

Burwood Council
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Operational Plan 2017-18

Quarterly Report

For the period ending 31 March 2018

HOW TO READ THE OPERATIONAL PLAN 2017-18 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 MARCH 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 in underway, but has not been completed on time, or its completion date has been postponed
- No Activity** The activity/project has not started
- Not Due** No activity is planned for that specific quarter

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1 - A Sense of Community							
1.1 - A safe community for residents, workers and visitors							
1.1.1 - Maintain clean and attractive streets and public spaces.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works	Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater - 95% Completed	95% Completed.	●	On Track	Capital Works completed during this quarter include: Kerb and gutter and footpath upgrades at Hennessy St from Meta St to the Council boundary; Kerb and gutter reconstruction at Mosely St from Cooper St to Cowdery Lane; Kerb and Gutter and Drainage reconstruction at Wentworth Rd from Angel St to Nicholson St east side; Footpath reconstruction completed at Albert Cres, Froggatt Cres, Lea St, Lily St, Raliway Pde and Gloucester Ave, Lucas Rd, Waratah St; Construction of new roundabout at Tullimber St cnr of Tavistock St; Construction of new at grade Pedestrian Crossing and kerb extension at Wentworth Rd near Russell St; Roundabout reconstruction at Everton Rd and Wentworth Rd; Footpath upgrade including planting of new street trees at Dunns Lane from Victoria Ave to Park Ave; New parking bays at Linthorne Ave, Weil Ave and Trelawney Ave; New shelter and seating at Grant Park.
		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 schedule 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 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 on a daily basis.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	All dumped rubbish is collected within 2 days of request in accordance with agreed levels of service. There has been a change in the process for illegal dumping with the new Illegal Waste Officer carrying out thorough investigations. While it may take a little longer to remove illegal dumping in some cases, it has proven worthwhile with the decrease in areas where this illegal activity was prevalent.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter boxes in the CBD areas are serviced for litter removal on a daily basis by both Council sweeping staff and the Safe and Clean contractors. Parks and Garden staff replenished the planter boxes in Burwood Rd with additional coloured plants. New planter boxes were planted in Dunns Lane and Victoria St west.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood's road network of 91 lineal 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

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							lineal km of reactive sweeping activities e.g. CRM's, known hotspots and residents requests is also undertaken.
		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	Selective weed removal in some areas carried out this quarter. Weed spraying by contractors of all streets and Council car parks in the Burwood LGA was carried out in late February/early March.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	Not Entered	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	Over 100 Customer Service Requests (CRM) completed for all tree maintenance works with 96% compliant with service standard. Tree trimming CRM requests were 100% compliant with Councils 28 working day service standard.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	All bus shelters within 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.

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	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in ASSETIC accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for all its stormwater drainage catchments. All of these overland flow flood studies are ongoing and final draft reports have been completed. This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed in Ausgrid's Performance Management Plan for its public lighting assets is 4.5 days from receipt of fault report. This is within the minimum Ausgrid service standard of less than 8 days.
				Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All scheduled area clean ups are up to date. 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.	●	On Track	All be-tidy bins within all the CBD areas emptied on a 7 day a week basis.
				Wash public waste bins monthly.	●	On Track	All stainless steel be-tidy surrounds are high pressure washed on a monthly basis and as required.

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	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.		On Track	In 2015 Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.		On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.		On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Proactively, Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area, defects investigated assessed and programmed within 4 working days.
	Lead: Compliance Secondary: Works, Operation & Parks	Burwood Safe and Clean Program	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Daily		On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily		On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly		On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
			Assist with management of outdoor seating regulations in CBD areas	Daily		On Track	Council's Safe & Clean Team and Law Enforcement Teams patrol all streets on a daily basis where the activity of outdoor eating/dining occurs in the Local Government Area. The patrols ensure that the activity is approved and/or in compliance with any such approval. Council's Law Enforcement Team enforce any party not acting in compliance with their approval

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							or acting without approval.
			Maintain and water planter boxes along footpaths in CBD areas	As required	●	On Track	Council's Safe & Clean Team patrol all main businesses streets in the Burwood Local Government Area (LGA) on a daily basis to ensure that all planter boxes are maintained and any damage reported to the appropriate Team for repair.
			Identify and report any risks (such as trip hazards and obstruction of footpaths) in highly pedestrian areas	As required	●	On Track	Council's Safe & Clean Team patrol all main business streets in the Burwood Local Government Area on a daily basis reporting any damage to council property to the appropriate department. The Safe & Clean Team report all sighted risk hazards including footpath damage or other trip and fall hazards).
1.1.2 - Work with key partners and the community to reduce crime and improve community safety.							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	Council's City Safe Program works closely with the Local Police to ensure that public domain areas with CCTV camera coverage are monitored during crime times and all crime activity that occurs within this location is enforced by Police.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council Officers meet with Local Police on a weekly basis to discuss crime trends and patterns to develop strategies to combat any increases in crime. Council and Police have a good and active working relationship.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Monthly meetings between Council staff and the NSW Police are held to identify any crime trends in the area and inform appropriate prevention strategies. The following campaigns have been developed to address identified crime issues: <ul style="list-style-type: none"> Preventing Personal Theft in the Library campaign will see the development of posters in English and Chinese, pull up banners and mouse pads reminding patrons to take care of their belongings. The Push Bike Theft Awareness campaign is a targeted crime prevention initiative aimed at reducing the rate of bicycles been stolen in the Burwood LGA. It includes a multifaceted crime reduction approach at identified hotspots, Staff safety workshops have been developed in conjunction with Police and Council and delivered to all Library Services staff.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	Councils within the Southern Sydney Region Of Councils (SSROC) meet on a quarterly basis to discuss issues and ways for improvement to the quality of service provided by each Council.
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	●	On Track	The ongoing graffiti awareness campaign continues to assist business owners with strategies to remove graffiti from their premises.

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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>Planning is well under way for Youth Week 2018. This year, Council will be running a series of events and activities including a Know Your Standards Pop Up Mocktail Bar Event aimed at educating young people on safe alcohol consumption as well as knowledge and awareness of the harms and risks associated with alcohol and the dangers of impaired driving. This will take place on 13 April 2018 at Burwood Park.</p> <p>Council will also be running an Engaging Adolescents Seminar in partnership with Prosper Australia. A full day workshop will take place on 14 April 2018 during Youth Week for approximately 80 parents and 30 young people. The key areas to be explored in each workshop will include building trust, fostering a safe environment, independence and maintaining open communication in a hyper-connected media-saturated world.</p> <p>Planning has also commenced to run First Aid Training for members of the Burwood Youth Advisory Group on 14 April 2018.</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 funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works have been staged as applicable. Most of the Capital Works in Wangal Park have now been completed.</p> <p>Council was successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works are being staged as applicable. The construction of sports field flood lighting, new play equipment, refurbishment of the former workers' shed are now completed, The installation fencing, a new drinking fountain and a picnic shelter tree planting is also now completed.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path (now completed) and solar lights which are under design consideration at the moment.</p> <p>Council will apply for further grant funding for suitable projects as 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.		On Track	<p>Councils Community Development Team was successful in obtaining a grant for \$50,000 from the Department of Social Services to develop the Stronger Minds, Stronger Youth mental health project.</p>

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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.	●	On Track	Community facilities were available for use during the reporting period.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Parks prepared for activities required/requested, and park hire fees applied as per Councils adopted Fees and Charges for 2017-18. Wangal Park was hired out for a fate for the first time in March 2018 with positive feedback.
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.	●	On Track	<p>A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction was delayed due to delays of the delivery of the play equipment. Russell Street and The Portland Street playground in Henley Park are now completed .</p> <p>A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed and open to the public.</p> <p>At Blair Park the repair and upgrade to the workers shed has been completed, also new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field. The supply and install the new sports field floodlighting is now completed. The supply and installation of new play equipment with rubber soft fall is nearing completion. Paths, a new drinking fountain and a picnic shelter have also been installed.</p> <p>A shade shelter and tree planting has been installed in the Grant Park dog off- leash area.</p>
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>A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction was delayed due to delays of the delivery of the play equipment. Russell Street and The Portland Street playground in Henley Park are now completed.</p> <p>A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed and open to the public.</p> <p>At Blair Park the repair and upgrade to the workers shed has been completed, also new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field. The supply and install the new sports field floodlighting is now completed. The supply and installation of new play equipment with rubber soft fall is nearing completion. Paths, a new drinking fountain and a picnic shelter have also been installed.</p>

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<p>A shade shelter and tree planting has been installed in the Grant Park dog off- leash area.</p>							
<p>1.2.6 - Develop and encourage volunteer opportunities</p>							
	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 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area. Council received 75 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 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area. Council received 75 enquiries regarding volunteering specifically in the Burwood LGA.</p> <p>Volunteer Network continues to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertises volunteering through the local media.</p>
<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.</p>							
	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 has been working on a number of ongoing projects, including facilitating access to My Age Care, facilitating three Community Care Forums in partnership with South West Sydney Sector Support Development Officer with 40 aged and disability providers in attendance, facilitating a Wellness Re-ablement and Restorative Approach workshop where 80 service providers attended, Also, in conjunction with other area Sector Support Officers a session on Department of Health Aged Care Diversity Framework was facilitated to introduce this new reform to the sector. Six other training sessions were facilitated across the region during the quarter.</p>
<p>1.2.8 - Facilitate access to Podiatry Services</p>							
	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	<p>The Inner West Home & Community Podiatry Service is currently at 90 percent capacity.</p>
<p>1.2.9 - Improve online access to services at Council's key facilities.</p>							
	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	<p>Wi-Fi connectivity within the Library and Community Hub is available, as per service standard.</p>
<p>1.2.10 - Comply with NSW Health Regulations and Guidelines.</p>							
	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	<p>Daily Water Tests completed as scheduled. Monthly independent testing conducted, results within normal range.</p>

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							Positive results on plant operations and pool maintenance from NSW Health inspection in March 2018.
1.2.11 - Provide new learn-to-swim and lifesaving programs and encourage community participation.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	Watch	Squad Program attendance is by drop-in only. Attendance for Q3 17/18 was 499, down 9.2% (50 visits) from same Q3 16/17. Review of squad programs and bookings to be conducted.
			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	Q3 17/18 had 1503 students enrolled in 408 classes. This is a significant increase of 14% from Q3 16/17 (1318 students enrolled in 366 classes).
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 Service points have been redesigned based on feedback to improve customer interactions and service levels.
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	All five small picnic shelters were completed by the end of October 2017. The installation of the outdoor furniture and electric BBQ unit were completed for the Christmas Holidays. The large picnic shelter was completed in late November 2017.
			Basketball Half Court	Works completed by October 2017	●	On Track	The Half Basketball Court was completed and opened to the public in time for the October 2017 long weekend.
			Shared bicycle pedestrian paths with solar lighting	Works completed by November 2017	●	On Track	The shared bicycle path was completed in December 2016. The detailed design for the solar lights is currently in progress. 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 of mature trees were planted in November/December 2017.
			Commission and construct a skate park facility.	Works completed by February 2018	●	On Track	The concrete slab for the skate park was completed in December 2017. The skate park equipment was ordered in late 2017 and has been installed during January 2018.
1.3 - A well informed, supported and engaged community							
1.3.1 - Maintain up-to-date information on the community profile to support planning and program development							
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	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, and is used to inform strategies and plans, including those to be developed over the coming financial year such as Council's






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							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.	●	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.	●	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 190 views on translation service pages this quarter, an increase of 7%.
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.	●	On Track	Council's website had 145,743 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.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers. Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on Council's Australia Day, Lunar New Year, Greek National Day, Easter in the Park and International Women's Day events. In addition, Council undertook an extensive community-wide consultation as part of its review of the Burwood2030 Community Strategic Plan. Feedback mechanisms included a 400 participant

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							phone survey, online survey and two community focus groups. A leaflet was distributed to all residents in the Burwood LGA encouraging them to participate in the consultation.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared seven media releases on key issues and initiatives, including the appointment of Council's new General Manager, Australia Day and Awards, Lunar New Year, International Women's Day, Harmony Day, road safety and youth initiatives. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	Council prepared seven media releases on key issues and initiatives including the appointment of Council's new General Manager, Australia Day and Awards, Lunar New Year, International Women's Day, Harmony Day, road safety and youth initiatives. 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	Council collection is currently being reviewed to prioritise preservation program.
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's 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 events are promoted through Burwood Scene, Inner West Courier and the library noticeboard. The library uses Twitter and Instagram to reach its diverse audiences. At the end of March 2018, the Library Service had 693 Twitter and 274 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	This activity is reported six monthly. Currently on track to meet next reporting quarter targets.
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, with the exception of two cancellations due to poor weather. New families attended every week and over 100 adults and children were in attendance on three separate occasions. Play Van celebrated Easter with a small animal farm over two days at the end of March 2018.
				Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	This activity has been completed for the current financial year. A high level of satisfaction with the service was reported. A new customer satisfaction survey will be rolled out in 2018/2019.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Ms Joya Nicolas was awarded Young Citizen of the Year and Sportsperson of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, on social media and on Council's website.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Ms Joya Nicolas was awarded Young Citizen of the Year and Sportsperson of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, on social media and on Council's website.
1.4.2 - Improve access to information on government services.							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.		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 457 views, a 1.3% increase since last quarter.
	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 and Community Hub maintains 30 public access PCs and a Wi-Fi network providing access to the internet. In the third quarter of 2017/18 there were 7903 PC bookings resulting in 8141 hours of connection and 8330 devices were connected via 13417 Wi-Fi logins. The computers and Wi-Fi access provide customers access to Local, State and Federal Government information via the "Research" link on the Library web page. Scanning services are also popular with customers. During the quarter 1897 customers scanned 4546 pages, with 295 pages printed via the mobile printing service.
1.4.3 - Develop strategic relationships with multicultural service providers.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Develop appropriate approaches to linking with the Multicultural Community	New relationships established with multicultural groups.		On Track	The Library Service continues to actively engage with the local multicultural communities, including well-attended workshops provided in Cantonese and Mandarin focusing on health, early childhood development, and through the popular and well-attended English conversation groups.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.		On Track	Residents from multicultural community groups in Burwood have been active participants in Library Services programmes, such as Burwood Babies, Pre-school Storytime, the School Holiday Programme,

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
English Conversation Groups for adults and the Wrap with Love knitters group. Many residents from culturally and linguistically diverse backgrounds have also accessed the library's collections in Chinese and Korean and other languages from the State Library of New South Wales.							
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community wellbeing and active ageing.	Deliver a minimum of one initiative per annum.	●	On Track	Community programmes were held in Council's Community Centres during the period January to March 2018, continuing to offer 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.	●	On Track	Local artists, schools and community groups are invited to participate in the majority of events held by Council, as either performers, volunteers and/or ambassadors. In particular, one of the winners from the Burwood Art Prize 2017 was invited to create an artwork as part of International Women's Day 2018.
1.4.6 - Promote usage of Library by multicultural groups and residents.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	A total of 344 items in Korean, Hindi and Chinese were added to the library collection during this quarter. These included books, magazines, DVDs and CDs for both adults and children. As at 31 March, a total of 932 LOTE (Languages other than English) items had been acquired, This represents 15% of the total acquisitions for the year.
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	An information session on disability issues was held with seniors from a Chinese background that live in the Burwood LGA. The talk used an interpreter and focused on the National Disability Insurance Scheme and its impact on people with a disability and their families. The issue of disability inclusion was canvassed, as reflected in Council's Disability Inclusion Action Plan (DIAP).
	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 44% 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: <ul style="list-style-type: none"> Mayor's Message Latest news and information on events and initiatives Development Applications received and approved by Council Times and dates of upcoming Council Meetings

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<ul style="list-style-type: none"> Contact information Council's values Link to social media pages
				Burwood Update Residents Newsletter produced quarterly.		● On Track	<p>A special 'Burwood2030' Update was distributed to 16,000 residents across the Burwood LGA to encourage participation in Council's review of its Community Strategic Plan.</p> <p>The Burwood Update Summer Edition will be distributed to 16,000 households and businesses across the LGA in the next quarter, in line with the seasonal schedule. The Update included the latest news and information on Council's services and initiative. The Update will also make available online.</p>
				Newsletter made available in electronic format.		● On Track	The Burwood Update is made available electronically on Council's website and promoted on social media.
			Produce timely and appropriate Media Releases.	Within one day.		● On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
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 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 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	<p>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.</p> <p>During the quarter, Volunteer Network had 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area.</p>
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.		● On Track	A total of 24 heritage referrals for the period, 17 referrals responded to in 10 days and 19 in 15 days, and 5 were over.
				80% responded to within ten working days.			
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		● On Track	The heritage information on Council's website is current and is updated when needs arise.
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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 will be participating in Heritage Festival through the following initiatives: - Council will be partnering with 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 will be held at the Library & Community Hub on Saturday, 5 May to celebrate the Heritage Festival theme 'My culture, my story'. These events have been 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	The Neighbour Day activity planned for March 2018 could not proceed. Council staff are currently reviewing options with a view to delivering an alternative Neighbour Day activity by the end of June 2018.
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	In the lead up to all civic events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers. Digitally, events are also heavily promoted on the Council website and via all Burwood Council social media channels, including Facebook, Twitter and Instagram. The website is also updated with images upon the completion of each respective event. Print media coverage is included for all events as well, including media releases being sent to local newspapers and mentions in the Mayoral Column which also appears in local newspapers.
			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	There were no Commemorative Services held during the third quarter from January to March. Planning is under way for two commemorative services which will be held in the next quarter, including the Burwood Anzac Commemorative March and Dawn Service event to be held on Anzac Day and the National Servicemen's Commemorative Service to be held on Sunday, 3 June 2018.
1.6 - Improved interactions between young and older people							
1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.		On Track	Following the closure of the Burwood PCYC, Council staff have worked closely with the Glebe-Leichhardt PCYC to coordinate a new Burwood Youth Outreach Program. The program includes free soccer, personal training and boxing sessions for young people in the local area. The program launched on Wednesday 7



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
February 2018 with a number of attractions including bubble soccer, where young people played a series of games with the police, and life-size games. The launch was well attended with over 150 young people present and several local school teachers also in attendance. The program has been ongoing on weekly basis and well-attended since the launch.							
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	This quarter's session at the Seniors Community Club has been arranged following the recommencement of classes in 2018.
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	International Women's Day was held in March 2018 and showcased women who have been successful in various professional fields. Younger and older women came together to celebrate this day. As part of Council's annual Seniors Week celebrations, students from Southern Cross Technical College have been planning for a High Tea event for local seniors, with the event scheduled to take place in April 2018.
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). 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. Two Council Meetings were held during the quarter, including an open forum session: <ul style="list-style-type: none"> ▪ 8 February 2018 ▪ 27 March 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, including the current document reporting on the period 1 January - 31 March 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.	●	On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
2.1.4 - Provide community education on Council policies and regulations.							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.	●	On Track	The following documents were published on Council's website: <ul style="list-style-type: none"> Investment Policy Open Forum Policy - Code of Meeting Practice
			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 held were on 6 February 2018 and 27 March 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	Local cultural groups are invited to participate in Council events, where deemed appropriate and within the constraints of the events theme. Accordingly, as part of the Australia Day Citizenship celebrations, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived. For the Lunar New Year event, a partnership was formed between Burwood Council and local organisation, Australian Chinese Cultural & Commerce Association. The event featured an entertainment program which included Chinese song and dance performance groups. Greek National Day celebrations included Greek songs and poetry performed by local Greek Language School, St Nectarios, and dance performances by Nassibian Dancers. Easter in the Park featured performances from local school and church groups.
	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's regular programmes continue to prove popular with the local community. Over 1,600 people have attended activities such as Preschool Story Time, Burwood Babies, Wrap With Love and the English Conversation Groups. Local seniors have also been participating in the popular Tech Savvy Seniors focused on iPads, banking and cyber security. During the quarter, Burwood Library Services, in partnership with Council's Community Services team and Prosper (Project Australia), piloted an exciting new programme concentrating on early literacy and the importance of play for child development. Titled

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Burwood Better Beginnings, the programme is aimed at local families with children aged one to three years who are needing support or who are not well linked into their local community. The programme has been developed to assist parents to understand the importance of play in childhood development and learning, and to connect families into local services, resources and support networks. Parents learn practical play activities based on the Playpower and Play and Learn programmes with a unique Burwood flavour.
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.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	The following Panel Meetings were conducted in the quarter: <ul style="list-style-type: none"> 1 February 2018 1 March 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	All reports and guidelines released within the Corporate Governance area have been implemented.
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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.12 - Maintain an effective, open complaint handling processes.							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. 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. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are 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.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team 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. There were 22 complaints received through the Customer Request Management system and 13 written complaints through the Electronic Document Management System.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. 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. 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE 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.	●	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.	●	On Track	During the quarter 33 Development Applications, 46 Complying Development Applications and four Pre Development Applications were submitted to Building Development. Five applications were delivered outside the Service Standard.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	●	On Track	Records has closed, sentenced and appraised folders for disposal in accordance with the General Retention and Disposal Authority: Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed.
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.	●	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new and existing staff.
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.	●	On Track	During the March 2018 quarter there were no tenders approved by Council. However, 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 <ul style="list-style-type: none"> ▪ Playgrounds, Open Spaces, Modular Structures, Exterior Lighting, Recreational and Associated Infrastructure (LGP308-3) ▪ Bulk Fuel, Fuel Card Services and Oils, Lubricants and Vehicle Care Products (NPN 1.17) SSROC <ul style="list-style-type: none"> ▪ Copy Paper
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	In accordance with Council's Corporate Review Practice, the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current.
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	The following sessions were conducted in February and March 2018 : 1. Code of Conduct refresher, Conflicts of Interest and Public Interest Disclosures 2. Code of Meeting Practice and Political Donations 3. Councillors' Expenses and Facilities 4. Related Party Disclosures

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							5. Community Services 6. Traffic and Transport
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.		On Track	Council management participates in the following SSROC working groups: <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	All new employees to Council; permanent, temporary, contract, agency, volunteer and casual are provided with comprehensive information on their commencement regarding their employment conditions and Council policies, Procedures and Corporate practices. In addition, Managers are required to meet individually with all their new employees to discuss the specific requirements and expectations of the role. Council also uses an online business training system whereby new employees are required to successfully complete online training modules relative to their employment at Council. 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. Work is currently underway to revise and update the 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.	●	On Track	Council maintains strong professional working relationships with all employee associations and industry stakeholders. During this quarter the Consultative Committee met on 2 occasions, dealing with the issues of CaP Performance Reviews; Review of Committee Constitution, draft Drug and Alcohol Corporate Practice and Community Strategic Plan Focus Groups.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement and annual Organisational Development Learning and Development Plan.	●	On Track	Council's Vision includes the commitment to the growth of knowledge and this is supported in the ongoing development and training opportunities provided to all staff. During this quarter a variety of internal and external training was provided to staff in areas such as; Local Government Procurement, Emotional Intelligence, Pathways to Active and Healthy Communities, Elder Abuse, Traffic Control, Aged Care, MicroFocus functionality, Standardised Assessment Training and Positioning the Organisation for the New Environment. Additionally there was attendance at Conferences such as: - Revitalisation of Town Centres Transforming Public Sector Customer Service and the Asstetic User Conference. 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, Master's Degree in Local Government and Company Directorship. 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.
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	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
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	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.	●	On Track	Council's 2015- 2019 Workforce Management Plan continues to be reviewed in this quarter as a result of the non-amalgamation of Council and the development of a new Community Strategic Plan with commenced this quarter.
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	On Track	During this quarter the review of the Workforce Management Plan and Succession Plan continued in this quarter and will be informed by the results of the Community Strategic Plan consultations that

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							commenced also this quarter.
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 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.
				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	In this Quarter the Risk Management Action plan for 2018 was approved by the Risk Management Committee. As approved by the Risk and Fleet Management Committee, in this quarter, IAG/CGU finalised an initial Risk Survey with relevant Council staff in relation to the Fleet Enterprise Risk Management Review project and submitted a final Report to the Committee where Council scored 4 out of 5 star rating.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.		On Track	For this current reporting quarter the Committee has met on two occasions addressing the following issues and topics: review of the Terms of References for the Committee, review of claims of interest, finalisation & discussion of IAG/CGU Report on Motor Vehicle Enterprise Management and commencement of Business Continuity Plans for the Library, Pool and Depot.
		Work, Health and Safety	Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.		On Track	During this quarter the Drug and Alcohol in the Workplace Corporate Practice has been finalised and will be submitted to the General Manager for adoption and implementation in the next quarter. The Return To Work Guidelines & Procedure Corporate Practice is being reviewed to incorporate a revised Injury Management Program to comply with the following pieces of legislation: Workers Compensation Act 1987 Workplace Injury Management and Workers Compensation Act 1998 Workers Compensation Regulation 2017 (2016

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Regulation).
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	All Accidents, Incidents and Near Misses are reported to the Work Health and Safety Coordinator and recorded for reporting purposes with actions that need to be implemented to eliminate the risk of another injury occurring. Number of incidents (including near misses) for the second quarter were: 1 - Lost Time 1- Medical Treatment 2 -Near Misses 9- Notifications
		Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.		Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	All workers compensation claims continue to be effectively managed to ensure a timely return to work of the injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame. Council's Work Health and Safety Co-ordinator is responsible for ensuring that all Return to Work Programs (RTWP) with the injured worker, medical professional and supervisor are monitored and reviewed to ensure suitable duties are provided to the injured worker with a return to pre-injury duties in a safe and timely manner. During this quarter there was 1 Lost time injuries claim.
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	WHS Coordinator attended the Metro Group Meeting with StateCover in February 2018 Claims Review Meeting with StateCover held in March 2018 All Council Vehicle First Aid Kits were restocked during March 2018. Walkie Talkie has been purchased for the Garbage Crew to allow for communication between the Driver and Runner for safety purposes. 2 Wall mounted Alcohol Breath esters were purchased and installed in the Chambers and the Depot. 2 hand held Alcohol Testers purchased for use at the Library and Enfield Aquatic Centre. In March 2018 Reasonable Suspicion online training for people affected by alcohol has been sent out to Managers and Team Leaders. Staff have been asked to participate in a survey for Fitness Passport which provides organisations and their employees families access to over a thousand gyms, pools and health facilities across Australia for a moderate weekly fee. The following health and well-being issues were published in the weekly staff newsletter (The FUSE)

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							8 Tips to ensure a healthy start to the New Year Kick start your year Skin Cancer Tool Box Talk New Access Program - providing support for people living with mild to moderate stress Smart eating fact sheet 5 summer foods that hydrate you Are you a Busy Person Sitting Working smart in the office Keeping your teeth healthy Ethi-Call - Free independent national helpline to guide people through life's toughest challenges What's your influence the healthy brain Healthy Recipes have also been included in the FUSE.
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 December 2017 Budget Review was undertaken in January 2018 and submitted to the March 2018 Council meeting, in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The March 2018 review will be undertaken during April 2018.
			Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2017 were completed by 31 August 2017 and externally audited during September 2017.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.	●	On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.	●	On Track	During the third quarter, Council's Auditors performed a half yearly interim audit on Council's Finances for the period 1 July 2017 to 31 December 2017. Council is waiting the Auditors interim findings and will respond accordingly.
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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 has been completed.
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 8875 calls received during the quarter 78.72% 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 3,154 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 98% of the 233 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 458 Residential Parking Permits and 112 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 2,297 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 set out controls for providing open and green space on sites, podiums and rooftops of developments. Council's public benefit policy provides for developers to pay a monetary contribution to Council in exchange for additional development. Such contribution is used by Council towards the provision and/or improvement of open space and other local infrastructure.
3.1.2 - Provide adequate funding to maintain open space areas.							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.	●	On Track	Contributions collected from the Section 94A Contributions Plans are used to fund open space capital works.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works will be staged as applicable. The construction of the half basketball court, installation of the five BBQ picnic shelters, construction of the new playground, skate park and exercise equipment have been completed. Council has successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>include new sports field flood lighting. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works will be staged as applicable. The supply and install of new sports field floodlighting, repair and upgrade to the workers shed, new perimeter fencing has been extended to end of the playing field on the Blair Ave side, new 5m high fencing has at either end of the soccer field, and shelter has been completed. Construction of new playground is underway.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program. Design options for the solar lights around the pathway network are currently being investigated.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>
3.1.3 - Pursue partnerships and opportunities to create new open spaces.							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no 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.							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	<p>Parks and reserves serviced daily or weekly depending on location and usage. Works carried out include toilet, BBQ'S, picnic area facilities cleaning and servicing.</p> <p>Rubbish/litter removal, emptying of bins including dog litter bins. Playground inspections and repairs. Mowing and garden bed maintenance.</p>
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.	●	On Track	Annual display beds prepared and planted to provide colour that coincides with the timing of events that are held in Burwood Park. This quarter Australia Day was the main event.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	<p>To ensure fields will be fit for the forthcoming winter activities following the nearing end to the summer season activities such as cricket and touch football, an inspection of the playing fields was carried out before the end of the summer sporting activities and a maintenance program developed and scheduled accordingly to ensure fields are prepared for the winter season activities.</p> <p>Soil samples are taken from each field for analysis and the results from these tests determined the amendments and fertilisers applied to each field to promote grass recovery.</p>
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	<p>Line marking of playing fields is generally on a two week cycle. However as the season progresses and the grass fields wear, this often become necessary to do on a weekly basis.</p> <p>Some fields such as Henley park are heavily uses seven days a week and obviously require additional line marking than other areas. Fields such as Henley Park are at capacity and show a lot of wear and tear by seasons end.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Sporting fields fertilised during March-April period.	●	On Track	Comprehensive amendment and fertilising program carried out at Henley, Blair and Flockhart Park in September and a follow up completed in January 2018 at Blair, Burwood and Henley as they are used extensively.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	Soil tests carried out in August and an amendment and fertilising program was developed for the sporting fields based on the results of the testing. Additional weed spraying was carried out on sections of Henley Park in March.
				Fields aerated and fertilised where required annually in September-October.	○	On Track	Prior to the fertilising and amendment applications the fields were heavily aerated with a machine called an Agrivator that alleviates the compaction on the fields from the seasons wear. This machine leaves the surface a little rougher in the short term but provides better results in the long term.
				Worn down turfed areas re-turfed where required during the September-December period.	○	On Track	Re-turfing of worn areas at Henley Park required the laying of nearly 4000m2 of turf at Henley Park and 2000m2 at Blair Park.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	○	On Track	All areas of Henley, Blair, Burwood Park and a large area of Flockhart Park were sprayed for broad -leaf weeds this quarter which includes bindii. Also unleashed dog areas at Grant Park were sprayed. Notification as per Councils Pesticide Notification Plan was carried out prior to the spraying.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches are line marked as required for both winter and summer competitions. Cricket pitch on field 1 at Henley Park was replaced for the beginning of the season.
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Oversowing is scheduled for the cooler months of the year being April \ May.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Sporting fields generally mown on 1- 2 week cycles depending on grass growth and type of sporting activities.
				Fields set up for soccer season and during March-April period.	●	On Track	Soccer post will be reinstated and linemarking completed in Early March 2018 following the summer season sports.
		Herbicide/Insecticide spraying.		Major parks (Henley, Wangal, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	●	On Track	Broad leaf weed spraying and fungal spraying which includes Bindii was carried out at Burwood, Wangal, Flockhart, Grant and Blair Parks.
		Pruning of park trees and Phoenix palms.		Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Routine Parks tree maintenance including pruning was completed as scheduled. Palm pruning carried out in Burwood Park especially on main oval surrounds. A few palms required removal due to dying from the incurable disease called Fusarium.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive areas of parks and reserves are mown on a 2-4 week cycle dependent on the time of the year and grass growth,
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required and comprehensive inspection carried out quarterly.	●	On Track	Playground routine visual inspections are carried out by park staff on a daily or weekly basis depending on playground location and usage. A playground consultant contractor carries out a more comprehensive inspection on a quarterly basis. Replacement playgrounds installations are underway for Henley and Blair Park and the playground at Russell Street Reserve was completed.
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The scheduled replacement of play equipment in Henley Park and Russell Street Reserve and Blair Park has been designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access. The design for the new playground at Wangal Park is now completed to include equal access and some equal access play equipment. The installation of picnic shelters at Wangal Park have been completed with equal access to them provided. The Wangal Park Masterplan has provisions for equal access throughout the Park. The recently completed path network throughout the park has been designed and constructed to provide equal access. Other park's capital works will be considered according to the DDA Plan.
	Lead: Parks Secondary: Parks	Park Maintenance	Maintain methane system to EPA Standard in Wangal Park	As required.	●	On Track	The Gas Lateral Migration Abatement System is operating as designed. Routine testing results indicate the system is operating successfully.
			Maintain leachate system to Sydney Water Standard in Wangal Park.	As required.	●	On Track	The Leachate System is operating as designed. Routine testing results indicate the system is operating successfully. A New Tradewaste Agreement was signed with Sydney Water and routine testing as stipulated in the agreement have 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.	●	On Track	Council currently 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 for residential and commercial customers.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	School education program has been recommenced in 2018. Workshops and tutorials are being offered to schools and preschools and have been accepted.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	E-waste drop off events continue to be provide at the depot. There were six events provided during the reporting quarter.
			Undertake bin contamination audits for recycling.	Conducted twice per year	○	On Track	Bin audit has been undertaken as part of contamination reduction project. Reduction in contamination identified in participating units.
				Provide report from each audit as to trend in levels of contamination found.	○	On Track	Results have been received and are currently being analysed.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	○	Not Due	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.	●	On Track	Audit for 2018 currently being planned through SSROC.
3.2.2 - Encourage a reduction in waste generation through community education.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.	●	On Track	Council continued the compost revolution program during the reporting quarter. Formal EPA funding for program ceased in December 2017 however additional funding has been secured to continue the program until June 2018. Compost bins and worm farms at discounted prices are available for sale to residents. Program is included in Council website which also includes how to purchase options.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	○	On Track	The workshops are delivered through treading lightly program and will be continued through year. There were 2 workshops were held in reporting quarter. <ul style="list-style-type: none"> ▪ 17 February, 'balcony gardens' and ▪ 10 March 'Sustainable cooking'
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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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. Planning and scheduling of workshops currently under way with further details to be announced.
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, 17 referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a fact sheet for Residential Development 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 3 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'.	●	On Track	Clean up Australia day was held on 4 March. There were three registered sites in the Burwood LGA.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	Council has received funding for a full time Illegal Dumping Officer position to tackle the incidents of illegal dumping in the Burwood Council area. Along with increased patrols and investigation a number of signs will be installed in key locations across the city.
				Use CCTV cameras as a deterrent for illegal dumping.	●	On Track	The use of CCTV cameras as a deterrent for illegal dumping continues to be utilised across the Burwood Council area. Cameras are moved around to "hot spot" locations as considered necessary.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	There were 165 incidents of illegal dumping reported in this period.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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.		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.		On Track	Earth hour was held on 24 March - Council participated with a lights out on the night.
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.		On Track	Annual report was submitted and noted at February Council Meeting and was adopted by Council.
4 - Accessible Services and Facilities							
4.1 - Effective traffic management and adequate parking provision							
4.1.1 - Investigate an increase in bus priority lanes along local roads.							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.		On Track	During this quarter a review of Bus Stops in Queen Street commenced to determine if rationalising multiple stops adjacent to Blair Park is possible.
4.1.2 - Investigate options for effective traffic management and increased public parking.							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.		On Track	There were 41 referrals made to Council's Traffic & Transport section for comment during this quarter with 1 application 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.		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 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 38 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	Designs have commenced for the following projects: <ul style="list-style-type: none"> Appian Way pedestrian refuge island Railway Crescent traffic island Young Street pedestrian refuge island All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA, NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.	●	On Track	There were no Local Traffic Committee meetings held in this quarter due to a lack of items for consideration.
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	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.
4.2 - Accessible services and facilities that are well utilised							
4.2.1 - Explore options for funding new spaces and upgrading old facilities.							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Council will apply for grant funding when it becomes available.
		Accessible Infrastructure and Services	Design and construct a community facility in Burwood Park, as part of the Stage 2 Burwood Park Pavilion project	Works to be completed by 28 February 2018.	●	On Track	The construction of the proposed new community facility in Burwood Park is anticipated to commence by April 2018.
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 nineteen (19) 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 obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were run throughout the 2016/17 financial year. Additional "Look out before you step out" pedestrian safety stencils were rolled out along the Burwood Rd Shopping Centre during this quarter.
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 during the quarter by the Families NSW Coordinator with the assistance of the Children, Families and Cultural Development Officer.





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Planning with community organisations continues to deliver child and parenting programs for school terms 3 and 4 in 2018.
			Deliver Families and Children events.	One event held per annum.	●	On Track	<p>The International Women's Day (IWD) "Press for Progress" Morning Tea event was held on Friday 16 March, 10am -12pm at Woodstock Community Centre Park. Leading women in industries such as journalism, sports, politics and the arts facilitated group discussions around gender equality and bridging the gap. The event's MC was SBS World News Presenter Janice Petersen. The event included an IWD artwork in which attendees wrote a pledge of support, school performance, community information stalls, hand massages and a belly dance workshop.</p> <p>The event proved highly successful with around 120 women attending from various industries, community workers, teachers and students from local high schools and the general public.</p> <p>The new Community Soccer Development Program commenced in February in partnership with the International Soccer Academy and there has been consistent attendance of over 20 children every week. Two parent and children programs have also run alongside community soccer in term 1; this included a police safety talk and a session on inclusion activities.</p>
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	●	On Track	The Children's Directory continues to be updated and can be downloaded from Burwood Council's website.
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	Activities under the Disability Inclusion Action Plan are under way and being monitored. Outcomes will be included in an annual report to Council.
4.3 - Safe facilities and services							
4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Civil Footpath Design	To delineate between pedestrian only and shared footpaths.	Clearly identify shared paths.	●	On Track	Construction of any future shared paths will be designed in accordance with all relevant guidelines & standards such as RMS, Austroads and Council.
4.3.2 - Improve street lighting and lighting in public places.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.	●	On Track	Following several successful public lighting trials of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and reduce overall costs for Council. As of 31 March 2018, 311 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 wellbeing 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 facilities including Woodstock Community Centre, Fitzroy Hall and Burwood Park Community Centre, continued to host the "Have A Go" community programmes during the quarter. Activities included exercises suited to older people and which are open to people with a disability.</p> <p>During this quarter a bus trip for seniors to Kiama was organised in February with over 40 seniors attending. There were also two information sessions held for seniors from a Chinese background where an interpreter was provided. The first topic was on the National Disability Insurance Scheme, followed in February with an information session about the major changes in Aged Care. Both topics attracted over 40 participants.</p>
4.5 - Vibrant and clean streetscape							
4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.							
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council takes a proactive stance against unlawful dumping of rubbish with programs such as Council's "Dob in a Dumper" Program being developed to target the people causing the issue. The program encourages residents to report unlawful rubbish dumping offenders to Council for prosecution.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council take a proactive stance against unlawful rubbish dumping with the development of a "Dob in a Dumper" program. The program is enforced by Council's Compliance Team with any person identified dumping unlawfully being prosecuted. Articles are also developed to provide communication of the program.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	Council continued to promote information on how to deal with graffiti, including the Graffiti Line number.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	<p>During the third quarter, Burwood Council delivered four events:</p> <ul style="list-style-type: none"> Australia Day 2018 - Celebrations were held on 26 January 2018 in Burwood Park with a range of entertainment, activities, rides and food stalls. Lunar New Year 2018 - Thousands attended Lunar New Year celebrations in Burwood Park on Saturday, 3 March. Greek National Day 2018 - Greek Independence Day was celebrated at the Library & Community Hub on Thursday, 22 March. Easter in the Park 2018 - Council partnered with Burwood Park Outreach to deliver Easter in the Park on Saturday, 24 March. The event commenced with a parade down Burwood Road followed by series of entertainment, food and activities in Burwood Park.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 is being amended further to incorporate more 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 1 major development, referred a further 3 major development applications and 2 Pre DA's 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 98 and 78 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 engaged additional resources to assist with the assessment of development applications.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	●	On Track	There were no requests for a review of a development application pursuant to S82A of the Act during this quarter.
4.6 - Minimise risk and ensure continuity of critical business functions							
4.6.1 - Implement best practice records and risk management strategies.							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.	○	On Track	Business Continuity and Disaster Recovery Procedures are under review. Testing is planned for Q4.
4.6.2 - Facilitate training and education awareness programs regarding risk management.							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.	●	On Track	Each year, Council's insurer, CivicRisk Mutual provides members with a range of training and information sessions dealing with different topics within the Enterprise Risk Management sphere so that Council staff from various departments can attend and acquire/expand their knowledge; raise awareness's on their roles, obligations and responsibility in relation to Enterprise Risk Management. In March 2018 relevant Council's staff attended training

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							on the topic: Managing the Risk of External Cladding. Also workshops with relevant staff were organised in March 2018, in order to commence development of the Business Continuity Plans for the Library, Depot and Aquatic Centre.
4.6.3 - Maintain an appropriate insurance program.							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.		On Track	The insurance portfolio is managed in 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 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.
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	Council made preliminary contact with local Chambers with the intention of conducting a meeting in the upcoming quarter. The local Chambers were encouraged to participate in Council's 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 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. Council attended meeting with RMS regarding upcoming 2019/20 Black spot program funding submissions.
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 with the District Plan which has just been released and will be under the guidance of the Department of Planning & Environment.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 & Regulations.	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	Registered premises are inspected to ensure compliance with relevant health regulations. The inspection program is undertaken by Council's environmental health officers, There were a total of 64 inspections carried out in the reporting quarter.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	Regulation of food shops by way of enforcement action is taken as considered necessary. During the reporting quarter there were: <ul style="list-style-type: none"> ▪ 5 Improvement notices issued ▪ 11 Penalty notices issued and ▪ 2 Prohibition Notices issued
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	The Annual Food Activity Report is due in July each year for the preceding years activity.
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two workshops per year. One of the workshops is to be in a language other than English.	○	On Track	Workshops for 2016/ 2017 have been completed and further workshops will be held in 3rd and 4th quarter of 2017/2018 reporting year.
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Council's Environmental Health Officers maintain and have available fact sheets in a variety of languages and on a range of specific public health topics for distribution to shopkeepers as necessary.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	Development applications that are referred are reviewed as required and appropriate conditions relating to environment and health concerns are included in consents. There were 19 development applications assessed by the Environment and health Team during the reporting quarter.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	Public Health complaints are investigated and appropriate action taken to rectify where warranted. There were 19 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 10 amendments since the LEP came into force in 2012. The Eastern City District Plan is released at the end of this quarter. 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Council incorporates market-type sections in its major civic events where relevant and appropriate. The Lunar New Year event and Australia Day event both featured market-style sections.
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 a student from Southern Cross Vocational College 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.