



*Burwood Council*

heritage ■ progress ■ pride

For the period ending  
31 December 2014

**QUARTERLY  
REPORT**

**OPERATIONAL  
PLAN  
2014/15**

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

### Themes

The Operational Plan is divided into five themes:

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

### Strategic Goals

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

### Responsibility

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

### Service

The services Council carries out on an ongoing basis.

### Action





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

### Service Standard

The performance indicator against which the actions will be measured.

### Quarter

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

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

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

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

The status options are as follows:

- On Track** The activity/project has been completed on time, or is ongoing and progressing regularly
- Watch** The activity/project 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.	●	On Track	Capital Works Projects completed during this quarter include: Drainage upgrade, kerb and gutter and road resheeting works in Oxford St from Hornsey St to Norwood St; Road widening works at Victoria Ave from Elsie St to Park Ave; Road resheeting works in Paisley Rd from The Strand to Paisley Lane.  Capital Works Projects commenced or ongoing during this quarter include: Drainage upgrade, footpath and kerb and gutter works in Lees Ave from Georges River Rd to End; Footpath upgrade works in Mosely St from Cooper St to Parramatta Rd.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council routinely inspects pits identified as being hot spot or critical and schedule cleaning of these pits as required.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Blocked drainage pits cleaned.	Within seven working days after being reported.	●	On Track	Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and schedule for cleans routinely.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily.	●	On Track	Footpaths in CBDs areas are cleaned daily
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs collected daily and in accordance with the agreed level of service
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter boxes in CBD areas attended to monthly or as required.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Streets in Burwood LGA are swept on 3 weeks cycle basis in accordance with the current level of service urgent request done in 3days
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Major car parks cleaned daily
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to CRMS within the stipulated timeframes. Pro-actively, Council 's Graffiti Team inspects hot-spots and cleans as required.

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	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Weed spraying of all streets and car park areas carried out in Nov 2014.
		Street Cleaning	Mowing of nature strips based on eligibility.	Four to six week cycle during Summer months. Six to eight week cycle for remainder of the year.	●	On Track	Nature strip mowing carried out as per current service standards. Teams have also carried out spot spraying of weeds on footpaths, gutters and streets as required.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.  This will assist Council to strategically manage Councils civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	Monthly reports as provided by Customer Service show Tree Maintenance requests generally 100% compliant.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters in CBD are done daily
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside CBD areas cleaned twice weekly.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward footpath capital and maintenance works programs.  This will assist in strategically managing Councils footpath assets and provide real time condition of these assets. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are ongoing and draft reports have been completed. Council has applied for further funding from OEH to carry out overland flow flood studies for the remaining catchments in the Council. This will provide Council with flood and drainage

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							assessment information on the storm water system for those catchments.
		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. Average repair time by Ausgrid for public lighting assets has been reported at 4-5 days from receipt of fault report. This is currently within the minimum Ausgrid service standard of 8 days however, Ausgrid are currently investigating options to improve this repair time.
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Eureka Street, Phillip Street, Burleigh Street, Elizabeth Street Car Park, Stanley Street Reserve and Whiddon Reserve. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All booked and area clean ups are done and up to date.
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be tidy bins emptied 7 days a week.
				Wash public waste bins monthly.	●	On Track	Be tidy bin surrounds are washed monthly.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.	○	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software - Assetic, has now been implemented and configured to prioritise, inform, schedule and formulate forward capital and maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area.
				100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area.

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	Lead: Compliance Secondary: Works, Operation & Parks	Burwood Safe and Clean	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Daily	●	On Track	Council's Safe & Clean Team patrol Burwood CBD and surrounding streets on a daily basis ensuring that the footpaths are clean and all rubbish dumped on the footpath removed. The Safe & Clean Team commenced operation in July 2014 and since this time, the appearance of the Burwood CBD has improved dramatically.
			Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	The business streets in Strathfield, Enfield, Croydon and Croydon Park are patrolled on a daily basis by the Safe & Clean Team to ensure that the streets provide a safe and clean appearance for pedestrians and service users.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily	●	On Track	The Safe & Clean Team patrol all business streets located in the Burwood CBD on a daily basis and ensure that any illegal advertising posters are photographed and forwarded to Council's Compliance Team for investigation and enforcement. If a poster is advertised illegally, formal action is commenced against the owner and the poster is removed.
			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	Council's Safe and Clean Team are patrolling the business streets of Croydon, Strathfield and Enfield on a daily basis ensuring that the streets are clean of rubbish and illegal advertising. All advertising observed in the streets is referred to Council's Compliance Team for enforcement. Enforcement includes formal action and removal of the advertising material.
			Assist with management of outdoor seating regulations in CBD areas	Daily	●	On Track	Council's Safe & Clean Team are patrolling all business streets in Burwood, Strathfield, Croydon, Croydon Park and Enfield on a daily basis ensuring that outdoor eating premises are compliant with the regulations. If a business is not compliant with the regulations or agreement, formal action is pursued with fines and/or cancellation of licence.
			Maintain and water planter boxes along footpaths in CBD areas	As required	●	On Track	Council's Safe & Clean Team patrols the main business streets on a daily basis and ensures that the planter boxes are cleaned and maintained. The Safe & Clean Team will apply water when required to the planter boxes to ensure the health of the plants.
			Identify and report any risks (such as trip hazards and obstruction of footpaths) in highly pedestrian areas	As required	●	On Track	Council's Safe & Clean Team patrol all main business streets of Burwood, Strathfield, Croydon, Croydon Park and Enfield on a daily basis ensuring that no trip hazards or illegal articles are placed on the footpath causing any obstructions. The Safe & Clean Team reports all such

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							obstructions immediately to Council's Compliance Team for enforcement purposes. Council's Compliance Team will seek the removal of all articles placed illegally on the footpath while all trip hazards are forwarded to Council's Road Crew for assessment and/or repair.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Replace planter boxes in Burwood CBD and plant with decorative flowers	New planter boxes installed by October 2014	●	Watch	All planter boxes have been procured and delivered to Council's works depot.. The planting and planter box location plan has been issued.  Due to Pre- Christmas work commitments the installation of the planter boxes will be undertaken by Depot Staff early in the new year .
<b>1.1.2 - Work with key partners and the community to reduce crime and improve community safety.</b>							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	Council processed all CCTV applications from the Police during the quarter within the two days of receiving the application. Council works closely with the Burwood Police in combating crime and crime trends in the Burwood Local Government Area.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council's Compliance Manager meets with Police on a weekly basis to discuss crime trends and develop plans to combat crime. Police are active members of Council Safety Committee.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Council's Community Development team chaired the November Safety Precinct Committee with representation from Burwood Local Area Command and Council's Parks, Compliance, Environment and Heritage teams. This committee is currently working on updating the Police and Council fact sheets for the public on how to protect their homes from burglary.  In November the Community Development Team also launched the annual Inner West White Ribbon Day campaign along with Burwood Local Area Command and several other local community services.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	Council's Compliance Manager attends every SSROC Compliance Meeting held once per quarter. The SSROC Compliance Meeting was held at Woollahra Council on 18 November 2014.
<b>1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.</b>							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	●	On Track	The Graffiti Management Strategy is on track with all actions in the plan due for completion by the end of this financial year.

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							Council staff drafted a submission to the Department of Justice in relation to proposed changes to the Graffiti Control Act 2008, specifically regarding the prosecution and management of illegal bill posting.
<b>1.2 - High quality activities, facilities and services</b>							
<b>1.2.1 - Engage the community in decision making processes about activities, facilities and services.</b>							
	Lead: Community and Library Services	Community Development (Youth Services)	Co-ordinate and support Burwood Youth Advisory Group (BYAG) to plan and implement annual Youth Week.	Youth Week event delivered by BYAG annually.		○ On Track	The Community Development team has developed a plan for the annual youth week event in conjunction with BYAG and secured grant funds to run the program of events which will take place in Youth Week 2015 in April.
			Consult and engage young people on their needs and issues, in conjunction with the Burwood Youth Advisory Group (BYAG)	Survey conducted in conjunction with Community Survey, every two years.		○ On Track	Council's 2015 Burwood Youth Survey is currently being developed by the Community Development team and will be disseminated to schools and local youth services during the third quarter.
<b>1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.</b>							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.		● On Track	<p>In September 2014 Council submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park. If successful, this funding will support the construction of this facility. This grant is still pending.</p> <p>Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the design component of the grant has been approved and Council has received a part payment.</p> <p>An additional grant application for the construction of the Continuous Deflective Separation Unit CDS and the new Drainage line from the Wangal Park Wetlands to Cheltenham Rd was submitted.</p> <p>Council has been successful in receiving a Public Reserves Management Fund Program grant to restore the footpaths in Burwood Park to a value of \$65,000.</p> <p>Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was unsuccessful.</p> <p>An Expression of Interest for a grant to fund</p>



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							ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was unsuccessful.  Council staff will seek further grant funding opportunities as they arise.
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	The Community Development team applied a number of grants during this period, however no outcomes have yet been notified. The results are expected in the next quarter for several grants.
<b>1.2.3 - Investigate opportunities to increase the availability of facilities and venues.</b>							
	Lead: Assets, Property & Building Services Secondary: Community and Library Services	Community Facilities	Explore alternative venues for community use and create a database of venues.	Implement strategies to maximise use of available facilities in the LGA by the community.	●	On Track	Council is actively pursuing new opportunities.
<b>1.2.4 - Support existing sport and recreation groups to provide services and facilities.</b>							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.	●	On Track	The Community Hub, Fitzroy Centre, George Street Centre, Woodstock and Burwood Park Community Centre were all available for hire.  This quarter the Community Hub occupancy has increased by 16% and the Fitzroy Centre has increased by 7%.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Parks maintenance requirements assessed and actioned for summer sport activities, including turfing of worn areas.
<b>1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.</b>							
	Lead: Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community.	Incorporated into specific Plans of Management and Capital Works Program as necessary.	●	On Track	Council recently approved the public exhibition of the Draft Generic Plan of Management for parks. This exhibition also included a public hearing held on 17 December 2014.  Draft Plan of Management will remain on public exhibition until 2 February 2015.
<b>1.2.6 - Upgrade existing playground areas and park structures to cater for wider community</b>							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.	●	On Track	The works are nearing completion on the replacement playground in Martin Reserve. The new play equipment will include a shade structure, rubber soft fall a picnic table with benches.  Works were completed in mid-December 2014 on the Burwood Park toilet block upgrade. This includes three new Exeloo Automated toilet units.

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<b>1.2.7 - Develop and encourage volunteer opportunities</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with HACC and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	<p>Strategic partnerships were maintained or established during the quarter with Navitas English and Bankstown TAFE to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.</p> <p>During the quarter, Volunteer Network had 256 enquiries regarding volunteering, conducted 30 volunteer interviews and referred 250 volunteers to not for profit organisations in the Inner West Area. Council received 38 enquiries regarding volunteering specifically in the Burwood LGA.</p>
			Continue to provide a Volunteer Network Service for the Home and Community Care (HACC) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	<p>Volunteer Network continues to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and to advertise volunteering through the local media.</p> <p>During the quarter, Volunteer Network had 256 enquiries regarding volunteering, conducted 30 volunteer interviews and referred 250 volunteers to not for profit organisations in the Inner West Area.</p> <p>Council received 38 enquiries regarding volunteering specifically in the Burwood LGA.</p>
<b>1.2.8 - Develop appropriate and relevant training in order to build Home and Community Care (HACC) capacity across the Inner West area.</b>							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with HACC-funded service providers across the Inner West area on training and development.	Training sessions and HACC forums conducted monthly.	●	On Track	<p>The Inner West Home and Community Care (HACC) Development Officer has been working with 90 existing HACC providers and 10 newly funded providers in order to ensure Commonwealth Government Aged Care reforms are implemented by the sector.</p> <p>The HACC Development Officer has developed the Inner West Home and Community Care website where community members and service providers can obtain information regarding the Home and Community Care (Aged and Disability services) information.</p> <p>The Inner West Home and Community Care Training Service has offered the following in the last three months: 20 calendar training sessions 15 in-house training sessions.</p> <p>The training sessions are organised in order to ensure community care services are up to date with current reforms and trained accordingly in order to provide quality services to the community members.</p>

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<b>1.2.9 - Facilitate access to Podiatry Services</b>							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).	●	On Track	The Inner West Home and Community Care Podiatry Service has received a steady flow of referrals over the last three months. The Service still has capacity to accept new clients.  Information sessions/presentations for community groups and involvement in community forums and events continued.
<b>1.2.10 - Improve online access to services at Council's key facilities.</b>							
	Lead: Information Technology	Information Systems	Provide free Wi-Fi internet facilities to the Public at Council's Library.	Wi-Fi connectivity within Library building available every day during opening hours.	●	On Track	Wi-Fi within the Library and Community Hub was available every day during Quarter 2.
<b>1.2.11 - Upgrade Enfield Aquatic Centre facilities.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Investigate opportunity to establish a multi-purpose facility above existing swimming pool plant room.	Report to Council by 31 December 2014.	○	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Upgrade of ticketing area and staff area	Upgrade completed by 31 May 2015.	●	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Expansion of Shelly Street car parking area	Works completed by 30 June 2015.	●	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Construction of a covered walkway from Shelly Street carpark to pool entrance	Construction completed by 30 June 2015.	●	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Upgrade of west-facing façade at 50 metre swimming pool.	Works completed by 30 June 2015.	●	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Replace fencing around Enfield Aquatic Centre	Works completed by 30 June 2015.	○	No Activity	Planning session conducted to consider and set priorities for improvements at the EAC however, funding constraints have curtailed further progress in this regard.
			Carry out maintenance of 25 metre swimming pool.	Works completed by 30 September 2014.	○	On Track	Major works conducted on 25m pool and its filtration system. Completed 21 July 2014

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<b>1.2.12 - Comply with NSW Health Regulations and Guidelines.</b>							
	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	Each of the pools and water features at the Enfield Aquatic Centre are tested every two hours for correct levels of sanitation. Management and Supervisory Staff are responsible for the up-keep of all Public Health Reporting.  All test results have been within or above industry standards for water quality at Public Swimming Pools. These are periodically verified by NSW Health as well as monthly independent laboratory tests.  The test results are displayed on the indoor pool noticeboard.
<b>1.2.13 - Provide new learn-to-swim and lifesaving programs and encourage community participation.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	On Track	With the opening of the outdoor 50m pool and warm weather the interest in squad swimming has increased during this 2nd Quarter .  It has also been noticed that Swimming Squad Membership sales are improving.
			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	No Activity	The Learn-to-Swim Program is completely full with no opportunity to increase patronage.
<b>1.2.14 - Implement best practice customer service at Enfield Aquatic Centre.</b>							
	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	Draft survey has been prepared and will be circulated amongst users prior to 31 March 2015
<b>1.2.15 - Implement five hectares of new open space facilities in Wangal Park.</b>							
	Lead: Landscape & Urban Design	Wangal Park	Completion of Stage 1 (area 7,186sqm) on north eastern side, including earth works, drainage and turf.	Works completed by 31 December 2014.	●	On Track	Construction works are underway with land shaping of the three wetland system nearing completion. On site latent site conditions have largely been resolved. The completion date is now April 2015.  The installation of the service lines into Wangal Park is now completed. Part of the service lines will provide stormwater surcharge for the wetland system.
			Completion of Stage 2 (area 4,868sqm) on middle and eastern side, including earth works, drainage and turf.	Works completed by 31 March 2015.	○	On Track	Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade in operational. Topsoil has been stockpiled in the north eastern area of the park site. However, the actual construction of the north eastern part of the site will commence once the wetlands have been completed as access to the topsoil will be required.

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							This section of the park is now scheduled for completion by end March 2015.
			Complete wetland construction and planting as per approved NSW Metropolitan Greenspace Program Grant and Federal Government Stormwater Grant.	Works completed by 31 December 2014.	●	Watch	<p>The wetlands will provide a water source for general park irrigation and a place of beauty and amenity. Grant funding for the wetland design and construction has been secured from the Metropolitan Greenspace Program.</p> <p>A progress payment for the wetland design component of the grant has been paid to Council .</p> <p>The construction of the wetlands has been hampered due to some on-site latent conditions. However, Council staff and the design and construction team have resolved these site issues.</p> <p>Once the wetland construction is completed the final grant progress payment will be received by Council. This is now scheduled for end March 2015.</p>
			Completion of Stage 3 (area 9,481sqm) on south eastern side, including embankment terracing and turfing.	Works completed by 31 March 2015.	○	On Track	<p>Construction work continues for Wangal Park with land shaping of the three wetland system well under way. Construction work was hampered due to some latent site conditions.</p> <p>These latent conditions have been worked through and have now been mostly resolved. The completion date for this section is now scheduled end March 2015.</p>
			Construction of shared pedestrian and cycle path near amenities block and park operations building locations	Works completed by 31 March 2015.	○	On Track	<p>Construction works continue for Wangal Park with land shaping of the three wetland system well underway. Construction continues on site although work has slowed due to some site difficulties.</p> <p>Various latent conditions (leachate and gas issues) have hampered construction. Design modifications and construction changes have been required. The construction of the shared pedestrian and cycle path near the amenities block and park operations building can commence after the wetland work is completed. The scheduled completion time is now end March 2015.</p>
<b>1.3 - A well informed, supported and engaged community</b>							
<b>1.3.1 - Maintain up-to-date information on the community profile to support planning and program development</b>							
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	The ID Community Profile and Economy ID Profile are both currently up to date and contain relevant local demographic information. Information on the Profile has been used to develop community

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							programs and to apply for funding.
<b>1.3.2 - Provide information to the community on Council's activities, facilities and services using communications that can be accessed by all people in the community.</b>							
	Lead: Media, Communications & Events Secondary: Information Technology	Council's Website	Ongoing maintenance of Council's Website.	Daily updates.	●	On Track	Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. Key documents such as public exhibitions, minutes and agendas, Development Applications and employment opportunities at Council are routinely published on the website. In addition, Council's social media pages are monitored and updated daily.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. The sections which can be accessed on Council's homepage under the Language Service tab include information on Community Services, Library Services, Regulations, Waste Management and Parking. Council will work to identify other methods of communication to improve accessibility and content functionality.
			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 continues to generate significant traffic receiving 137,882 views during the quarter. There has also been a shift in the way stakeholder's access information with 32 per cent of users accessing Council's website via a smart phone or tablet, a 9 per cent increase since last quarter.  In addition to generating website traffic, Council's social media audience increased by 17.7 per cent. This information is incorporated in a monthly report which is presented to the Executive Team and was included in the Annual Report 2013-14.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	Council disseminates news and information through traditional methods of communication including media releases, fortnightly Mayoral Columns and advertisements in local papers and through digital media including Council's website and social media.  Digital media is particularly effective in targeting younger members of the community with 61 per cent of Council's Facebook 'Likes' aged 12-34. In December, Council's quarterly newsletter (Burwood Update) was distributed to 15,800 homes and business in the Burwood LGA and was made available online.  The information provided to the community raised awareness on key issues including Council's Major

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							projects, community events and environmental initiatives.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 15 media releases on key issues, initiatives and events including Carols in the Park, new 3D modelling tool and interactive online mapping system.  In addition, Council received national coverage for the Different People Different Voices Project which culminated earlier this year.  Media releases were uploaded onto the Council website after distribution and featured in the News and Highlights section on the site's homepage.
				Number published.	●	On Track	This quarter, 105 articles were published in local and metropolitan news outlets, with 98.6 per cent of articles either positive or negative in coverage, a 4 per cent increase since last quarter. In particular, Council received coverage for its Christmas initiatives, new 3D modelling service and interactive online mapping tool.
<b>1.3.3 - Preserving information.</b>							
	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 Minute Books for years 1943 to 1971 have been imaged for records preservation in line with available resources.
<b>1.3.4 - Provide information to the community on Library services.</b>							
	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	Monthly new acquisitions lists for the Adult Fiction, Adult Non-fiction, DVDs and Music collections were produced to promote the library collections (including lists of DVDs in Chinese). Likewise, flyers and posters were produced to promote programs and activities and promotional materials were made available on the library website. Flyers and brochures have been delivered to local businesses, government departments and schools to promote library programs.  As from 3 December this year, Burwood Library members have been given access to the State Library's electronic database collections of over 1000 databases by registering their Burwood Library card with the State Library. This service has always been available however previously patrons were required to register independently with the State Library. A pull-up banner promoting this service was placed on display within the library. A link to registration page for this service was placed on the Library's website, and a brochure on how to register for access was produced.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<p>During the quarter, library staff participated in refresher database training sessions (in-house and webinars) on the use of the EBSCO databases, Facts on File, ANZRC, Novelist Plus and Yourtutor. Staff also had the opportunity to familiarise themselves with upgrades to the databases. These sessions increased the capacity of staff to provide quality information services for the community.</p>							
<p><b>1.3.5 - Promote Library services to the community.</b></p>							
	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	During the six months period, July to December 2014, a total of 2285 patrons joined the library, a significant increase on the same period the previous year. These new members increased the library's total membership to over 20,000.
<p><b>1.3.7 - Provide a range of services for children and young people.</b></p>							
	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 ran every Wednesday and Thursday during the school term during the quarter, with one exception when it was cancelled on a Wednesday due to adverse weather conditions. New families attended every week and attendance was high throughout the term with four sessions attracting over 100 participants each.
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	Customer Satisfaction Survey has been drafted and will be implemented during term 1, 2015.
<p><b>1.4 - A community that celebrates diversity</b></p>							
<p><b>1.4.1 - Celebrate the achievement of community leaders.</b></p>							
	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	Nomination forms for Council's Local Citizens of the Year awards were made available online on Council's website and promoted in the Burwood Update, website and social media. The Awards, including Citizen of the Year, Young Citizen of the Year and Sportsman of the Year, will be presented on Australia Day 2015. The deadline for nominations is in Quarter 3.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	Throughout the year, students from Southern Cross Catholic Vocational College worked with Council on a collaborative project, creating a video highlighting Burwood as a destination in the Inner West. The video was launched in the Council Meeting of 24 November 2014 and was subsequently promoted via YouTube, Council's website, Burwood Update, social media and a media release. The Year 12 Media Class received a certificate of appreciation for their work on the project at the Meeting.
<b>1.4.2 - Improve access to information on government services.</b>							
	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	<p>The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage.</p> <p>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 241 views during the quarter.</p>
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.		On Track	<p>Thirty public access PCs in the library and WIFI access were made available. Through the library website, Burwood Library provided easy access to Government Information sources via links to websites on the Research Links webpage.</p> <p>The Legal Information Access Centre (LIAC) collection was provided, an initiative of the State Library of NSW and the Law and Justice Foundation of NSW, is jointly funded by the State Library and the Public Purpose Fund. The service provided the community with access to legal information resources (from simple to complex) in varied formats and languages through public libraries. The collection has been regularly updated and includes the Find Legal Answers Tool Kit, Law Books for Libraries, free legal pamphlets and authoritative websites. All resources have been indexed on the Find Legal Answers website.</p> <p>Burwood Library continued to participate in the Public Libraries - Local Courts project with the local court. The commitment to this strategy has built a closer relationship between Burwood Library and the Burwood Local Court to increase awareness of local legal information resources. Many clients of the local court have visited the library to access relevant legal information. It</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>should be noted that Burwood Library is one of the few public libraries participating in this program. During this Quarter, 65 legal enquiries were received from Burwood residents. This compared with 41 during the First Quarter.</p> <p>As part of its commitment to supporting the wellness of the Burwood community, the Library engaged Australian Hearing (the largest provider of government funded hearing service) to offer free hearing tests at the Library and Community Hub. During this Quarter, 11 people had their hearing tested and residents with identified hearing issues are referred for more consultation and advice.</p>
<b>1.4.3 - Develop strategic relationships with multicultural service providers.</b>							
	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	A presentation on diabetes was jointly organised with the National Diabetes Services Scheme (NDSS), Multicultural Health Service, Sydney Local Health District, and Chinese Australian Services Society (CASS) and was provided to over 150 Chinese speaking people in the Library and Community Hub auditorium.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.	●	On Track	<p>The library staff have worked with a range of groups during the quarter, including the National Diabetes Services Scheme (NDSS), Multicultural Health Service, Sydney Local Health District and Chinese Australian Services Society (CASS).</p> <p>The ongoing relationship with Navitas College also brought students from a wide range of cultural backgrounds to the library.</p> <p>Further work will be done in future quarters to engage with other cultural groups in the area.</p>
<b>1.4.4 - Promote healthy and active living.</b>							
	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	<p>Woodstock Term 4 program (October – December 2014) offered a range of short courses and one-off activities to promote health and wellbeing. This was achieved through partnerships with SHARE Inc. and private teachers to provide seniors exercise, special needs classes, zumba, and yoga. Social connections were promoted through a range of creative programs utilising volunteers and paid tutors, including craft and art activities. A highlight was the staging of a well attended end of year art exhibition at the Library and Community Hub, displaying the works produced by the participants of the creative programs.</p> <p>17 different activities were organised and offered during this quarter with a total of 170 participants</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							accessing the program. Approximately 160 people viewed the art exhibition at the library
<b>1.4.5 - Promote sporting activities and the arts to bring people together.</b>							
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	At least one local sporting group at each Council event as relevant and appropriate.	●	On Track	Burwood Council invites local sporting groups to participate in community events where suitable. During the second quarter of 2015 Burwood Council hosted a combined Christmas event for the community which centred around the theme of Christmas Carols. As part of this theme, the community was encouraged to participate by singing along and the local Burwood Scouts Groups were invited to hand out the Songbooks for a gold coin donation which went back to their local Scout group.
				Create a designated area for local artists and groups at Council's civic events.	●	On Track	Local artists, community groups and schools are invited to participate in the majority of events held by Council, as either performers, volunteers, organisers and/or ambassadors. Accordingly, as part of the second quarter's main event, the combined Christmas and Carols in the Park event, local performing group, Platinum Vocal Studio and local music teacher Ben Hudson performed during the main carols segment of the event.  More than 100 performers from the local combined church groups also formed the acts for the stage program of the Christmas segment of the combined Christmas and Carols in the Park even, which re-told the traditional story of Christmas through a live play accompanied by live music.
<b>1.4.6 - Promote usage of Library by multicultural groups and residents.</b>							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	316 items were added to the Multicultural Services collections during the quarter, of which 265 were in Chinese.
<b>1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Action Plan, including for Council staff who work with people with disabilities.	●	On Track	Council adopted the Disability Access Plan 2014-17 on 24 November 2014.  The plan is now being implemented and outcomes will be reported to Council.
	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 30% 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

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users. Documents are uploaded on Council's website in both PDF and Word format, as per the Federal Government's Web Content Accessibility Guidelines V2.0. This allows for the use of computerised reading software.
<b>1.4.8 - Continue the publication of Council news in local media including local newspapers.</b>							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier, Burwood Scene) and includes the following information:  <ul style="list-style-type: none"> <li>- Mayor's Message</li> <li>- Latest news and information on events and initiatives</li> <li>- Development applications received and approved by Council</li> <li>- Times and dates of upcoming Council Meetings</li> <li>- Contact information</li> <li>- Council's values</li> <li>- Link to social media pages</li> <li>- The column is also published on the Council website and social media pages</li> </ul> <p>In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian.</p>
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Summer Edition was distributed to 15,800 households and businesses across the LGA in December 2014. The Update included the latest news and information on Council's services and initiatives including operating times during the festive period, Christmas events and an update on current projects.
				Newsletter made available in electronic format.	●	On Track	The Burwood Update was made available online on Council's website in an electronic format and promoted through Council's social media pages.
			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.
<b>1.4.9 - Promote volunteering opportunities.</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	The Volunteer Network continues to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							As a result, Volunteer Network had 256 enquiries regarding volunteering, conducted 30 volunteer interviews and referred 250 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 and produced a six month training calendar. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills.</p> <p>In the second quarter, Volunteer Network had 256 enquiries regarding volunteering, conducted 30 volunteer interviews and referred 250 volunteers to not for profit organisations in the Inner West Area.</p>
<b>1.5 - A sense of community pride</b>							
<b>1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.</b>							
	Lead: Strategic Planning	Heritage	Provide comment/input on heritage-related Development Applications (DAs).	100% of DA referrals responded to within fifteen working days.	●	On Track	In total 25 DA referrals received during the quarter, 11 referrals responded to within 10 working days and 12 within 15 working days.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	80% responded to within ten working days. Up to date heritage information included on Council's website.	●	On Track	Heritage information has been put on Council's website and is updated when new information is available.
<b>1.5.2 - Provide leadership on community values.</b>							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.	●	On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible. The meaning and importance of these values can be viewed on Council's website.
<b>1.5.3 - Undertake a Local Government wide heritage study to identify buildings of historical significance.</b>							
	Lead: Strategic Planning	Heritage	Update current Heritage Schedule (Burwood Local Environment Plan No. 19).	Complete review by 31 December 2014.	●	Watch	The heritage inventory sheets for all existing local heritage items have been updated. A heritage firm has been engaged to assess a number of potential heritage items prior to reporting to Council and the initiation of a Planning Proposal. An update on the heritage review project was reported to 8 December 2014 Council Meeting.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</b>							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		○ Not Due	Heritage Week will be incorporated into Burwood Council's 2015 calendar of events in accordance with the dates of the National Trust of Australia (NSW) planned Heritage Festival from Saturday 11 April - Sunday 19 April 2015. The theme for Heritage Week 2015 is Conflict & Compassion; commemorating all conflict and how it has shaped our identity.  Burwood Council's celebrations will explore extraordinary stories of conflict and compassion, with the aim to help the community realise the impact of all conflict on our identity.
<b>1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.		○ On Track	The Boarding House initiative which commenced in 2013 has developed into a committee who will work on boarding house specific issues during 2014/2015. This committee will develop a Neighbourhood Week activity for March 2015.
<b>1.5.6 - Promote interaction between different groups in the community.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.		● On Track	In the lead up to all community events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers.  During the second quarter, star-shaped flyers were distributed to all 16,000 households and businesses in the Burwood LGA, promoting the combined Christmas and Carols in the Park event on Saturday 13 December 2014.  The combined Christmas and Carols in the Park event was also promoted on the Council website and via all Burwood Council social media channels, including Facebook, Twitter and Instagram, which were also updated with images upon the completion of the event.  Media material that was used to promote the combined Christmas and Carols in the Park event included three media releases sent to the local newspapers, two advertisements in local newspapers, mentions in the Mayoral Column which appears in local newspapers, and a double page spread in the Burwood Update which is also sent to all 16,000 households and businesses in the Burwood LGA.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	○	Not Due	During the second quarter no Commemorative Services were held.  Planning is already under way for the special Anzac Commemorative Dawn Service to be held on Saturday 25 April 2015 to mark the centenary of Anzac, as well the National Servicemen's Commemorative Service to be held on Sunday 31 May 2015.
<b>1.6 - Improved interactions between young and older people</b>							
<b>1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.</b>							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.	●	On Track	Preliminary discussions have been held with members of Council and the Burwood Youth Advisory Group regarding Youth Week 2015. Funding has been received to run a 'Safe Partying' information event during Youth Week April 2015.
<b>1.6.2 - Provide access to online information services.</b>							
	Lead: Media, Communications & Events	Online Services	Improve accessibility of Council's website.	Run a quarterly information session on Council's website at Seniors' Computer Club.	●	On Track	A representative from the Media & Communications Team visited the Seniors' Computer Club on 13 October 2014 to discuss the latest news and information on Council's website.
<b>1.6.3 - Explore partnership opportunities to foster improved community connections</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Community Engagement	Develop a new comprehensive Community Engagement Strategy.	Community Engagement Strategy to incorporate best practice provisions.	●	On Track	The draft Community Engagement Strategy was endorsed by Council at its Meeting on 24 November 2014 to be placed on public exhibition from 25 November to 22 December 2014. The development of the Strategy was conducted in consultation with a selection of local community and stakeholder groups. The final Strategy will be tabled at the Council Meeting of 23 February for Council's endorsement.
<b>1.6.4 - Provide opportunities that facilitate interaction between young and older people.</b>							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.	●	On Track	Council has initiated a project with students from Southern Cross Catholic Vocational College doing photography classes and beauty and make up classes under the theme "Live Life in Full Colour" to take photos of seniors residing in the Burwood LGA. They will talk to them and get to know them more beyond just taking the photos. The teacher in charge will facilitate the discussions and supervise the photo shoot. A key objective is to give the students a wider perspective when searching for "subjects" for photographs, to include older people such as their own relatives or people in the community. The photos will be put on display during Seniors Week 2015 in March.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							The project also aims to give older people the chance to interact with the young people in a fun filled environment and gain an appreciation of modern technology, such the digital camera. The project hopes to challenge views of ageing, the concept of beauty and assist older people to feel more comfortable in having their photo taken.
<b>2 - Leadership through Innovation</b>							
<b>2.1 - Community confidence in Council's decision making</b>							
<b>2.1.1 - Report decisions back to the community through open forums.</b>							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.	●	On Track	Council conducted the following workshops during the quarter: <ul style="list-style-type: none"> <li>- New Plants from Old – Plant Propagation Techniques - 20 September</li> <li>- Worm Farming/Composting for Kids - 26 September.</li> </ul>
<b>2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.</b>							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, Budget are met and relevant Acts are complied with.	Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis.	●	On Track	Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2014-15. This document represents the quarterly report in relation to the period 1 September - 31 December 2014.
		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 2013-14 Annual Report was lodged with the Office of Local Government on 25 November 2014.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.	○	On Track	The Operational Plan for 2014-15 was adopted by Council at the 23 June 2014 meeting.
<b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b>							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.	●	On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.1.4 - Provide community education on Council policies and regulations.</b>							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.	●	On Track	During the September Quarter the following policies were published on the website: <ul style="list-style-type: none"> <li>- Backdating of Claims Pensioner Rebate Policy</li> <li>- Community Services Grants Program Guidelines</li> <li>- Councillors' Expenses and Facilities Policy - 2014-2015</li> <li>- Disability Access Plan 2014-2017</li> <li>- Hire of Facilities Policy</li> <li>- Pesticide Use Notification Plan</li> <li>- Works on Councils Road Reserve Assets Policy</li> </ul>
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.	●	On Track	All Agendas were published on Council's website three days prior to the meeting. All Council Meeting Minutes are published on approval.
<b>2.1.5 - Hold Council Meetings.</b>							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.	●	On Track	During this quarter , two Council Meetings were held 27 October 2014, 24 November 2014 and the 8 December 2014.
<b>2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.</b>							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.	●	On Track	During the second quarter, Burwood Council hosted a combined Christmas event which included an afternoon stage program dedicated to the traditional meaning of Christmas. Over 100 performers of all ages from the local combined churches of Burwood volunteered their time to perform on stage. Other local church members volunteered as the kids workshop performers, including face painters and balloon benders.
	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	During the second quarter of 2014/15 there were 109 programmes delivered - four for Young Adults; 15 for Children and 90 for Adults. A total of 3,022 persons attended these programmes of which 196 were young adults, 680 were children and 2146 were adults. Four of these programmes were designed for Mandarin speakers and accommodated 318 participants.  Programme highlights included: <ul style="list-style-type: none"> <li>- HSC Lock-ins - students in the Burwood catchment were drawn from a wide range of backgrounds and circumstances. It is often difficult for HSC students to find a quiet study space in a busy household and even more difficult to find a location where they can work with a peer group. For three years the Library has made the library, its resources and a small</li> </ul>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>number of staff available to HSC students on the weekend prior to the HSC, commencing at 4.00pm after normal opening hours.</p> <ul style="list-style-type: none"> <li>- This service is highly valued by students and 48 participated in the first Lock-in on 11 October. Numerous requests were received from students for the service to be extended and a second session was organised for 18 October, attracting 75 students.</li> <li>- HSC Discovery Seminars - to assist students engage with the English Area of Study in the first term of Year 12, the library engaged an experienced and skilled teacher/presenter/writer to offer two workshops – Essay Writing for Discovery (attended by 50 students) and Creative Writing about Discovery (attended by 25 students). The presenter had excellent rapport with the students and student feedback was enthusiastic and positive.</li> <li>- Celebrating 75 years of the Library Act - in early November Burwood Library celebrated the 75th anniversary of the NSW Library Act (1939). This landmark legislation led to the provision of free public library services for the people of NSW. The library invited library members born in 1939 to a special morning tea with the group sharing memories of the library and living in Burwood. A display chronicling Burwood Library past and present also coincided with this special day.</li> <li>- Shop Tops – The World Above Our Head - Burwood Library is committed to local heritage, and to the preservation and accessibility of the Local History collection. As part of this commitment, Shop Tops – The World Above Our Head, was held in early November. Presenter Russell Workman gave a fascinating talk and slideshow on the ever changing architecture and visage of the top of the shops in our inner west community. The talk was attended by 18 people and was very positively received.</li> <li>- Preschool Storytime Programs - during this quarter just over 1200 children and their parents/carers attended these sessions which support and enhance meaningful and targeted early literacy experiences and encourage learning development. Special days and events celebrated included Grandparents Day, International Games Day and Diwali - the Hindu Festival of Lights.</li> </ul>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<ul style="list-style-type: none"> <li>- Mystical Landscapes - Watercolour Art Workshop - the workshop was held in early October with children learning the techniques to create a beautiful fantasy landscape painting.</li> <li>- Celebrating Christmas - children were entertained with the Christmas story Birds of Bethlehem and the Burwood Public School Choir, along with members of the school band, performed a selection of Christmas songs. The celebrations concluded with a craft activity of making angels. The library also facilitated a Christmas card and gift box making workshop which was open to all ages.</li> <li>- Burwood Library Movie Club - the movie club at Burwood library meets the first Friday of each month. Movie buffs come together and discussion takes place around set themes on the wonderful world of cinema with the club facilitating friendship, enjoyment and social inclusion.</li> </ul>
<b>2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.</b>							
	Lead: Governance Secondary: Governance	Open Forums	Conduct of Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.	●	On Track	Open Forum is conducted at each Council Meeting.
	Lead: Media, Communications & Events Secondary: Governance		Develop a new program of open community forums in conjunction with major projects.	Number of open forums and public attendance.	●	On Track	Council conducted a public hearing on the Draft Parks Generic Plan of Management on 17 December 2014.
<b>2.1.8 - Provide language aide services and translate key documents into main community languages.</b>							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.	●	On Track	Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.
<b>2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.</b>							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings	●	On Track	The Register was updated for the policies, corporate practices and procedures approved during the quarter and also cleansed for out-of-date documents and planning documents.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	During the quarter, four meetings were held on 9 October 2014, 10 November 2014, 2 December 2014 and 10 December 2014.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.</b>							
	Lead: Executive Manager	Policies, Procedures, Corporate Practices and Plans	Implement the recommendations from The Local Government Independent Review Panel Report.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	Following the release of the Minister for Local Government's response to the Independent Panel's report in September 2014, Council has been assessing the criteria set by the State Government under the new "Fit for the Future" reform agenda, in preparation for a submission to be lodged by 30 June 2015. At its 24 November 2014 meeting, Burwood Council agreed to sign a Memorandum of Understanding with Ashfield, Canada Bay, Marrickville and Leichardt Councils to commission a modelling study to research the implications of the recommended mergers made by the State Government.
	Lead: Governance		Implement the recommendations from The Local Government Act Review.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	Once the Minister has made his determination the Office of Local Government will issue directives to Council which will be reported once Council has received notification.
<b>2.1.11 - Implement best practice governance strategies.</b>							
	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 is undertaking assessment and preliminary studies on the Fit for the Future reform framework released by the State Government and the templates produced by the Office of Local Government.  A submission will be prepared and lodged with the Office of Local Government by June 2015.
<b>2.1.12 - Maintain an effective, open complaint handling processes.</b>							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis. Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints. A review of Council's Complaints Management Policy has been undertaken in 2014 to include provisions for

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							dealing with unreasonable and persistent complainants, in light of the NSW Ombudsman Guidelines on Managing Unreasonable Complainant Conduct.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
<b>2.1.13 - Monitor and manage personal and private information.</b>							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame.	●	On Track	No Privacy and Personal Information Applications were received for the December Quarter.  During the December Quarter 63 informal and 1 formal applications under the GIPA Act were received all applications were processed within the statutory time frame.
<b>2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.</b>							
	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 50 Development Applications, 49 Complying Development Applications and 10 Pre Development Applications were submitted to Building Development. 98% of applications were delivered within the Service Standard.
			Receipt, scan and lodge Government Information Public Access (GIPA) Act applications and submit to Council's Governance Section for response.	Within one day.	●	On Track	During the quarter 64 Informal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to the Government Information Public Access (GIPA) Act. 64 applications were provided to Governance.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Retention and disposal of records.	Annually.	●	On Track	Records closed and sentenced according to the General Retention and Disposal Authority: Local Government Records.  Records securely disposed of according to the General Retention and Disposal Authority: Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed within service standard.
<b>2.1.15 - Provide an efficient Electronic Document Management System.</b>							
	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 staff and refresher training has been provided to existing staff. TRIM document statistics are provided in the Records monthly report.
<b>2.1.16 - Undertake efficient and transparent procurement and purchasing.</b>							
	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 December quarter Council approved four Tenders, for the Provision of Lease of Cafe at Railway Square, Legal Panel, Pest Control Services and Acquisition of two Waste Compactors.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	The Procurement Strategy was approved by the Executive on 30 July 2013. The Purchasing and Contract Management Corporate Practice was approved by the General Manager on 3 July 2013 and is due for review in 2017.
<b>2.1.17 - Provide education to Councillors on changes to legislation.</b>							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.	●	On Track	No major changes to legislation was implemented during this quarter.
<b>2.2 - Strong partnerships to benefit the community</b>							
<b>2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.</b>							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.	●	On Track	Council management participates in the following SSROC working groups: - The GM at the delegates meeting in conjunction with the elected Councillors - General Managers Meeting which meets each month - Environmental Managers' Group - Waste Management Group - Human Resources Managers' Group - Public Works Management Group - Records Management Group - Regulatory Work Group

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							- Supply Management Group - Shared Services Senior Managers' Group - Library Management Group
<b>2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.</b>							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated.	●	On Track	In September 2014 the Minister for Local Government released the State Government's response to the final report by the Independent Local Government Review Panel. Titled "Fit for the Future", the response presents a proposed reform plan for the local government sector. Council is currently reviewing the plan, and will be preparing a submission by June 2015.
<b>2.3 - Responsible employer of choice</b>							
<b>2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.</b>							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.	●	On Track	No Corporate Induction took place during the reporting period due to insufficient numbers and all new employees were given a one on one briefing and the next Corporate Induction has been scheduled for March 2015.  The Corporate Induction takes new employees through the services provided by Council to the community of Burwood. The new staff meet the Executive members and other stakeholders and take a tour of the community locations. A number of internal corporate practices, policy and legislative information is provided to the employees on this day.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.	●	On Track	The third Employee Opinion Survey was conducted during the period 17 November 2014 until 3 December 2014 and Council anticipates the findings of the survey to be provided by Insync in mid/ late January 2015.  Initial results at the close of the survey indicated an increase in employee participation from 70% in 2012 to over 80% for 2014, due to an awareness campaign headed up by the General Manager.
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.	●	On Track	During the reporting period both the Joint Consultative Committee and Work Health and Safety Committee met on (2) two occasions. Staff also attended the LGNSW Human Resources Annual Conference in November 2014 and the Network quarterly meeting in December 2014. Council maintains strong professional working relationships with all the industry stakeholders.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement an annual Organisational Development Learning and Development Plan.	●	On Track	<p>The Leaders @ Work management development program saw 13 staff complete the program this quarter.</p> <p>In addition, approximately 20 in-house and external training programs were coordinated and implemented during this quarter including; Lifeguard training renewals, Managing Wetlands Water Plants Seminar, Sharps Awareness Training, Resume Writing and Interview Skills Corporate Training, Language Aid Specialist training, Ethics and Code of Conduct Training, Women in Local Government Summit, Local Government Conference, Planning, Architecture and Transport Seminar and a Feasibility Analysis Introduction Course.</p> <p>A total of 12 "SWITCH" training sessions were undertaken during this quarter. The SWITCH Program is migrating Council's IT operating environment to Windows 7 and Microsoft Office 10.</p> <p>Staff participated in various Microsoft Office 2010 applications specific training, which included; Outlook Efficiency, Outlook Meeting Management, Word Mail Merge, Word Templates, Excel Calculation, Excel Chart and Business Diagrams, Excel Data, Excel Reporting with Pivot Tables, and Power point Basics. Additional programs were run in conjunction including; Time Management, Business Writing and Presentation Skills.</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis.	●	On Track	Council's fortnightly payroll cycle is delivered on time and accurately.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Reports monitoring sick, annual and long service are provided to managers on a monthly basis to allow managers to review the current status of balances and monitor any trends.</p> <p>The Executive monitors staff leave balances monthly and conducts detailed quarterly reviews. A significant number of staff with annual leave balances greater than 8 weeks were required to take leave over the Christmas/New Year period to reduce their balances.</p>
<b>2.3.2 - Implement best practice Human Resource policies and strategies.</b>							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.	●	On Track	The Succession Plan was further modified during this reporting quarter and will be reviewed in the next quarter. The Human Resources Strategy and Workforce Plan will be reviewed and updated by June 2015.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>The Salary System Corporate Practice has been drafted and circulated for comment this quarter.</p> <p>The Competency and Performance Review project will commence in January 2015.</p>
			Consolidate and implement strategies for:		●	On Track	<p>Recruitment for the Project Officer to undertake the development of Competency and Performance Review program in line with Council's Salary System was completed this quarter and will commence in January 2015.</p> <p>The Succession Plan was further modified during this reporting quarter and will be reviewed in the next quarter. The Human Resources Strategy and Workforce Plan will be reviewed and updated by June 2015.</p> <p>The third Employee Opinion Survey was conducted during the period 17 November 2014 until 3 December 2014 and Council anticipates the findings of the survey to be provided by Insync in mid/ late January 2015.</p> <p>Initial results at the close of the survey indicated an increase in employee participation from 70% in 2012 to over 80% for 2014, due to an awareness campaign headed up by the General Manager.</p>
<b>2.3.3 - Provide a safe work environment.</b>							
	Lead: Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.	○	On Track	<p>Since Council joined Metro Pool Mutual Insurance scheme in June 2013 the insurance portfolio is managed in accordance with Metro Pool Board, brokers' and insurer's advice and is reviewed annually basis, every October. The Pools insurance brokers undertake an extensive review of both the on and off-shore insurance market to ensure that members obtain the best possible cover.</p> <p>Council's insurance portfolio was renewed on 31 October 2014 and premiums remained static for the next 12 months.</p>
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.	●	On Track	<p>In December 2014 the Risk Management Coordinator presented a comprehensive Risk and Insurance Report to the Risk Management Committee and the Executive Team, highlighting Council's positive performance during first half of 2014/2015 in all areas of risk management and insurance claims management.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Conduct and report annually on risk management self-audit and prepare action plan.	○	On Track	As part of Council's membership application to join Metro Pool from 1 July 2013 a comprehensive continuous risk improvement audit and due diligence review was undertaken in November 2014 and the draft report was presented to Management for consideration and comment in December 2014.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.	●	On Track	For this quarter the Risk Management Committee met on (2) occasions and has focused on the Metro Pool Continuous Risk Improvement Audit conducted in November 2014, and Risk Plan preparation for 2015.
	Work, Health and Safety		Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	<p>All new Safe Work Method Statements and Safe Operating Procedures are progressively being developed through consultation with the Supervisors, Staff and the Work Health and Safety Committee and staff are progressively being inducted in them.</p> <p>All Council sites have a Chemicals Register and a copy of the Safety Data Sheets relevant for the chemicals which are being used and stored at their location.</p> <p>Number of incidents (including near misses) reported for the second quarter were: 1 Lost Time, 1 Medical Treatment, 5 Notifications Only and 3 Near Misses.</p>
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	<p>Council ensures that it maintains effective management of Workers Compensation Claims by ongoing consultation with Council's Insurer StateCover.</p> <p>Quarterly case management review meetings are ongoing with Council's insurer - StateCover. The second quarterly review was held on 5th December 2014. All claims for Workers Compensation are processed and reported to Council's insurer StateCover within prescribed statutory time frame.</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	<p>During this report quarter Emergency and Evacuation Training was provided at staff of the Library and Community Hub.</p> <p>Work will commence in the upcoming quarter on conducting flu vaccinations and Health Expo.</p> <p>All new Safe Work Method Statements and Safe Operating Procedures are being reviewed and updated throughout the Depot, Library and Community Hub and the Aquatic Centre in consultation with management, staff and the Work Health and Safety Committee.</p>
	Risk Management		Develop and implement Council's Business Continuity Plan.	Coordinate the development of Council's Business Continuity Plan and test Draft Plan by 30 August 2014.	○	On Track	<p>The testing of the Business Continuity Plan (BCP) was conducted in 14 August 2014 with the fictitious scenario involving a major fire engulfing the Elsie Street Administration Centre.</p> <p>In the final report on the test received in October 2014 the consultants engaged Inconsult were impressed with the attitude and team work of staff and of the opinion that the exercise indicates a strong likelihood that Burwood Council would be able to react effectively to a crisis situation.</p> <p>It is proposed that BCP is tested every two years, however another test will be undertaken for alternate staff in May/June 2015.</p>

#### 2.4 - Ensure Burwood Council is financially sustainable

##### 2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with Legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
	Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
		Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	<p>The September 2014 Budget review was undertaken in October 2014 and submitted to the November 2014 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.</p> <p>The December Budget Review will be conducted during January 2015 and submitted to the February Council meeting.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.		On Track	Annual Financial Statements for the year ended 30 June 2014 were completed by the 31 August 2014 and externally audited by the 5 September 2014.  Council lodged the audited Financial Statements with the Office of Local Government on the 11 September 2014 within the prescribed legislative time frame.  Council's audited Financial Statements were the 9th set of statements received by the Office of Local Government for the year ended 30 June 2014.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.		On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.		On Track	No Audit Management Letter has been received relating to 2013-14 financial year. Council is expecting a letter after the 2014-15 interim audit due in January 2015.
<b>2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.</b>							
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.		On Track	Council continues to seek opportunities to maximise income by obtaining comparable market rental and reviewing additional revenue of income. The property portfolio has achieved a zero vacancy and comparable market returns.
<b>2.5 - Efficient, effective, customer focused services</b>							
<b>2.5.1 - Monitor and review Council's customer service performance against other Councils.</b>							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	Benchmarking program commenced in January and results will be released in the fourth quarter.
<b>2.5.2 - Provide 'One Stop Shop' Customer Service.</b>							
	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 11464 calls received during the quarter 80% were answered in less than forty seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily.		On Track	Of the 2,523 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.		On Track	During the quarter 99% of the 223 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 669 Residential Parking Permits and 275 Prime Parking Permits were processed and issued on the same day.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.	●	Watch	A total of 3,289 customers were served at the counter and 73% were served within five minutes.
<b>2.5.4 - Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.</b>							
	Lead: Customer Service & Records Secondary: Media, Communications & Events	Customer Satisfaction survey	Design, implement and report on biannual customer survey.	Survey to be undertaken in 2015 and 2017.	○	On Track	The second comprehensive customer satisfaction survey is currently being undertaken. Council has engaged an external agency to conduct the survey in order to provide an independent assessment of the community's perception and level of satisfaction with Council's performance and service provision. Fieldwork was undertaken from 31 October to 8 November with 500 residents, selected at random, interviewed by telephone. Two focus groups will be held in Quarter 3 to expand on key issues raised in the telephone survey. Outcomes of the survey will be incorporated into Council's long term strategic plans and will be made available online.
<b>3 - A Sustainable Natural Environment</b>							
<b>3.1 - Maintain and enhance open green spaces and streetscapes</b>							
<b>3.1.1 - Implement strong planning controls to protect open green space.</b>							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.	●	On Track	The current Burwood Development Control Plan contains requirements on size, dimension and solar access etc. of open and green space for different types of development, to enhance and protect open and green space in new development.
<b>3.1.2 - Provide adequate funding to maintain open space areas.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.	●	On Track	Council's current Contribution Plans contain proposed open space capital works, which are in line with the Capital Works Program.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the design component of the grant has been approved and Council has received a part payment.  The additional grant application for the construction of the Continuous Deflective Separation Unit CDS and the new Drainage line from the Wangal Park Wetlands to Cheltenham Rd was submitted but unfortunately it was not successful.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was unsuccessful.</p> <p>An Expression of Interest for a grant to fund ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was successful.</p> <p>A Public Reserve Management Fund Grant for the part funding of the multi- purpose entertainment facility in Burwood Park was recently submitted valued at \$174,350. This grant is still pending.</p> <p>Council staff will seek further grant funding opportunities as they arise.</p>
<b>3.1.3 - Pursue partnerships and opportunities to create new open spaces.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no Planning Agreements or conditions of consent that provide additional public open space during this quarter.
<b>3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.</b>							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	Parks and reserves serviced on daily/weekly basis depending on location and usage. Includes toilet cleaning, rubbish litter removal and BBQ cleaning.
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.	●	On Track	Annual flower bed displays in Burwood Park coincided with Spring Festivals. Summer annual displays planted Nov 2014.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	●	On Track	Spring maintenance works carried out on sporting fields after winter season sporting activities finished. Works included soil testing, aeration, fertilising, weed spraying and returfing worn areas.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line marking set out for touch football carried out and regularly remarked as required. Cricket pitches line marked.
				Sporting fields fertilised during March-April period.	○	On Track	Fields scheduled for fertilising prior to season in March 2015.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	Irrigation repairs carried out as required on playing fields. Soil testing of fields was carried out in August 2014.
				Fields aerated and fertilised where required annually in September-October.	●	On Track	Fields were verti-drained (aerated) between September and October 2014 after the winter playing seasons finished.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Worn down turfed areas re-turfed where required during the September-December period.	●	On Track	Extensive returfing of worn playing field areas at Henley and Blair Parks carried out at completion of winter season.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	●	On Track	Fields sprayed for Bindii, and other broad leaf weed control. Some fields sprayed for Crowsfoot weed control, Notification carried out as per Councils Pesticide Notification Plan in accordance with Pesticide Regulation 2009.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches line marked as required.
				Sporting fields oversewed for high traffic areas where required during March-April period.	○	On Track	No action required this quarter
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Playing fields generally mown on 1-2 weeks schedules during summer season depending on grass growth.
				Fields set up for soccer season and during March-April period.	○	On Track	No action this quarter.
			Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	●	On Track	Blair, Henley, Flockhart sprayed for broad leaf weeds. Other areas selectively spot sprayed as required. Notification carried out as required in Council Pesticide Notification Plan.
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Some pruning carried out prior to events in Burwood Park.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive areas generally mown on 2-4 week cycle dependent on 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	Daily /weekly routine inspections carried out by Council staff. Quarterly inspections carried out by Playground consultants. Repairs carried out as required. The old playground was replaced at Martin Reserve in December 2014.
	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 Wangal Park Masterplan has provisions for equal access throughout the Park. Detail design development of equal access from Monash Parade and Cheltenham Road (behind the current SES site) has commenced according to the approved Wangal Park Master Plan. Other parks' capital works will be considered according to the DDA Plan.  The Railway Square cafe project has been recently completed to include equal access to the cafe and outdoor areas.  The toilet block refurbishment in Burwood Park includes equal access to all three new automated toilet units.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services Secondary: Parks		Identify recreation trends/issues in the population	ABS Census data and SSROC data analysed and trends identified every two years.	●	On Track	Open space planning continues to be undertaken utilising Census data and population projections.
<b>3.2 - Improve waste management</b>							
<b>3.2.1 - Better promote existing recycling services.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Recycling information material such as bin bay signage and letterbox drops were provided to residents in Multi Unit Dwellings (MUDs) as requested by strata managers or individual tenants.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 2014-15 primary schools and childcare centres environmental workshop program 'Providing the Links' has been planned. Workshop topics include worm farming, composting, recycling and litter. Bookings will be taken during early Term One.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days have continued during the reporting period. There were five drop off days during October - December. The drop off days occur at the Council Depot on nominated Saturday mornings.
			Undertake bin contamination audits for recycling.	Conducted twice per year	●	On Track	The Multi Unit Dwelling (MUD) Recycling Bin Inspections were conducted during late October - early December. Council is expecting the results of the Inspection program during January 2015.
				Provide report from each audit as to trend in levels of contamination found.	●	On Track	As the MUD Recycling Bin Inspection program was finalised in early December, results are expected prior to the end of January.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	●	On Track	When the results are received for the MUDs Recycling Bin Inspection programs, awards will be presented to the most improved and most consistent recycling unit blocks from the top performing areas.
<b>3.2.2 - Encourage a reduction in waste generation through community education.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.	●	On Track	Information pamphlets on a range of topics to assist residents reduce waste and improve diversion are available on Council's website and at Customer Service Centre. Council's involvement in the Compost Revolution program is also heavily promoting diversion of organic matter from landfill to activities such as home composting and worm farming. Worm farms/worms and Compost Bins are available at 50% discount to Burwood Council residents through the Compost Revolution website.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	●	On Track	The Treading Lightly workshop and event series planning was finalised during the reporting quarter and three workshops are to be hosted by Burwood Council during the February to June calendar. The workshop topics are as follows: - No Dig Gardens - Worm farming and Composting - Backyard Veggies
<b>3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.</b>							
	Lead: Environment & Health	Waste	Develop a Strategic Waste Action Plan to achieve 66% diversion of waste from landfill to reprocessing facilities by 2014 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 66% diversion rate by 30 June 2014. Subject to the provision of reprocessing facilities.	●	On Track	Council has an adopted Strategic Waste Action Plan which provides a range of initiatives aimed at waste diversion and resource recovery. Council has entered into a contract through the SSROC Councils for the provision of an Alternative Waste Treatment (AWT) facility which is to be established by Veolia Environmental Services. This facility will be available in the second half of 2015.
<b>3.3 - Educate the community on sustainable practices</b>							
<b>3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.	●	On Track	During 2014 Council hosted eight workshops promoting eco-living for a more sustainable world.
<b>3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.</b>							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.	●	On Track	Eleven (11) referrals for major developments within the Burwood Local Government Area were received and assessed during the 2nd Quarter with bicycle parking facilities required as a condition of consent.
<b>3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a Fact Sheet for Residential Development that is on Council's web site.
<b>3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.	●	On Track	Council received 10 major development applications this quarter for designs with a 4 to 5 star rating.
<b>3.4 - Leadership in environmental sustainability</b>							
<b>3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.</b>							
	Lead: Works, Operation & Parks	Clean Drainage Network	Stencil labelling of all Council's drainage pits.	Major drainage pits completed by December 2014.	●	On Track	Stages 1, 2 & 3 of the review has been completed and Council is currently undertaking the remaining stages and reviews of the stormwater network to

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							determine the exact location and quantity of critical pits.
<b>3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	○	Not Due	The next Clean Up Australia Day event is scheduled for March 2015.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in the local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	During the reporting quarter Council continued to trial a mobile CCTV camera. Data is being assessed to determine effectiveness of the trial and if dumping has reduced in areas of the camera location.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	During the reporting period there were 108 reports of dumped rubbish.
<b>3.4.3 - Invest in green technology and seek opportunities to be a leader in this area.</b>							
	Lead: Information Technology	Green technologies & Alternative Energy Sources	Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.	○	On Track	This item is due for completion in quarter 4.
<b>3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.</b>							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.	●	On Track	Currently there are no rebate schemes available to residents of a sustainable or resource recovery nature. Therefore no data is available on rebate take up in the Burwood Local Government Area.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	○	Not Due	Earth Hour is held during March annually.
<b>3.4.5 - Develop management plans that improve the performance of Council operations to address global warming.</b>							
	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	Next report will be submitted to Council in Quarter 3 of 2014 /15 (January to March)

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4 - Accessible Services and Facilities</b>							
<b>4.1 - Effective traffic management and adequate parking provision</b>							
<b>4.1.1 - Investigate an increase in bus priority lanes along local roads.</b>							
	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	A meeting was held with Transport for NSW regarding possible upgrade works to improve bus running times through the Burwood Town Centre. Council will identify areas where improvements may be made for consideration into the project.
<b>4.1.2 - Investigate options for effective traffic management and increased public parking.</b>							
	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 23 DA's referred to Council's Traffic & Transport section for comment during this quarter with 5 DA's referred to Roads & Maritime Services for comment.
<b>4.1.3 - Develop a whole of LGA parking strategy.</b>							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Implement and review Burwood Public Parking Strategy.	Roll out Parking Strategy and undertake a review every 18-24 months to identify areas requiring improvement.	●	On Track	The Burwood Public Parking Strategy Review II was adopted by Council on 27 October 2014. Implementation of the recommendations from the review are under way, with the roll out of new Permit Parking Scheme Areas completed.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.	●	On Track	Twenty five (25) Development Applications were assessed during the 2nd Quarter in accordance with Council's DCP, eleven (11) of which were major DAs.
<b>4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.</b>							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.	●	On Track	All of Council's traffic facilities are designed to relevant Australian Standards and RMS Guidelines and Technical Directions.
<b>4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.</b>							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA, NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.	●	On Track	The October and November Burwood Local Traffic Committee meeting were held successfully with a total of twenty one (21) items for consideration by committee members.
<b>4.1.6 - Expand the Burwood bike plan.</b>							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.	●	On Track	Burwood's cycleway network is complete, and no new extensions are required to accommodate additional connectivity or demand. No new grants have been applied for.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.2 - Accessible services and facilities that are well utilised</b>							
<b>4.2.1 - Explore options for funding new spaces and upgrading old facilities.</b>							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Council is actively pursuing grant applications when they become available. During this quarter no relevant applications were submitted.
		Accessible Infrastructure and Services	Create a forecourt area on Railway Parade, including landscaping, seating and café.	Works completed by 31 October 2014.	●	On Track	The Project has achieved its Practical Completion on the 8 December 2014.
			Upgrade of Burwood Park amenities block and re-use of existing facilities.	Works completed by 31 March 2015.	●	On Track	The upgrading of the toilets has been completed. Work in progress to achieve the opening of the cafe by end of April 2015.
			Construction of a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2015.	●	On Track	In September 2014 Council submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park.  If successful, this funding will support the construction of this facility. To date this grant is still pending.
<b>4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.	●	On Track	During this quarter Council has upgraded 8 new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
<b>4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.</b>							
	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	Consultation with neighbouring LGAs has not identified any new requirements for cycleway linkages.
<b>4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.</b>							
	Lead: Traffic & Transport	Road safety	Apply for funding and run targeted programs such as Kiss and Ride area, safety around schools, cyclists safety, child restraints, senior citizens safety, pedestrians safety, speeding, learners drivers.	Run a minimum of three programs per year, subject to funding.	●	On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs will be run throughout the 2014/15 financial year.
<b>4.2.6 - Upgrade Woodstock Community Centre.</b>							
	Lead: Assets, Property & Building Services	Property Portfolio	Refurbishment of existing Woodstock Community Centre.	Works completed by 30 June 2015.	●	Watch	The scope of works are still being investigated. The works will commence by 30 June 2015 however, owing to the extent of work it will not be completed by that date.
<b>4.2.7 - Deliver programs targeted to families and children aged 0-12 years.</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.	●	On Track	An end of year planning meeting of the Child and Family Interagency was held in December 2014 to identify trends and plan for the 2015 calendar year.
			Deliver Families and Children events.	One event held per annum.	●	On Track	Council staff, with support from local services and state government bodies, held a child and family 'Happy, Healthy Me' Mental Health Expo event during Mental Health Month in October at various locations around Burwood. Activities included a session for parents on helping their children develop self-esteem and self-confidence, workshops on badge making and other activities. There was also a fun presentation on taking care of your health at the Mobile Play Van.  Child and family activities are also being planned as a part of the 2015 Harmony Day, International Women's Day and Art Month in March.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	●	On Track	Council staff will be partnering with the Families NSW Coordinator to update and redevelop the Inner West Child and Families Directory during the fourth quarter.
<b>4.2.8 - Improve accessibility of Council owned community facilities.</b>							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.	○	On Track	The Disability Access Plan 2014-2017 was adopted by Council in November 2014.
<b>4.3 - Safe facilities and services</b>							
<b>4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Civil Footpath Design	To delineate between pedestrian only and shared footpaths.	Clearly identify shared paths.	●	On Track	Construction of any future shared paths will be designed in accordance with all relevant guidelines & standards such as RMS, Austroads and Council.
<b>4.3.2 - Improve street lighting and lighting in public places.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.	●	On Track	Ausgrid completed a number of public lighting trials which were aimed at improving reliability, energy efficiency and lowering over costs for Council. These trials included High Pressure Sodium (HPS) with Active Reactor and Light Emitting Diodes (LED) lighting for pedestrian category lighting. The results were published in early 2013 with the results confirming a successful trial. Council has since agreed and approved to have the LED technology as the preferred option for all new lighting and maintenance requests. As of 31 December 2014, 93 LED lights have been installed within the Burwood LGA.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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#### 4.4 - Encourage active and healthy lives

##### 4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.

	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and well being for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	<p>Council organises the Seniors Social Group that meets each month. Meeting sessions are generally held on the third Friday of each month at Woodstock. Topics for the monthly sessions include health and wellness and aged-related topics.</p> <p>The October session was a planning workshop to evaluate the Seniors Social Group. Also part of this session was used to discuss issues that the group may be experiencing in relation to ageing and to introduce anybody who has joined the group for the first time.</p> <p>November had "Risk Factors for Heart Disease and Stroke for people with Diabetes".</p> <p>Council also runs programs at the Woodstock Community Centre which are open to seniors and other members of the community. The programs involve arts and craft and exercises suited for specific groups, such as seniors. Creative programs included Chinese Paper Craft, Card Making, Christmas Cookery Craft, Chinese Painting, Drawing and Painting Group, Sketch Club and Gift making from Recycled Objects- an Eco-Living Workshop.</p> <p>Other programs offered were for exercise (Active and Fit Exercise, Walking Group, Fitter and Stronger Exercise, a Special Needs Exercise Class, Yoga for Relaxation, Spring Yoga, Zumba, Friday Fun Fitness) and other wellness sessions offering meditation, yoga and Tai Chi. All fitness leaders and mentors are capable of including people with a disability and do so whenever possible. The classes can either be 8-10 sessions or one-off.</p> <p>Council runs a Speakers Corner for Chinese speakers wanting to improve their conversational English, which is held at Woodstock once a week. This is a partnership activity with the Chinese Australian Services Society (CASS) and is run with the assistance of volunteers.</p> <p>Council continued to support and promote the Burwood Seniors Computer Club whose office space is currently at Woodstock.</p>
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THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>There are other groups which provide fitness and wellness activities to the community which use Woodstock as a base, i.e. Woodstock Walking Group and Burwood Heart Foundation Walkers.</p> <p>In October Council coordinated the Inner West-wide Carers Week activity in partnership with other groups/agencies working with carers. A bus trip to Campbelltown was held for 80 carers.</p> <p>Council coordinated the annual International Day for People with a Disability "GroovAbility" event in December. Due to inclement weather the venue was moved from Burwood Park to Marrickville. Around 500 people attended that event.</p> <p>Council continues to support the Inner West Disability Forum that covers seven LGAs. Council is part of the committee that runs the forum. The forum meets quarterly.</p>
<b>4.5 - Vibrant and clean streetscape</b>							
<b>4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.</b>							
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council's Compliance Team investigate every dumped rubbish matter in the Burwood Local Government Area. The investigation involves reflective tape being placed around the dumped rubbish whilst the investigation is under taken. The Compliance Team also serve numerous letters to adjoining properties where the rubbish has been dumped seeking information of the offender and place leaflets in locations where statistics indicate that rubbish dumping is a common activity.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council promote its "Dob in a Dumper" Program every year with articles being placed in the local media papers to inform the community of the issue and report offenders. Dumped rubbish matters require community participation and ownership for success as the activity highlights a negative image for streets within the Burwood Local Government Area.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	NSW Graffiti Hotline number continues to be promoted to the community. Fridge magnets with the number were distributed among local networks and to members of the public at Council's Mental Health Expo in October 2014.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.5.2 - Activate streetscapes through local events.</b>							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	<p>During the second quarter, Burwood Council delivered a combined Christmas and Carols event on Saturday 13 December 2014 to celebrate the festive season.</p> <p>Burwood Council also supported Croydon Park Business Chamber's 'Experience Croydon Park! Festival,' and assisted with a NOVA 969.9FM Outdoor Radio Broadcast on Friday 24 October 2014.</p> <p>Events scheduled to be held in 2015 from January until June include:</p> <ul style="list-style-type: none"> <li>- Australia Day Citizenship Ceremony, Australia Day Awards and Australian themed activities on Monday 26 January</li> <li>- Lunar New Year Night Markets on Thursday 26 February</li> <li>- Easter Celebrations on Saturday 28 March</li> <li>- Heritage Week event during the week of 11-19 April</li> <li>- Anzac Commemorative Dawn Service on Saturday 25 April</li> <li>- National Serviceman's Commemorative Service on Sunday 31 May</li> </ul>
<b>4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	<p>A Planning Proposal has been prepared and submitted to the State Government, to incorporate design excellence provisions in the Burwood Local Environmental Plan 2012, to enhance and promote better urban and architectural design of buildings in town centre(s) of Burwood.</p> <p>Council is also in the process of reviewing the Burwood Development Control Plan with the view to strengthening the planning controls to enhance and promote better design.</p>
	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	<p>During this quarter Council applied the residential design quality planning controls to 4 major DA proposals and also referred 10 Major DA's, 2 Section 96 modifications and 5 Major Pre-DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.</p>
<b>4.5.4 - Invest in upgrading the public area south of Burwood railway station.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.	○	On Track	<p>Capital improvement works undertaken on the CBD area south of Burwood Railway Station is Railway Square - Burwood, public open space and adaptive reuse of the old Parcels Office to a cafe/restaurant project is ongoing.</p>



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.</b>							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.	●	On Track	The mean and median turnover figures for the last quarter were 61 & 47 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	●	On Track	There was 1 request for a review of determinations of development applications made pursuant to section 82A of the Environmental Planning & Assessment Act 1979 during this quarter. At the time of writing this request had not been referred to Council for determination.
<b>4.6 - Minimise risk and ensure continuity of critical business functions</b>							
<b>4.6.1 - Implement best practice records and risk management strategies.</b>							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.	○	On Track	Preparations for the tests are under way which will be conducted in the fourth quarter.
<b>4.6.2 - Facilitate training and education awareness programs regarding risk management.</b>							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.	●	On Track	During the reporting period Council conducting a variety of Enterprise Risk Management training and information sessions with Managers and nominated staff in various areas of risk. In this quarter the focus has been on continuous risk improvement audit and the risk interviews undertaken were focused on the risk awareness of Managers and staff on their roles, obligations and responsibilities in risk within their areas of expertise.
<b>4.6.3 - Maintain an appropriate insurance program.</b>							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.	○	On Track	Since Council joined Metro Pool Mutual Insurance scheme in June 2013 the insurance portfolio is managed in accordance with Metro Pool Board, brokers' and insurer's advice and is reviewed annually every October.  Council's insurance portfolio was renewed on 31 October 2014 and Council's premiums remained static for the next 12 months  The Pools insurance brokers undertake an extensive review of both the on and off-shore insurance market to ensure that members obtain the best possible cover.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.</b>							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.	●	On Track	No major outages were reported for the quarter.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.	●	On Track	During quarter one there were no reportable outages of Council's Information Systems.
<b>5 - A Vibrant Economic Community</b>							
<b>5.1 - Support and manage Burwood's major centre status</b>							
<b>5.1.1 - Implement economic development strategies.</b>							
	Lead: Media, Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.	●	On Track	During the quarter, Council's Community and Business Engagement Officer met with representatives from the Burwood, Strathfield and Croydon Park Chambers of Commerce to discuss future strategies.  In addition, Council supported the Experience Croydon Park Festival hosted by the Croydon Park Business Chamber in October.
<b>5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.</b>							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	●	On Track	Council was successful in receiving State Blackspot funding for the construction of a new roundabout at the intersection of Brady Street and Fitzroy Street in the 2014/15 financial year. Works are scheduled to commence in January 2015.  A new blackspot application was also submitted for the 2015/16 financial year to install a roundabout at the intersection of Paisley Road and Brady Street.  An application was made to RMS Safer Road Funding for the upgrade of existing fencing along Burwood Road to prevent pedestrian accidents.
<b>5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.</b>							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mix use.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 permits mix use development in all Business Zones (B4 Mixed Use, B2 Local Centre, B1 Neighbourhood Centre and B6 Enterprise Corridor). The BLEP also requires the provision of active street frontage and sets maximum



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Residential Floor Space Ratio in certain areas of Business Zones, in order to enhance and promote mix use.
			Review the Comprehensive LEP every three years.	Review to commence by 1 June 2015.	○	On Track	<p>The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. As at 31 December 2014, four amendments have been made since the BLEP came into force on 9 November 2012.</p> <p>Two further Planning Proposals to amend the BLEP were prepared and submitted to the State Government, to include 18 Wyatt Avenue Burwood in the Heritage Schedule, and to allow for bonus development within certain areas of the Burwood Town Centre and incorporate design excellence provisions for new development in Burwood.</p>

## 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	<p>There were 88 inspection carried out during the reporting quarter.</p> <p>The program is on track to meet the targets</p>
		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	There were 2 prohibition (closure) orders and 5 penalty notices issued during the quarter.
	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 statement is completed in July of each year.
		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 have been scheduled for March and May 2015
		Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environmental Health Officers relation and have access to a range of information and fact sheets in a range of languages. The information is disseminated to business operators and shopkeepers when requested or as considered necessary.
		Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There were 43 Development Applications referred to the Environment and Health Unit during the reporting quarter. The Applications were actioned within the service standard guidelines.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were 4 public health complaints received and investigated during the reporting quarter.
<b>5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.</b>							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues.	As required.	●	On Track	<p>The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. As at 31 December 2014, four amendments have been made since the BLEP came into force on 9 November 2012.</p> <p>Two further Planning Proposals to amend the BLEP were prepared and submitted to the State Government, to include 18 Wyatt Avenue Burwood in the Heritage Schedule, and to allow for bonus development within certain areas of the Burwood Town Centre and incorporate design excellence provisions for new development in Burwood.</p>
<b>5.2.3 - Explore opportunities to activate Burwood's economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.</b>							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.	●	On Track	<p>Burwood Council invites market stallholders to its two main annual events, of which one of these events was held during the second quarter, Christmas/Carols in the Park. Over 15 food and drink, merchandise, arts and crafts and kids activity stalls were featured at this combined Christmas event on Saturday 13 December 2014.</p> <p>Burwood Council also supported the local Experience Croydon Park! Festival on Saturday 11 October 2014, a market style event held on Georges River Road and surrounding laneways.</p>
			Develop civic events on weekends.	Majority of civic events held on weekends.	●	On Track	<p>The majority of events organised by Burwood Council are held on weekends or relevant public holidays to encourage attendance and participation by all members of the community. The major events held during the second quarter were both held on the same weekend, with Christmas in the Park and Carols in the Park both being held on Saturday 13 December 2014.</p>
<b>5.3 - Increase employment and training opportunities</b>							
<b>5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.</b>							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.	●	On Track	<p>Student placements continued strong in this quarter with the following:</p> <ul style="list-style-type: none"> <li>2 x University Civil Engineering - work placements</li> <li>2 x Community Development - student placements</li> <li>1 x Civil Engineering - student has transitioned to Volunteer</li> </ul> <p>A number of school work placements and</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>volunteer placements at the Library and Community hub.</p> <p>The relationship with Southern Cross Vocational College (SCVC) saw a collaboration between year 12 Media Students and Burwood Council Media Division to complete a 2 minute video to highlight Burwood as a destination. The video was presented by the Students in November's Council Meeting.</p> <p>The Council is currently in discussions with SCVC to develop further projects and gain further work experience in all our divisions.</p>
<b>5.4 - Economic centre growth and preserved residential areas</b>							
<b>5.4.1 - Preserve local heritage through relevant planning strategies.</b>							
	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.		<b>On Track</b>	In total 25 DA referrals received during the quarter, 11 of which responded to within 10 working days, 12 within 15 working days.
<b>5.4.2 - Ensure compliance with State Government Planning System Reform.</b>							
	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.		<b>On Track</b>	The State Government Planning System Reform Green Paper, White Paper and draft Planning Bill were reviewed. Submissions were made for Council. The State Government has not published further reform reports.