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Operational Plan 2017-18

Quarterly Report

For the period ending 30 June 2018

HOW TO READ THE OPERATIONAL PLAN 2017-18 – QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 2018

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	95% Completed.	●	On Track	Capital Works completed during this quarter include: Road reconstruction at Wentworth Rd from Angel St to Nicholson St; Road reconstruction at Mosely St from Cooper St to Cowdery Lane; Kerb and Gutter, Footpath and Road reconstruction at Fitzroy St from Post Office Lane to Reed St; Footpath reconstruction at Fitzroy St from Reed St to Brady St; Footpath Reconstruction at Liverpool Rd from Kelso St to Culdees Rd; Footpath, kerb and gutter, storm water drainage and road reconstruction at Wyalong Ave from Wallace St to Shaftesbury Rd; Construction of new pedestrian refuge island at Appian Way corner Burwood Rd; Kerb and Gutter and storm water drainage upgrade at Shaftesbury Rd from Wyalong St to Brooklyn St; Lighting of palm trees at the corner of Dunns Lane and Victoria St; Installation of new under awning lighting at the shops at Hennessy St and The Strand; Railway Pde centre island planting.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council actively inspects pits identified as being drainage hot spots or critical location and schedules the 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 are scheduled for cleaning either as required or routinely.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily.	●	On Track	Footpaths in all CBD areas are cleaned with a combination of mechanical and manual sweeping techniques, these activities are carried out on a daily basis.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	All dumped rubbish is collected within 2 days of request in accordance with agreed levels of service. There has been a change in the process for illegal dumping with the new Illegal Waste Officer carrying out thorough investigations. While it may take a little longer to remove illegal dumping in some cases, it has proven worthwhile with the decrease in areas where this illegal activity was prevalent.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter boxes maintained and replanted as required. New planter boxes were installed in some areas. We are presently reviewing maintenance schedules for these type of streetscape areas.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood's road network of 91 lineal km is swept over a 3 week sweeping cycle. 30 lineal km are completed every week of the 3 week cycle on a set routine. In addition to the weekly average, an additional 13 lineal km of reactive sweeping activities e.g. CRM's, known hotspots and resident requests is also undertaken.

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		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Wynne Ave, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.		On Track	Council utilises a combination of mechanical and manual sweeping techniques for cleaning of major and minor car parks on a 5 days a week basis, with additional clean ups as required.
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.		On Track	Reactively Council responds to customer requests for removal of Graffiti from Council owned infrastructure and any other offensive Graffiti within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.		On Track	Mainly spot weed spraying and weed removal carried out by Council staff this quarter. Contractor spraying is scheduled for the first quarter of next year.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.		On Track	Council provides a nature strip mowing service to residents that are aged pensioners or have medical conditions preventing them from carrying out mowing activities. This service is provided on a six week cycle by mowing contractors. Residents need to apply to Council and provide proof of eligibility to receive this service such as an aged pension card or letter from their doctor.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.		On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.		On Track	Tree trimming requests generally attended to within service standard time frames. Council has now purchased new plant including a wood chipper, EWP and truck which will improve service standards, operations and customer service.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.		On Track	All bus shelters within all CBD areas cleaned on a daily basis.
				Twice weekly outside CBD areas.		On Track	Approximately 110 bus shelters are located outside the CBD areas and are cleaned twice a week.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually ie Town Centre, schools, commercial areas etc.		On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these





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							assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in ASSETIC accordingly.		
				10% of drainage system assessed annually via CCTV inspections.	<div></div>	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for all its stormwater drainage catchments. All of these draft overland flow flood studies have now concluded and a Council report to place these draft overland flood studies on public exhibition, amend the S149 (2) certificates for flood identified properties and amend Clause 6.2(5) of the BLEP and submit a Planning Proposal to the Department of Planning and Environment for a Gateway Determination was prepared and adopted by Council at the Council meeting of 26 June 2018. These studies will ultimately provide Council with flood and drainage assessment information on the storm water system for those catchment areas. Further to the above, Council regularly investigates and undertakes a number of CCTV inspections throughout the year of its storm water drainage network.		
				Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	<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. The average repair time confirmed in Ausgrid’s Performance Management Plan for its public lighting assets is 6 days from receipt of fault report. This is within the minimum Ausgrid service standard of less than 8 days.
					Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	<div></div>	On Track	Street lighting investigations as well as night audits have been undertaken for the following locations within the Burwood LGA: Baker Street Reed Street, Russell Street, Wentworth Road, The Strand, Malvern Street, Shaftesbury Road, Lyons Street, Waratah Street, Ardgryffe Street, Burwood Road and Burwood Park. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of less than 8 days.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	<div></div>	On Track	All scheduled area clean ups are up to date. All booked clean ups are also up to date.		
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	<div></div>	On Track	All be-tidy bins within all the CBD areas emptied on a 7 day a week basis.		
				Wash public waste bins monthly.	<div></div>	On Track	All stainless steel be-tidy surrounds are high pressure washed on a monthly basis and/or as required.		
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.	<div></div>	On Track	In 2015 Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and		












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							maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.		On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.		On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Proactively, Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area, defects investigated assessed and programmed within 4 working days
	Lead: Compliance Secondary: Works, Operation & Parks	Burwood Safe and Clean Program	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Daily		On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily		On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officers investigate and enforce unlawful advertising in the LGA.
			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). The Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officers investigate and enforce unlawful advertising in the LGA.
			Assist with management of outdoor seating regulations in CBD areas	Daily		On Track	Council's Safe & Clean Team and Law Enforcement Teams patrol all streets on a daily basis where the activity of outdoor eating/dining occurs in the Local Government Area. The patrols ensure that the activity is approved and/or in compliance with any such approval. Council's Law Enforcement Team enforce any party not acting in compliance with their approval or acting without approval.
			Maintain and water planter boxes along footpaths in CBD areas	As required		On Track	Council's Safe & Clean Team patrol all main businesses streets in the Burwood Local Government Area (LGA) on a daily basis to ensure that all planter boxes are maintained and any damage is reported to

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							the appropriate Team for repair.
			Identify and report any risks (such as trip hazards and obstruction of footpaths) in highly pedestrian areas	As required	<div></div>	On Track	Council's Safe & Clean Team patrol all main business streets in the Burwood Local Government Area on a daily basis reporting any damage to council property to the appropriate department. The Safe & Clean Team also report all sighted risk hazards including footpath damage or other trip and fall hazards.
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	Council's City Safe Program works closely with the Local Police to ensure that public domain areas with CCTV camera coverage are monitored during crime times and all crime activity that occurs within this location is enforced by Police.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	<div></div>	On Track	Council Officers meet with Local Police on a weekly basis to discuss crime trends and patterns to develop strategies to combat any increases in crime. Council and Police have a good and active working relationship.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	<div></div>	On Track	1. Monthly meetings between Council staff and the NSW Police are held to identify any crime trends in the area and inform appropriate prevention strategies. Malicious damage has been identified as a potential issue in the Burwood LGA and the Police and Council are monitoring the crime statistics. 2. Resources for the Preventing Personal Theft in the Library campaign are being utilised to educate customers to be more vigilant about and responsible for their belongings. Resources include: * Posters in English and Chinese * Pull up banner in the entrance foyer * Mouse pads 3. Commenced working with the Police and the Work Health & Safety Co-ordinator to deliver workshops to Depot and Pool staff on how to handle aggressive customers. 4. The Super Hero project, which aims to educate children on personal safety and their role in protecting the environment, was piloted prior to the project the launch scheduled for September. 5. Commenced working on the project Stronger Mind Stronger Youth which will educate young people on mental health. 6. Attended the Liquor Accord meeting in June 2018.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	<div></div>	On Track	Councils within the Southern Sydney Region Of Councils (SSROC) meet on a quarterly basis to discuss issues and ways for improvement to the quality of service provided by each Council.
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	<div></div>	On Track	The ongoing graffiti awareness campaign continues to assist business owners with strategies to remove graffiti from their premises.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	<p>Council ran a series of successful youth week events with the support of the Burwood Youth Advisory Group (BYAG).</p> <p>1, On Friday 13 April 2018 the Know Your Standards Pop Up Mocktail Bar Event took place. Over 600 mocktails were served at the event to over 500 people. Young people also engaged in the 'walk the line beer goggles activity' and the 'know your standards spin the wheel game', with over 150 young people successfully entering in the gift card competition. Youth health information was also provided to young people from over 10 services.</p> <p>2. On Saturday 14 April during Youth Week Council staff ran an Engaging Adolescents Seminar in partnership with Prosper Australia and Metro Assist. Two full day workshops took place with 90 parent registrations and 35 youth registrations achieving the projects full capacity. Key themes were explored such as building trust, fostering a safe environment, independence and maintaining open communication in a hyper-connected media-saturated world. 100% of participants from the parent seminar found the workshop 'useful and enjoyable'. Leadership and teamwork were listed as the top skills learned by young people at the workshops.</p> <p>3. On Saturday 14 April Council staff ran First Aid Training for volunteer members of the Burwood Youth Advisory Group and Community Soccer, with all attendees successfully completing the course and attaining their certificate.</p>
1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.		On Track	<p>Council has been successful in receiving \$1,000,000 funding for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works were staged as applicable. The construction of the half basketball court, installation of the five bbq picnic shelters, construction of the new playground, skate park and exercise equipment have all been completed. A 2/3 completed progress payment has been requested of the funding organisation,</p> <p>Council has been successful in receiving Federal Government grant funding of \$1,300,000 for the upgrade of facilities in Blair Park. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works have been staged as applicable. The supply and installation of new sports field floodlighting, repair and upgrade to the workers shed, new perimeter fencing, new 5m high fencing at the eastern end of the soccer field, installation of a picnic shelter and the construction of</p>







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							<p>new playground is now completed. A 33% progress payment has been issued to the grant funding organisation and \$435,000 payment has been received by Council.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program.</p> <p>Design options for the solar lights around the pathway network at Wangal Park have been investigated and a design commissioned.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new fitness equipment in Henley Park valued at \$48,551.00 with a total project cost of \$97,000.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new cricket practice nets in Henley Park valued at \$34,000 with a total project cost of \$68,000.</p> <p>Council will apply for further grants as the opportunities arise.</p>
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	<div></div>	On Track	The Community Development team has applied for a number of grants over this period with outcomes due in the next quarter.
1.2.3 - 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.	<div></div>	On Track	Community facilities were available for use during the reporting period.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	<div></div>	On Track	<p>Parks prepared for activities required and requested, and park hire fees applied as per Councils adopted Fees and Charges for 2017-18.</p> <p>Sports field bookings are generally at full capacity. Fields at Henley Park are in use seven days a week during the winter season by sporting clubs and schools, Henley Park is also keenly sought for inter school carnivals and gala days.</p>
1.2.4 - 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.	<div></div>	On Track	<p>The construction of the Russell Street Reserve, Portland Street and now Mitchell Street playgrounds in Henley Park are all now completed.</p> <p>The design, supply and installation of new play equipment with rubber soft fall in Blair Park is now completed. New paths, a drinking fountain, a picnic shelter, fencing and seating have also been installed.</p> <p>Staff are now seeking quotations for future capital works in Henley Park which include play equipment, fitness equipment, cricket practice nets, picnic facilities, fencing and lighting. Council has commissioned the construction of the weather canopy off the amenities building.</p> <p>In Sanders Reserve staff have requested quotations to design, supply and install new play equipment and fencing.</p>

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1.2.5 - Upgrade existing playground areas and park structures to cater for wider community							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.		On Track	<p>The construction of the Russell Street Reserve, the Portland Street and now Mitchell Street playgrounds in Henley Park are all now completed.</p> <p>At Blair Park the supply and installation of new play equipment with rubber soft fall is now completed. Paths, a new drinking fountain, a picnic shelter, fencing and sports field lighting have also been installed.</p> <p>Staff are now seeking quotations for capital works in Henley Park and Sanders Reserve. New play equipment and fencing will be installed in Sanders Reserve. Henley Park will see a double cable ride, new fitness equipment, new cricket practice nets, sports field flood lighting upgrades, the amenities block canopy shelter and new picnic shelters. The Henley Park path network is being upgraded in stages. Currently paths are being upgraded along Portland Street.</p>
1.2.6 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.		On Track	<p>During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to not for profit organisations in the Inner West Area. Council received 76 enquiries regarding volunteering specifically in the Burwood LGA.</p> <p>Strategic partnerships were established and maintained during the quarter with Inner West Council and STARS to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.</p>
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.		On Track	<p>During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to not for profit organisations in the Inner West Area.</p> <p>Council received 76 enquiries regarding volunteering specifically in the Burwood LGA.</p> <p>Volunteer Network continued to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertised volunteering through the local media.</p>
1.2.7 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP-funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.		On Track	<p>The Sector Support Development Officer in partnership with Burwood Library and Ethnic Communities Council NSW provided information to the Vietnamese, Arabic, Korean, Chinese, Italian and Greek Communities regarding the Australian Aged Care System.</p> <p>In addition, three Community Care Forums were facilitated where information regarding the Aged Care system and Government reforms were discussed with 40 aged service providers.</p> <p>Training sessions were facilitated for Aged Care Service providers and their boards on Wellness and Re-ablement Approaches, Advocacy, Mental Health First Aid, the Aged Care Road Map workshops with 120 service providers in attendance.</p>









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1.2.8 - Facilitate access to Podiatry Services							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).		On Track	The Inner West Home & Community Podiatry Service was running at about 95% capacity during the quarter and has room for a small number of new clients.
1.2.9 - Improve online access to services at Council's key facilities.							
	Lead: Information Technology	Information Systems	Provide free Wi-fi internet facilities to the Public at Council's Library.	Wi-fi connectivity within Library building available every day during opening hours.		On Track	Wi-Fi connectivity within the Library and Community Hub available as per service standard.
1.2.10 - 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	Water tests were monitored internally and also independently tested. Water quality was maintained to NSW Health Standards.
1.2.11 - 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	Average attendance during the quarter was five swimmers per session. Program changes have been implemented to enhance and develop the program.
			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	Learn to Swim enrolments for Term 2 2018 were up 12% from same term 2017. Programme has been reviewed against Royal Life Saving Society criteria and changes made to program layout and assessment format to ensure alignment with national standards and improve outcomes for students.
1.2.12 - 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	Customer feedback has been continually obtained and reviewed to assist in the development of services and programmes.
1.2.13 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park - Implement Federal Government Grant	Picnic Shelters and Barbeque Areas	Works completed by October 2017		On Track	Wangal Park embellishment works are now completed and are being maintained by Council's parks and gardens staff. During this quarter, a new fit for purpose ride-on lawn mower was procured by Council to allow staff to undertake all mowing activates at Wangal Park.
			Basketball Half Court	Works completed by October 2017		On Track	The Half Basketball Court was completed and opened to the public in time for the October 2017 long weekend.
			Shared bicycle pedestrian paths with solar lighting	Works completed by November 2017		On Track	The shared bicycle path was completed in December 2016. The detailed design for the solar lights is currently in progress. Five Solar Lights have been installed to date.
			Playground	Works completed by December 2017		On Track	Construction of the children's playground was completed in December in time for the Christmas New Year holidays.
			Planting plan, implemented where possible	Works completed by December 2018		On Track	The Wangal Park planting plan is being progressively rolled out in conjunction with the completion of the various stages of the embellishment works. A number







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							of mature trees have now been planted.
			Commission and construct a skate park facility.	Works completed by February 2018	<div></div>	On Track	The skate park facility was completed and commissioned in January 2018.
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.	<div></div>	On Track	Profile ID remains up to date with the current 2016 Census data. The data has been used in grant applications, including a successful application to the Department of Social Services. It is used to inform strategies and plans, including those to be developed over the coming financial year such as Council's Community Strategic Plan.
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.	<div></div>	On Track	Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. Key documents such as public exhibitions, minutes and agendas, Development Applications and employment opportunities at Council are routinely published on the website. In addition, Council's social media pages are monitored and updated daily. This quarter, Council continued to improve accessibility and functionality by updating various sections of the website with large icons directing customers to relevant information.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	<div></div>	On Track	Council's Business Page on its website features a section in Chinese in order to provide information to the diverse business community. Council had 239 views on translation service pages this quarter, an increase of 25%.
			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.	<div></div>	On Track	Council's website had 136,620 views during the quarter. Council's social media audience continues to grow with an increase across Facebook, Twitter, Instagram and LinkedIn this quarter. In particular, Council had a 100% response rate within two hours for all enquiries on Facebook. Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives. Council has digitised its forms to make applications quicker and easier for residents and stakeholders. Forms on a range of Council's services including events, road safety, traffic and transport and Council meetings can now be accessed on Council's website, with more forms to be digitised over the next quarter. The homepage has also been updated to improve accessibility and functionality with a new 'quick links' icon section making it easier for customers to find what they're after. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.		On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers. Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on Anzac Day, the Nashos Service, Budget 2018-19, Community Strategic Plan review and exhibition, and Enfield Aquatic Centre upgrades.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases		On Track	Council prepared five media releases on key issues and initiatives, including the 2018-19 Budget, Anzac Day Service, Nashos Service, abandoned trolleys and Burwood Park Pavilion upgrades. Media releases were uploaded onto the Council website after distribution.
				Number published.		On Track	Council prepared five media releases on key issues and initiatives, including the 2018-19 Budget, Anzac Day Service, Nashos Service, abandoned trolleys and Burwood Park Pavilion upgrades. Media releases were uploaded onto the Council website after distribution.
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	Records that are required to be retained as long term records have been identified and approved for digitisation.
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	Burwood Library and Community Hub services and programs are promoted through the library website. Promotional flyers are distributed within the Library and Community Hub and through relevant organisations, such as local primary schools and high schools. Library Services staff also used Twitter and Instagram to reach their diverse audiences. At the end of June 2018, the Library Service had 696 Twitter and 348 Instagram followers.
1.3.5 - Promote Library services to the community.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Undertake actions to increase membership of the Library.	Number of new members measured and reported every six months.		On Track	Between January and June 2018, a total of 1,431 patrons registered as new members of the Library Service. The total number of new members for the 2017/18 year was 2,833, a slight increase on 2016/17 (2,826 new members).
1.3.6 - Provide a range of services for children and young people.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Provide direct services including Mobile Playvan for parents with children from 0-6 years, and youth services 12 – 24yrs in Council facilities.	Mobile Play-van runs twice per week during school terms and one youth developmental project to be delivered per annum.		On Track	Mobile Play Van was held as scheduled during this quarter other than five cancellations due to wet weather. New families attended every week that the activity was held. Mobile Play Van held an additional session at Woodstock Community Centre to celebrate Neighbour Day. With regard to top the youth event, a Know Your Standards pop up mocktail bar was held in Burwood Park to celebrate Youth Week with activities aimed at helping young people understand alcohol and its attendant risks.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	This activity has been completed for the current financial year and a high level of satisfaction with the service was reported overall. A new customer satisfaction survey will be rolled out in 2018/2019.
1.4 - A community that celebrates diversity							
1.4.1 - Celebrate the achievement of community leaders.							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.		On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2018.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2018.
1.4.2 - Improve access to information on government services.							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.		On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 360 views.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.		On Track	The Library Service maintains 30 public access PCs and a Wi-Fi network providing access to the internet. In the fourth quarter, there were 7,581 PC logins and 16,194 Wi-Fi logins. The total number of hours of connectivity was 24,407 and 9,703 devices were connected to the Wi-Fi network. 1,822 guest passes were issued for internet access during the quarter. The yearly total stood at 7,769 passes.
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	Library Services continues to actively engage with the local multicultural communities, including well-attended workshops provided in Cantonese and Mandarin focusing on seniors' rights, waste management and health. The English conversation groups run by volunteers also remain popular and well attended. In conjunction with Council's Community Services






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							team, the Library staff hosted a series of My Aged Care information sessions in community languages, including English, Mandarin, Cantonese, Arabic, Greek and Vietnamese.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.	<div></div>	On Track	<p>Residents from multicultural community groups in Burwood have been active participants in programmes run or supported by Library Services staff, including Burwood Babies, Pre-school Storytime, the School Holiday Programme and the Wrap with Love knitters group. Many residents from culturally and linguistically diverse backgrounds continued to access the library's core collections in Chinese and Korean as well as accessing other language resources from the State Library of New South Wales.</p> <p>The well attended Burwood Better Beginnings programme was delivered in Mandarin throughout May and early June. The five week programme focused on early literacy through play, reading and interaction and was jointly run by the Library and Council's Families NSW Officer.</p>
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community well being and active ageing.	Deliver a minimum of one initiative per annum.	<div></div>	On Track	Well attended community programmes were held in Council's community centres during the period April to June 2018, offering low-cost healthy ageing activities, including Zumba, line-dancing and a range of art and craft activities.
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.	Create a designated area for local artists and groups at Council's civic events.	<div></div>	On Track	<p>Local artists, community groups and schools are invited to participate in Council's civic events in the capacity of participants, contributors and volunteers.</p> <p>During the fourth quarter Burwood Council held the Anzac Day Commemorative March and Dawn Service which local schools and local community groups participated in. This included Symphonia Jubilate who provided the band for the Service and Trinity Grammar School who provided the Catafalque Party and Honour Guard.</p> <p>The National Servicemen's Commemorative Service was also held during this quarter and was participated in by Trinity Grammar School who provided cadets for the Catafalque Party, the Honour Guard and the bugler, two pipers from the Burwood RSL sub-Branch Pipes and Drums band and ministers from four local church groups.</p>
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	<p>A total of 318 items in Korean, Hindi, Italian and Chinese were added to the library's collections during the quarter. This included books, DVDs, CDs and magazines for both adults and children.</p> <p>As at 30 June, a total of 1,250 LOTE (languages other than English) items had been acquired in the financial year 2017-18. This represents 16.8 % of the total acquisitions for the year (7,425).</p>







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Inclusion Action Plan, including for Council staff who work with people with disabilities.		On Track	Council co-managed the Disability Expo event Making Links with the Kinchela Boys Home. The event was held at Woodstock Community Centre and a number of agencies were on hand to promote their services, respond to questions and provide direct assistance.
	Lead: Media, Communications & Events Secondary: Media, Communications & Events		Improve accessibility of Council's website.	List of Council services published on Council's Website with text size options available and improve “readability” of documents for visually impaired users.		On Track	Council's mobile website provides a simplified interface for visually impaired users. Over 42% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved readability, with a simplified view for visually impaired users.
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) 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
				Burwood Update Residents Newsletter produced quarterly.		On Track	The Burwood Update is distributed to 16,000 households and businesses across the LGA. The Update includes the latest news and information on Council's services and initiative.
				Newsletter made available in electronic format.		On Track	The Burwood Update is made available online on Council's website.
			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	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.		On Track	Volunteer Network offered training to volunteers and organisations within the Inner West. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 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	A total of 24 heritage referrals received for the period with 17 referrals responded to in 10 days, 19 in 15 days, and 5 over.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		On Track	The heritage information on Council's website is current and updated when required.
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 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		On Track	Council participated in Heritage Festival through the following initiatives: - Council supported the Burwood & District Historical Society to deliver a Historical Walk at Woodstock and the surrounding area on Saturday, 21 April. - An author talk by renowned author Gabrielle Kovac was held at the Library & Community Hub on Saturday, 5 May to celebrate the Heritage Festival theme 'My culture, my story'. These events were promoted through several channels including the quarterly Community Program Calendar and on social media.
1.5.4 - 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	A community event was held in June 2018 to celebrate Neighbour Day. Around 250 people attended and participated in activities including Mobile Play Van, Tai Chi and a drawing demonstration. There were opportunities for local residents to meet each other and break down social isolation, as well as join Council's Have a Go programmes.
1.5.5 - Promote interaction between different groups in the community.							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.		On Track	During the fourth quarter Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In the lead up to both of these Services promotional DL flyers were letter box dropped to local residents and businesses in the Burwood LGA. Personalised letters were also sent to local schools, other local groups

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							inviting them to participate in the service. Media releases about the two Services were also created and information was included in the Mayoral Column. Digitally, the Services were promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. The website was also updated with images after each Service. A letter was sent to residents and businesses around Burwood Park and along Burwood Road to notify them of possible disruptions due to the Anzac Day March, as well as a courtesy notice.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.		On Track	<p>During the fourth quarter, Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service.</p> <p>The Anzac Day Commemorative March and Dawn Service held on Wednesday, 25 April 2018 was attended by over 2,000 people with an increase in attendance from the prior service.</p> <p>The Service is also achieving its objective of educating the younger generation to continue honouring the Anzac Legend, as the majority of the crowd were younger families and couples.</p> <p>The National Servicemen's Commemorative Service was held on Sunday, 3 June 2018.</p>
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	<p>Following the closure of the Burwood PCYC, Council staff have worked closely with the Glebe-Leichhardt PCYC to coordinate a new Burwood Youth Outreach Programme. The programme includes free soccer, personal training and boxing sessions for young people in the local area. The programme launched in February 2018 and the weekly sessions have been well attended since that time.</p> <p>Planning is under way for a youth and family fun day to be held on Wednesday 4 July 2018 combining young people from the youth league program and children and parents from the Community Soccer Program. Children and youth services information, bubble soccer, inflatable games and food will be available on the day.</p> <p>Planning has also commenced for a Stronger Minds Stronger Youth Project. This is a grant-funded mental health project which will run from July 2018 to October 2020.</p>
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	The quarterly information sessions are conducted quarterly in line with the Computer Club terms.
1.6.3 - 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	Seniors Festival took place in April 2018. The main event of the festival was a high tea with entertainment for local seniors. This event was hosted by staff and





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							students from Southern Cross technical college and 100 seniors attended. Southern Cross also hosted a pampering session for seniors offering students from their beauty course an opportunity to also be involved in intergenerational activities.
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	Council conducted two community focus groups as part of its review of the Burwood2030 Community Strategic Plan (CSP) in the previous quarter. Both focus groups were conducted on Tuesday, 27 February 2018 with a total of 24 participants. Participants were recruited from an earlier phone survey conducted by an independent research company in December 2017 as part of the CSP review. Three Council Meetings were held during the quarter, including an open forum session: - 24 April 2018 - 22 May 2018 - 26 June 2018 In addition, two IHAP Meetings were held during the quarter: - 10 April 2018 - 8 May 2018
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 2017-18. This document represents the quarterly report in relation to the period 1 April - 30 June 2018.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		On Track	The Annual Report for 2016/17 was adopted by Council at the October 2017 meeting and referred to the Office of Local Government. It was also sent to the State Library for their records.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2017-18 was adopted by Council at its 27 June 2017 meeting and is currently being implemented. The Operational Plan for 2018-19 was adopted by Council at its 26 June 2018 meeting and will be effective from 1 July 2018.
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.		On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values. The revised Community Strategic Plan, Delivery Program 2018-21, Operational Plan 2018-19 and associated budgets were adopted by Council in its meeting on 26 June 2018.
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	The following documents were published on Council's website: Loan Borrowing and Overdraft Policy Privacy Management Plan Councillors' Expenses and Facilities Policy Out of Pocket Expenses Public Interest Disclosures Act 1994 - Internal Reporting Policy Public Interest Act 1994 - Procedure for Assessing Disclosures and Investigations Councillor Induction, Briefings and Workshops Policy Adoption - Revised Agency Information Guide - Government Information (Public Access) Act 2009 Internal Ombudsman Policy
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.		On Track	All Council/Committee Meeting Agendas and Minutes have been published on Council's website for the quarter.
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 the quarter Council Meetings were held on 24 April, 22 May and 26 June 2018.
2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.		On Track	Cultural groups are invited to participate in Council events where relevant and appropriate. Two major civic events took place during the fourth quarter; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service with local schools and community groups participating in the services. Burwood Council also supported the Buddhist Vesak Day Celebration event in Burwood Park to celebrate Buddha's birthday. This event was organised by three community groups including the Chinese Buddhist Association of NSW Inc., the Bori Korean Buddhist Society of NSW, and the Vinh Nghiem Pagoda Vietnamese Temple.
	Lead: Community and Library Services		Design library programs to bring together community cultural groups and improve communication between those groups and Council.	Minimum 300 activities conducted per year.		On Track	The Library Service offered a diverse range of programmes for all age groups and interests throughout 2017/18. Staff hosted over 360 activities with more than 9,000 attendees at events including: - Holiday activities

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<ul style="list-style-type: none"> - Storytime for children - Author talks - Wrap with Love knitting group for adults -Tech Savvy programme to bridge the digital divide for seniors - English Conversation group - Information talks with interpreters for the CALD community
2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.							
	Lead: Governance Secondary: Governance	Open Forums	Conduct Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.		On Track	Open Forum is conducted at each Council Meeting.
2.1.8 - Provide language aide services and translate key documents into main community languages.							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.		On Track	Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/ Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings		On Track	The Policy Register is maintained after each Panel Meeting, on a monthly basis.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.		On Track	The following Panel Meetings were conducted in the quarter: 5 April 2018 3 May 2018 6 June 2018
2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.							
	Lead: Governance	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	As the NSW Government has abandoned the amalgamation proposal for Burwood, Canada Bay and Strathfield Councils, no further action is required in relation to the LG Independent Review Panel Report.
			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 following policies have been amended or rescinded due to the amendments made to Section 8A of Local Government Act 1993: Councillor Inductions, Briefings and Workshops Policy - Rescinded Decision – Making to be Within the Local Government Charter - Amended





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.11 - Implement best practice governance strategies.							
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.		On Track	Council continues to be briefed on updates of legislation and circulars from the Office of Local Government.
2.1.12 - Maintain an effective, open complaint handling processes.							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.		On Track	<p>All complaints received by Council and actions taken in relation to the complaints are recorded on</p> <p>Council's database system (TRIM) and allocated a log number to track progress of each matter. Details are brought to the attention of the Executive Team. Matters that require escalation to the Internal Ombudsman are brought to his attention under the Complaints Management Policy, and any improvements in the handling of complaints are addressed accordingly, including the management of unreasonable complainant conduct. All complainants are advised, following any frontline complaint handling action or management review, that they have the services of the Internal Ombudsman at their disposal if they believe that the actions of Council or Council officers has been applied unfairly, discriminatingly or partially.</p> <p>Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.</p>
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.		On Track	<p>All complaints received by Council are treated in accordance with Council's Complaints Handling Policy. Complaints are entered into Council's corporate database to allow for reporting and trend analysis. Should complaints require escalation, they are referred to the Internal Ombudsman and for his assessment and any subsequent investigation in accordance with the Internal Ombudsman Policy.</p>
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.		On Track	<p>A monthly report on complaints received is presented to the Executive Team by Customer Services. An assessment is undertaken and if necessary the Executive Team has the option to recommend steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy.</p>
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.		On Track	<p>All complaints received by Council and actions taken in relation to the complaints are recorded on</p> <p>Council's database system (TRIM) and allocated a log number to track progress of each matter. In accordance with Council's Complaints Management Policy, complaints are actions accordingly, and will either be referred or escalated to the Internal Ombudsman if required.</p> <p>Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.</p>




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	All applications have been responded to 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 44 Development Applications, 53 Complying Development Applications and seven Pre Development Applications were submitted to Building Development. 83% of applications were delivered within the Service Standard.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	<div></div>	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	<div></div>	On Track	Records has closed, sentenced and appraised folders for disposal in accordance with the General Retention and Disposal Authority: Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	<div></div>	On Track	Daily mail processed, scanned, registered and distributed.
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	<div></div>	On Track	Content Manager (Council's Electronic Document Management System) has been upgraded and training has been provided to new and existing staff on the new system.
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 June 2018 quarter there was one tender approved by the General Manager, for the Construction of the Burwood Park Community Centre. In addition, through SSROC and Local Government Procurement, Council was notified of the following approved tenders and panels from which Council can procure goods and services: LGP - Waste Audit Management Services (LGP118) - Microsoft Licensing for NSW Local Government via Microsoft Licensing Solution Providers (LSP's) (LGP108-3) SSROC - Mattress collection
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	<div></div>	On Track	In accordance with Council's Corporate Review Practice, the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current and will be reviewed this year.


THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Due to the intensive Councillor Induction Sessions in February and March 2018 no training sessions were conducted in 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	<p>Council management participates in the following SSROC working groups:</p> <ul style="list-style-type: none"> - The General manager at the delegates meeting in conjunction with the elected Councillors - General Managers Meeting which meets each month - Community, Recreation and Culture Network - 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	All circulars and new policies/guidelines are made available for Councillors through a dedicated online portal.
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	<p>All new employees to Council; permanent, temporary, contract, agency, volunteer, casual and student placements are provided with comprehensive information on their commencement regarding their employment conditions and Council policies, Procedures and Corporate practices.</p> <p>In addition, Managers meet personally with all their new employees to discuss the specific requirements and expectations of the role.</p> <p>Council also uses an online business training system whereby new employees are required to successfully complete online training modules relative to their employment at Council.</p> <p>The Organisation Development Coordinator prepares a tailored individual Induction Kit for each new employee and provides a personal one-on-one Induction on the morning of their commencement.</p> <p>Work is currently underway to revise and update the</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILTY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							in-house group induction programme to ensure it meets with best practice standards and is tailored to cover the various legislative requirements and workplace conditions that apply to employment at Burwood Council.
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.		On Track	<p>During the reporting year the Consultative Committee met on nine (9) occasions.</p> <p>Council maintains strong professional working relationships with all employee associations and industry stakeholders.</p> <p>During this quarter the Consultative Committee met on 2 occasions, dealing with the issues of CaP Performance Reviews; Review of Committee Constitution, draft Drug and Alcohol Corporate Practice, election of new employee representatives and the Community Strategic Plan Focus Groups.</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	<p>Council's Vision includes the commitment to the growth of knowledge, and this is supported in the ongoing development and training opportunities provided to all staff.</p> <p>During this quarter a variety of internal and external training was provided to staff in areas such as;</p> <p>Social Media for Councils, Rates - Financial and Property Controls, Learn to Swim Refresher, Recognising and Responding to Elder Abuse, Wellness Training, Exploring Family and Local History Gould Genealogy and History, Creative Communities Professional Development, From Dependence to Independence Model of Service Delivery Training, MAC and DEX Training, Implement Traffic Control, Use of Drones, Development Assessment Training, Australian Sustainable Business Group Recycling Crisis: Impacts, Issues and Solutions.</p> <p>Additionally there was attendance at Conferences such as the Assetic User Conference, Annual Waste Conference, Association of Accredited Certifiers Annual Conference, NSW Heritage Forum,</p> <p>Staff undertaking Tertiary qualifications are also supported by way of reimbursement in line with policy for the successful completion of studies relative to their job responsibilities; these currently include an Undergraduate Certificate in Local Government, Cert IV in Business Administration, Diploma of Building Surveying, Cert IV in Community Services Work, Graduate Certificate in Local Government Leadership, Masters Degree in Local Government and Company Directorship.</p> <p>The Organisation Development Learning & Development Plan continues to be revised in line with the needs and requirements of staff to ensure learning and skill development opportunities are resulting in the skill sets required to strengthen our workforce capability.</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis. .		On Track	<p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							All required updates of the TechOne system for compliance to the Australian Tax Office 'Single Touch Payroll' reporting requirements will be finalised and implemented in July 2018.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	<div></div>	On Track	Payment of wages and salaries completed on fortnightly basis. CAP Performance Review adjustments were completed during this quarter. All leave recorded accurately on TechOne system.
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.	<div></div>	On Track	Council's 2018 -2022 Workforce Management Plan was finalised during this quarter and is the third of the workforce plans for Council as part of the resourcing strategy. The four (4) strategy areas the 2018 -2022 Workforce Management focus's on are :- Learning and Development; Employee and Workforce Relations; Injury Prevention and Risk Management; People Planning. This plan builds on and reinforces existing good practices workforce planning strategies outlined in Council's Workforce Plan 2011-2015 and 2015-2019, and continues the focus on people as one of the three integral strategic resources to actively assess its current and forecasted capacity and capability ensuring the right people are in the right place at the right time to deliver the Delivery Program. Burwood Council's workforce issues include: <ul style="list-style-type: none">an ageing workforcesuccession planninghow to provide opportunities to create and recruit positions for young peopleincentives and other programs that will support the council to be an employer of choicelearning and developmentperformance managementrecruitment strategies to fill skills gapsworkforce diversity
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	<div></div>	On Track	Council's 2018 -2022 Workforce Management Plan was finalised during this quarter and is the third of the workforce plans for Council as part of the resourcing strategy. The four (4) strategy areas the 2018 -2022 Workforce Management focus on are :- Learning and Development; Employee and Workforce Relations; Injury Prevention and Risk Management; People Planning. This plan builds on and reinforces existing good practices workforce planning strategies outlined in Council's Workforce Plan 2011-2015 and 2015-2019, and continues the focus on people as one of the three integral strategic resources to actively assess its current and forecasted capacity and capability ensuring the right people are in the right place at the






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							right time to deliver the Delivery Program. Existing policies and procedures will be reviewed and updated to reflect the requirements of the 2018 - 2022 Workforce Management Plan.
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 consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis. CivicRisk Mutual Insurance Portfolio was reviewed from June till October every year. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums. In June 2018 the cover has been placed for the following policies for the period from 30 June 2018 to 30 June 2019, all as applicable to each member Council: <ul style="list-style-type: none">Community Support Liability;Workers Compensation Top UpFine Arts;Pollution Liability;
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	Throughout this quarter the Executive Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matter. The Executive are provided with comprehensive yearly Risk & Insurance Report from the Risk Management Coordinator at the end of the financial year. The Executive Manager Organisation Development and Risk Management Coordinator provide monthly updates to the Risk Management Committee & Fleet Management Committee on any major risk management or significant insurance matter or any vehicle accidents/incidents.
				Conduct and report annually on risk management self audit and prepare action plan.		On Track	Draft Business Continuity Plan (BCP) for Depot, Library and Pool has been developed and submitted for review. Relevant staff from each Department have participated in the development of the BCP undertaken training sessions during this quarter. In the 3rd Quarter the Risk Management Action plan for 2018/2019 was approved by the Risk Management Committee.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.		On Track	During the reporting year the Committee met on seven (7) occasions. For this current reporting quarter the Committee has met on two occasions addressing the following issues and topics: review of claims of interest, discussion of IAG as Council's Property underwriter inspection of Library, commencement of Business Continuity Plans for the Chambers and finalisation of draft BCP for Library, Pool and Depot.










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.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.		On Track	<p>The draft Drug and Alcohol in the Workplace Corporate Practice was submitted to the Policy Panel this quarter and there are a few minor amendments to be made prior to it being submitted to the General Manager for approval.</p> <p>The Return To Work Guidelines & Procedure Corporate Practice commenced being reviewed this quarter to incorporate a revised Injury Management Program to comply with the following pieces of legislation:</p> <p>Workers Compensation Act 1987</p> <p>Workplace Injury Management and Workers Compensation Act 1998</p> <p>Workers Compensation Regulation 2017 (2016 Regulation)</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>All Accidents, Incidents and Near Misses are reported to the Work Health and Safety Coordinator and recorded for reporting purposes with actions that need to be implemented to eliminate the risk of another injury occurring.</p> <p>Number of incidents (including near misses) for the fourth quarter were:</p> <p>1 - Lost Time</p> <p>1- Medical Treatment</p> <p>2 -Near Misses</p> <p>5 - Notifications</p> <p>Number of incidents (including near misses) for the 4 quarters were:</p> <p>11 - Lost Time</p> <p>9 - Medicals</p> <p>67 - Notifications</p> <p>15 - Near Misses</p> <p>2 - First Aid</p> <p>2 - Contractor Notifications</p>
		Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.		Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.		On Track	<p>All workers compensation claims continue to be effectively managed to ensure a timely return to work of the injured employees.</p> <p>All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame.</p> <p>Council's Work Health and Safety Co-ordinator is responsible for ensuring that all Return to Work Programs (RTWP) with the injured worker, medical professional and supervisor are monitored and reviewed to ensure suitable duties are provided to the injured worker with a return to pre-injury duties in a safe and timely manner.</p> <p>During this quarter there were 2 Lost time injuries claim.</p> <p>For the 4 quarters there were 11 Lost time injury claims.</p>




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.		On Track	<p>Claims Review Meeting with StateCover held in May 2018</p> <p>All Council First Aid Kits were restocked during June 2018.</p> <p>Council staff who have registered for Fitness Passport have received their passes for Fitness Passport</p> <p>The following health and well-being issues were published in the weekly staff newsletter (The FUSE)</p> <p>Creating a Healthy Workplace - Suggestions requested from Staff for a Health and Wellness program</p> <p>Keep your memory in good shape</p> <p>Get Moving</p> <p>Heart Week - Knowing the risks to avoid a heart attack or stroke</p> <p>Knowing your plate - food group quiz</p> <p>Workplace Mindfulness</p> <p>7 Healthy Winter Tips</p> <p>Movember Foundation - staff were asked to participate in a survey to assist the foundations to create a new set of revolutionary tools to help men tackle the tough stuff in life.</p> <p>Healthy Recipes have also been included in the FUSE weekly staff newsletter</p> <p>Heart Checks were conducted throughout Council in May 2018</p> <p>Flu Vaccinations were administered in April 2018</p> <p>Biggest Morning Tea and Go Pink Fund Raising days were organised during this quarter.</p>












2.4 - Ensure Burwood Council is financially sustainable









2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.		On Track	In accordance with legislative requirements, Investment Reports were tabled at each Council meeting held during the quarter.
	Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.		On Track	Council invests surplus funds with various financial institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
		Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.		On Track	The March 2018 Budget Review was undertaken in April 2018 and submitted to the May 2018 Council meeting, in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.
		Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.		On Track	Annual Financial Statements for the year ended 30 June 2017 were completed by 31 August 2017 and externally audited during September 2017.
		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	Council's Auditors performed an audit on Council's financials during February 2018 for the first six months of the financial year. To date Council has not received an Audit Management Letter. Once Council receives an Audit Management Letter a response will be formulated addressing any Auditors' concerns.
2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.							
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.		On Track	All properties are leased and achieving market rent revenue.
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	Benchmarking survey was completed in December 2017. Burwood Council ranked 1st in the National Local Government Customer Service Network Benchmarking by improving its phone abandonment rate by 38.9% from 2015/16 to 2016/17. Customer Service ranked 2nd nationally for exceeding the phone service target level wait time.
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 8091 calls received during the quarter 77.53% were answered in less than 40 seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily.		On Track	Of the 2,452 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.		On Track	During the quarter 99% of the 213 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 728 Residential Parking Permits and 43 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 2,282 customers were served at the counter and 86% were served within five minutes.
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	Burwood Development Control Plan sets out controls for providing open and green space on sites, podiums and rooftops of developments. Council's public benefit policy provides for developers to pay a monetary contribution to Council in exchange for additional development. Such contribution is used

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.1.2 - Provide adequate funding to maintain open space areas.							by Council towards the provision and/or improvement of open space and other local infrastructure.
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.		On Track	Contributions collected from Section 94A Contributions Plans are used to fund open space capital works.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.		On Track	<p>Council has been successful in receiving \$1,000,000 funding for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works were staged as applicable. The construction of the half basketball court, installation of the five bbq picnic shelters, construction of the new playground, skate park and exercise equipment have all been completed. A 2/3 completed progress payment has been requested of the funding organisation,</p> <p>Council has been successful in receiving Federal Government grant funding of \$1,300,000 for the upgrade of facilities in Blair Park. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works have been staged as applicable. The supply and installation of new sports field floodlighting, repair and upgrade to the workers shed, new perimeter fencing, new 5m high fencing at the eastern end of the soccer field, installation of a picnic shelter and the construction of new playground is now completed. A 33% progress payment has been issued to the grant funding organisation and \$435,000 payment has been received by Council .</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program.</p> <p>Design options for the solar lights around the pathway network at Wangal Park have been investigated and a design commissioned.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new fitness equipment in Henley Park valued at \$48,551.00 with a total project cost of \$97,000.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new cricket practice nets in Henley Park valued at \$34,000 with a total project cost of \$68,000.</p> <p>Council will apply for further grants as the opportunities arise.</p>
3.1.3 - Pursue partnerships and opportunities to create new open spaces.							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.		On Track	There were no planning agreements and /or conditions of consent that provided additional public open space last quarter.
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.							







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.		On Track	Parks and reserves serviced daily or weekly depending on location and usage. Works carried out include toilet, BBQ'S, picnic area facilities cleaning and servicing. Rubbish and litter removal, emptying of bins including dog litter bins done daily or weekly depending on location. Mowing and garden bed maintenance carried out as per service standard cycles.
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.		On Track	Annual flower bed displays were prepared to coincide with the ANZAC Service and the National Servicemen's Association memorial services in Burwood Park. Both events were very successful.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.		On Track	Fields were assessed for works required prior to the beginning of the winter sporting season. Irrigation systems were checked and field set up requirements implemented for the new season. Blair Park also required some additional turf works due to the installation of the new floodlighting system. All problems were treated to enable successful commencement of the football season at those parks.
			Line marking of sporting fields maintained at minimum of 4 weeks cycles.			On Track	Fields on sporting fields are generally marked on 1- 2 week cycle depending on the growth of the grass and the wear on the lines as the season progresses.
			Sporting fields fertilised during March-April period.			On Track	Fields at both Henley and Blair Parks were fertilised at the beginning of April.
			Soil analysis test for turf nutrient requirements undertaken annually in July and August.			On Track	No action this quarter, Soil samples will be taken and sent for analysis towards the end of the season. The results from the testing guide the fertiliser and nutrient amendment program that is implemented at the end of the season in spring.
			Fields aerated and fertilised where required annually in September-October.			On Track	Additional aerating was carried out this year in June at Blair and Henley and Blair Parks to relieve compaction to try and improve drainage as the wet weather conditions started. Verti- draining aeration system was used to cause minimal ground surface disturbance.
			Worn down turfed areas re-turfed where required during the September-December period.			On Track	Additional turfing was carried out at Henley Park and Blair Park prior to the season starting due to grass disease at both parks and surface damage caused by machinery at Blair Park during the installation of the new floodlights.
			Fields are sprayed for broad leaf weeds during August-October period and as required for crowfoot infestations.			On Track	No action required during this quarter. Weed spraying program commences at the end of winter or beginning of spring.
			Cricket pitches line marked on regular basis.			On Track	Cricket pitches marked at Burwood, Flockhart and Henley Park for the winter cricket competitions as required.
			Sporting fields oversowed for high traffic areas where required during March-April period.			On Track	Sporting fields at Henley Park and Blair Park were over-sowed in autumn with ryes grass to try and provide protection against the excessive wear that these fields receive.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.		On Track	Sports field are generally mown on a weekly basis during the winter season but may reduce to two week cycles as the weather becomes colder and grass growth slows down.
				Fields set up for soccer season and during March-April period.		On Track	All sport fields were set up and ready for the beginning of the winter season. This includes goal post installations , line marking set outs, grass over sowing, mowing and fertilising
			Herbicide/Insecticide spraying.	Major parks (Henley, Wangal, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.		On Track	No broad scale weed spraying of parks was required this quarter. Programmed for late winter or early spring.
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.		On Track	Palms along the Burwood Road frontage of Burwood Park were pruned back this quarter. Sports field are generally mown on a weekly basis during the winter season but may reduce to two week cycles as the weather becomes colder and grass growth slows down.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.		On Track	Passive grass areas of parks and reserves are mown on a 1-4 week cycle depending on grass growth and seasonal maintenance requirements. Average mowing cycle is approximately 3 weeks.
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required, and comprehensive inspection carried out quarterly.		On Track	Routine visual inspections carried out by Council staff on a daily or weekly basis depending on location and usage of equipment. Quarterly inspections carried out by playground contract consultants. New playground was installed at the Portland St side of Henley Park this quarter.
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.		On Track	The completed replacement of play equipment in Henley Park, Russell Street Reserve and Blair Park includes some equal access play equipment. Access to the play equipment is via the parks' path network iwhich are graded for equal access. New equal access into Blair Park from the corner of Acton Street and Blair Avenue is currently under construction. The design of the new playground in Wangal Park is now completed to include equal access and some equal access play equipment. The installation of picnic shelters at Wangal Park have been completed with equal access from the main shared path network. The recently completed path network throughout Wangal Park has been designed and constructed to provide equal access. Other park's capital works will be considered according to the DDA Plan. Equal access path improvements are currently being installed in Henley Park with upgrades to the path network on Portland Street. New play equipment is currently being designed for Sanders Reserve which will include new equal access pathways.
	Lead: Parks	Park Maintenance	Maintain methane system to EPA Standard in	As required.		On Track	The Gas Lateral Migration Abatement System is operating as designed. Routine testing results indicate




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Secondary: Parks		Wangal Park				the system is operating successfully.
			Maintain leachate system to Sydney Water Standard in Wangal Park.	As required.	<div></div>	On Track	The Leachate System is operating as designed. Routine testing results indicate the system is operating successfully. Following the new Tradewaste Agreement with Sydney Water, routine testing as stipulated in the agreement has shown compliance with acceptable standard levels.
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.	<div></div>	On Track	Council has recently completed two projects to tackle recycling contamination in multi-unit developments. The results show improved engagement and provisions of suitable signs are effective in reducing contamination rates. New stickers and bin bay signs have been produced and are being distributed for residential and commercial customers.
				Offer free environmental workshops for schools on waste and sustainability.	<div></div>	On Track	A School education program recommenced in 2018. Workshops and tutorials are being offered to schools and pre-schools.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	<div></div>	On Track	E-waste drop off events continue to be provided at the depot. The events are held twice per month with six events provided during the reporting quarter.
			Undertake bin contamination audits for recycling.	Conducted twice per year	<div></div>	On Track	Bin audits being undertaken as part of CDS introduction. A comprehensive audit is to be conducted in Q2 of 2018-2019.
				Provide report from each audit as to trend in levels of contamination found.	<div></div>	On Track	CDS audit results are with the NSW EPA and have not been passed on at this time. A comprehensive report will be provided following the September/October audit.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	<div></div>	No Activity	Program currently deferred.
			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	Audit to be conducted Q2-3 of 2018-19
			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	Council continued the compost revolution program during the reporting quarter. Formal EPA funding for the program ceased in December 2017 however additional funding was secured to continue the program until June 2018. Compost bins and worm farms are available for sale to residents at discounted prices. Program details are included in Council's website with how to purchase options.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	<div></div>	On Track	The workshops are delivered through treading lightly program and will be continued throughout the year. There was one workshop held in the reporting quarter

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							on19 May - 'Gardening in small spaces'
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 70% diversion of waste from landfill to reprocessing facilities by 2021 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 70% diversion rate by 30 June 2021. Subject to the provision of reprocessing facilities.		On Track	Council has entered into a contract with Veolia Environmental Services (VES) for the treatment of household waste through a Mechanical Biological Treatment plant (MBT). The contract commenced on 1 July 2017 and guarantees a diversion of 53% from Council's residual waste stream, which when added to other recycling services will achieve the 70% diversion rate. This is to be confirmed when tonnages for the 2017/2018 year are reconciled.
3.3 - Educate the community on sustainable practices							
3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.		On Track	Council has partnered with Southern Sydney Region of Councils to conduct a number of workshops in Chinese in the 2018 Calendar year. Two environment and waste management workshops were held in April (6th and 13th) one in English and one in Chinese.
3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.		On Track	During this Quarter, 14 referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (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.		On Track	This information has been included in a fact sheet for Residential Development on Council's web site
3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.		On Track	Council received 4 major development application last quarter for a building design with a 4 to 5 star rating.
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 2017.		On Track	Council is routinely updating and reviewing our network data to determine the exact locations 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'.		Not Due	Clean up Australia day is held in March of each year (previous quarter).

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	Councils waste investigations officer continues to investigate dumped rubbish incidents. The position has now been made permanent. New cigarette butt containers with signage have been placed at strategic locations around town centres
				Use CCTV cameras as a deterrent for illegal dumping.	<div></div>	On Track	The use of CCTV cameras as a deterrent for illegal dumping continues to be utilised across the Burwood Council area. Mobile cameras are moved around to "hot spot" locations as considered necessary.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	<div></div>	On Track	There were 148 incidents of dumped rubbish in the reporting period.
3.4.3 - 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	There are no rebate schemes currently being offered by either the Federal or State Governments via Councils,
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	<div></div>	Not Due	Earth hour is held annually in March each year (previous quarter).
3.4.4 - 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.	<div></div>	Not Due	The Annual Report to Council is due in Q3 2018-2019.
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.	<div></div>	On Track	Approval received for review of Bus Stops in Queen Street for rationalising of multiple stops adjacent to Blair Park to one safer stop. Works to be carried out in 2018/19 financial year.
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.	<div></div>	On Track	There were 30 referrals made to Council's Traffic & Transport section for comment during this quarter with 5 applications also being referred to RMS for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Undertake review of Burwood Public Parking Strategy.	Undertake a review every 18-24 months to identify areas requiring improvement.	<div></div>	On Track	A review of the Burwood Public Parking Strategy is currently under way, with consultation having been undertaken with residents of Murray Street regarding on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							possible inclusion into the Parking Strategy.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.		On Track	During this Quarter, a total of 27 Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.		On Track	<p>Designs were completed and approved via Local Traffic Committee for the following projects:</p> <ul style="list-style-type: none"> - Appian Way pedestrian refuge island - Railway Crescent traffic island <p>Design commenced for new pedestrian crossing and traffic calming device in Arthur street, Croydon.</p> <p>All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.</p>
4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA , NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.		On Track	The April and June Local Traffic Committee meetings were successfully held with a total of 11 items presented for consideration. All items were subsequently endorsed by Council.
4.1.6 - Expand the Burwood bike plan.							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.		On Track	<p>Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenity Improvement Project for additional cycleways to growth areas along the Parramatta Road Corridor.</p> <p>The Federally funded black spot project at the intersection of Tavistock Street and Tullimbar Street was completed.</p> <p>Investigations have commenced to determine nominations for the 2019/20 National Black Spot Program.</p>
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.		Not Due	Council continues to explore opportunity when there is funding program available.
		Accessible Infrastructure and Services	Design and construct a community facility in Burwood Park, as part of the Stage 2 Burwood Park Pavilion project	Works to be completed by 28 February 2018.		Watch	The construction of the proposed new community facility in Burwood park is anticipated to complete by the end of September 2018. Delay from original deadline was caused by negotiations in relation to the Burwood Park Community Centre lease, as well as by inclement weather once the project started.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.		On Track	During this quarter Council has upgraded eight (8) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.							
	Lead: Traffic & Transport Secondary: Community Services	Cycleways	Improve access and connections between recreational facilities, open space, and linkages to neighbouring Councils' cycleways.	Regularly meet with local bicycle groups and neighbouring Councils to identify opportunities for new cycleway linkages.		On Track	Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenity Improvement Project for additional cycleways to growth areas along the Parramatta Road corridor. Part of this will include links across Parramatta Road into Canada Bay Council.
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 completed all grant funding projects including "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were run throughout the 2017/18 financial year.
4.2.5 - 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	The Child and Families Interagency Network meetings were delivered by the Families NSW Coordinator with the assistance of the Children, Families and Cultural Development Officer. A child and families sector seminar is currently being planned and will take place in July.
			Deliver Families and Children events.	One event held per annum.		On Track	Mobile Playvan held it's annual animal farm during April2018 at both Henley and Burwood Park. Over 80 families were in attendance and thoroughly enjoyed the experience along with the usual playvan services of toys, books, crafts and sports equipment appropriate for 0-6 year olds. First aid training was provided by St John Ambulance on Saturday 14 April 2018 at the Burwood Library and Community Hub for volunteers that attend Community Soccer. All successfully completed the course.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	The Children's Directory is updated on an ongoing basis and can be downloaded from Burwood Council's website.
4.2.6 - 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 Inclusion Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.		On Track	Council coordinated a National Disability Insurance Scheme (NDIS) community information expo at Woodstock Community Centre on 17 May 2018 in partnership with the Kinchela Boys Home, Ability Links and other local service providers. Ability Links Local Area Coordinators act as the vital link between a person with a disability and the package of services that he or she is entitled to under the NDIS. This event was held to inform the community about the NDIS transition that is taking place as many clients have yet to move to their new service providers to meet their individual needs.




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.3 - Safe facilities and services							
4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Civil Footpath Design	To delineate between pedestrian only and shared footpaths.	Clearly identify shared paths.		On Track	As part of the Parramatta Road Urban Amenity Improvement Program (PRUAIP), Council has received grant funding from the Greater Sydney Commission (GSC) to formalise some existing informal cycle routes and incorporate new cycle routes through the Burwood LGA. These upgrades will include the implementation of a number of shared paths that will be constructed in accordance with all relevant guidelines and standards such as RMS, Austroads and Council.
4.3.2 - Improve street lighting and lighting in public places.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.		On Track	Following several successful public lighting trials of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and reduce overall costs for Council. As of 30 June 2018, 319 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting and an accelerated replacement program which will further assist in reducing costs for Council but more importantly will create lighting consistency and contribute in decreasing greenhouse gas emissions.
4.4 - Encourage active and healthy lives							
4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and well being for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	<p>Council's Seniors Festival 2018 ran for two weeks in April 2018. The main event was held on Thursday 5 April 2018 and was another successful "High Tea" with catering was prepared by students through the school's Southern Cross Vocational Enterprises. Just to note, Southern Cross provides students with a training environment that has opportunities to gain practical experience alongside industry professionals, engage in work activities aligned to course competencies and employability skills and to supplement minimum course requirements for industry experience.</p> <p>The other activities offered during the Seniors Festival were "Fitter and Stronger" gentle exercise, yoga and line dancing". There were also four movies shown that had interesting themes which provoked active discussion after each screening.</p> <p>The month of May saw two new programs introduced. "Stay Standing - Falls Prevention Program" was held for six sessions on Wednesdays from 17 May to 20 June for over 65 years old. The other program was "Make Your Move" dance program which ran for eight weeks from 17 May to 4 July for people with mobility issues or a disability. These two programs were well received and attendance was high.</p> <p>A variety of health and wellness activities continued to</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							be offered for seniors at the Woodstock Community Centre and Fitzroy Hall.
4.5 - Vibrant and clean streetscape							
4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.							
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council takes a proactive stance against unlawful dumping of rubbish with programs such as Council's "Dob in a Dumper" Program developed to target the people causing the issue. The program encourages residents to report unlawful rubbish dumping offenders to Council for prosecution.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council takes a proactive stance against unlawful rubbish dumping with the development of the "Dob in a Dumper" program. The program is enforced by Council's Compliance Team with any person identified dumping unlawfully being prosecuted. Articles are also developed to provide communication of the program.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	Council continued to promote information on how to deal with graffiti, including the Graffiti Line number.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	During the fourth quarter, Burwood Council delivered two major civic events; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In addition, Council supported the Buddha Vesak Day celebrations in Burwood Park.
4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, including Parramatta Road Urban Transformation Strategy, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	Amendment No. 12 to Burwood Local Environmental Plan (BLEP) 2012 came into force on 17 November 2017. The BLEP now contains Clause 6.5 Design Excellence in Zones B2 and B4. The Burwood Development Control Plan contains more detailed provisions to promote architectural integrity and aesthetically appealing buildings. This Development Control Plan was amended in June 2018 to incorporate additional provisions on building articulation and materials.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.	●	On Track	During this quarter Council applied residential design quality planning controls to the assessment & determination of 2 major development, referred a further 2 major development applications to urban design architects for specialist advice to assist in providing high quality urban design outcomes.
4.5.4 - 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 & median figures for the last quarter were 89 and 65 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the assessment and determination of a major development within that time. Council has also

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							engaged additional resources to assist with the assessment of development applications.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	<div></div>	On Track	There were no requests for a review of a development application pursuant to S82A of the Act during this quarter.
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.	<div></div>	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.	<div></div>	On Track	Business Continuity and Disaster Recovery Procedures reviewed and tested.
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.	<div></div>	On Track	<p>Draft Business Continuity Plan (BCP) for Depot, Library and Pool has been developed and submitted for review. Relevant staff from each Department have participated in the development of the BCP undertaken training sessions during this quarter.</p> <p>In the first quarter of 2018/2019 the review and update of the BCP for the Chambers will be completed, then a consolidated Council wide PCP will be implemented.</p> <p>In the 3rd Quarter the Risk Management Action plan for 2018/2019 was approved by the Risk Management Committee.</p> <p>During this quarter, nominated staff attended training organised by CivicRisk Mutual on 'How to Manage and Successfully defend Claims'</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.	<div></div>	On Track	<p>The insurance portfolio is managed in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis.</p> <p>CivicRisk Mutual Insurance Portfolio was reviewed from June till October every year. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.</p> <p>In June 2018 the cover has been placed for the following policies for the period from 30 June 2018 to 30 June 2019, all as applicable to each member Council:</p> <ul style="list-style-type: none">Community Support Liability;Workers Compensation Top UpFine Arts;Pollution Liability;

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.		On Track	Service has been provided to standard.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.		On Track	Service has been provided to standard.
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.		On Track	The Local Chambers of Commerce were invited and encourage to participate in discussion by providing their feedback as part of the Community Strategic Plan consultation.
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.		On Track	A successful submission was made for 2018/19 National Black Spot Program to treat the length of Everton Road Strathfield between Mosely Street and Wentworth Road due to the number of accidents recorded in this area. This work will be fully funded as part of the program.
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.		On Track	All business zones in the Burwood Local Government Area allow mixed use developments under the Burwood Local Environmental Plan.
			Review the Comprehensive LEP every five years, in accordance with NSW Government requirements.	Review to commence by 1 June 2020.		On Track	A major review of the Burwood LEP is tied to the District Plan which has recently been released and will be undertaken under the guidance of the Department of Planning & Environment.
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.		On Track	Registered premises are inspected to ensure compliance with relevant health regulations. The inspection program is undertaken by Council's environmental health officers, There was a total of 244 inspections carried out carried out in the reporting quarter.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council’s Environmental Health Officers.		On Track	Regulation of food shops by way of enforcement action is taken as considered necessary. During the reporting quarter the following were issued; 10 Improvement notices, 28 Penalty notices and 1 Prohibition Notice.

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.		On Track	The Annual Food Activity Report will be completed in July for the preceding year's activity.
		Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two work shops per year. One of the workshops is to be in a language other than English.		On Track	A Food Safety and Hygiene workshop was held on 8 June 2018. Further workshops are being scheduled.	
		Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.		On Track	Council's Environmental Health Officers maintain and have available fact sheets in a variety of languages and on a range of specific public health topics for distribution to shopkeepers as necessary.	
		Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.		On Track	Development applications that are referred are reviewed as required and appropriate conditions relating to environment and health concerns are included in consents. There were 23 development applications assessed by the Environment and Health Team during the reporting quarter.	
		Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.		On Track	Public Health complaints are investigated and appropriate action taken where warranted to rectify matters. There were 12 public health complaints received and investigated by the environment and health team during the reporting quarter.	
5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues, including but not limited to; - The Greater Sydney Commission District Plan - Parramatta Road Urban Transformation Strategy - Merged Council Entity	As required.		On Track	Burwood LEP is reviewed as required and in response to emerging issues. There have been over 12 amendments since the LEP came into force in 2012. The Eastern City District Plan has been recently released. The Parramatta Road project is pending Urban Design and Traffic and Transport studies. It is expected that the District Plan and the Parramatta Road project will lead to further amendments to the Burwood LEP.
5.2.3 - Explore opportunities to activate Burwood’s economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.		On Track	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The two major civic events held during the fourth quarter were Commemorative Services and due to the nature of these events, they were not suitable for the inclusion of market-type sections. Council supported the externally organised Buddha's Vesak Day Celebration event which took place this quarter and included a market-type section with stalls offering a range of food, arts and crafts and information. The next event to include market-type sections will be Council's largest civic event, Burwood Festival to be held in October 2018.

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 support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work.</p> <p>Council currently has Student Graduate Engineers in Civil Engineering and more than 10 Volunteer workers in our Records, Depot and Community Life areas.</p> <p>A successful one week placement was completed by two students from Southern Cross Vocational College during this period, providing valuable working experience and exposure to a variety of Council areas. Council is committed to supporting these young people with their requirements to successfully complete their schooling and chosen vocational courses.</p> <p>The Community Services area is currently hosting a TAFE Student to assist with their mandatory requirements for Industry placement as part of their Certificate IV in Community Services.</p> <p>Additionally, suitable candidates for the roles of Casual Library Shelves have been sourced and filled by local high school students providing local meaningful paid employment opportunities.</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	There were 24 heritage referrals received in the period, around 70% dealt with within 10 days and 80% within 15 working days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.	As State Government Planning System Reform reports are published.		On Track	There has not been any State Government Planning System Reform report. Council is aware of the implications of the recent updates to the planning legislation and is in the process of implementing actions required as a result of these updates.