise Corridor). The BLEP also requires the provision of active street frontage and sets maximum Residential Floor Space Ratio in certain areas of

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Review the Comprehensive LEP every three years.	Review to commence by 1 June 2015.	○	On Track	Business Zones, in order to enhance and promote mix use.  The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. Five amendments have been made since the BLEP came into force on 9 November 2012.  The Planning Proposals to amend the BLEP to allow for bonus development within certain areas of the Burwood Town Centre and incorporate design excellence provisions for new development in town and local centres of Burwood is with the State Government for consideration.
<b>5.2 - Support small business</b>							
<b>5.2.1 - Develop programs to strengthen and sustain small businesses.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regul	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	There were 105 registered premises inspection carried out during the reporting quarter bringing the total inspections to 350 for the year.  The program is on track to meet the targets
			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	Council's environmental health officers issued 2 Prohibition (closure) orders and 22 Penalty notices to food shops during the reporting period.
		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	Annual Report is due July 2015.
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two work shops per year. One of the workshops is to be in a language other than English.	○	On Track	A workshop was held on 16 March 2015 and there were 18 attendees. A further workshop is scheduled for April/ May 2015
			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	Environmental Health Officers have available and have access to a range of information and fact sheets in a range of languages. The information is disseminated to business operators and shopkeepers when requested or as considered necessary.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There were 17 Development Applications referred to the Environment and Health Unit for comments and conditioning during the reporting quarter.  The Applications were actioned within the service standard guidelines.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were seven public health complaint received and investigated during the 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.	As required.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. Five amendments have been made since the BLEP came into force on 9 November 2012.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							The Planning Proposals to amend the BLEP to allow for bonus development within certain areas of the Burwood Town Centre and incorporate design excellence provisions for new development in town and local centres of Burwood is with the State Government for consideration.
<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 trialled a new event this quarter called the Lunar New Year Night Markets on Thursday 26 February 2015. This event included both a roaming performer program, as well as an Asian Food Fair with thirteen food and merchandise stalls set within in a food marketplace setting. The Australia Day event and Easter in the Park event also had various market-type settings with various kids' activities, animals and arts and crafts being included at both events.
			Develop civic events on weekends.	Majority of civic events held on weekends.		On Track	Civic events organised by Burwood Council are held on weekends or relevant public holidays whenever possible to encourage attendance and participation by the local community. This was the case for the Australia Day celebrations which were held on Australia Day, Monday 26 January 2015 which was a public holiday and Easter in the Park being held on the weekend on Saturday 28 March 2015.
<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	Two students from Southern Cross Vocational College have undertaken work placement for 1 week each at Council. These students were exposed to a variety of roles and tasks including assisting in the Citizenship program. Throughout the year we will be providing work placement for a 6 further students.  Student placements continued strong in this quarter with the following: 2 x Community Development - student placements. 1 x Civil Engineering student.  Volunteer placements continued strong in this quarter with the following: 5 x Library and Community hub 3 x Chambers

THEMES AND STATEGIC GOALS	RESPONSIBILTY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.4 - Economic centre growth and preserved residential areas							
5.4.1 - Preserve local heritage through relevant planning strategies.							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.		On Track	In total 21 DA referrals received during the quarter, 11 of which responded to within 10 working days, 14 within 15 working days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	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.		On Track	The State Government Planning System Reform Green Paper, White Paper and draft Planning Bill were reviewed. Submissions were made for Council. The State Government has not published further reform reports, but has advised that some of the planning reform initiatives have been rolled out outside the Planning Bill.