

Burwood Council

heritage ■ progress ■ pride

Operational Plan 2016-17
Quarterly Report
For the period ending 30 June 2017

HOW TO READ THE OPERATIONAL PLAN 2016-17 – QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 2017

Themes

The Operational Plan is divided into five themes:

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

Strategic Goals

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

Responsibility

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

Service

The services Council carries out on an ongoing basis.

Action





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

Service Standard

The performance indicator against which the actions will be measured.

Quarter

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







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

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







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

The status options are as follows:




- On Track** The activity/project has been completed on time, or is ongoing and progressing regularly
- Watch** The activity/project 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
1 - A Sense of Community							
1.1 - A safe community for residents, workers and visitors							
1.1.1 - Maintain clean and attractive streets and public spaces.							
	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 and Kerb and Gutter reconstruction at Acton St from Parramatta Rd to Monash Pde; Drainage, Kerb and Gutter and Footpath reconstruction at Conder St from Woodside Ave to Norwood St. Dunns Lane, Elsie St and Victoria St raised traffic thresholds. Road resheeting works at Lang St, Acton St, Cheltenham Rd, Bay St and Queen St; Kerb and gutter reconstruction at Stanley St between Tangarra St to Georges River Rd; Kerb and Gutter reconstruction at Tangarra St East between Portland St and Stanley St; Kerb and Gutter, Drainage and road reconstruction works at Wentworth Rd between Arrowfield St and Minna St; Footpath reconstruction works at Railway Pde, Mccall Ave, Liverpool Rd, Waratah St, Shaftesbury Rd, Lucas Rd, Claremont Ave, Arthur St, Woodside Ave East, Waimea St, Boyle St, Beresford Ave, Deane St, Wentworth Rd, Roberts St, Philip St, Esplin Ave, Hunt St; Stormwater drainage upgrade works at Brooklyn St, Shaftesbury Rd, Waratah St and Railway Cres; Kerb extension at Railway Cres; Stormwater drainage and road reconstruction works at Shaftesbury Rd.
							Capital Works projects underway during this quarter include: Road stabilisation works at Tangarra St East between Portland St and Stanley St; Stanley St between Tangarra St East and Georges River Rd; Kerb and Gutter, footpath and drainage reconstruction works at Kent Ave, Stormwater drainage and road reconstruction works at Victoria Ave, Henley Park Chess Set.
		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 CBD areas are cleaned daily.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.		On Track	Dumped rubbish in CBDs is collected within two days in accordance with the agreed level of service
			Maintain planter boxes along footpaths in CBD areas.	Monthly.		On Track	Maintained as per schedules.







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		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood road network of 91 lineal km's is swept over a 3 week sweeping cycle, or 30 lineal km's per week on a set routine. Three sub areas totalling approx. 30 lineal km's completed every week of the 3 week cycle. In addition to the weekly average an additional 13 lineal km's of reactive sweeping activities attending to CRMs, known hotspots and residents requests is undertaken, Our current service level of sweeping is 2 weeks
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carpark (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Councils utilises a combination of machine/manual street sweeping for cleaning of major car parks 5 days per week, with additional clean ups as required.
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to customer requests within the stipulated timeframes. Pro-actively, Council 's Graffiti Team inspects hot-spots and cleans as required. VandalTrak is Council's Graffiti Register
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Some minor weed removal by staff this quarter at various locations. Weed spraying by contractor of all streets and Council car parks scheduled to commence 17 July 2017.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Properties on mowing list with pensioner and medical condition status mown at six calendar (6) week cycles by contractors..
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	85 Tree maintenance requests received with 78 completed within service standard- 92% compliance.
	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 within the CBDs are cleaned daily. Areas outside the CBDs are cleaned Tuesdays and Fridays.
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside the CBD areas are cleaned on Tuesdays and Fridays.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was







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							procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.
							This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in ASSETIC accordingly.
				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 ongoing and final draft reports have been completed.
							Council applied and was successful in receiving further grant funding from OEH to carry out overland flow flood studies for the remaining catchments of the Council. These studies are ongoing. This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.		On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed in Ausgrid's Performance Management Plan for its public lighting assets is 4.5 days from receipt of fault report. This is within the minimum Ausgrid service standard of less then 8 days.
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.		On Track	Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Elsie Street, Russel Street, Beaufort Street, Minna Street, Rosa Street, Croydon Avenue, Malvern Avenue, Murray Street, Devonshire Street, Tahlee Street, Brady Street, David Street, Lea Street, Chelmsford Avenue, Monash Parade, Martin Reserve, Blair Park, Sanders Reserve and Woodstock car park. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of less then 8 days.
		Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.		On Track	All booked and scheduled area clean ups are completed and up to date
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.		On Track	All be tidy bins are emptied 7 days a week
				Wash public waste bins monthly.		On Track	Be tidy bin surrounds are washed monthly and as required

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	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.	<div><div></div></div>	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.
	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.	<div><div></div></div>	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.	<div><div></div></div>	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.
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.	<div><div></div></div>	On Track	Council works closely with Police producing CCTV footage for crime offences listed in the Code of Practice. This relationship involves producing CCTV footage in a timely manner, ensuring the CCTV program is maintained and operational, attending court when required and participating in police operations
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	<div><div></div></div>	On Track	Council works closely with Police to discuss crime trends and develop initiative to reduce crime statistics. This relationship consists of the Manager Compliance meeting with Police on a regular basis and participation by Police in the quarterly Safety Cross Functional Team.
	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.	<div><div></div></div>	On Track	Monthly meetings between Council staff and Police from Burwood Local Area Command have continued in 2017, One initiative from the meetings has been a campaign to address stealing from motor vehicles, the 'Lock it or Lose it' campaign, highlighting the importance of securing items in your vehicle to local residents. The Lock it or Lose it Education resource was delivered across the LGA in May 2017. Council representatives attended all scheduled Accord meetings.
		Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	<div><div></div></div>	On Track
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
	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.	<div><div></div></div>	On Track	Council developed a Household Safety booklet which will be provided to local residents in the first quarter of the 2017-18 year. Council is also developing a campaign to educate primary aged children about personal safety and their environment. The results from the community graffiti survey have assisted with allocation of resources, including a 'Cleaning and Removing Graffiti" flyer and video explaining how local businesses and residents can remove graffiti from their property. A limited number of free removal kits are also offered to local businesses. The Safe and









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							Clean team commenced distributing the flyers to business affected by graffiti in May 2017.
1.2 - High quality activities, facilities and services							
1.2.1 - Engage the community in decision making processes about activities, facilities and services.							
	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	Council ran two activities as part of Youth Week 2017. Council and the Burwood Youth Advisory Group ran the 2017 'Do it for Cancer' Pop-Up Hair Salon event on 7 April 2017. The event was a fundraising and awareness-raising initiative undertaken in partnership with Cancer Council NSW, Westfield Burwood and ManCave Barbershop and was held during Youth Week 2017. Over 300 community members attended on the day, pledging their support by wearing a wig, shaving or temporarily colouring their hair. Council also partnered with Burwood Community Welfare Services to deliver a six week self-esteem program for young people aged between 12-24. Planning has commenced for Youth Week 2018. Partnership has been formed with Burwood Police to deliver the Youth Week 2018 Off The Wall Youth Street Art Project.
			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	A total of 105 youth surveys were conducted to assist with the planning and implementation of Council's future youth projects and activities. The results have been analysed and a report drafted to assist in planning for the next two years.
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.							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.		On Track	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works have been staged as applicable.</p> <p>Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. Once funding is approved the timeline for the construction of the various park upgrade facilities will be confirmed and construction works will be staged as applicable.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path (now completed) and solar lights which is under design at the moment.</p> <p>Council has been successful with a small grant of \$2,500 under the Department of Veterans' Affairs to assist with the replacement of a memorial plaque in Burwood Park and the CCTV monitoring of the memorial. The works for this grant are now completed.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>





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			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.		On Track	A number of grant applications have been submitted seeking funds to support a range of projects. Applications sought from Family and Community Services, Club Grants and the Department of Social Services. Outcomes expected in the next quarter. Funding was successfully sought from the Regional GP Network (CESPHN) to run anxiety workshops for parents of children. \$3000.00 was offered and an additional \$3000 offered to run the same program for parents of teenagers.
1.2.4 - Support existing sport and recreation groups to provide services and facilities.							
	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 Community Centre and Burwood Park Community Centre were all available for hire during the quarter.
	Lead: Parks		Offer parks for hire.	Parks available for hire.		On Track	Parks hired as per Council procedures and Adopted Fees and Charges.
1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.							
	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	<p>A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction is due to commence in July/August 2017 weather permitting.</p> <p>A landscape architectural firm has designed a new children's playground for Wangal Park. The tender for the construction of the playground has been posted. The tender closes on 18 July 2017.</p> <p>Staff have chosen a suitable location for the installation of an outdoor chess set in Henley Park. Construction works have commenced on site.</p>
1.2.6 - Upgrade existing playground areas and park structures to cater for wider community							
	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>A tender for the design and construction of new play equipment for two locations in Henley Park and for one in Russell Street Reserve is now finalised and a contractor has been commissioned to carry out the works. Construction works are due to commence in July/August 2017.</p> <p>A suitable location for the installation of an outdoor chess set in Henley Park has been found and the construction works on this project have commenced.</p> <p>The design for new sports field lighting in Blair Park is now completed. A tender will be posted to supply and install the new floodlighting when Council receives confirmation of the support funding from the Federal Government.</p>





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1.2.7 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.		On Track	Volunteer Network had 126 enquiries regarding volunteering, conducted 19 volunteer interviews and referred 113 volunteers to not for profit organisations in the Inner West Area. Council received 64 enquiries regarding volunteering specifically in the Burwood LGA. Strategic partnerships were established and maintained during the quarter with TAFE NSW South Western Sydney Institute and Chinese Australian Services Society (CASS) to increase the number of volunteers from CALD backgrounds.
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.		On Track	Volunteer Network continued to promote volunteer opportunities through the GoVolunteer and Volunteer Network websites and advertised volunteering through the local media. Volunteer network received 126 enquiries regarding volunteering, 19 volunteer interviews and 113 volunteers were referred to not for profit organisations in the Inner West Area. There were also 64 enquiries regarding volunteering specifically in the Burwood LGA.
1.2.8 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP-funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.		On Track	The Inner West Sector Support Development Officer has been working in partnership with peak bodies and CHSP/CCSP services providers on a number of projects and matters. 1. Delivery of Australian Aged Care System information sessions in Arabic Sudanese Vietnamese and Chinese 2. Marketing of new services in the area 3. Assisting service providers with implementing new services 4. Mentored service providers 5. Working with the ATSI community and looking for funding possibilities. 6. Provision of 12 calendar and 4 in-house training sessions to upskill CHSP/CCSP funded services
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	Referrals for the Inner West Home & Community Podiatry Service are being received through My Aged Care. The current client level at the end of June 2017 was 1266 and the service has capacity to register new frail aged clients aged 65 years and over.
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 connectivity within Library building was available every day during opening hours.
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.		On Track	The water testing is an ongoing procedure that the staff undertake every two hours. Test sheets are checked and signed by shift supervisors to ensure tests have not been missed. Staff submit samples for external testing every

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							month to further ensure that safe water is provided to the public. All test results have come be clear of microbiological matter.
1.2.13 - Provide new learn-to-swim and lifesaving 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.		On Track	Council continues to make improvements to the quality of the Squad swimming program and will continue to develop the squad and to make further changes in the coming summer season. Planning has commenced to run a series of invitation events for our squad members to experience club racing and for Enfield Swimming Club members to experience squad training.
			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.		On Track	Enfield Aquatic Centre (EAC) staff have continued to deliver a quality Learn to Swim (LTS) Program to over 5200 students. This quarter the program was also delivered to nine schools who engaged our swim school to run their annual swimming program. The centre has maintained strong ties with Royal Lifesaving NSW and Austswim and is an active partner in the Keep Watch program that focuses on preventing children drowning by educating parents in appropriate supervision levels required.
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.		On Track	A customer survey was implemented in June 2017 to capture feedback about all areas of operations, including potential new programs users would like to see offered and improvements that could be made to the existing programs.
1.2.15 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park	Commission and construct a skate park facility.	Works completed by 31 July 2016.		On Track	EPA Closure Plan Status has been achieved. Moving onto the Park embellishment phase. Council has been successful in receiving a funding commitment of \$1,000,000 for the embellishment of Wangal Park. This funding was initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the skate park facility will be during the next 6- 12 months. A Request for Tender to design and construct the skate park is currently being prepared. Council will seek other grant funding opportunities for this project as they arise.
1.3 - A well informed, supported and engaged community							
1.3.1 - Maintain up-to-date information on the community profile to support planning and program development							
	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 Community Profile has been updated with new 2016 data entered for comparison with previous years. Information can now be used to make recommendations and align services as needed.
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.							
	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





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			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	<p>published on the website. In addition, Council's social media pages are monitored and updated daily. This quarter, Council improved accessibility and functionality on its homepage with the introduction of a 'quick links' section with large icons directing customers to the most common used pages, forms and information.</p> <p>Council's Business page on its website features a section in Chinese in order to provide information to the diverse business community. Council had 186 views on translation service pages this quarter.</p> <p>"What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and Italian. The documents include information all Council's key services and initiatives including waste, facilities, illegal dumping and events. Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean.</p> <p>The sections which can be accessed on Council's homepage under the Language Services tab include information on Community Services, Library Services, Regulations, Waste Management and Parking.</p>
			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	<p>Council's website had 122,356 views during the quarter. Council's social media audience continues to grow with a 11% increase across Facebook, Twitter, Instagram and LinkedIn this quarter. Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives. Council has digitised its forms to make applications quicker and easier for residents and stakeholders. Forms on a range of Council's services including events, road safety, traffic and transport, and council meetings can now be accessed on Council's website with more forms to be digitised over the next quarter.</p> <p>The homepage has also been updated to improve accessibility and functionality with a new 'quick links' icon section making it easier for customers to find what they're after. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.</p>
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	<p>Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers.</p> <p>Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on Council's events and initiatives including Anzac Day 2017, Easter in the Park, Volunteer Speed Matching and Inaugural Burwood Art Prize.</p>
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	<p>Council prepared 11 media releases on key issues and initiatives including Anzac Day 2017, Heritage Week Memorial Tour, Burwood Volunteer Speed Matching, Inaugural Burwood Art Prize, Metro West Train Line and road safety. Media releases were uploaded onto the Council website after distribution.</p>





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1.3.3 - Preserving information.				Number published.		On Track	Council prepared 11 media releases on key issues and initiatives including Anzac Day 2017, Heritage Week Memorial Tour, Burwood Volunteer Speed Matching, Inaugural Burwood Art Prize, Metro West Train Line and road safety. Media releases were uploaded onto the Council website after distribution.
	Lead: Customer Service & Records	Records Maintenance	Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.	As per Records Monitoring and Maintenance Program.		On Track	Hard copy Building Application folders are being migrated into the Electronic Document Management system.
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.		On Track	During the quarter, the Library Service increased its Twitter and Instagram followers and posts reaching a total of 642 Twitter followers and 103 Instagram followers as at the end of June.
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.		On Track	Between January and June 2017, a total of 1,555 patrons registered as new members, an increase of 15.6% over the same period last year. Total membership as at 30 June 2017 is 19,733.
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.		On Track	Mobile Play Van was held throughout term 2, 2017, with only one session cancelled due to wet weather. An average of 65 families attended each week due to the relatively dry weather. The largest day saw 110 people attend. Mobile Play Van continued to utilise a bi-cultural support worker to attend several sessions during the term to discuss the needs of the many Chinese-speaking attendees. This has led to some targeted new resources and referrals for Chinese grandparents.
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	The survey has been rolled out during term 2, 2017. To increase the number of responses received it shall be continued during term 3 before results are analysed and a report generated.
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.		On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2017.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2017.							
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.		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 386 views. Council also enhanced its homepage to feature a new 'quick links' section with large icons highlighting key services and initiatives for customers.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.		On Track	The Library maintains 30 public access PC's and Wi-Fi access to the Internet. In this quarter 8276 PC bookings were made and 16040 Wi-Fi logins. During May a purposely designated public access computer was installed at the library providing the community with the opportunity to view online Council's Development Applications and Plans.
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	During the quarter talks on legal and health issues were delivered in partnership with Chinese Australian Services Society and NSW Health. The talks attracted 109 participants.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.		On Track	During Law Week in May, Seniors Rights information sessions in Cantonese and Mandarin were held with 109 people attending. The popular English Conversation Classes and Wrap With Love programs continued to operate during the quarter.
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community wellbeing and active ageing.	Deliver a minimum of one initiative per annum.		On Track	Council commenced developing new programs and promotional strategy to encourage healthy lifestyles, creative and physical activities and community well-being across all age groups. An event was held for World Yoga Day in June, giving local residents information on how they can incorporate the benefits of yoga into their lives. 24 people attended the session.
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	Burwood Council invites local sporting groups to participate in civic events where relevant and appropriate. During the fourth quarter Burwood Council hosted two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service and the Heritage Week Memorial Tours. All were deemed not suitable for local sporting groups to attend. However, the local community was still represented at these events in the form of local school groups and community groups, community leaders and youth group members.







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, community groups and schools are invited to participate in Council's civic events in the capacity of participants, contributors and volunteers. During the fourth quarter Burwood Council held the Anzac Day Commemorative March and Dawn Service which local schools and local community groups participated in. This included Burwood Girls High School who provided the band for the Service and Trinity Grammar School who provided the Catafalque Party and Honour Guard. The National Servicemen's Commemorative Service was also held during this quarter and was participated in by Trinity Grammar School who provided cadets for the Catafalque Party, the Honour Guard and the bugler, two pipers from the Burwood RSL sub-Branch Pipes and Drums band and ministers from four local church groups. Council held the Inaugural Burwood Art Prize in June. In total, Council received more than 70 submissions from artists in the Burwood LGA and surrounding inner west region. The exhibition included a total prize pool of over \$8,500.
1.4.6 - Promote usage of Library by multicultural groups and residents.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.		On Track	A total of 348 items in Chinese, Korean and Hindi were added to the Library's collection in this quarter. The items include the formats of books, audio visual and magazines. The Library continues to subscribe to two popular daily Chinese newspapers.
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.							
	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	Council's Disability Inclusion Action Plan (DIAP) 2017-2020 was adopted by Council at the June 2017 meeting. The adopted DIAP has been forwarded to the Disability Council of NSW in accordance with legislative requirements. The adopted copy has been uploaded to Council's website for public information.
	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 36% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users. The homepage has been updated to include a new 'quick links' section with large prominent icons making it easier for those who speak English as a second language or are visually impaired to find information promptly. 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 STRATEGIC GOALS	RESPONSIBILITY	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.	<div></div>	On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information: <ul style="list-style-type: none">• 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.
				Burwood Update Residents Newsletter produced quarterly.	<div></div>	On Track	The Burwood Update Autumn Edition was distributed to 16,000 households and businesses across the LGA in April 2017. The Update included the latest news and information on Council's services and initiative. The Update was also made available online.
				Newsletter made available in electronic format.	<div></div>	On Track	The Autumn Burwood Update was made available online on Council's website.
				Produce timely and appropriate Media Releases.	Within one day.	<div></div>	On Track
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.	<div></div>	On Track	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media, including the GoVolunteer and Volunteer Network websites. As a result, during the quarter, Volunteer Network had 126 enquiries regarding volunteering, conducted 19 volunteer interviews and referred 113 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.	<div></div>	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West and produced a six months training calendar. During the quarter, Volunteer Network had 126 enquiries regarding volunteering, conducted 19 volunteer interviews and referred 113 volunteers to not for profit organisations in the Inner West Area
1.5 - A sense of community pride							
1.5.1 - Preserve Burwood’s diverse heritage and provide more information on the history of the area.							
	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.	<div></div>	On Track	In total 23 heritage referrals for the quarter, 12 responded to within 10 working days, and 4 responded to within 10 -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.	<div></div>	On Track	Up to date heritage information has been included on Council's website. It is updated when new information becomes available.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.5.2 - Provide leadership on community values.							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.		On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible. The meaning and importance of these values can be viewed on Council's website.
1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		On Track	Council took part in Heritage Week with a series of memorial tours in Burwood Park on Saturday, 22 April. The tours, conducted by Burwood Historical Society, highlighted the main memorials in Burwood Park and provided insights into their meaning and purpose. Council's Heritage Week Walks were promoted through a digital campaign and the distribution of a media release. The online campaign consisted of information on Council's homepage and on Facebook. Council's Facebook related activities yielded a reach of more than 2,700 users in the inner west region and included targeted advertisements and posts to those who have an interest in walks, history, culture, tours, design and architecture in order to maximise exposure.
1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.		On Track	The annual Neighbour Day event was successfully held this quarter. In addition to the BBQ and activities, this year's event also marked the launch of the Burwood Community Services Directory, developed in partnership with Burwood Community Welfare Services.
1.5.6 - Promote interaction between different groups in the community.							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.		On Track	During the fourth quarter Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In the lead up to both of these Services 17,000 promotional DL flyers were letter boxed dropped to local residents and businesses in the Burwood LGA. Personalised letters were also sent to local schools, day care centres, childcare centres and other local groups inviting them to participate in the service. Media releases about the two Services were also sent to the Inner West Courier and highlighted in the Mayoral Column appearing in the same newspaper. Material was also included in the Autumn Burwood Update which was letter boxed dropped to 17,000 residents and business in the Burwood LGA. Digitally, the Services were promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. The website was also updated with images after each Service. An image of the promotional flyer for each Service was also placed on the outdoor screen at Railway Square, and on the screens in the Burwood Library and Community Hub and in the Council Chambers. A letter was also sent to residents and businesses around Burwood Park and along Burwood Road to notify them of possible disruptions due to the Anzac Day March, as well as a courtesy notice

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							regarding both Services.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.		On Track	During the fourth quarter, Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. The Anzac Day Commemorative March and Dawn Service held on Tuesday, 25 April 2017 was attended by over 2,000 people with an increase in attendance from the prior service. The Service is also achieving its objective of educating the younger generation to continue honouring the Anzac Legend, as the majority of the crowd were younger families and couples. The National Servicemen's Commemorative Service also experienced an increase in patronage with a higher representation of youth taking part in the service.
1.6 - Improved interactions between young and older people							
1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.		On Track	This action has been completed. Activities in relation to this action were reported in the previous quarter. In addition to the events conducted this year, Civic Leadership and Event Management Training was delivered to members of Burwood Council's Youth Committee (BYAG) in the lead up to projects commencing in the 2017-18 financial year. Planning has commenced for Burwood Festival, October 8 2017 with youth having a key role in coordinating elements of Burwood Festival this year including the Burwood TV (BTV) live interview streams of festival attractions. Planning has also commenced for the 2017 Adolescent Anxiety project. The project/ event will be held during Mental Health Month (October).
1.6.2 - Provide access to online information services.							
	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	A session has been scheduled for the start of the new term commencing 24 July.
1.6.4 - Provide opportunities that facilitate interaction between young and older people.							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.		On Track	This activity was concluded successfully in the previous quarter with High Tea and Pampering Session held at Southern Cross Technical College for around 100 seniors on 9 March 2017. The students prepared the food and offered pampering sessions as a part of their training in catering, events management and hair and beauty. Planning for the 2018 Seniors Festival, including an intergenerational element, will commence in the next quarter.
2 - Leadership through Innovation							
2.1 - Community confidence in Council's decision making							






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.1 - Report decisions back to the community through open forums.							
	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 held the following workshops during the reporting period: 21 April – Animals Display Taronga Zoomobile 13 May – No dig Gardens In addition, Council's Environmental School program delivery covered the following subject areas: Better get it sorted (sorting your waste) The 3R's (discussing the waste hierarchy) Recycling, it won't cost the earth It's a wormy world Litter, litter everywhere
2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.							
	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 2016-17. This document represents the quarterly report in relation to the period 1 May - 31 June 2017.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		On Track	The Annual Report for 2015/16 was adopted by Council at the October 2016 meeting, and referred to the Office of Local Government. It was also sent to the State Library for their record.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2016-17 was adopted by Council at its 27 June 2017 meeting.
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	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.
2.1.4 - Provide community education on Council policies and regulations.							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.		On Track	During the June Quarter the following documents were adopted by Council and were published on Council's website for members of the public: Code of Conduct Car Share Policy Disability Inclusion Plan
			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	During the June Quarter the following Council Meetings Agendas were published on the website: 18 April 2017, 23 May 2017, 27 June 2017. During the June Quarter no Building and Development Committee were held.
2.1.5 - Hold Council Meetings.							





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 the March Quarter the following Council Meetings were held: 18 April 2017, 23 May 2017, 27 June 2017
2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.		On Track	Cultural groups are invited to participate in Council events where relevant and appropriate. Two major civic events took place during the fourth quarter; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service with local schools and community groups participating in the services. Council also held Easter in the Park celebrations which was organised in conjunction with the local churches and Heritage Week Memorial Tours hosted by the Burwood Historical Society. Burwood Council also supported the Buddhist Vesak Day Celebration event in Burwood Park to celebrate Buddha's birthday. This event was organised by three community groups including the Chinese Buddhist Association of NSW Inc., the Bori Korean Buddhist Society of NSW, and the Vinh Nghiem Pagoda Vietnamese Temple. The event featured traditional cultural practices including the bathing ceremony of the baby Buddha, food and information stalls, Dharma talks, ritual bows and parades, and traditional singing and dancing.
	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	The April-June quarter saw the Library deliver 63 activities with a total of almost 1,467 participants enjoying programs such as the English Literacy group, Wrap With Love, Seniors Book Club and Film Club, ukulele workshop ,an Easter egg hunt and a storyteller bringing stories from all over the world to life. In total for the year 385 activities were conducted with a total of 8,820 participants.
2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.							
	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 was conducted at each Council Meeting.
	Lead: Media, Communications & Events Secondary: Governance		Develop a new program of open community forums in conjunction with major projects.	Number of open forums and public attendance.		On Track	Three Council Meetings were held during the quarter on 18 April, 23 May and 27 June. All members of the public are welcome to attend. Mayoral Street Stalls were held at various locations across the LGA on the following dates: 1 April, 13 May, 20 May, 27 May, 3 June and 10 June.
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	Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 any polices, corporate practices and procedures approved during the June Quarter and also cleansed for out-of-date documents. Two Panel meetings were conducted, on 4 May 2017 and 1 June 2017.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.		On Track	Two Panel meetings were conducted during the quarter, on 4 May 2017 and 1 June 2017.
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 completion of activities and submissions on the Fit for the Future and Boundary Change agendas, Council is currently waiting the outcome of the legal challenge promoted by Strathfield Council against the merger of Burwood, Canada Bay and Strathfield Councils. Preparatory work for a possible transition is being undertaken.
	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	The Office of Local Government has issued Circular No. 16-30, dated 2 September 2016 and 16-51 dated 21 December 2016 which deals with the Local Government Amendment (Governance Planning) Act. A report was provided to Council as an Information Item advising the Councillors of the amendments. Where amendments to the Act have been made they have been implemented. A Councillor's workshop will be held on 18 April 2017 to discuss the amendments in more detail.
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 continues to be briefed on the Local Government reform agenda implemented by the NSW Government. In particular, Councillors were informed of Section 23A Guidelines in relation to restrictions on expenditure, capital works and employment of senior staff released by the State Government.
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

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							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.	<div></div>	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.	<div></div>	On Track	No Privacy and Personal Information Applications were received for the June Quarter. During the June Quarter 1 Formal and 128 Informal Applications under the Government Information (Public Access) Act were received. A total of 322 hours were taken to determine these applications.
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.	<div></div>	On Track	During the quarter 90 Development Applications, 66 Complying Development Applications and 6 Pre Development Applications were submitted to Building Development. 156 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.	<div></div>	On Track	During the quarter one formal and 66 Informal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	<div></div>	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	<div></div>	On Track	Records has closed, sentenced and appraised folders for disposal in accordance with the General Retention and Disposal Authority : Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	<div></div>	On Track	Daily mail processed, scanned, registered and distributed.
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 and existing staff. TRIM Tips have been circulated via email to staff. Total Records created for the quarter were 27988.
2.1.16 - Undertake efficient and transparent procurement and purchasing.							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 June quarter there were no Tenders approved by the General Manager.
			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	In accordance with Council's Corporate Review Practice the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current.
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	Changes to legislation were proclaimed in September 2016 and December 2016. Where amendments have been proclaimed Councillors have been provided with a Council Report and a Councillor workshop is being conducted on 18 April 2017.
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
2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.							
	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.	<div></div>	On Track	The following circulars have been issued that affect Council: - Induction and Ongoing Professional Development for Mayors and Councillors - Further Phase 1 amendments to the Local Government Act
2.3 - Responsible employer of choice							
2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.	<div></div>	On Track	There have been no corporate induction held within this quarter as only one permanent employee have been appointed recently. During the reporting year eight permanent staff were inducted. However, there have been approximately 16 casuals and temporary staff provided with one on

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							one mini workplace inductions within their first week of employment during this quarter. During the reporting year 68 temporary, casual and contract staff were inducted.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.		No Activity	Council's Employee Opinion survey is due to be conducted in November 2016 however has been put on hold as a consequence of the pending Council amalgamation with Canada Bay and Strathfield Councils. The situation will be reviewed during the first quarter of the new reporting period.
			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 this quarter the both the Consultative Committee and Work Health and Safety Committee met on 2 occasions this quarter. Over the reporting year the Consultative Committee met on seven occasions and the Work Health and Safety Committee met on 5 occasions. Council maintains strong professional working relationships with all employee associations and industry stakeholders. The main focus this quarter has been maintaining informed dialogue with the parties on the progress of the State Governments Local Government Reform agenda.
			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	There have been over 10 training activities and programs coordinated and delivered for Council employees this quarter of which approximately 120 employees have attended. There was a particular focus on Mental Health Awareness training, how to use defibrillator and taxation and payroll changes. Throughout the full financial year, Council coordinated close to 95 different training sessions for employees internally and externally. The next quarter will see a continued focus on safety as well as other compliance training such as Code of Conduct and License renewals.
			Manage payroll process.	Delivery of pays on a fortnightly basis. .		On Track	Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.		On Track	Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner. All Managers were provided monthly with their staff's Annual and Sick Leave balances for monitoring purposes and all Executive members are to ensure that the Managers take steps to continue with reducing excessive annual leave balances and monitor and address any sick leave issues.
			2.3.2 - Implement best practice Human Resource policies and strategies.				








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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.		Watch	<p>The Consultative Committee continues to be the forum of communication to discuss any policy updates, developments and workplace change. Monthly meetings have been held each quarter to discuss any workplace changes and workforce strategies.</p> <p>There has been the development of a draft employee recognition corporate practice and guidelines for undertaking performance management assessments developed and consulted with during this quarter.</p> <p>The secondary employment corporate practice commenced review this quarter.</p>
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System		On Track	<p>All objectives and workplace responsibilities were set in the last quarter for the 2016/2017 Competency and Performance Management (CaP) System. Employees were encouraged to monitor progress throughout this quarter.</p> <p>This quarter Organisation Development has held refresher training in undertaking self-assessments and reviews and the annual CAP system has been opened for completion of assessments for 2016/17 financial year.</p> <p>A guideline was developed to assist employees and managers with undertaking an assessment and required evidence for reviews.</p> <p>A revised Employee Recognition program has been developed and consulted with staff and is being rolled out in the next quarter.</p>
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	<p>The Insurance portfolio is managed in accordance in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis.</p> <p>CivicRisk Mutual's insurance portfolio was renewed on 31 October 2016. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.</p> <p>Council has renewed the insurance cover for Workers Compensation Top-up and Community Support Liability Protection (formerly Casual Hirer cover), which were due 30 June 2017.</p>
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	<p>Throughout the reporting year the Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matters.</p> <p>The Executive was provided with a comprehensive half yearly Risk and Insurance report from the Risk Management Coordinator at the February 2017 Executive meeting.</p> <p>This next yearly report to the Executive will be</p>














THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							submitted in August 2017.
							Council's positive performance in all areas of risk management and insurance claims management continues.
				Conduct and report annually on risk management self-audit and prepare action plan.		On Track	Risk Management Action Plan for 2016/17 has been approved by the Risk Management Committee however it is dependent on any possible amalgamation outcomes. This quarter the Risk Management Coordinator commenced discussions with Harris Security Management in relation to the provision of Serious Security Incident (SSI) Awareness : E-Learning, that was discussed and recommended by the CivicRisk Mutual Risk Management Committee.
	Work, Health and Safety	Develop, promote and implement strategic risk management.		Risk Management Committee to meet at least six times each year.		On Track	For this current reporting quarter the Committee has met on one occasion. For the reporting year the Committee met on eight occasions addressing the following topics: Digital roads, kerb, footpath data collection; potential enterprise risk issues as a consequence of Council amalgamations; Compliance Team Electronic forms and IPad; Road Safety Audits; Weighbridge and Crane erection 1 Railway Parade; Enterprise Risk Management reviews of Customer Service and Enfield Aquatic Centre; implementation of Skype for Business telephony system; refurbishment program at Enfield Aquatic Centre; ongoing review of motor vehicle accident claims; Council's recycled waste contract and monitoring the progress of significant Public Liability and Professional Indemnity claims.
				Review and implement Work, Health and Safety policies, procedures and forms, every two years.		On Track	Safe Work Method Statements have all been reviewed and staff are being inducted into relevant Safe Work Method Statements. Safe Operating Procedures have all been reviewed and staff are being inducted into relevant Safe Operating Procedures All First Aid Kits at Chambers, Library, and Depot have been restocked. Defibrillator Training was conducted this quarter and all Depot Outdoor Staff have been trained and have been given a Resuscitation pocket card. All Staff were inducted into a Tool Box Talk - Dealing with Aggressive Customers, a follow up on the training that was provided in the third quarter.
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.		On Track	One investigation was conducted this quarter, in regards to the rear step of the rubbish waste truck Number of incidents (including near misses) for the this quarter were: 0- Lost Time 8 - Near Misses 12 - Notifications 0 - Medical Treatments

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Total number of incidents for the reporting year were: 4 - Lost Time 4 - Medical Treatments 8 - Near Misses 35 Notifications</p> <p>Total Number of Corrective Actions Completed for 2016/2017 were: 9</p>
		Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.		●	On Track	<p>All workers compensation claims continue to be effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frames.</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p> <p>During this quarter there were 0 lost time injury claims lodged.</p> <p>For the reporting year there was a total of 4 Lost Time injury claims and staff have returned to pre injury duties in a safe manner</p>
			Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		●	On Track	<p>During this quarter defibrillator training was conducted to all Depot Outdoor Staff and staff were issued with a Resuscitation pocket card Flu Vaccinations were administered to staff in May 2017 All First Aid Kits were restocked in June 2017 All Defibrillator Batteries were changed as old ones had expired in May 2017 Work Health and Safety Coordinator attended the Metro Group Meeting with StateCover this quarter in May 2017. Tool Box Talk was communicated to Depot, Enfield Aquatic Centre and Library Staff in Dealing with Aggressive Customers. during May/June 2017. Lux readings for the lighting in the Gregg Room was conducted in May 2017, all readings comply with Australian Standards.</p> <p>During the reporting year the following activities were undertaken:</p> <p>All Team Leaders attended a one day First Aid Course in September 2016 Volunteer speaker delivered a lifesaving message about a stroke in September 2016 Manual Handling Course was conducted for staff at Enfield Aquatic Centre in September 2016 Tool Box Talks- Heat Stress and Working in Prolonged Hot Weather Conditions, communicated to outdoor staff in November 2016</p> <p>The following information was posted on Burwood Council FUSE:</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Healthy Lifestyles - Brief information on healthy eating, walking, quit smoking, exercise, drugs and alcohol</p> <p>From Converge International - Keeping Mentally Healthy</p> <p>Mental Health - explaining -Depression, Physical Exercise, Anxiety Disorder, Stress, Helping someone with Mental Illness, Mental Health Check-up</p> <p>Physical Activity</p> <p>Move More - sedentary work</p> <p>Program to Quit Smoking</p> <p>Flex & Stretch to better health</p> <p>Preparing healthy lunches</p> <p>Navigating Change Video</p> <p>Stretching Routine</p> <p>The benefits of walking</p> <p>New Family Assist and Legal Assist serviced from Converge International</p> <p>Healthy Recipes.</p>
2.4 - Ensure Burwood Council is financially sustainable							
2.4.1 - Maintain an Investment Strategy and Policy.							
	Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with Legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
		Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
			Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	The March 2017 Budget review was undertaken in April 2017 and submitted to the May 2017 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.
			Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2016 were completed by 31 August 2016 and externally audited by 10 September 2016. Council lodged the audited Financial Statements with the Office of Local Government on 6 September 2016 within the prescribed legislative time frame. Council's audited Financial Statements were the 4th set of statements received by the Office of Local Government for the year ended 30 June 2016.
			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 March 2017 for the first six months of the financial year. During May 2017 Council received an Audit Management Letter. A response was formulated addressing the Auditors' concerns.









THEMES AND STATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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.	<div></div>	On Track	Achieving zero vacancy in all Council's leased properties and rent increases are in line with the market rate.
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.	<div></div>	On Track	The National Local Government Customer Service Network Benchmarking survey was completed in June.
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 8923 calls received during the quarter 83.32% 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 2,271 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 97% of the 293 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 945 Residential Parking Permits and 28 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 2,842 customers were served at the counter and 82% 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>	No Activity	The biannual survey has been deferred due to pending Council amalgamations.
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	Council's development control plan (DCP) requires the provision of green open space within new development. Current version of the Burwood DCP includes provisions regarding rooftop gardens.
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 Contributions Plans provide for capital works. The capital works program is reviewed annually in view of the contribution plans.









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.		On Track	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works will be staged as applicable. The construction of the half basketball court has commenced.</p> <p>Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. Once funding is approved the timeline for the construction of the various park upgrade facilities will be confirmed and construction works will be staged as applicable.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program. Design options for the solar lights around the pathway network are currently being investigated.</p> <p>Council has been successful with a small grant of \$2500 to repair and monitor the Sandakan Memorial in Burwood Park. The works for this grant are now completed.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>
3.1.3 - Pursue partnerships and opportunities to create new open spaces.							
	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 VPA's entered into last quarter that related to open space.
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.							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.		On Track	<p>Parks and reserves serviced daily/weekly depending on location and usage. Service activities include rubbish/litter removal, toilet and BBQ cleaning, paths sweeping, dog litter bin cleaning, playground inspections.</p> <p>Burwood, Henley and Woodstock Parks retrofitted with new hotplates and coin free operating systems.</p>
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.		On Track	Annual flowering displays coincided with special events at Burwood Park which were ANZAC Service and National Servicemen s Association Service.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.		On Track	Fields assessed on an ongoing basis for any maintenance issues during the winter season activities.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.		On Track	Fields remarked as required, generally on a more frequent 1- 2 week cycles as the season progresses and fields begin to wear and not hold markings as well.
				Sporting fields fertilised during March-April period.		On Track	Fertilising of fields at Henley and Blair Park carried out to promote healthy more durable turf growth during the winter season.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.		On Track	No action required this quarter. Samples to be taken in August for analysis.
				Fields aerated and fertilised where required annually in September-October.		On Track	No action this quarter. Aeration is carried out during Spring renovation works.
				Worn down turfed areas re-turfed where required during the September-December period.		On Track	Rye grass seed spread on worn areas during this quarter to try and maintain some growth on heavily used areas. Turfing requirements assessed at end of season,
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.		On Track	No action this quarter. Major weed spraying carried out in Spring.
				Cricket pitches line marked on regular basis.		On Track	Cricket pitches line marked as required for winter cricket competitions.
				Sporting fields oversowed for high traffic areas where required during March-April period.		On Track	Some over-sowing of heavily used worn areas carried out during this quarter.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.		On Track	Playing fields mown on average of 1-2 week cycles this quarter,
				Fields set up for soccer season and during March-April period.		On Track	No further field set ups required this quarter. Possible fields set ups for school gala days may be required next quarter.
			Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.		On Track	Spot spraying of some areas this quarter carried out.
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.		On Track	Some further palm pruning carried out this quarter for dead fronds in Burwood Park..
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.		On Track	Passive areas of parks and reserves mown on average of three week cycles this quarter Slower grass growth during this quarter provides the team with the opportunity to undertake other parks and reserves maintenance tasks.
			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	Routine visual inspections carried out by Council staff on daily or weekly basis dependent on park location and usage. Quarterly inspections carried out by consultant contractors. New playground upgrades for Russell St Reserve and both Henley Park due in July-August 2017
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.		On Track	The scheduled replacement of play equipment in Henley Park and Russell Street Reserve has been designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access. The design for the new playground at Wangal Park is now completed to include equal access and some equal access play equipment. The installation of picnic shelters at Wangal Park has







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>commenced with equal access to them provided.</p> <p>The Wangal Park Masterplan has provisions for equal access throughout the Park. The recently completed path network throughout the park has been designed and constructed to provide equal access.</p> <p>Other park's capital works will be considered according to the DDA Plan.</p>
	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	ABS census data has been released and is now available. New trends are currently being analysed to programs and services can be targeted accordingly.
3.2 - Improve waste management							
3.2.1 - Better promote existing recycling services.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.		On Track	Recycling information such as a bin bay signage, bin stickers and multi lingual pamphlets were provided to residents in Multi Unit Dwellings (MUDs) as requested by Strata Managers, Body Corporates or tenants/residents during the reporting period.
				Offer free environmental workshops for schools on waste and sustainability.		On Track	The 'Providing the Links' program continued during the reporting period and provided free presentations to primary schools and childcare centres throughout the Burwood LGA. Presentation topics included recycling, litter, composting and worm farming
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.		On Track	Regular e-waste drop off days occurred during the January - March reporting period. There were six drop off days held at Council's Depot in Croydon Park.
			Undertake bin contamination audits for recycling.	Conducted twice per year		Not Due	Bin audit not due this quarter
				Provide report from each audit as to trend in levels of contamination found.		On Track	Currently undertaking joint project with SSROC to identify options for reducing recycling contamination through education and infrastructure
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		Not Due	There were no award presentations in the reporting quarter
3.2.2 - Encourage a reduction in waste generation through community education.							
	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	<p>Information pamphlets on a range of topics to assist residents to reduce waste and improve diversion are available on Council's website and at Customer Services Centre.</p> <p>Council's involvement in the Compost Revolution program was heavily promoted. The program focuses on the diversion of organic matter from landfill through activities such as home composting and worm farming. Worm farms and compost bins are available to Burwood residents at a 50% discount through the Compost Revolution program.</p>








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	●	On Track	There were two Treading Lightly workshop was held during the reporting quarter: 1 Saturday 21 April 2017 - Australian animals display . 2. Saturday 13 May 2017 - 'No dig gardens' The workshops received positive feedback from attendees, who were confident they could apply what they had learnt during the workshop at home
3.3 - Educate the community on sustainable practices							
3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.							
	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	Two workshops were held in the quarter. 21 April 2017 - Australian animals display. 13 May 2017 - No dig gardens.
3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.	●	On Track	During this Quarter, 12 referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).							
	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.
3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.							
	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 5 major development applications this quarter for designs with a 4 to 5 star rating.
3.4 - Leadership in environmental sustainability							
3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	●	Not Due	Next Annual Clean up Australia day is to be held in March 2018
			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 local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery. Council has now appointed a waste investigations officer as part of the illegal dumping strategy.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	Two additional CCTV cameras have been purchased, Anecdotal evidence is that when combined with suitable signage they are effective in deterring illegal dumping

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.		On Track	During the reporting period there were 147 reports of dumped materials on both Council and Public property.
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	Initiated an automatic shutdown of Council computers on weekends to reduce power usage. Purchased more efficient low-power computer screens for staff.
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.		No Activity	Currently there are no rebate schemes available to residents of a sustainable or resource recovery nature. Therefore no data available on rebate uptake in the Burwood Local Government Area
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.		Not Due	Next earth hour will be in March 2018
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.		Not Due	The next annual report is due February 2018
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	Consultation has been finalised by TfNSW regarding a possible relocation of the Bus Stop on Burwood Road Enfield, just north of Mitchell Street. Council is now awaiting correspondence from TfNSW on the final outcome.
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 28 DA's referred to Council's Traffic & Transport section for comment during this quarter with 1 DA being 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	A review of the Burwood Public Parking Strategy is currently under way, with consultation having been undertaken with residents of Murray Street with regards to on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for possible inclusion into the Parking Strategy.











THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.		On Track	During this Quarter, a total of 32 Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.							
	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.
4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA , NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.		On Track	The May 2017 Burwood Local Traffic Committee meetings was held successfully with a total of four items for consideration by committee members.
4.1.6 - Expand the Burwood bike plan.							
	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 currently being assessed with a view to include some additional cycle links as part of the state governments Urban Amenity Improvement Project. No grants have been applied for in this Quarter.
4.2 - Accessible services and facilities that are well utilised							
4.2.1 - Explore options for funding new spaces and upgrading old facilities.							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.		On Track	Council secured grant funding to install 50kwh solar power system at Enfield Aquatic Centre.
4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.							
	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 twenty (20) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects
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.		On Track	Burwood Council's cycleway network is currently being assessed with a view to include some additional cycle links as part of the state governments Urban Amenity Improvement Project. Consultation with neighbouring Councils will be undertaken as required.
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.		On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were run throughout the 2016/17 financial year. The "Look out before you step out" pedestrian safety stencils were rolled out along the Burwood Rd Shopping Centre during this quarter.
4.2.7 - Deliver programs targeted to families and children aged 0-12 years.							



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.		On Track	The Child and Family Interagency meetings were held bi-monthly during the quarter, providing a key source of planning and coordination support to local services that work with families and children in the local area.
			Deliver Families and Children events.	One event held per annum.		On Track	Parenting workshops including Building Parenting Capacity and Circle of Security held between April to May at Burwood Library and Community Hub and at a local primary school. Both sessions had maximum capacity of parents/carers with 25-30 at each session. These sessions aimed to educate parents and provide them with strategies and tips to increase capacity to manage difficult child behaviours in a nurturing and positive way. Community Soccer has been delivered weekly, every Wednesday afternoon at Burwood Park, during the school term. There has been a number of new registrations in term 2 (April-June) where between 30-35 children attend weekly.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	The Child and Family Directory and Services Brochure is continually updated, with the online version available via Council's website. The information is distributed by the Children, Families and Cultural Development Officer to those contacting Council to find out about Child and Family services, including early childhood and primary school details in the local area.
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.		On Track	The Disability Inclusion Action Plan 2017-2021 was adopted by Council at the 27 June 2017 meeting. This copy was subsequently sent to the Disability Council of NSW.
4.3 - Safe facilities and services							
4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.							
	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.
4.3.2 - Improve street lighting and lighting in public places.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.		On Track	Following several successful public lighting trails of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and lower overall costs for Council. As of 30 June 2017, 263 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting and an accelerated replacement program which will further assist in reducing costs for Council but more importantly will create lighting consistency and contribute in decreasing greenhouse gas emissions.
4.4 - Encourage active and healthy lives							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.							
	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	Two activities for seniors were held this quarter: "Estate Planning including will preparation, guardianship and enduring power of attorney". The lecture discussion had 20 seniors attending. The other event was a bus trip to The Gardens on Forest, a heritage building located in Peakhurst. The group had a tour led by the current owner followed by lunch. The bus trip had 41 in attendance. Council continues to support independent providers of health and wellness activities through free use of Council owned venues provided the providers will only charge \$5.50 per person per session. These activities include line dancing, Chinese painting, gentle exercises and which are open to the community including seniors.
4.5 - Vibrant and clean streetscape							
4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.							
	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 produce educational articles in local papers as well as target locations identified as developing rubbish dumping issues with leaflets placed in letter boxes seeking assistance and making the local area aware of the issue and council's involvement.
				Two articles per year to be posted in local media papers educating the community of the program.		On Track	Council produce educational articles throughout the period focusing on key issues such as illegal dumping and Council's Dob in a Dumper" program. This approach aims at educating the broader community to participation in reporting crime and identifying offenders.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.		On Track	The reporting of graffiti continued to be promoted to the community through Council's web page. Council has developed resources to be sent to residents and businesses to encourage residents and businesses to report graffiti.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.		On Track	During the fourth quarter, Burwood Council delivered two major civic events; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. Both services experienced an increase in attendance. Council also held Easter in the Park celebrations and the Heritage Week Memorial Tours. In addition, Council supported the Buddha Vesak Day celebrations in Burwood Park.
4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.							
	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	Council has prepared a planning proposal, part of which is to introduce a design excellence provision to enhance and promote aesthetically appealing buildings.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.		On Track	During this quarter Council applied the residential design quality planning controls to the assessment & determination of 4 major DA proposals and also referred a further 5 Major DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
4.5.4 - Invest in upgrading the public area south of Burwood railway station.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.		On Track	During this Quarter, capital improvement works undertaken in the CBD area south of Burwood Railway Station is stormwater drainage, kerb and gutter and footpath upgrade works at Shaftesbury Rd intersection with Brooklyn St.
4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.							
	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 109 & 95 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 4 Major DA's within that period. Council has engaged additional town planning resources to assist with the processing of development applications
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.		On Track	There was one request to review a determination pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 and this matter has not been determined at this time.
4.6 - Minimise risk and ensure continuity of critical business functions							
4.6.1 - Implement best practice records and risk management strategies.							
	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	Council has the continued support of an off-site disaster recovery site through a major disaster recovery company. Council are currently reviewing disaster recovery procedures and systems.
4.6.2 - Facilitate training and education awareness programs regarding risk management.							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.		On Track	<p>Each year CivicRisk Mutual provides members with a range of sessions dealing with different topics within the Risk Management environment so the Council staff from various departments can attend and acquire/expand their knowledge, raise their awareness on their roles, obligations and responsibilities in relation to risk management within their areas of expertise.</p> <p>In October 2016 Council staff attended a Incidents/Claims Investigation & Litigation workshop organised by the CivicRisk Mutual. Over the reporting year staff also attend sessions on Property Protection Seminar - Floods, Fires & All In Between conducted by CivicRisk Mutual.</p> <p>Review and updating the Enterprise Risk Register with relevant staff and Managers is currently</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							undergoing.
4.6.3 - Maintain an appropriate insurance program.							
	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.	<div></div>	On Track	<p>The Insurance portfolio is managed in accordance in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis.</p> <p>CivicRisk Mutual's insurance portfolio was renewed on 31 October 2016. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.</p> <p>Council has renewed the insurance cover for Workers Compensation Top-up and Community Support Liability Protection (formerly Casual Hirer cover), which were due 30 June 2017.</p>
4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.							
	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.	<div></div>	On Track	No major outages were reported for the quarter.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.	<div></div>	On Track	During quarter four there were no reportable outages of Council's Information Systems.
5 - A Vibrant Economic Community							
5.1 - Support and manage Burwood's major centre status							
5.1.1 - Implement economic development strategies.							
	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.	<div></div>	On Track	Council made preliminary contact with local Chambers groups with the intention of conducting a meeting in the upcoming quarters.
5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	<div></div>	On Track	Submissions for 2018/19 National Black Spot Program are currently being considered.
5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.							
	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.	<div></div>	On Track	Mixed use in town centres is permitted under the Burwood Local Environmental Plan 2012.
5.2 - Support small business							
5.2.1 - Develop programs to strengthen and sustain small businesses.							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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	The registered premises inspection program is continuing. There were 194 inspections carried out during the reporting quarter.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.		On Track	Enforcement action has been taken where appropriate. There were three Improvement Notice and 6 Penalty infringement notices issued 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.		On Track	Report due in July 2017
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two workshops per year. One of the workshops is to be in a language other than English.		On Track	There was one food safety workshop conducted on 20 June 2017
			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 maintain a supply of a range of fact sheets in multiple languages and distribute to premises 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 was a total of thirty two (32) development applications that required consideration and conditioning by the Environment and Health Team during the reporting quarter.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.		On Track	There were seventeen (17) public health complaints received and investigated by the Environment and Health Team during the reporting quarter.
5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues.	As required.		On Track	Burwood Local Environmental Plan 2012 is reviewed with amendments made from time to time in response to emerging issues.
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.							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.		On Track	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The two major civic events held during the fourth quarter were Commemorative Services and due to the nature of these events, they were not suitable for the inclusion of market-type sections. Easter in the Park featured a range of food and market-type stalls and activities. Council did support the externally organised Buddha's Vesak Day Celebration event which took place this quarter and included a market-type section with stalls offering a range of food, arts and crafts and information. The next event to include market-type sections will be Council's largest civic event, Burwood Festival to be held in October 2017.
			Develop civic events on weekends.	Majority of civic events held on weekends.		On Track	Major civic events organised by Burwood Council are held on weekends or relevant public holidays whenever possible to encourage attendance and participation by the local community. The following events were held during the

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							weekend (or public holiday) this quarter: - Anzac Day 2017 - National Servicemen's Commemorative Service 2017 - Easter in the Park - Heritage Week Memorial Tours - The Council-supported Buddha's Vesak Day
5.3 - Increase employment and training opportunities							
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.							
	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	<p>Council hosted three students from Southern Cross Vocational College during this quarter in administration and events. The administration student worked in various teams within the administration, records and organisation development areas of Council. or the reporting year Council hosted nine students.</p> <p>Council continues to engage an apprentice in landscaping construction through a group training company while also employing one Student/ Graduate Engineer as well as another on Work Placement during this quarter.</p> <p>Council has been again recruited local youth into the positions of Casual Library Shelving roles with the local high schools to encourage youth employment in the area, The Enfield Aquatic Centre also employs a number of young people from the local area.</p>
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	23 heritage referrals for the quarter were received, 52% were responded to within 10 working days and 70% responded to within 15 working days.