



Burwood Council
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BURW2030D

DELIVERY PROGRAM 2013-2017

QUARTERLY REVIEW
FOR THE PERIOD ENDING
31 DECEMBER 2013



HOW TO READ THE DELIVERY PROGRAM 2013-17 – QUARTERLY REVIEW FOR THE PERIOD ENDING 31 DECEMBER 2013

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 (PEFORMANCE 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: road rejuvenation and heavy patching works at Murray St from Malvern Ave to Tahlee St; footpath reconstruction works at Lang St; footpath reconstruction works at Acton St from Monash Pde to Wychbury Ave; footpath reconstruction works at Queen St cnr Cheltenham Rd; footpath reconstruction in Yandarolo St from Trelawney St to Burwood Rd; Footpath reconstruction works in Ann St; Stormwater drainage and Footpath reconstruction from Post Office Lane to Fitzroy St; Kerb extension at The Strand; New pedestrian refuge island at Mitchell St. Capital Works projects commenced during this quarter include: Road Widening works in Victoria Ave from Park Rd to Elsie St; Kerb and Gutter reconstruction in Hunt St from Ann St to End.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council routinely 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	All CBD areas were 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	All illegally dumped rubbish reported were collected within agreed response time frames (within 2 days)
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Plants replaced as needed and cleaned for rubbish on weekly basis. A number of planters were replanted in December 2013.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within seven working days.	●	On Track	All streets are swept on 3 weeks cycle, some known hot spots, especially in high dead leaves seasons are swept in between the scheduled cycle
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Major car parks are cleaned daily.





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		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.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Weed spraying and removal was carried out by Council's Nature Strip mowing teams in selected areas. Weed spraying of all streets was carried out in October to November 2013.
		Street Cleaning	Mowing of nature strips based on eligibility.	Six to eight week cycle during Summer months. Eight to 10 week cycle for remainder of the year.	●	On Track	Mowing of properties on the nature strip mowing list was largely carried out as per the 8-10 calendar weeks standard.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage Councils civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 42 days.	●	On Track	During the second quarter Council received 137 Customer Service Requests(CRMS) of which 135 were completed within service standard (99% 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	Bus stops and areas around them are cleaned daily
				Twice weekly outside CBD areas.	●	On Track	Bus stops outside CBD and areas around them are cleaned at least twice weekly.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually ie Town Centre, schools, commercial areas etc.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. A new Asset Management Software, Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward footpath capital and maintenance works programs. This will assist in strategically managing Councils footpath assets and provide real time condition of these assets. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage, to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are on going and draft reports have been completed. This will provide Council with flood and drainage assessment information on the storm water system for those catchments






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		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	<div></div>	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. Average repair time by Ausgrid for public lighting assets has been reported at 4-5 days from receipt of fault report. This is well within the minimum Ausgrid service standard of 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.	<div></div>	On Track	Street lighting investigations and night audits have been undertaken for the following streets within the Burwood LGA: Eden Avenue, Queen Street, Burwood Road, Belmore Street, Belmore Street Car Park, Arrowfield Avenue, Cooper Street, Waratah Street, Shaftesbury Road, Shelley Street and Henly Park. 100% of all required upgrades and maintenance works were completed successfully and within Ausgrid's minimum service standards.	
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	<div></div>	On Track	100% of booked and area clean up are completed within Agreed level of Service (ALS)	
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily.	<div></div>	On Track	Public 'Be Tidy" bins in CBD area emptied and cleaned daily.	
				Wash public waste bins monthly.	<div></div>	On Track	Public waste bins washed and cleaned monthly, bins in Burwood and Croydon CBD washed in between the cycle	
	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>	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software - Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.	
	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>	On Track	Reactively we respond to CRMS within the stipulated timeframes. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects (by IMG) whilst working within the area.	
				100% investigated, assessed and programmed within four working days.	<div></div>	On Track	Reactively we respond to CRMS within the stipulated timeframes. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects (by IMG) whilst working within the area.	
	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>	On Track	All CCTV applications received during the review period from the Police have been processed within the two days service level target
Community Development (Community Safety)			Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	<div></div>	On Track	Council Staff meet with Police on a weekly basis to discuss crime statistics and trends.	







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	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.		On Track	Council Staff attended Liquor Accord meetings in the latter part of last year. Liquor Accord is investigating ways to engage with more licensees in Burwood to offer support and information. Planning meetings are yet to be scheduled.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.		On Track	Council Officer attended the SSROC Enforcement meeting for the quarter
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.		On Track	Planning for additional work to reduce graffiti is underway at Flockhart Park. This includes some planting and sensor lights.
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	Planning is underway for Youth Week 2014 event with the Burwood Youth Advisory Group (BYAG). Funding has been sought to undertake activities.
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	Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the design component of the grant has been approved and Council has received a part payment. Last financial year Council applied for three Public Reserves Management Fund Grants for financial assistance to construct: an open air multi - purpose entertainment facility in Burwood Park, footpath restoration works in Burwood Park and for the Blair Park dog off -leash area . Council has been successful in receiving a Public Reserves Management Fund Program grant to restore the footpaths in Burwood Park to a value of \$65,000. Council was unsuccessful in the grant for the Blair Park dog off- leash area. The grant for the construction of the multi- purpose entertainment facility is still pending. Council staff will seek further grant funding opportunities as they arise.
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.		On Track	The Community Development team were successful in receiving two grants this quarter which were: \$1,000 towards Seniors Week \$22,892 towards information directories and guides for the community in relation to ageing and disability services






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1.2.3 - Investigate opportunities to increase the availability of facilities and venues.							
	Lead: Assets, Property & Building Services Secondary: Community and Library Services	Community Facilities	Explore alternative venues for community use and create a database of venues.	Identify and create database of alternative venues for community use by 31 December 2013.		On Track	New community facilities including Woodstock Community Hall and the Burwood Library & Community Hub are now available for community use. Council is actively pursuing other opportunities.
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	Woodstock and Burwood Park Community Centre were available for hire.
	Lead: Parks		Offer parks for hire.	Parks available for hire.		On Track	Parks prepared and available for hire. Maintenance carried out as required for various activities.
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	On 16 October, 2012 Council resolved to approve the installation of an unfenced dog off-leash area and bocce court in Blair Park. Council also resolved to have the Plan of Management (PoM) for Blair Park reviewed to include the change of usage and adopted the revised Plan on 9 September 2013 . Staff are progressing the construction of the dog off - leash area and bocce court to be completed under the 2013/14 Capital Works program. A contract has also been awarded to replace the pine bark mulch with rubber soft fall in the Blair Park playground.
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	The Keith Smith Reserve play equipment replacement, including a shade structure, rubber soft fall, and tree planting is now complete and the playground open to the public. In Reed Reserve Council will remove and replace the existing play equipment. This project will include new rubber soft fall and additional park seating . In Blair Park Council will install new rubber soft fall flooring and new fencing In Monash Reserve Council will extend the shade structure above the playground.
1.2.7 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with HACC and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.		On Track	Strategic partnerships were established during the quarter with Inner West Ethnic Services and Australian Nursing Home Foundation Ltd to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the Home and Community Care (HACC) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.		On Track	During the quarter, Volunteer Network had 369 enquires regarding volunteering, conducted 21 volunteer interviews and referred 244 volunteers to not for profit organisations in the Inner West Area. Council received 39 enquires regarding volunteering specifically in the Burwood LGA.

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1.2.8 - Develop appropriate and relevant training in order to build Home and Community Care (HACC) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with HACC-funded service providers across the Inner West area on training and development.	Training sessions and HACC forums conducted monthly.	●	On Track	<p>The Inner West HACC Development Officer organised and facilitated three Community Care Forums. Thirty service providers from across the area attended each of the sessions. These included providers from Area Health, HACC services, Disability Service Providers and Government Department representatives.</p> <p>The Inner West Area Training Service provided three calendar sessions per month, as well as a number of in-house training for HACC and health-related service providers.</p>
1.2.9 - Facilitate access to Podiatry Services							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).	●	On Track	The HACC Podiatry Service increased the number of clients to 1170 clients by 31 December 2013. The service continues to receive new client referrals and receive new client referrals every week and their is still capacity to take on new clients.
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	Public Wi-fi was available every day during Quarter 2.
1.2.11 - Upgrade Enfield Aquatic Centre facilities.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Develop an Enfield Aquatic Centre Business Plan.	Business Plan developed by 31 January 2014.	●	On Track	The EAC Business Plan has been developed and currently under final review.
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	All of the pools and water features at the Enfield Aquatic Centre are tested every two hours for correct levels of sanitation. Management and Supervisory Staff are responsible for the up-keep of all Public Health Reporting.
1.2.13 - Provide new learn-to-swim and life saving programs and encourage community participation.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	On Track	With the opening of the outdoor 50m pool and warm weather the interest in squad swimming has increased during this 1st and 2nd Quarters .
			Introduce new Life Saving initiatives aimed at teaching children basic life saving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	The Learn to Swim Program is currently 96% booked. In addition, the program now includes a full week dedicated to water safety, which is interactive with all parents.
			Investigate opportunities for a new Migrant Swimming Program.	Promote partnerships with migrant services providers.	●	On Track	The EAC staff and management are working in partnership with targeted user groups joined by youth and adults from CALD communities.

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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 survey form has been developed and it is currently under review, before being made available to all patrons.
1.2.15 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park	Commence earth works and construction of the wetland system.	Works completed by 31 December 2013.		Watch	Following a detailed tender process Council has engaged a construction contractor to undertake the wetland construction works. Construction works have commenced on site with land shaping of the three wetland system underway. Construction continues on site although work has slowed due to some site difficulties. Because of the on site difficulties it has not been possible to complete construction by December 2013. The installation of the service lines into Wangal Park is now completed. Part of the service lines will provide stormwater surcharge for the wetland system.
			Completion of Stage 1 (area 7,186sqm) on north eastern side, including earth works, drainage and turf.	Works completed by 31 December 2014.		Watch	Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade is operational. Topsoil has been stockpiled in the north eastern area of the park site. However, the actual construction of the north eastern part of the site will commence once the wetlands have been completed as access to the topsoil will be required. The installation of the service lines into Wangal Park is now completed. Part of the service lines will provide stormwater surcharge for the wetland system. Construction continues on site although work has slowed due to some site difficulties. Council with the design and construction team is working through the construction problems.
			Complete wetland construction and planting as per approved NSW Metropolitan Greenspace Program Grant and Federal Government Stormwater Grant.	Works completed by 31 December 2014.		Watch	The wetlands will provide a water source for general park irrigation and a place of beauty and amenity. Grant funding for the wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the wetland design component of the grant has now been paid to Council. The construction of the wetlands has been hampered due to some on-site difficulties. However, Council staff and the design and construction team are working through the site issues. Once the wetland construction is completed the final grant progress payment will be received by Council.







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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	Community Id profile data continues to be accessible on Council's website and reflects the 2011 census data. Updates were made during December 2013 to the Economy and Atlas programs.
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 published on the website. In addition, Council's social media pages are monitored and updated daily.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.		On Track	Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. The sections which can be accessed on Council's homepage under the Language Service tab include information on Community Services, Library Services, Regulations, Waste Management and Parking. Council will work to identify other methods of communication to improve accessibility and content functionality. An audit will be conducted in February 2014 to assess the website's level of compliance with the national standard WCAG 2.0
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.		On Track	Council's audience increased by 25.5 per cent across all social media platforms. The website had 190,317 views with 25 per cent of users accessing Council's website from via smart phone or tablet device (2% increase since last quarter). Council's website offers translations in Chinese, Korean, Italian, Arabic and Greek for key documents and pages. Translated documents are accessible through language specific links located on the homepage Total views for the translation pages: -Translation service directory (includes links to all language pages): 1,510 - Chinese page: 311 - Korean page: 245 -Arabic page: 221 -Greek page: 214 -Italian page: 203
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.		On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns and advertisements in local papers (Burwood Scene and Inner West Courier). Information is made available on Council's website and social media pages. Council's online presence continues to grow, particularly among younger members of the community, with approximately 46 per cent of residents accessing Council information









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							on social media aged between 13-24. In addition, Council's quarterly newsletter (Burwood Update) was distributed in December 2013 to 14,000 homes and business in the Burwood LGA it was available electronically online and sent out to recipients who have subscribed via email. The information provided to the community raised awareness on key issues including Council's Major projects, community events and environmental initiatives.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases		On Track	27 media releases were distributed to local and metropolitan media outlets resulting in 112 news and event items being published. 98.5 per cent of the items published were either positive or neutral in tone.
				Number published.		On Track	27 media releases were distributed to local and metropolitan media outlets resulting in 112 news and event items being published. 98.5 per cent of the items published were either positive or neutral in tone.
			Develop a platform for a mobile application for Council.	Launch application by 31 December 2013.		On Track	Council launched a mobile website in August 2013 to streamline content to make it more accessible for all members of the community. The mobile website contains key Council information including location and contact details for the Chambers, Pool and Library, Mayor and Councillor contacts, What's On and Online Payment facility.
1.3.3 - Preserving information.							
	Lead: Customer Service & Records	Records Maintenance	Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.	As per Records Monitoring and Maintenance Program.		On Track	A selection of the Council Minute books have been imaged for records preservation in line with available resources.
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	Council's Media and Communications department publicises library events/services through Burwood Scene and the Courier. Items are placed on Council's website. The internal noticeboard is also a point of information and updated regularly. The external changeable noticeboard has also a useful space for information. Flyers promoting services and programs have been displayed around the library and distributed widely. New strategies will be considered for the new library and community hub in 2014.
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	Actions to increase Library membership are ongoing and membership numbers are reported each six months: Total Library membership as at December 2013 was 18949 with 493 new registrations during the quarter






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							<p>Total membership for 1st Q 2013/14 was 19320 with 668 new registrations</p> <p>It is anticipated that membership will increase significantly at the new library and community hub.</p> <p>All library programs are delivered with the aim of increasing library membership.</p>
1.3.6 - Provide improved public access to mapping.							
	Lead: Information Technology	Mapping	Develop interactive web-based mapping technologies for the Council website to facilitate greater public access to mapping information.	Provide interactive web-based mapping by 30 June 2014.		On Track	The system is currently in final testing.
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	<p>Due to the ongoing beautiful weather all 20 sessions of Mobile Play Van were held in Term 4, 2013 with new families attending nearly every session.</p> <p>In October a fund-raiser was held in honour of Children's Week, with funds raised going to Westmead Children's Hospital. In December Santa visited Play Van.</p> <p>Play Van was also visited by an Occupational Therapist and a Child and Health Nurse organised by The Infants Home, with more visits by child health professionals planned for next year.</p>
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	<p>Customer Satisfaction was measured through an amended version of the annual survey of parents. All parents reported a high level of satisfaction with the service.</p> <p>This year enquiries were made into parents needs relating to the Play Van's information flyer. Following this feedback the flyer was redeveloped and has now been translated into Chinese for the community.</p>
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.		Watch	Nominations for Local Citizen of the Year Awards was sought in the second quarter (Oct-Dec 2013) via media releases, website, social media and community groups, with an award ceremony intended to be held part of the 2014 Australia Day celebrations. The number of nominations was very limited. It will be necessary to review the nomination process for the 2015 awards.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	Nominations opened for Council's Citizen of the Year Awards (Citizen of the Year, Young Citizen of the Year and Sportsperson of the Year). Prizes were awarded to the winners of Council's Burwood Festival photo competition. The winners were promoted on Council's website and featured in the local media.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Frequently Accessed Documents are located in an accessible link on the Council's homepage. The documents are listed in alphabetical order and are based on information received through Customer Service.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	<p>There were 17 public access terminals available for the Internet when the library was open. There were also 50 licences available for free wireless access to the Internet. There will be an increase in both PCs and wireless licenses when the library and community hub opens in 2014.</p> <p>The library has a strong partnership with the State Library and Burwood Court. As such they offer Legal Information Advisory Centre (LIAC) and Drug Information Advisory line (Dy@ll), both in terms of physical and online access. They also receive and distribute brochures and flyers from government bodies and other groups such as the RMS.</p>
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	<p>The library engages with the culturally and linguistically diverse (CALD) community through a range of activities, including talks in community languages and English conversation classes. Access is offered to an expanding multicultural book and AV collection, newspapers and magazines. there is also access to a range of online resources including the International English Language Testing System and the adult online tutor.</p> <p>The library runs a monthly bilingual Mandarin storytime. The Multicultural Librarian is an active member of the Multicultural Service Librarians Group which is a part of the Metropolitan Public Library Association. The group discusses issues and ideas for furthering engagement.</p> <p>Further opportunities to increase the range of activities for improving linkages with the CALD communities in Burwood will be explored at the new library and community hub through Council's Multicultural Strategy.</p>
			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	The library liaises with a range of groups working with the culturally and linguistically diverse (CALD) communities in Burwood, including Chinese Australian Services Society, Navitas and Community Development and Multicultural Purchasing Co-op. Further strategies will be explored at the new library and community hub through Council's Multicultural Strategy to increase the proportion of CALD groups that participate in and engage with the library and other Council services.










THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community well being and active ageing.	Deliver a minimum of one initiative per annum.	<div></div>	On Track	In Term 4 2013, 150 community members participated in 14 activities at Woodstock. As part of the Woodstock programs, a partnership with Leichhardt Women's Health Centre was established to run a health and wellbeing session on 10 October 2013. Twenty five community members participated in this session, and a follow up session for another 15 participants was organised.
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.	<div></div>	On Track	Burwood Council invites local sporting groups to participate in large community events where suitable. During the second quarter Council hosted two events to celebrate the 80th Anniversary of the Enfield Aquatic Centre. These events involved the Enfield Lifesaving Club and Enfield Swimming club. These two clubs held demonstrations and showcased the history of their through trophies and awards. Council also hosted two Christmas events for the community. As these events were based on Christmas Carols and the traditional story of Christmas it was deemed not suitable for local sporting groups to attend and participate. The local community was still represented at these events in the form of local church groups and performers.
				Create a designated area for local artists and groups at Council's civic events.	<div></div>	On Track	Local community groups and schools are invited to participate in the majority of events held by Council, in the capacity of performers, volunteers, organisers and ambassadors. During the second quarter Carols in the Park 2013 hosted local community groups who volunteered their time to perform on stage and showcase their talents for the community. In this quarter Council also worked with the local Church groups to deliver Christmas in the Park 2013. This event re-told the story and meaning of Christmas through a live play accompanied by live music. Over 90 performers from local schools, churches, church bands and choirs were involved in this event.
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.	<div></div>	On Track	There were 313 items added to the Korean, Hindi & Chinese collections.
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)	Identify appropriate consultation methods with people living with a disability and their carers.	Complete consultation in relation to the DAP by 30 September 2013, incorporating appropriate consultation techniques.	<div></div>	On Track	As earlier reported the community consultations organised in preparing Council's Disability Action Plan (DAP) have been completed. Issues and recommendations raised at the community consultation and survey have been included in the draft DAP , which is subject to Council's final review and approval in early 2014.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 has developed a mobile website, which has streamlined information and provides an easy interface for visually impaired users. 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. All Council's documents are available in both PDF and Word format, as per the Federal Government's Web Content Accessibility Guidelines V2.0, for ease of use. An Accessibility Audit of the website will be conducted in 2014.
1.4.8 - Continue the publication of Council news in local media including local newspapers.							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.		On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier, Burwood Scene) and includes the following information: - Mayor's Message - Latest news and information on events and initiatives - Development applications received and approved by Council - Times and dates of upcoming Council Meetings - Contact information - Council's values - Link to social media pages - The column is also published on the Council website and social media pages.
				Burwood Update Residents Newsletter produced quarterly.		On Track	The quarterly Burwood Update Residents Newsletters was distributed in December 2013 to 14,000 homes and businesses across the Burwood LGA. The six-page newsletter included updates on services and initiatives and an events guide. It was also made available online on Council's website and emailed electronically to recipients who have subscribed via the website.
				Newsletter made available in electronic format.		On Track	The quarterly Burwood Update Residents Newsletters was distributed in December 2013 to 14,000 homes and businesses across the Burwood LGA. The six-page newsletter included updates on services and initiatives and an events guide. It was also made available online on Council's website and emailed.
			Produce timely and appropriate Media Releases.	Within one day.		On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
1.4.9 - Promote volunteering opportunities.							
	Lead: Community and Library Services	Community Development (Volunteering)	Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually.		On Track	Volunteer Network produced a new brochure, booklet, posters and Volunteer DVD booklet to promote volunteering to the community within the Inner West. Volunteer Network continues to promote volunteer opportunities through GoVolunteer & Volunteer Networks websites and to advertise volunteering through the local media - Inner West Courier and Strathfield Scene. Council received 39 enquires regarding volunteering specifically in the Burwood LGA.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.		On Track	Volunteer Network offers training to volunteers and organisations within the Inner West and produces a six month training calendar. Volunteer Network assists volunteers within Burwood Council to engage in projects that give them the experience and knowledge to further develop their skills. In the second quarter, Volunteer Network had 369 enquires regarding volunteering, conducted 21 volunteer interviews and referred 244 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.		On Track	In total 26 DA referrals received during the quarter, 100% of which responded to within 15 working days and 24 of which responded to within 10 working days, representing 92%.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		On Track	Heritage information has been put on Council's website and is up to date.
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.
1.5.3 - Undertake a Local Government wide heritage study to identify buildings of historical significance.							
	Lead: Strategic Planning	Heritage	Update current Heritage Schedule (Burwood Local Environment Plan No. 19).	Complete review by 31 December 2014.		On Track	Council at its meeting of 26 June 2012 resolved to undertake a comprehensive heritage review over a period of two years commencing July 2013. To date, in house preparation work has been undertaken including Councillor briefing.
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.		Not Due	Heritage Week has been incorporated into the 2014 calendar of events for 12-20 April 2014 in accordance with National Heritage Week. Research has commenced into possible activities to be held for the occasion.
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	Planning is underway to deliver a community barbecue in Burwood Park on 12 February 2014 for Neighbourhood Week. The community barbecue is a partnership with Newtown Neighbourhood Centre and 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	In the lead up to community events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers. All Council events are promoted on the Council website and Facebook and Twitter pages and are also updated with images upon the completion of the event. For each event media releases are sent







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT	
							to the local newspapers and advertising is also placed in these papers to ensure the local community are informed. Mentions are made in the fortnightly Mayoral column of any upcoming major events and DL cards are designed and distributed to the 14,000 households and businesses in the LGA in the lead up to each event. During the reporting period Council promoted two major events; 80th Anniversary Celebrations of the Enfield Aquatic Centre and Council's Christmas events.	
				Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.		Not Due	During the second quarter no Commemorative Services were held. Planning is already under way for the upcoming ANZAC Commemorative Service to be held on Sunday 13 April 2014 and the National Servicemen's Commemorative Service to be held on Sunday 1 June 2014.
1.6 - Improved interactions between young and older people								
1.6.1 - Establish regular interaction between young people and councillors eg. 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	Superhero Movie Night showing the film The Avengers in Burwood Park, was postponed in November due to inclement weather and is scheduled to take place in January 2014. Burwood Youth Advisory Group have been involved in coordinating the event with Council. Funds to be raised through the selling of BBQ food, drinks and popcorn will be donated to Starlight Children's Foundation.	
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 was held at the start of the new term on 14 October 2013 as outlined in the previous quarter. A representative from the Media team met with the Burwood Seniors Computer Club on Monday, 25 November 2013.	
1.6.3 - Explore partnership opportunities to foster improved community connections								
	Lead: Media, Communications & Events Secondary: Community Services	Community Engagement	Develop a new comprehensive Community Engagement Strategy.	Community Engagement Strategy to incorporate best practice provisions.		On Track	Council is investigating principles and best practice models to be included in the Community Engagement Strategy.	
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	Initial discussions have been initiated to engage young people to support intergenerational interactions with older people. One possibility being investigated is for young people to show/mentor older people in the use of iPads, android tablets and smartphones. The venue for this would be Council's Library and Community Hub.	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2 - Leadership through Innovation							
2.1 - Community confidence in Council's decision making							
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	During this quarter the following workshops were held by Council: 29 October - Graduated Licencing Scheme workshop for parents and supervisors of learner drivers 2 November – Backyard Veggies (as part of the Treading Lightly program) 7 November – Public Place Display at Burwood Plaza for National Recycling Week on Recycling 4-5 December - Information Sessions on Funding Our Future.
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 2013-14. This document represents the quarterly report in relation to the period 1 October - 31 December 2013.
		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 2012-13 was lodged with the Division of Local Government on 12 December 2013.
			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 2013-14 was adopted by Council at its 25 June 2013 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 (adopted by Council in June 2013). 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. As part of the implementation of the Delivery Program and Operational Plan, Council management have introduced a new software that allows constant monitoring of progress for each strategic goal and provides for more accurate and streamlined reporting. Regular reports are extracted and analysed by the Executive Team.
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 this quarter, the following policy was published on the website: Lobby Policy




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.		On Track	All Agendas were published on Council's website three days prior to the meeting.
2.1.5 - Hold Council Meetings.							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.		On Track	During this quarter, three Council Meetings were held: on 21 October 2013, 18 November 2013 and 10 December 2013.
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	Burwood Council invites local cultural groups to participate in large community events where suitable. During the second quarter, Christmas in the Park and Carols in the Park 2013 featured local cultural groups from the Christian Churches in the Burwood LGA who volunteered their time to perform on stage as actors and musicians and showcase their talents.
	Lead: Community and Library Services		Develop a multicultural strategy that includes a focus on actions to improve communications between Council and multicultural groups in Burwood.	Multicultural strategy completed by 30 September 2013.		On Track	The Multicultural Strategy was completed and adopted by Council at the October 2013 meeting. Implementation of the strategy is now underway.
			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 library delivered eight talks/workshops in both English and Mandarin in topics from back pain to thriller writing. There was also the usual book/film clubs, conversation classes, story time, toy library and Wrap with Love group.
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 is scheduled on each Council Meeting Agenda.
	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	Two public information sessions were held on 4 and 5 December as part of Council's Funding our Future consultation, with a total of 33 attendees.
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	Contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil. Council is currently producing multilingual signage which will be placed at the entrance of Burwood Park.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/ Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings		On Track	The Register was updated for the policies, corporate practice and procedures approved during the quarter and also cleansed for out-of-date documents and planning documents.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.		On Track	During this quarter, four meetings were held on 10 October 2013, 21 November 2013, 25 November 2013 and 12 December 2013.
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	Council lodged a submission to the Independent Panel following the release of the Future Directions discussion paper in April 2013. It is expected the final report will be released to the public in January 2014.
	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 Minister for Local Government has appointed a four member panel "Local Government Acts Taskforce" to develop new, modern legislation that meets the current and future needs of the Community and local government. In April 2013 the Taskforce produced a discussion paper titled "A New Local Government Act for NSW" and Council provided comments through a formal submission. A final report was submitted to the Minister in early October 2013 for consideration. Once the Minister has made his determination the Division of Local Government will issue directives to Council which will be reported on once Council receives notification.
2.1.11 - Implement best practice governance strategies.							
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.		On Track	A new Asbestos Policy will be tabled to Council at the February 2014 meeting, to comply with the Model Asbestos Policy for NSW Councils. In addition, Council is reviewing its Internal Reporting Policy in light of recent changes promoted by the NSW Ombudsman in their Model Internal Reporting Policy for Local Government (July 2013).
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	The Complaints Management Policy is available to the public on Council's website and at Council's Customer Service, together with a "How to lodge a compliment / complaint" factsheet outlining steps to submit feedback to Council, and the related service standards.
			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. A review of Council's Complaints Management Policy will be undertaken in January 2014.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.		On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							ensure consistency with the policy. A staff training program is planned for 2014 on Customer Service and Complaints Handling.
			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.
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 December Quarter. During the December Quarter 56 informal and 1 formal applications under the GIPA Act were received all applications were process within the statutory time frame.
2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.							
	Lead: Customer Service & Records	Records Maintenance	Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.	Within one day.	<div></div>	On Track	During the quarter 55 Development Applications and 35 Complying Development Applications were submitted to Building and Development.
			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 4 Formal and 55 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.
			Retention and disposal of records.	Annually.	<div></div>	On Track	Records closed and sentenced according to the General retention and disposal authority: local government records. Records securely disposed of according to the General retention and disposal authority: local government records.
			Scan, process and distribute incoming daily mail.	Within one day.	<div></div>	On Track	Daily mail processed, scanned, registered and distributed within service standard.
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	<div></div>	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new staff. Refresher training has been provided to existing staff. TRIM document statistics are provided in the Records monthly report.
2.1.16 - Undertake efficient and transparent procurement and purchasing.							
	Lead: Governance	Procurement and Purchasing	To coordinate Council's Tender Process in accordance with: - Local Government Regulation 2005 - Local Government Act 1993 - Tendering Guidelines for NSW Local Government 2009 - Burwood Council Tendering Procedure	Number of Tenders successfully delivered.	<div></div>	On Track	During the second quarter no Tenders were called for.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.		On Track	The Procurement Strategy was approved by the Executive on 30 July 2013. The Purchasing and Contract Management Corporate Practice was approved by the General Manager on 3 July 2013 and is due for review in 2017.
2.1.17 - Provide education to Councillors on changes to legislation.							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.		On Track	No major changes to legislation were implemented during this quarter.
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.		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.		On Track	Council has received circulars in relation to Responsible pet ownership funding arrangements and Swimming Pools Amendment Act requirements and timelines.
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.		On Track	The Corporate staff induction was held on 16 January 2014 with 7 new members of staff undertaking the induction which included: Meet and greet Executive team Council services and community Corporate practices and legislation Tour of Burwood LGA There were not sufficient number of new employees to hold an induction in September - December quarter.
				On-line suite of training software be implemented by 31 December 2013.		On Track	Organisation Development reviewed the results of the computer literacy testing that was held in October 2013. The majority of staff had intermediate and advanced computer literacy. Those at the basic level will have more targeted training in 2014.










THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Organisation Development and Information Technology have commenced investigating face to face and on-line learning opportunities as part of the roll our Microsoft Office 2010 in 2014. An initial training session in Microsoft Office 2010 is scheduled for January 2014 for Library staff.
				Investigate additional on-line induction programs by 30 June 2014.	●	On Track	<p>Online induction videos have been implemented previously in 2012-13.</p> <p>A TRIM online training induction has been circulated to new staff from August 2013.</p> <p>Organisation Development and Information Technology have commenced investigating on-line learning opportunities as part of the roll our Microsoft Office 2010 in 2014.</p> <p>Further research will take place in relation to other aspects of induction that may be able to be placed in an online environment in 2014.</p>
			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	<p>During the reporting period Joint Consultative Committee met on (3) occasions and the Work Health and Safety Committee met on (1) occasion.</p> <p>Council provides administrative support to both of these committee meetings. Council staff also attended the Local Government NSW Human Resources quarterly network meetings. Council maintains strong professional working relationships with all of the industry unions.</p>
			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	Council's Training and Development Plan was developed and circulated to staff last quarter detailing monthly scheduled training activities covering such areas as Purchasing , Contract Management and Tendering, Risk Management, Induction, computer awareness, TRIM, Code of Conduct and people management skills and training activities took place during the reporting period on these programs.
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	Council's fortnightly payroll cycle is delivered on time and accurately.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Reports monitoring sick, annual and long service are provided to managers on a monthly basis to allow managers to review the current status of balances and monitor any trends.</p> <p>The Executive monitors staff balances monthly.</p> <p>Latest payroll audit is to be conducted in early January 2014 and Council when provided with the management letter from the external auditor Organisation Development will identify any actions to be undertaken.</p>








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Prepare and implement Equal Employment Opportunity (EEO) Management Plan in accordance with Local Government Act 1993.	EEO Management Plan approved by Executive by 31 December 2013.		On Track	<p>The EEO Management Plan was adopted by Executive in July 2013. The plan details actions of responsible officers in regards to EEO and is in accordance with legislative requirements.</p> <p>Council staff have been notified and presented with the EEO Management Plan and implementation activities will continue in line with timeframes listed in the plan.</p> <p>Current activities that have been implemented include incorporation of cultural awareness into induction program, cultural awareness training for frontline staff and development of supplementary corporate practices, articles about EEO in the weekly newsletter.</p>
2.3.2 - Implement best practice Human Resource policies and strategies.							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.		On Track	<p>The Employee Handbook has been sent for approval to General Manager and is to be collated for distribution to employees in January/February 2014 and will also form part of new employees induction process.</p> <p>A draft corporate practice has been developed for Higher Grade Duties.</p> <p>The review of Clean Office Corporate Practice has commenced.</p> <p>The First Aid Corporate Practice was approved in this quarter.</p> <p>Terms of reference have been drafted in this quarter for a Peer Support Program.</p>
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System		On Track	<p>The Succession Plan was adopted by the Executive in July 2013.</p> <p>The Executive team will be identifying critical positions in early 2014 and planning appropriate strategies for these positions within the organisation.</p> <p>The review of Employee Salary and Benefits system continues with consultation and implementation on the transition to the proposed 10 grade salary system to be implemented prior to June 2014.</p> <p>The online performance management system continues to be utilised for indoor staff to set objectives and review performance annually. After the new salary system is implemented, there will be working parties set up for review of competencies for all employees.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	The insurance portfolio is managed in accordance with Metro Pool Board, brokers' and insurer's advice and direction and is reviewed on annually basis. Council's insurance portfolio was renewed on 31 October 2014 and Council's premiums remained static for the next 12 months.
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	In December 2013 the Risk Management Coordinator presented a comprehensive Risk and Insurance Report to the Risk Management Committee and the Executive Team, highlighting Council's positive performance during first half of 2013/2014 in all areas of risk management and insurance claims management.
				Conduct and report annually on risk management self audit and prepare action plan.		On Track	Risk Management action plan commenced with Enterprise Risk Management training for all Managers undertaken during October-November 2013. In November 2013, Managers and nominated staff were trained on Risk Management Strategy and identified risks within their areas which were entered into the Guardian Risk Management System and developed Council's Risk Register.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.		On Track	Risk Management Committee meetings are scheduled on monthly basis and in this quarter the Committee met on 3 occasions has focused on the development and implementation of the Enterprise Risk Management Strategy and Risk Register with the training of Managers and nominated staff. In November 2013 a presentation on Council's Risk Management Strategy was given to the Audit and Risk Committee.
				Review risk management procedures and plans every two years, including identify and documenting risks on a unit-by-unit basis and implement steps to reduce risk as far as practicable.		On Track	Council regularly undertakes reviews of risk management procedure documentation. In the Enterprise Risk Management Project, which was undertaken during October-December 2013 it identified what procedures need to be developed during 2014. Under this project Council's Risk Register was developed.
			Develop and implement Council's Business Continuity Plan.	Coordinate the development of Council's Business Continuity Plan and test Draft Plan by 31 September 2013.		Watch	Council Business Continuity Plan was approved and implemented in August 2012 . Council has received a proposal from MetroPool by Inconsult to test the Plan. Testing has been deferred until the priority program of the Enterprise Risk Management Strategy and Risk Register is completed in December 2013. The testing of BCP is planned to be undertaken in next quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Work, Health and Safety	Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Develop and implement Council's Work, Health and Safety Policy and annual Work, Health and Safety Management Plan by 30 December 2013.		On Track	<p>Council has finalised in December 2013 the Asbestos Management Policy this will be submitted to Council for adoption at the February 2014 council meeting.</p> <p>A draft Asbestos Corporate Practice and Procedure was finalised in December 2013 and will be submitted to the Corporate and Policy Review Panel in February 2014.</p> <p>Work is continuing on the development of the Work Health and Safety Management Plan. The plan includes accountability, resource requirements and reasonable time frames. The plan will be regularly monitored and reviewed to ensure tasks are being executed. The plan is scheduled to be completed by July 2014.</p>
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.		On Track	<p>Council has identified priority high risk tasks and developed Safe Work Method Statements (SWMS) in consultation with employees and management. A SWMS register is monitored regularly to ensure that SWM'S are current and comply with current legislation.</p> <p>Council is redrafting its incident investigation procedure detailing a systematic approach to reporting, investigating incidents and identifying appropriate corrective actions. The procedure will have responsibility assigned to responsible managers for implementing and reviewing corrective actions.</p> <p>Work, Health and Safety Reports are submitted to the Executive every 2 months reporting on major risks, hazards, near miss incidents and workers compensation matters.</p> <p>The number of incidents reported for the last quarter was 14. Out of this, 4 were workers compensation claims and all others were incident reports that were rectified.</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>Council ensures that it maintains effective management of workers compensation claims by ongoing consultation with Council's insurer. Quarterly case management review meetings are ongoing with Council's insurer StateCover.</p> <p>A claims review meeting was held in December 2013 and the next is scheduled in March 2014. All claims for workers compensation are processed and reported to Council's insurer StateCover within prescribed statutory time frame.</p>
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		On Track	<p>The third round of Hepatitis B vaccinations for outdoor staf was held in December 2013. The final vaccinations are scheduled for February 2014.</p> <p>Manual handling training is scheduled for February/March 2014.</p> <p>All return to work programs a constantly monitored and adjusted.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>During the reporting period the WH&S Committee met on 2 occasions dealing with a range of operational safety issues.</p> <p>A review automatic heart difibulators models was undertaken in November/December 2013 with the view of fitting out Council's main facilities (i.e. Administration Centre, Chambers, Depot and Library/Community Hub) with these devices in January/February 2014.</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	<p>The September 2013 Budget review was undertaken in October 2013 and submitted to the November 2013 Council meeting in accordance with the Division of Local Government's Quarterly Budget Reporting Guidelines.</p> <p>The December Budget Review will be conducted during January 2014 and submitted to the February Council meeting.</p>
			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	<p>Annual Financial Statements for the year ended 30 June 2013 were completed by the 31 August 2013 and externally audited by the 6 September 2013.</p> <p>Council lodged the audited Financial Statements with the Division of Local Government on the 17 September 2013 within the prescribed legislative time frame.</p> <p>Council's audited Financial Statements were the 12th set of statements received by the Division of Local Government for the year ended 30 June 2013.</p>
			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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	No Audit Management Letter has been received relating to 2012-13 financial year. Council is expecting a letter after the 2013-14 interim audit due in January 2014.
2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.							
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.		On Track	Council continues to seek opportunities to maximise income by obtaining comparable market rental and reviewing additional revenue of income. The property portfolio has achieved a zero vacancy and comparable market returns.
2.5 - Efficient, effective, customer focused services							
2.5.1 - Monitor and review Council's customer service performance against other Councils.							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	There have been changes to the Local Government Customer Service Network benchmarking program and they will now be conducted every two years.
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.		On Track	Of the 9981 calls received during the quarter 74% were answered in less than forty seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily.		On Track	Of the 2,390 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.		On Track	During the quarter 100% of the 242 non-urgent and urgent Section 149 certificates receipted and generated for Building and Development were provided within three days and one day respectively.
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.		On Track	During the quarter 483 Residential Parking Permits and 67 Prime Parking Permits were processed and issued on the same day.
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.		On Track	A total of 2,979 customers were served at the counter and 75% were served within five minutes.
2.5.3 - e-Enable appropriate and relevant Council services.							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Electronic Services	Explore new online communications tools.	Prepare report on options and costing by 31 December 2013.		On Track	Council has launched its mobile website platform in August 2013, and continues to explore new online communication tools. Council will explore options to expand to tablet devices. Council is investigating options to grow subscriber database and expand newsletters to cover What's On, Development Applications approved/received and environmental initiatives and services.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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.		On Track	The current Burwood Development Control Plan contains requirements on size, dimension and solar access etc of open and green space for different types of development, to enhance and protect open and green space in new development.
3.1.2 - Provide adequate funding to maintain open space areas.							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.		On Track	Council's current Contribution Plans contain proposed open space capital works, which are in line with the Capital Works Program.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.		On Track	Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the design component of the grant has been approved and Council has received a part payment. Last financial year Council applied for three Public Reserves Management Fund Grants for financial assistance to construct: an open air multi - purpose entertainment facility in Burwood Park, footpath restoration works in Burwood Park and for the Blair Park dog off -leash area . Council has been successful in receiving a Public Reserves Management Fund Program grant to restore the footpaths in Burwood Park to a value of \$65,000. Council was unsuccessful in the grant for the Blair Park dog off- leash area. The grant for the construction of the multi- purpose entertainment facility is still pending. Council staff will seek further grant funding opportunities as they arise.
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 was 1 DA (Conder St Wynne Ave & Belmore St) approved by the JRPP that proposed a public walkway/pedestrian link from Hornsey St to Wynne Ave as additional public 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	Parks and reserves are serviced on daily/weekly basis depending on location and usage. Includes toilet cleaning, rubbish litter removal and BBQ cleaning. Main parks such as Burwood, Blair, Henley, Woodstock and Flockhart are serviced on weekends and public holidays.
			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	Winter/Spring annual display plantings removed. New summer annual displays were planted including Salvia and Petunia species.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.		On Track	Sporting fields monitored for maintenance requirements on an ongoing basis, and actions taken as required.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	<div></div>	On Track	Line marking of sports fields for cricket, touch football and some other casual booking carried out as per users requirements.
				Sporting fields fertilised during March-April period.	<div></div>	On Track	No action required this quarter
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	<div></div>	Not Due	No action this quarter
				Fields aerated and fertilised where required annually in September-October.	<div></div>	On Track	Henley and Flockhart fields were aerated in September. Blair and Burwood Park delayed due extended playing season and Burwood Festival activities. Blair Park fertilised during renovation works.
				Worn down turfed areas re-turfed where required during the September-December period.	<div></div>	On Track	Worn areas on sporting fields identified at Henley Park on fields 1,2,3,4, minis with approx. 1700m2 of maxi turf rolls laid in early October. Worn areas at Blair Parks have now been re-turfed and are establishing well, 670m2 of Village Green a newer variety of Kikuyu was laid to see if it provides better wear tolerance in heavily used areas.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	<div></div>	On Track	Fields sprayed at Henley and Blair Park for crowsfoot. Notification carried out as per Council's Pesticide Notification Plan.
				Cricket pitches line marked on regular basis.	<div></div>	On Track	Cricket pitches at Henley, Burwood and Flochart Parks line marked for beginning of cricket season and on an ongoing basis as required.
				Sporting fields oversowed for high traffic areas where required during March-April period.	<div></div>	On Track	Fields 1 and 2 at Henley Park were over-sowed through the centre with Kikuyu grass seed to improve coverage.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	<div></div>	On Track	Fields mown as per standard, generally every 1-2 weeks during October to December period.
				Fields set up for soccer season and during March-April period.	<div></div>	On Track	No action required this quarter
			Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	<div></div>	On Track	Only spot spraying of passive areas was carried out this quarter.
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	<div></div>	On Track	Further palm pruning was undertaken at the end of December 2013.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	<div></div>	On Track	Passive park and reserves areas mown on 2- 4 week cycles dependent on season and grass growth. Frequency in warm season (Nov-April) generally 2-3 week mowing cycles.
			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.	<div></div>	On Track	Visual playground inspection are carried out daily/weekly by Council staff dependent on locations and usage. Quarterly inspection are carried out by playground consultants. Repairs carried out at various locations as identified in reports. Soft fall pine bark rotary hoed and raked at all sites with this material. List sent to contractor to replenish areas that need additional mulch-completed
			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.	<div></div>







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Monash Parade and Cheltenham Road (behind the current SES site) has commenced according to the approved Wangal Park Master Plan. Other parks' capital works will be considered according to the DDA Plan. The recent DA approval for the No. 1a Railway Parade open space project includes at grade equal access and a safe pedestrian passage around the busy intersection with Burwood Road on the northern side of Railway Parade. The Reed Reserve playground replacement project will include a new equal access pathway and access to some play equipment.
3.2 - Improve waste management							
3.2.1 - Better promote existing recycling services.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Recycling information material was provided to residents in Multi Unit Dwellings (MUDs) as requested by strata managers or individual tenants. The information is provided if requested in multi-lingual pamphlets.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	During the reporting period one primary school received three presentations with ninety children involved and two childcare centres received presentations which were delivered to fifty-four children.
				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 commenced in early November and continued through to mid December. The e-waste drop-off days are held at the Council Depot usually every second Saturday. Four drop-off days were held during the reporting period.
			Undertake bin contamination audits for recycling.	Conducted twice per year	●	On Track	Recycling Bin Inspection Programs (BIP) were undertaken during November, to coincide with National Recycling Week. The recycling BIP's were conducted for both Single Unit Dwellings (SUDs) and Multi Unit Dwellings (MUDs). The BIP was a visual inspection of recycling bin contents and residents were advised of any incorrect items via a letter in their mailbox or received a smiley sticker for no contamination. The BIP revealed for the SUD areas inspected that plastic bags/film and tissues/serviettes were the top contaminants. In the MUD BIP the top contaminants were recycling in plastic bags and plastic bags/film.
				Provide report from each audit as to trend in levels of contamination found.	●	On Track	The Bin Inspection Program (BIP) revealed for the Single Unit Dwelling (SUD) areas inspected, that plastic bags/film and tissues/serviettes were the top two contaminants. For the Multi Unit Dwelling BIP the top two contaminants were recycling in plastic bags and plastic bags/film.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	●	On Track	Awards are to be presented to the most consistent and most improved recyclers randomly selected from the areas included in the recycling Bin Inspection Program.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							During November Council had a Public Place Display at Burwood Plaza for National Recycling Week on Recycling Right in Burwood, we had a working wormfarm on display & a competition was held to identify incorrect items in a display recycling bin. Two winners were drawn & the Mayor awarded eco-hampers to them.
			Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology.	Conduct audit every two years.	<div></div>	On Track	The waste audit is not due until the end of 2014.
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.	<div></div>	On Track	During the reporting period Council held a Public Place Display at Burwood Plaza to coincide with National Recycling Week, a working wormfarm was on display to promote how easy it is to recycle food scraps and reduce waste in the home. Information pamphlets on a range of topics to assist residents reduce waste are available on Council's website and at Customer Service Centre.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	<div></div>	On Track	There was one treading lightly workshop held in the reporting period, The workshop was 'Backyard Veggies' and was held on November 2. Eighteen people attended the workshop.
3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.							
	Lead: Environment & Health	Waste	Develop a Strategic Waste Action Plan to achieve 66% diversion of waste from landfill to reprocessing facilities by 2014 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 66% diversion rate by 30 June 2014. Subject to the provision of reprocessing facilities.	<div></div>	On Track	Council has an adopted Strategic Waste Action Plan which provides a range of initiatives aimed at waste diversion and resource recovery. Council has entered into a contract through the SSROC Councils for the provision of an Alternative Waste Treatment facility which is to be established by Veolia Environmental Services. This facility will be available in the second half of 2015. Council is to pursue further discussion with providers as to the viability of a food and garden organics collection.
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.	<div></div>	On Track	Council hosted one workshop during the reporting quarter - Backyard Veggies. Throughout 2013 a total of nine workshops were conducted by Council, as part of the Treading Lightly workshop series.
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.	<div></div>	On Track	Seven (7) referrals for major developments within the Burwood Local Government Area were received and assessed during the 2nd quarter with bicycle parking facilities required as a condition of consent.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (eg. 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.	<div></div>	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.	<div></div>	On Track	Council received one major development application this quarter for designs with a four to five star building.
3.4 - Leadership in environmental sustainability							
3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.							
	Lead: Works, Operation & Parks	Clean Drainage Network	Stencil labelling of all Council's drainage pits.	Major drainage pits completed by December 2013.	<div></div>	Watch	Council is currently undertaking reviews of the stormwater network to determine the exact location and quantity of critical pits.
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'.	<div></div>	Not Due	Clean Up Australia Day is held annually in March.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	<div></div>	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in the local newspaper, featured in the residential newsletter and signage on depot vehicles.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	<div></div>	On Track	During the reporting quarter Council continued to trial a mobile CCTV camera. Data is being assessed to determine effectiveness of the trial and if dumping has reduced in areas of the camera location. Funds have been allocated to purchase cameras, based on the trial results.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	<div></div>	On Track	During the reporting period there were 83 reports of dumped rubbish. Approximately 60 tonnes of material was collected and disposed of to landfill.
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	Review Disposal of Assets Guidelines on the safe disposal of old technology.	Review to be completed by 30 January 2014.	<div></div>	On Track	The review was completed as part of Disposal of Council Assets Corporate Practice and Procedure - Approved by the General Manager 29 August 2013.
			Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.	<div></div>	On Track	This item is due for completion in quarter 4.
3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.	<div></div>	On Track	Council continues to promote and participate in the Fridge BuyBack Scheme. Fridge BuyBack is a program which removes working second fridges and upright freezers from residential properties helping to reduce energy consumption.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.		Not Due	Earth hour is held annually in March.
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	Reports are submitted annually in March to Council.
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	The new Bus/Rail interchange which was incorporated into the development at No. 1 Railway Parade directly adjacent to Burwood Station, was made operational in December 2013. Other issues relating to improvements for bus facilities are raised through the Burwood Local Traffic Committee each month.
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 24 DA's referred to Council's Traffic & Transport Section for comment during this quarter with 2 of the DA's also being referred to Roads & Maritime Services for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	Lead: Traffic & Transport Secondary: Compliance	Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.		On Track	Twenty five (25) Development Applications were assessed during the 2nd quarter in accordance with Council's DCP's seven (7) of which were major DAs.
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	The following design/construction projects were completed during the 2nd quarter: - Victoria Street East - Upgrade to existing Kiss and Ride area. (design) - The Strand, Croydon - kerb extension at signalised intersection (construction) - Mitchell Street, Enfield - New pedestrian refuge (construction) All designs comply with Australian Standards and RMS Guidelines.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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.	<div></div>	On Track	The October and November Burwood Local Traffic Committee meeting was held successfully with a total of twelve (12) 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.	<div></div>	On Track	An application to the Roads and Maritime Services (RMS) for cycleway funding was submitted in April 2013. A new submission will be made in 2014. One applications to the Roads and Maritime Services (RMS) for Black Spot Funding was also submitted in August 2013 for 2014/15 financial year.
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.	<div></div>	On Track	Council is actively pursuing grant applications when they become available. During this quarter no relevant applications were submitted.
		Accessible Infrastructure and Services	Create a forecourt area on Railway Parade, including landscaping, seating and café.	Works completed by 31 March 2014.	<div></div>	On Track	Works at Railway Parade open space project schedule to commence by the end of the end of June 2014
			Upgrade Burwood Park amenities block and re-use existing facilities.	Works completed by 31 December 2014.	<div></div>	On Track	The planning of the upgrading of the Burwood Park amenities block is in progress.
			Construct a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2014.	<div></div>	On Track	Staff have drafted a preliminary working concept for the ongoing management and future capital projects in Burwood Park. Part of the proposed development of Burwood Park includes an outdoor multi-purpose entertainment facility. An artist's impression and a concept diagram of the proposed Entertainment Facility was prepared and presented to Council. Further design development is yet to be commenced with design and construction expressions of interest documentation to be prepared by staff.
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.	<div></div>	On Track	Council has upgraded eight new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with Capital 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.	<div></div>	On Track	The Burwood Cycle Maps were completed and are being distributed. The map indicates specific links from Burwood to other LGA's including Homebush Bay and Sydney City. Consultation was undertaken with bicycle riders as the Burwood and Strathfield Bicycle User Group (BurstBUG) no longer operates.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 will be run throughout the 2013/14 financial year. Additional funding has been applied for through the NRMA for other Road Safety projects.
4.2.5 - Relocate Library services to former Council Chambers in Conder Street, Burwood.							
	Lead: Assets, Property & Building Services	Property Portfolio	Develop the new Library building	Construction completed by 31 October 2014.		On Track	The building works were completed on 24 December 2013. Moving of staff, books and other resources from Marmaduke Street planned for 14, 15 & 16 January 2014. Community Services staff plan to move from Elsie Street on 20 January 2014. {Planned to open to public on 31 January 2014. Official Opening by Mayor planned for 11 March 2014.
			Construction of a public carpark at corner of Railway Parade and Conder Street, Burwood.	Carpark available to the Public by 31 December 2013.		On Track	The car park will be available for use on the 20th January 2014.
4.2.6 - Upgrade Woodstock Community Centre.							
	Lead: Assets, Property & Building Services	Property Portfolio	Construction of a new community room including new amenities such as kitchen and toilets, connected to Woodstock Community Centre via a passenger lift.	Construction completed by 31 December 2013.		On Track	Construction of the Fitzroy Centre @ Woodstock was completed on 26 November 2013. Centre was officially opened by Mayor Faker on 12th December 2013.
4.2.7 - Deliver programs targeted to families and children aged 0-12 years.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.		On Track	Two Interagencies were held in the last quarter of the year. Planning undertaken for 2014 and working parties were determined with members volunteering onto relevant projects.
			Deliver Families and Children events.	One event held per annum.		On Track	The annual Child Protection Week event 'SuperFest' was held during the October school holidays, partially funded by Club Burwood . The event is in its second year and is coordinated by a working party of local services including Burwood Council. the event aims to provide families with a fun day out while also giving them the opportunity to gather information on child and family safety including waters, household and road safety. In 2013, a superhero theme was permanently adopted for this event. Superfest only operated for the first hour and a half before the weather forced its cancellation. Attendance in the first hour indicated that




THEMES AND STATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Superfest would have been a great success had the weather been better suited for an outdoor event. In 2014 a wet weather option will be considered if the event is funded again.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	<div></div>	On Track	<p>The Child and Family Directory does not currently need updating as the information within it is still current and relevant.</p> <p>The 'Four LGAs Families NSW Interagency' will update the Transition to School Information Booklet to bring it into line with the Child and Family Directory.</p>
4.2.8 - Improve accessibility of Council owned community facilities.							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.	<div></div>	On Track	The Disability Action Plan is nearing completion and will be presented to Council for consideration in early 2014.
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.	<div></div>	On Track	Construction of any future shared paths will be designed in accordance with all relevant standards such as RMS, Austroads and Council guidelines & standards.
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.	<div></div>	On Track	<p>Ausgrid completed a number of public lighting trials which were aimed at improving reliability, energy efficiency and lowering over costs for Council. These trials included High Pressure Sodium (HPS) and Light Emitting Diodes (LED) lighting for pedestrian category lighting. The results were published in early 2013 with the results confirming a successful trial. Council has since agreed and approved to have the LED technology as the preferred option for all new lighting and maintenance requests within it's LGA.</p>
4.4 - Encourage active and healthy lives							
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.	<div></div>	On Track	<p>Council continues to deliver quality programs and activities for older people and their carers. For the second quarter Council organised an information session on Home Care Services on 25 October with two services presenting: Home and Community Podiatry and Meals on Wheels. On 15 November a member of the Hammond Pain Management Centre spoke about pain management, a common condition experienced by most older people.</p> <p>Woodstock Community Centre's Have a Go Program continues to deliver quality health and fitness activities for older people, people with a</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>disability and their carers.</p> <p>Burwood Council continues to support and coordinate the Inner West-wide Carers Week event in October and the Inner West International Day of People with a Disability in December.</p>
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	Leaflets highlighting the "Dob a Dumper" Program are distributed every quarter to streets identified with rubbish dumping issues.
				Two articles per year to be posted in local media papers educating the community of the program.		On Track	An article was published in the West Courier on 22 October 2013 addressing illegal dumping
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained on Council's website, newsletters and publications.		On Track	WipeOut project is nearing completion. Fridge magnets and contact numbers for reporting graffiti have been distributed to the community. The 'de-tag' WipeOut graffiti program was delivered this quarter.
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	<p>During the second quarter, Burwood Council delivered four events: two events for the celebrations of the 80th Anniversary of the Enfield Aquatic Centre on Saturday 16 November and Saturday 23 November 2013, along with Carols in the Park and Christmas in the Park on Saturday 14 December 2013 to celebrate the festive season.</p> <p>Events to be held from January 2014 until June 2014 are as follows:</p> <ul style="list-style-type: none"> - Australia Day Citizenship Ceremony and Australia Day Awards - Lunar New Year Celebrations - Easter Celebrations - Heritage Week - ANZAC Commemorative Service - National Serviceman's Commemorative Service
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	The current Burwood Development Control Plan contains provisions advocating building design to achieve design excellence, incorporate architectural interest, detail and visual articulation.
	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 the quarter Council staff applied the residential design quality planning controls to 3 major preliminary DA proposals and 3 major DA's. Council also referred 2 new major DA's to specialist Urban Design Architects to assist in maintaining high quality design outcomes.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Capital improvement works have been programmed to be undertaken on the CBD area south of Burwood Railway Station in the next quarter which involves road resheeting works on Burwood Rd between Clarence St and George 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 50 & 40 days respectively compared to the Group 2 performance monitoring figures of 73 & 57 days.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.		On Track	Council received 2 requests during the quarter for a review of a development application determination pursuant to Section 82A of the Environmental Planning & Assessment Act 1979. Both of these requests were approved by Council on review.
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	Preparations for the tests are under way which will be conducted in the fourth quarter.
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>Council conducted Enterprise Risk Management trainings and workshops across Council during October-December 2013.</p> <p>The training raised the awareness of staff of their roles, obligations and responsibilities in risk management.</p> <p>A Risk Management Statement was developed and approved by the General Manger in November 2013 highlighting the objectives of maintaining a risk aware culture and a structured and systematic approach to managing risks. The statement will be displayed throughout Council.</p>
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.		On Track	The insurance portfolio is managed in accordance with Metro Pool Board , brokers' and insurer's advice and is reviewed on annually basis. Council's insurance portfolio was renewed on 31 October 2014 and the premiums remain static for 2014/15.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 one 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	A meeting with the local Chambers of Commerce will be scheduled for February 2014.
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	The 2014/15 Blackspot submission have been prepared and were submitted in August 2013. The Application was for a roundabout at the intersection of Fitzroy Street and Brady Street to address the number of cross traffic accidents. Investigation into the next round of grant funding is under way.
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	The Burwood Local Environmental Plan (BLEP) 2012 permits mix use development in all Business Zones (B4 Mixed Use, B2 Local Centre, B1 Neighbourhood Centre and B6 Enterprise Corridor). The BLEP also requires the provision of active street frontage and sets maximum Residential Floor Space Ratio in certain areas of Business Zones, in order to enhance and promote mix use
5.2 - Support small business							
5.2.1 - Develop programs to strengthen and sustain small businesses.							
	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.	<div></div>	On Track	Premises inspection program is continuing and is in accordance with targets. There were 65 primary inspections and 13 re-inspection of registered premises carried out in the reporting period.
			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.	<div></div>	On Track	There were no prohibition, penalty or infringement notices issued for the reporting quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.		Not Due	Next Food Activity Report is due in July 2014.
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two work shops per year. One of the workshops is to be in a language other than English.		On Track	The two workshops will be held in March and June of 2014
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.		On Track	Council's Environment and Health Officers maintain and have access to a wide variety of fact sheets and information in multiple languages relating to the various registered premises. Fact sheets are delivered to shop keepers as needed as part of ongoing education and regulation.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.		On Track	There were 24 development application referred to and completed by the Environment and Health team during the reporting period. Conditions relating to environmental management, public health and waste management are recommended to be included in consents that are issued.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.		On Track	There were 6 Public health complaints relating to registered premises that were investigated and dealt with in 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	Since the Burwood Local Environmental Plan (BLEP) 2012 came into force on 9 November 2012, two amendments to the BLEP have been made as a result of a review of the BLEP 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 stalls into its large annual events. During the second quarter, Christmas in the Park and Carols in the Park 2013 featured over 25 food and merchandise stalls which catered to patrons of all ages.
			Develop civic events on weekends.	Majority of civic events held on weekends.		On Track	The majority of events organised by Council are held on weekends or relevant public holidays to encourage attendance and participation by the local community. During the reporting quarter the following events were held: Enfield Aquatic Centre 80th Anniversary Celebrations on Saturday 16 November and Saturday 23 November 2013 and Christmas in the Park and Carols in the Park on Saturday 14 December 2013.
5.2.4 - Promote local businesses and services to the community.							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Promotion of Local Businesses and Services	Develop a Food Guide to promote local restaurants, cafes and food providores.	Food Guide launched by 30 June 2014.		On Track	Council regularly features information in the Burwood Shopping guide, a brochure and online guide promoting local restaurants, cafes and food providers. The guide provides name, address and phone numbers of local businesses in print and online. A dedicated food guide will be published by Council in 2014 and will be available on the website.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 continues to partner with educational institutions to develop skills of young people.</p> <p>This quarter the Depot continued to host three civil engineering university students on work placement for up to six months.</p> <p>The Administration Centre has taken on 2 students from local high schools for work experience placement within the reporting quarter.</p> <p>In October/November 2013 students from Burwood Girls High School undertook a project of electronic tagging of the library collection to allow for automated scan borrowing of items.</p> <p>Council proposes to continue the partnership with the Southern Cross Vocational College to assist students with developing practical skills. The project for 2014 is having local media students working with Council to develop a promotional video of the Burwood 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	During the quarter, in total 26 DA referrals received, 92% (24 referrals) answered within 10 days and 100% answered within 15 days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.	As State Government Planning System Reform reports are published.		On Track	The State Government Planning System Reform Green Paper, White Paper and draft Planning Bill were reviewed. Submissions were made for Council. Further Planning System Reform reports have not been published.