



*Burwood Council*  
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**Operational Plan 2016-17**  
Quarterly Report  
For the period ending 30 September 2016



## Themes

The Operational Plan is divided into five themes:

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

## Strategic Goals

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

## Responsibility

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

## Service

The services Council carries out on an ongoing basis.

## Action





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

## Service Standard

The performance indicator against which the actions will be measured.

## Quarter

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

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

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

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

The status options are as follows:

- On Track** The activity/project has been completed on time, or is ongoing and progressing regularly
- Watch** The activity/project in underway, but has not been completed on time, or its completion date has been postponed
- No Activity** The activity/project has not started
- Not Due** No activity is planned for that specific quarter

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1 - A Sense of Community</b>							
<b>1.1 - A safe community for residents, workers and visitors</b>							
<b>1.1.1 - Maintain clean and attractive streets and public spaces.</b>							
	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: Raised threshold and pedestrian crossing at Jersey Rd; Pedestrian refuge on Park Ave at the intersection with Park Rd; Concrete centre island at Beresford Ave; New roundabout construction at Paisley Rd with the intersection of Brady St. Footpath upgrade on the corner of Park Ave and Dunns Lane.  Works programmed to commence during this quarter include, Footpath paving repairs to the area surrounding the street trees along Burwood Rd between Park Ave and Railway Pde.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council actively inspects pits identified as being hot spot or critical and schedule cleaning of these pits as required
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Blocked drainage pits cleaned.	Within seven working days after being reported.	●	On Track	Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and schedule for cleans routinely
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily.	●	On Track	Footpaths in CBD areas are cleaned daily.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs is collected within two days in accordance with the agreed level of service.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Litter and rubbish in planter boxes in CBD areas serviced by Safe and Clean contractors and Council street cleaning staff.  Replanting of planter boxes to be commence in second week of October 2016.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood road network of 91 lkms is swept over a 3 week sweeping cycle, or 30 lkms per week on a set routine. Three sub areas totalling approx. 30 lkms completed every week of the 3 week cycle.  In addition to the weekly average 13 lkms of reactive sweeping activities attending CRMs, known hotspots, residents, Our current service level of sweeping is 2 weeks.
		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	Councils utilises a combination of machine/manual street sweeping for cleaning of major car parks 5 days per week, with additional clean ups as required.

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		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to customer requests within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.  VandalTrak has now been implemented as Council's new Graffiti Register.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Weed spraying of streets and Council car parks last completed in June. Next spraying by contractors to be scheduled for mid- late November 2016.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	New aged pensioner/ medical conditions mowing service has been on target in delivering 6 calendar week service standard.  Residents that did not respond to the two mail outs requesting nature strip mowing application and proof of eligibility were taken off mowing list in June.  Those that were taken off the list and have since responded and provided required proof of eligibility were immediately put back on mowing list to receive this service.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.  This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	Tree Maintenance team had a 96% compliance rating of service standard for Customer Service Requests for street tree trimming this quarter.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters within the CBDs are cleaned daily. Areas outside the CBDs are cleaned Tuesdays and Fridays.
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside the CBD areas are cleaned on Tuesdays and Fridays.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.

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							This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in ASSETIC accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	<p>Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are ongoing and final draft reports have been completed.</p> <p>Council applied and was successful in receiving further grant funding from OEH to carry out overland flow flood studies for the remaining catchments of the Council. These studies are ongoing. This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.</p>
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed in Ausgrid's Performance Management Plan for its public lighting assets is 4.5 days from receipt of fault report. This is within the minimum Ausgrid service standard of < 8 days.
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting investigations as well as night audits have been undertaken for the following locations within the Burwood LGA: Shelley Street, Cheltenham Road, Tangarra Street, Paisley Road, Railway Parade, Jersey Road, Meryla Street Car park and the Henley Park Walking Track. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of < 8 days.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All booked and scheduled area clean ups are completed and up to date.
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be tidy bins are emptied 7 days a week.
				Wash public waste bins monthly.	●	On Track	Be tidy bin surrounds are washed monthly and as required.
	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 has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured

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							to prioritise, schedule and formulate forward capital and maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified Defects whilst working within the area, defects investigated assessed and programmed within 4 working days.
<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 work closely with Police producing CCTV footage for crime offences listed in the Code of Practice. This relationship involves producing CCTV footage in a timely manner, ensuring the CCTV program is maintained and operational, attending court when required and participating in police operations.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council Officer work closely with Police to discuss crime trends and develop initiative to reduce crime statistics. This relationship consists of the Manager Compliance meeting with Police on a regular basis and participation by Police in the quarterly Safety Cross Functional Team.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Monthly meetings with Council and Burwood Local Area Command have commenced to review crime statistics and identify crime hot spots.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	SSROC Compliance Group have meetings scheduled every quarter. These meetings are rotated amongst Councils in the SSROC group allowing a different host for each meeting. A representative for Burwood Council attends each quarterly meeting.
<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	A community graffiti survey has been completed and analysed. The results will assist Council to direct future resources towards appropriate graffiti management approaches.
<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	Planning has commenced for Youth Week 2017. Burwood Council will be partnering with Burwood Community Welfare Services (BCWS) to deliver a six week self-esteem program for young people aged between 12-24 years. The program, 'Within

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							<p>The Mirror What Do You See', will explore the meaning of self-esteem and confidence, emotions and feelings, mental health, body image, resilience and mindfulness techniques.</p> <p>On the completion of the program a one day self defence workshop will be held during Youth Week for those participants who have completed the program.</p> <p>The program is proposed to take place from early March to mid-April 2017, with the final stage of the program taking place during Youth Week.</p>
			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	The Youth Survey is on track with over 70 responses received to date. The final survey round will be completed in the near future and the results will be collated and future youth services planning will utilise the outcomes.
<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>Council applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application has been successful although at the reduced amount of \$317,463 and not including the exercise equipment. Additional funding will be sought to support the design and construction of the exercise equipment for Wangal Park in the future.</p> <p>Council applied for a Public Reserve Management Fund Program Grant for the part funding of the multi-purpose entertainment facility in Burwood Park. This grant has been successful to a value of \$174,350 and the construction works are now completed with the facility open to the public.</p> <p>Council will apply for grant funding for suitable projects as opportunities arise.</p>
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	The Community Development Team successfully applied for an \$8,000 grant from Club Grants to deliver the International Day for People with a Disability event, Groovability, in Burwood Park. A number of other grant applications have been submitted for various projects with the outcome to be known later in the year.
<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 Community Centre and Burwood Park Community Centre were all available for hire.
	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Park hire for sporting activities and events processed as per Council procedures and invoiced as per Councils adopted Fees and Charges.
<b>1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.</b>							



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	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	The adopted Henley Park and Grant Park Plan of Management includes provision for dog off-leash areas.  Council recently installed a solar light at the step entrance to the Grant Park dog off-leash area.
<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	Council recently replaced the play equipment in Jackett Reserve. The equipment includes a shade structure, rubber soft fall and a new bench seat. New paving was also installed throughout the park.  New play equipment is programmed to be installed at two locations in Henley Park this financial year.
<b>1.2.7 - Develop and encourage volunteer opportunities</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 257 enquiries regarding volunteering, conducted 28 volunteer interviews and referred 240 volunteers to not for profit organisations in the Inner West Area. Council received 57 enquiries regarding volunteering specifically in the Burwood LGA.  Strategic partnerships were established and maintained during the quarter with TAFENSW South Western Sydney Institute and Ethnic Community Services Cooperative to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	During the quarter, Volunteer Network had 257 enquiries regarding volunteering, conducted 28 volunteer interviews and referred 240 volunteers to not for profit organisations in the Inner West Area.  Council received 57 enquiries regarding volunteering specifically in the Burwood LGA.  Volunteer Network continued to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertises volunteering through the local media.
<b>1.2.8 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) capacity across the Inner West area.</b>							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP-funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.	●	On Track	The Inner West Sector Support Development and Training Officer mentored CHSP/CCSP services in relation to Commonwealth and State Government Reforms, changes to service provision, policy implementation, workforce development and issues of cultural diversity. The officer also worked in collaboration with a number of service providers and peak bodies on community projects, such as the Dementia Expo delivered in four community languages, and presentations to community groups,  In addition, 12 training sessions were provided to 130 CHSP/CCSP service providers and volunteers.



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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	Referrals for the Inner West Home & Community Podiatry Service continued to be received through My Aged Care. The client rate reached 1235 with approximately 26 new referrals ready to be signed up. There was still limited capacity available for more frail aged clients. The service also gave information presentations for community groups on request.
<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 connectivity within Library building was available every day during opening hours.
<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	The water testing is an ongoing procedure that the staff undertake every two hours, plus external testing every month. Test sheets are checked and signed by shift supervisors to ensure tests have not been missed.  The centre is operating with automated dosing units, which controls chlorine and PH levels to keep them within safe parameters.

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<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	The squad continued to be improved with a new coaching team now delivering the program.  Past improvements resulted in squad numbers increasing by 14 % last financial year. Staff are aiming for another strong improvement this year.
			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	Centre staff have continued to develop the Learn-to-Swim Program to increase participation with four new levels being introduced to the program. In addition, stronger ties have been developed with Royal Lifesaving NSW and the Centre is now a recognised five star facility. The Centre is also a partner in the Keep Watch program that focuses on preventing drowning of children.  Improvements made to the LTS program has seen numbers continuing to climb, with over 5,000 participants in the program in the last financial year.
<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	Centre staff will implement customer surveys during the year to capture feedback all areas of the Centre's operations. The next survey will be focusing on what other programs users might like to see offered.  The community survey conducted in early 2016 was used to inform the recently completed master plan for the Centre.
<b>1.2.15 - Implement five hectares of new open space facilities in Wangal Park.</b>							
	Lead: Landscape & Urban Design	Wangal Park	Commission and construct a skate park facility.	Works completed by 31 July 2016.	●	Watch	Council submitted an Expression of Interest (EOI) application for a grant to Design and Construct the Skate Park Facility in Wangal Park under NSW Sport and Recreation Infrastructure. Unfortunately the EOI application was unsuccessful.  Council will seek other grant funding opportunities for this project as they arise. It should be noted in May/June 2016 the Federal Minister Mr. Craig Laundy MP provided a funding commitment of \$1,000,000 for the embellishment of Wangal Park, once this funding is secured the time line for the construction of the skate park facility can be determined.  In the meantime, the land shaping of the greater Wangal Park area is continuing and the skate park facility can only be completed when other aspects of the park's construction are finalised.

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<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 Community Profile remains up to date and relevant and will be further enhanced when new statistical data becomes available when the latest Census is released by the ABS in 2017.
<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. In particular, Council provided a dedication section to the community with information on the NSW Government's Stronger Councils reform agenda. 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	Council's Business page on its website features a section in Chinese in order to provide information to the diverse business community. Council had 211 views on translation service pages this quarter.  "What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and Italian.  The documents include information all Council's key services and initiatives including waste, facilities, illegal dumping and events. Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. 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.
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.	●	On Track	Council's website had 130,964 views during the quarter. Council's social media audience continues to grow with a 6.9% increase across Facebook, Twitter, Instagram and LinkedIn this quarter.  Council has digitised its forms to make applications quicker and easier for residents and stakeholders. Forms on a range of Council's services including events, road safety, traffic and transport, and council meetings can now be accessed on Council's website with more forms to be digitised over the next quarter.  This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers.



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							Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on the NSW Government's Stronger Councils reform agenda, Sandakan Memorial Service, road safety initiatives and re-opening of the Woodstock Centre following restoration works.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 14 media releases on key issues and initiatives including the Sandakan Memorial Service, road safety initiatives, Woodstock Open Day, Wangal Park and community service activities. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	During the quarter, 60 articles were published in local and metropolitan news outlets without any negative coverage.  A majority of the coverage Council received during this quarter was as a result of Strathfield Council's legal challenge of the NSW Government's mergers, Woodstock Open Day, parking matters and Burwood Festival.
<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	The Council Rate and Valuation book collection has been transferred to State Records. The Building Application register series is next to be imaged to ensure the preservation of this collection.
<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	During the quarter, Library Services staff distributed information to the community about available services via a range of channels, including the website, social media, in-house promotions, emails and presentations made to groups, both within the Library and Community Hub and externally.  Library tweets (on Twitter) reached 2,525 tweets with 588 followers, which is an increase of over 100% on the same period last year.
<b>1.3.5 - Promote Library services to the community.</b>							
	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 quarter 718 applications for Library membership were processed and the total membership at the end of September 2016 was 21,094.

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<b>1.3.7 - Provide a range of services for children and young people.</b>							
	Lead: Community and Library Services			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 successfully during term three, even though some Wednesday sessions had to be cancelled mainly due to wet weather.  Play Van played a significant role in the launch of the SAFE Book Series developed by the Office of Children's Guardian through a reading of one of the new books at a session and participating in a Book Week reading.  A bi-cultural support worker attended two Thursday sessions to communicate with Chinese families, with a particular focus on Chinese grandparents. Feedback was provided to staff so that future programming can be undertaken to better meet this community's needs.
				Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	The 2016-17 survey is currently being developed.
<b>1.4 - A community that celebrates diversity</b>							
<b>1.4.1 - Celebrate the achievement of community leaders.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.	○	On Track	Council celebrated the achievements of local veterans and service personnel as part of the Sandakan Memorial Service. In addition, Council recognised the winners of Council's Book Week Library Competition. These achievements were promoted on Council's website, social media and media release.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.	○	On Track	Council celebrated the achievements of local veterans and service personnel as part of the Sandakan Memorial Service. In addition, Council recognised the winners of Council's Book Week Library Competition. These achievements were promoted on Council's website, social media and media release.
<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	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 437 views, a 12% increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	Library Services maintained 30 public PCs and Wi-Fi access to the internet during the quarter. Total PC bookings and Wi-Fi logins for the quarter were 9,409 and 18,127 respectively.  During the quarter, Library staff experienced a noticeable increase in requests for assistance from customers who were encountering difficulties completing the national Census online.  The mobile printing service continued to be popular

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
during the quarter, with 3,782 pages scanned and 152 pages printed.							
<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	Library Service's Health and Wellness Information Program was conducted in partnership with Chinese Australian Services Society (CASS) and NSW Health and continued to be very popular, with 179 community members from both the Korean and Chinese community attending sessions on stroke awareness and maintaining healthy feet.  Demand for English Conversation classes remains very high, especially at the beginner's level, and volunteers continued to deliver classes during the quarter.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.	●	On Track	The Library Team continued to work with a range of culturally and linguistically diverse groups in the community during the quarter, including the Multicultural Health Service, Sydney Local Health District and Chinese Australian Services Society (CASS).  Planning was undertaken towards the future delivery of My Aged Care information sessions for residents in English, Mandarin, Cantonese and Greek in partnership with Council's CHSP/CCSP Team and the Ethnic Communities Council.
<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	The Seniors Social Group held several activities during the quarter, including Christmas in July a road safety talk and activities for Dementia Awareness Month, with over 120 people in total in attendance.  A number of exercise programs and art classes continued to be supported by Council in local community centres.
<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	Local sporting groups are invited to participate in major civic events where deemed relevant and appropriate. The Sandakan Remembrance Service held this quarter was not deemed suitable for participation by local sporting groups. However five local schools participated in the Service as readers, helpers and the band.
				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 major civic events as performers, contributors, organisers, volunteers and ambassadors. During this quarter, five local schools participated in the Sandakan Remembrance Service. This included Burwood Girls High School who provided the band, bugler and readers, Trinity Grammar School who provided the Catafalque Party, honour guard and readers, PLC who provided readers, Homebush Boys who provided the Drum Corps and St Patrick's College who were ushers for the event as well as readers.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	A total of 192 items in Korean, Hindi, Italian and Chinese were added to the Library's collections during the quarter. These included books, DVDs, CDs and magazines for both adults and children.
<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	Plans are under way to hold a series of disability inclusion sessions for Council staff before the end of the current financial year.
	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 32% of Council's overall website traffic comes from smart phones or tablet devices, an increase of 2% from the last quarter.  Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users.  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) 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> In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian.
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Winter Edition was distributed to 16,000 households and businesses across the LGA in July 2016. The Update included the latest news and information on Council's services and initiatives including the Sandakan Memorial Service, Woodstock Open Day and Wynne Avenue Car Park.  The Update was also made available online and sent to digital newsletter subscribers.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Newsletter made available in electronic format.	●	On Track	The Winter Burwood Update and Business newsletters were made available online on Council's website and on social media.
			Produce timely and appropriate Media Releases.	Within one day.	●	On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
<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 continued to advertise volunteering opportunities across a diverse range of media, including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 257 enquiries regarding volunteering, conducted 28 volunteer interviews and referred 240 volunteers to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West and produced a six month training calendar.  Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them experience and knowledge and further developed their skills.  During the quarter, Volunteer Network had 257 enquiries regarding volunteering, conducted 28 volunteer interviews and referred 240 volunteers to not for profit organisations in the Inner West Area
<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.  80% responded to within ten working days.	●	On Track	Over the past quarter, about 20 DA referrals were received, 80% of which were responded to within 15 working days.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.	●	On Track	Up to date heritage information has been included on Council's website. It is updated when new information becomes 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>1.5.4 - 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	The dates of the National Trust of Australia (NSW) Heritage Festival 2017 are 18 April - 18 May. The theme for the 2017 National Heritage Festival is 'Having a Voice', and activities will be incorporated into Burwood Council's 2017 calendar of events in

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
accordance with this theme.							
<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	Neighbour Day will take place in March 2017. Preliminary discussions with partner agencies indicate that the new services directory for welfare services in Burwood and the Inner West, which is currently in development, will be launched at Neighbour Day next year.
<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	One major civic event was held during this quarter, the Sandakan Remembrance Service. To promote this event, 17,000 DL flyers were delivered to all residents and businesses in the Burwood LGA two weeks prior to the event. The event was also promoted on the Council website and Council's Facebook and Twitter pages. After the Service, the website was updated with images from the event.  The Service was also promoted via mentions in the Mayoral Column which appeared in the Inner West Courier newspaper. Details of the Service were also included in the quarterly Burwood Update which was sent to 17,000 residents in the Burwood LGA. A letter was also sent to residents and businesses around Burwood Park prior to the event date, notifying them of the event.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.		On Track	During this quarter, the Sandakan Remembrance Service was held and attended by over 300 people. This attendance rate has decreased compared to last year due to the ageing nature of the friends and relatives of the Sandakan POWs. However, the amount of local schools attending and participating in the Service has increased from previous years.
<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	Planning has commenced for Burwood Council's 2016 'Expect Respect' Young Ambassador Project. This project will be delivered in conjunction with the Burwood Youth Advisory Group (BYAG), Burwood Police and the West Tigers Rugby League Team. All will play a role in the facilitation of youth-targeted workshops with local year 10 and senior high school students in conjunction with Council's Youth Officer.  Local high schools have been invited to select five students to participate in the project and be trained to become White Ribbon Representatives. Following the Expect Respect training, the participating students will be encouraged to highlight the White Ribbon cause to the rest of their school community via workshops or an assembly presentation with the support of Burwood Council. They will also be invited to attend the 2016 White Ribbon Day Launch on Friday 25 November 2016



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							to share their experiences. In total, 22 students from four local schools have currently registered their interest and will be involved in the Project.  Planning has commenced for the 'Amazing Race' Youth Scavenger Hunt to be held later this year as part of the 2016 Burwood Festival. Members of BYAG have worked together to create the scavenger hunt, integrating stalls and main festival attractions in the hunt. BYAG have also integrated knowledge on safety and the environment into the scavenger hunt involving first aid and recycling.
<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	The next meeting with the Seniors Computer Club has been scheduled in line with the commencement of the new term on 17 October 2016.
<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	Planning for Seniors Week in 2017 has commenced and will include an intergenerational component as in previous years.
<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 held 2 workshops during the reporting period: Saturday 6 August – Healthy Garden, Healthy Soil (17 attendees) Saturday 10 September – Green Cleaning (16 attendees)
<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 2016-17. This document represents the quarterly report in relation to the period 1 July - 30 September 2016.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		On Track	A copy of the Annual Report and the summary flyer was lodged with the Office of Local Government on 26 November 2015. It was also sent to the State Library for their record. The Annual Report for 2015/16 will be presented to Council for approval at the October 2016 meeting.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2016-17 was adopted by Council at its 24 May 2016 meeting.
<b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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.
<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	No Council Policies were adopted in the September Quarter.
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.	●	On Track	During the September Quarter the following Council Meetings Agendas were published on the website: 14 July 2016 23 August 2016 27 September 2016  During the September Quarter no Building and Development Committee were held.
<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 the September Quarter the following Council Meetings were held: 14 July 2016 23 August 2016 27 September 2016
<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	Cultural groups are invited to participate in Council's major civic events where relevant and appropriate. During this quarter, one major civic event was held, the Sandakan Remembrance Service. This Commemorative Service was not deemed suitable for performances by cultural groups.  Council supported the TVB Australia Carnival event which included a main stage programme with performances by popular international and local Asian acts.  The Pokémon Go meats Halal Snack Pack event, hosted by Islamic Relief Australia, was also supported by Burwood Council. This event included a scavenger hunt and food stalls.
	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 quarter Library Services held 144 activities with 3,149 people in attendance.  A popular fun, educational program of events was held for children in the July and September school holidays offering attendees programs such as a games day, a science workshop and an energetic circus skills workshop.  Other programs conducted during this quarter included special Book Week Story times with 139 children participating; a podiatry awareness

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							session presented in Korean with 14 people in attendance and two information sessions on Stroke Awareness with 165 people attending.
<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	Three Council Meetings were held during the quarter on 26 July, 23 August and 13 September. All members of the public are welcome to attend.
<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	<p>Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format.</p> <p>This quarter, Council used these screens to provide information on the Sandakan Memorial Service and Burwood Festival.</p> <p>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.</p> <p>This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.</p>
<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 September Quarter and also cleansed for out-of-date documents.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	One meeting was conducted during the September Quarter in July 2016.
<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 completion of activities and submissions on the Fit for the Future and Boundary Change agendas, Council is currently awaiting the outcome of the legal challenge promoted by Strathfield Council against the merger of Burwood, Canada Bay and Strathfield Councils. Preparatory work for a possible transition is being undertaken.
	Lead: Governance		Implement the recommendations from The Local Government Act Review.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	The Office of Local Government has issued Circular No. 16-30, dated 2 September 2016 which deals with the Local Government Amendment (Governance Planning) Act. Implications will be reported shortly.
<b>2.1.11 - Implement best practice governance strategies.</b>							






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.	●	On Track	Council continues to be briefed on the Local Government reform agenda implemented by the NSW Government. In particular, Councillors were informed of Section 23A Guidelines in relation to restrictions on expenditure, capital works and employment of senior staff released by the State Government.
<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.
			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 September Quarter.  During the September Quarter 2 Formal and 61 Informal Applications under the Government Information (Public Access) 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>							



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 44 Development Applications, 45 Complying Development Applications and 9 Pre Development Applications were submitted to Building Development. 76 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 65 Informal and 2 Formal 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 Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	●	On Track	Records is in the process of sentencing the remaining 2011 and 2012 Day Boxes for disposal in accordance with the General retention and disposal authority: local government records.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed.
<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. Total Records created for the quarter 24467.
<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 September quarter Council approved two Tenders, for the Provision of Agricultural Products and Sodium Hypo chloride through SSROC.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	In accordance with Council's Corporate Review Practice the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current.
<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	Changes to legislation were proclaimed in September 2016. Councillors will be informed of the changes shortly.
<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: <ul style="list-style-type: none"> <li>The GM at the delegates meeting in conjunction with the elected Councillors</li> <li>General Managers Meeting which meets each month</li> <li>Environmental Managers' Group</li> <li>Waste Management Group</li> </ul>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<ul style="list-style-type: none"> <li>Human Resources Managers' Group</li> <li>Public Works Management Group</li> <li>Records Management Group</li> <li>Regulatory Work Group</li> <li>Supply Management Group</li> <li>Shared Services Senior Managers' Group</li> <li>Library Management Group</li> </ul>
<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	During the Quarter Council received and circulated numerous guidelines and circulars in relation to the NSW Government Boundary Changes program.
<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	There was a Corporate Induction held for 6 new permanent staff members in August 2016. The format of the day was: Meet the Executive team Council Services and Policies Local Government State Award and Conditions Work Health and Safety Tour of Council Buildings There have also been approximately 16 casuals and temporary staff provided with one on one mini inductions within their first week of employment.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.	○	Not Due	Council's Employee Opinion survey is due to be conducted in November 2016 however has been put on hold as a consequence of the pending Council amalgamation with Canada Bay and Strathfield Councils
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.	●	On Track	Council maintains strong professional working relationships with all employee associations and industry stakeholders. The main focus this quarter has been maintaining informed dialogue with the parties on the progress of the State Governments Local Government Reform agenda. During this quarter the consultative committee met on 1 occasion and while the Work Health and Safety Committee did not formally meet this quarter a number of issues were dealt with out of session.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement and annual Organisational Development Learning and Development Plan.	●	On Track	There have been over 30 training activities and programs coordinated and delivered for Council employees this quarter.  50 employees attended training in Career Readiness to give them confidence and tools in preparation for possible future changes in local government. Outdoor workers were also offered in-house training in Computer Basics during this quarter of which 15 attended.  In addition, externally funded training continued in the areas of events planning and leadership and management. There were also training in the Development Application Process for Customer Service staff. Accredited training continued at the Enfield Aquatic Centre in pool lifeguard, first aid and manual handling.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	<p>Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.</p> <p>Update of all salaries and wages as per the Local Government (State) Award 2014 with the new rates due to the 2.8% Award increase as at the first full pay period after 1 July 2016.</p>
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.</p> <p>All Managers were provided monthly with staff's Annual and Sick Leave balances for monitoring and all Executive members are to ensure that the Managers take steps to, where possible, continue with reducing excessive annual leave balances and monitor and address any sick leave issues.</p> <p>Up dated Techone systems salaries and wages as per the Local Government (State) Award 2014 2.8% increase as at the first full pay period after 1 July 2016.</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	<p>The Consultative Committee continues to be the forum of communication to discuss any policy updates and developments and workplace change.</p> <p>Draft Recruitment and Selection Corporate Practice and Flexible Work Practices Corporate Practice have been developed and awaiting further consultation.</p>
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	On Track	<p>This quarter focussed on the completion of the 2015/16 Competency and Performance Management process (CaP).</p> <p>160 employees undertook this process online to review and be provided with feedback from their Managers on their performance the last 12 months.</p> <p>The next quarter will be for employees and managers to set their objectives and CaP Plans for the 2016/2017 period.</p> <p>The half yearly Staff Awards were held during this quarter to recognise employees achievements within the last 6 months in relation to our Corporate Plan and Values.</p>
<b>2.3.3 - Provide a safe work environment.</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.		On Track	<p>The Insurance portfolio is managed in accordance with and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annual basis.</p> <p>Metro Pool's insurance portfolio will be renewed in 31 October 2015. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members obtain the best possible cover and premiums.</p> <p>In this quarter Council completed all forms and questioners for renewal for Motor Vehicle cover, Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity, CDOI and Property cover and sent to the brokers.</p>
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	<p>Throughout the reporting year the Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matters.</p> <p>The Executive was provided with a comprehensive yearly Risk and Insurance report from the Risk Management Coordinator at the August 2016 Executive meeting.</p> <p>This quarters report to the Executive will be submitted in November 2016.</p> <p>Council's positive performance in all areas of risk management and insurance claims management continues.</p>
				Conduct and report annually on risk management self-audit and prepare action plan.		On Track	<p>In preparation for potential Council amalgamations, all Risk related corporate practices, processes, procedures, plans and documentation have been reviewed this quarter to be prepared for this outcome.</p> <p>In this first quarter of 2016/17 Risk Management Action Plan has been drafted for the consideration of the Risk Management Committee and approved at the August 2016 meeting.</p>
				Develop, promote and implement strategic risk management.		On Track	<p>For this current reporting quarter the Committee has met on one occasion. Main discussion was around Council's amalgamation activities. Also a presentation given to the Committee members: IMG Footpath, K&amp;G and Roads -Digital Data Collection.</p> <p>Motor Vehicle and Public Liability claims have been discussed at this meeting with particular emphasis on "at fault" motor vehicle accidents as well as any current risks issues that Committee members have raised.</p>
		Work, Health and Safety	Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.		On Track	<p>Pending amalgamation reviews of all Safe Work Method Statements and Safe Operating Procedures continues</p> <p>The following 3 New Safe Work Method Statements have been developed in consultation with Enfield Aquatic Centre staff:- Manually Dosing Hydrochloric Acid, Manually Dosing Dry Chemicals and Cleaning Lint Basket</p>





THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	<p>Investigations are conducted and recorded for any incidents that have any time lost or medical treatment to establish the cause of the incident and to ensure appropriate corrective action is undertaken to eliminate any causes which might have caused the injury.</p> <p>Number of incidents (including near misses) for the this quarter were:            2- Lost Time            0 - Dangerous Occurrences            7 - Notifications            0 - Contractor Notification            0 - Medical Treatment</p> <p>Continuation of Tool Box Talks have been conducted this quarter with Enfield Aquatic Centre staff in Manual Handling, Fire and Evacuation Procedures.</p> <p>A Risk Assessment for Pond Treatment Works at Burwood Park has been developed in consultation with Parks &amp; Gardens staff.</p>
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	<p>All workers compensation claims continue to be effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frames.</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p> <p>During this quarter there were 2 lost time injury claims lodged.</p>
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	<p>Manual Handling Training was conducted at Enfield Aquatic Centre staff on the 19 September and 21 September 2016</p> <p>On the 22 September 2016, all outdoor Team Leaders attended a First Aid Training program.</p> <p>Fire Warden and Evacuation Training programme was conducted at Enfield Aquatic Centre staff on 26 September 2016</p> <p>Chemwatch System Software has been updated with new chemicals being used and old chemicals deleted.</p> <p>On the 15 September 2016 a volunteer spokesperson from Stroke Foundation attended the Library to present a short information session to staff on Strokes for Stroke Week.</p>

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

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

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 for each month to Council.
		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 these funds are invested in secured instruments.
			Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	The September 2016 Budget review will take place during October 2016 and will be reported to Council at the November 2016 Council Meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.
			Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements were completed within the prescribed legislative time frame. The Audited version were submitted to the Office of Local Government on 6 September 2016.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.	○	On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.	●	On Track	The interim audit for 2016-17 financial year has not been conducted during the first quarter as a result the Management Letter from the External Audit has not received.
<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	Achieving zero vacancy in all Council's leased properties and rent increases are in line with the market rate.
<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.	○	Not Due	
<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 10100 calls received during the quarter 84.05% 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 2,364 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 287 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 999 Residential Parking Permits and 116 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.		On Track	A total of 3,324 customers were served at the counter and 75% 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	Preparatory work is currently being undertaken for the Customer Satisfaction Survey. It is anticipated that the survey will be between Quarter 2 and 3 with a final report released by Quarter 4.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Council's development control plan requires the provision of green open space within new development.  Council also commissioned an Open Space and Community Facilities study to guide its policy decision making on the provision, augmentation or improvement of green open space.
<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 Contributions Plans provide for capital works. The capital works program is reviewed annually in view of the contribution plans.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	Council applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application has been successful although at the reduced amount of \$317,463 and does not include the exercise equipment. Additional funding will be sought to support the design and construction of the exercise equipment for Wangal Park in the future.  Council applied for a Public Reserve Management Fund Program Grant for the part funding of the multi-purpose entertainment facility in Burwood Park. This grant has been successful to a value of \$174,350 and the construction works are now completed with the facility open to the public.  Council will apply for grant funding for suitable projects as opportunities arise.
<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 VPA's entered into last quarter that related to open space.
<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 daily/weekly depending on location and usage. Service activities include rubbish/litter removal, toilet and BBQ cleaning, paths sweeping, dog litter bin cleaning, playground inspections.
			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 planted to coincide with spring festival activities in Burwood Park
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	●	On Track	Inspections of playing fields carried out before beginning of new season for any requirements and then works actioned accordingly.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Sports field line marking carried out as per requirements for sporting clubs and schools.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Average of every 2 weeks early parts of season  Additional line marking frequently required as fields become worn towards end of season and line marking does not last as long.
				Sporting fields fertilised during March-April period.	○	On Track	Playing fields are scheduled for fertilising in autumn prior to start of seasonal sporting activities.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	●	On Track	Soil tests taken in August from sporting fields. Fertiliser and amendment program then implemented from the test results for spring renovation works.
				Fields aerated and fertilised where required annually in September-October.	●	On Track	Henley and Flockhart Park fields aerated and fertilised this quarter at end of winter season sports.
				Worn down turfed areas re-turfed where required during the September-December period.	●	On Track	Approximately 3,000m <sup>2</sup> of turf be laid in bare and worn areas of playing fields at Henley Park and approx. 2000m <sup>2</sup> to Blair Park playing field.  Works to commence week starting 17 October 2016.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	●	On Track	Henley, Blair, Flockhart, Grant and Burwood Parks sprayed for broad leaf weeds including bindii.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches lined marked for beginning of cricket season and regularly re-marked throughout season as required.  Worn and damaged synthetic cricket pitch on field 2 at Henley Park was replaced for beginning of season.
				Sporting fields oversowed for high traffic areas where required during March-April period.	○	On Track	Playing fields will be inspected and assessed for over-sowing requirements prior to the winter sporting season activities.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Fields mown on average every 1-2 weeks during soccer season.
				Fields set up for soccer season and during March-April period.	○	On Track	Goal post removed and dismantled at end of season at Blair, Henley and Flockhart Parks.
		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, Grant and Burwood Park sprayed for broad leaf weeds including bindii.  Pesticide notification carried out prior to works as per Councils 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	Pruned some palms in Burwood Park for dead fronds this quarter. Further pruning scheduled for before Burwood Festival.  Another palm at front of park that succumbed to Fusarium, a disease that cannot be treated was removed.
		Mowing of parks and playing fields.		Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive grass areas in parks and reserve mown on average at 3-4 week cycles this quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required, and comprehensive inspection carried out quarterly.	●	On Track	Routine visual inspections carried out by Council staff on daily or weekly basis depending on location and usage.  Comprehensive quarterly inspections carried out by playground consultant / contractors.
	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 replacement play equipment in Jackett Reserve has been designed to include some equal access play equipment. The installation of this play equipment is now completed. The Jackett Reserve path network was recently upgraded by removing some steps and replacing them with ramped grades.  The new cafe outdoor eating area in Burwood Park has been constructed with equal access from the network of paths in the Park.  The Wangal Park Masterplan has provisions for equal access throughout the Park. The installation of the new fully automated, equally accessible toilet block in Wangal Park is now completed.  The recently completed children's bicycle track in Barbara Holborow Park includes equal access.  Other parks' capital works will be considered according to the DDA Plan.
	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	Trends and relevant data are assessed on an ongoing basis. The recent ABS Census which took place during the quarter will provide further useful information when the results are made available in 2017.

### 3.2 - Improve waste management

#### 3.2.1 - Better promote existing recycling services.

	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Recycling information such as a bin bay signage, bin stickers and multi lingual pamphlets were provided to residents in Multi Unit Dwellings (MUDs) as requested by Strata Managers or tenants/residents during the reporting period.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 'Providing the Links' program continued during the reporting period and provided free presentations to primary schools and childcare centres throughout the Burwood LGA. Presentation topics included recycling, litter, composting and worm farming.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days have continued during the reporting quarter. There were four drop off days during the July - September period. The drop off days occur at Council's Depot on nominated Saturday mornings.
			Undertake bin contamination audits for recycling.	Conducted twice per year	○	Not Due	Contamination audits not due during the reporting quarter. The next visual inspection audit for the recycling bins is scheduled to occur prior to the end of 2016.




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Provide report from each audit as to trend in levels of contamination found.		Not Due	As the visual inspection audits for the recycling bins was not due during the July - September reporting quarter, a report on contamination levels is not available. The next visual inspections are scheduled to be undertaken prior to the end of 2016.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		Not Due	As the recycling bin inspection audits were not due during the reporting quarter, no award presentations are organised. The next inspections are scheduled to occur prior to the end of the year.
<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 to reduce waste and improve diversion are available on Council's website and at Customer Services Centre. Council's involvement in the Compost Revolution program continues to be heavily promoted. The program focuses on the diversion of organic matter from landfill through activities such as home composting and worm farming. Worm farms and compost bins are available to Burwood residents at a 50% discount through the Compost Revolution program.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.		On Track	Two Treading Lightly workshops were held during the reporting period: 1. Saturday 6 August - Healthy Garden, Healthy Soil 2. Saturday 10 September - Green Cleaning
<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	Two workshops in english were conducted during the July - September reporting quarter and a Chinese workshop is being planned to engage residents on the Compost Revolution program.
<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	During this Quarter, sixteen (16) referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
<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 Website.
<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 7 major development applications this quarter for designs with a 4 to 5 star rating.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>3.4 - Leadership in environmental sustainability</b>							
<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 is occurring on Sunday March 5, 2017. Council will assist with any registered sites in the Burwood Local Government Area - providing clean up bags and removal of the waste and recycling collected on the day.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	During the reporting quarter Council continued to use two mobile CCTV cameras in an identified illegal dumping hotspot.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	During the reporting period there were 166 reports of dumped materials on both Council and Public property.
<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 available on rebate uptake in the Burwood Local Government Area.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	○	Not Due	The next Earth Hour event is to occur on Saturday 25 March, 2017.
<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.	○	Not Due	The Annual Report was not due during the reporting quarter. The Annual Report was submitted to the February 2016 Council meeting.
<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	Sydney buses consulted in relation to the new bus shelter installed on Burwood Road north of Mitchell Street and Bus Stop signage on Burwood Road north of Yandarlo Street.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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 27 DA's referred to Council's Traffic & Transport section for comment during this quarter with 4 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 next review of the Burwood Public Parking Strategy is under way, with consultation having been undertaken with residents of Murray Street with regards to on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for possible inclusion into the Parking Strategy.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.	●	On Track	During this Quarter, a total of twenty six (26) Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP, including sixteen (16) major applications.
<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	The design of the new roundabout to be constructed at the intersection of Paisley Road and Brady Street was finalised. This project is 100% grant funded via the National Black Spot Program. Designs were also undertaken for a new pedestrian refuge island in Park Avenue, a new raised pedestrian crossing in Jersey Road and a median island in Beresford Avenue. All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (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 July 2016 Burwood Local Traffic Committee meetings was held successfully with a total of eleven (11) 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 Council's cycleway network is complete and no new extensions are required to accommodate additional connectivity or demand. No grants have been applied for in this Quarter.
<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	Continue to monitor the availability of the Grant funding program.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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 five (6) 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	A planning meeting was held in July with Strathfield Council as part of the Strathfield Town Centre Plan. Consultation with neighbouring LGA's 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 2016/17 financial year.
<b>4.2.7 - Deliver programs targeted to families and children aged 0-12 years.</b>							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.	●	On Track	The Child and Family Inter-agency meetings were held bi-monthly at Burwood Council. The Children, Families and Cultural Development Officer assisted the Families NSW Coordinator to deliver the meetings, which are invaluable for planning and coordinating activities.
			Deliver Families and Children events.	One event held per annum.	●	On Track	A range of activities were delivered including Parenting Sessions, Women and the Workforce Expo and Children's Book Week Competition. All events attracted a large audience and participation with the Children's Book Week Competition receiving over 80 entries which were showcased at the Burwood Library and Community Hub and winners announced on Council website and on social media.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.	●	On Track	The Child and Family Directory and Services Brochure were updated, with the online version available via Council's website.
<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	Activities continue to be delivered under the Disability Action Plan. Two significant achievements for the quarter were as follows:  1. Bus shelter at the stop on corner of Burwood Road and Mitchell Street Enfield - this bus shelter was finally constructed in August 2016 after three years of community negotiation and will provide shelter to the vision impaired clients of Vision Australia.  2. A new ramp was installed at Woodstock Community Centre's main entrance that blends well with the heritage design of the building and provides better access into the centre.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	Following several successful public lighting trials of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and lower costs for Council. As of 30 September 2016, 221 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting which will further assist in reducing costs for Council but more importantly will contribute in decreasing greenhouse gas emissions.
<b>4.4 - Encourage active and healthy lives</b>							
<b>4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.</b>							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and wellbeing for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	<p>For the period covering July to September, Council staff organised a range of events for seniors at the newly renovated Woodstock Community Centre. There was a Christmas in July lunch, a Road Safety for Seniors event in August and a talk on Utilising the Memory Kit for Dementia Awareness Month in September. The road safety session was important as statistics prepared by Council's Road Safety Officer showed that older people are more vulnerable and more likely to be impacted as road users.</p> <p>Council continued to support fitness and exercise activities for the community by providing reduced hire rates for activities that were part of Council's "Have a Go" Program. These activities continued to be offered at the Fitzroy Hall and the Burwood Park Community Centre and included community yoga, Zumba, Tai Chi, line dancing and gentle exercise activities for seniors.</p> <p>Staff have also been preparing for the annual Carers Week activity in October, which will be a bus trip to the Blue Mountains.</p> <p>Staff have also been undertaking preparations for the Groovability Festival to be held on 1st December at Burwood Park to celebrate International Day of People with a Disability.</p> <p>Council's Aged and Disability Officer continues to support the Inner West Disability Forum. The Forum organises four meetings in a year for disability service providers and the third quarterly forum was held on 8 September 2016. This meeting was well attended and helped plan and coordinate local activities.</p>


THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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 produce educational articles in local papers as well as target locations identified as developing rubbish dumping issues with leaflets placed in letter boxes seeking assistance and making the local area aware of the issue and council's involvement.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council produce educational articles throughout the period focusing on key issues such as illegal dumping and Council's Dob in a Dumper" program. This approach aims at educating the broader community to participation in reporting crime and identifying offenders.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained in Council's website, newsletters and publications.	●	On Track	The graffiti line continued to be promoted.
<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	One major civic event was held this quarter, the Sandakan Remembrance Service which was attended by over 300 people. The Council-supported, TVB Australia Carnival, was attended by more than 10,000 people. The date of Council's largest civic event, Burwood Festival, was moved from September to October.
<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	Council has prepared a planning proposal, part of which is to introduce a design excellence provision to enhance and promote aesthetically appealing buildings.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.	●	On Track	During this quarter Council applied the residential design quality planning controls to the assessment & determination of 5 major DA proposals and also referred a further 8 Major DA's, and 3 major pre-DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
<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	During this Quarter, no Council capital improvement works were undertaken in the CBD area south of Burwood Railway Station. However, Ralan P/L commenced the installation of the heritage Jib Crane and Weigh Bridge on Railway Pde as part of the DA consent for the development at No.1 Railway Pde.
<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 77 & 66 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 5 Major DA's within that period. Council has engaged additional town planning resources to assist with

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	●	On Track	the processing of development application. There was one request to review a determination pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 and Council subsequently resolved to confirm its original decision.
<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	On 5 August 2016, Council hosted the United Independent Pools Risk Managers meeting at Woodstock with 30 representatives attending from the member Councils.  During this quarter the Risk Management Coordinator has met with the staff of Customer Service section to identify any gaps in Council's Risk Management approach to their business operations.
<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	The Insurance portfolio is managed in accordance with and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annual basis.  Metro Pool's insurance portfolio will be renewed in 31 October 2015. The pools brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members obtain the best possible cover and premiums.  In this quarter Council completed all forms and questioners for renewal for Motor Vehicle cover, Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity, CDOI and Property cover and sent to the brokers.
<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.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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	A regular program of business workshops and networking events for the local community has been established. The events are attended by Council staff and senior management, industry stakeholders, members from the Chambers of Commerce and many local businesses where they have the opportunity to interact and learn from industry experts. During the reporting period 4 events were held with a total of 234 registrations.
<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 obtaining \$70,000 in funding for a new roundabout at the intersection of Paisley Road and Brady Street. This intersection was identified as a black spot due to the number of accidents which occurred over a 5 year period. The project has now been completed.  Submissions for 2017/18 National Black Spot Program were submitted on 29 July 2016, with three locations identified for potential treatment.
<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	Mix use in town centres is permitted under the Burwood Local Environmental Plan 2012.
<b>5.2 - Support small business</b>							
<b>5.2.1 - Develop programs to strengthen and sustain small businesses.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regulations	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	Registered premises Inspection program continuing. There were 37 inspections carried out in the reporting quarter.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	Enforcement action has included the issuing of twelve (12) penalty infringement notices and One (1) Improvement notice during the reporting 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.	●	On Track	Annual NSW Food Authority Activity Report completed and submitted within required time frame.  Food Authority has acknowledged receipt.
			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.	○	Not Due	Workshops will be conducted in Q3 and Q4.
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environmental Health officers maintain a supply of a range of fact sheets in multiple languages and distribute to premises as considered necessary.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There was a total of thirty (30) development applications that required consideration and conditioning by the Environment and Health Team during the reporting quarter.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were fourteen (14) public health complaints received and investigated by the Environment and Health Team 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	Burwood Local Environmental Plan 2012 is reviewed with amendments made from time to time in response to emerging issues.
<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	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The only major civic event held during this quarter was the Sandakan Remembrance Service which was not deemed appropriate for the inclusion of a market-type section. The Council-supported, TVB Australia Carnival, event held on Saturday 3 September included a market-type section with over 50 stalls.
			Develop civic events on weekends.	Majority of civic events held on weekends.	●	On Track	One major civic event was held during this quarter; the Sandakan Remembrance Service, which was held on Sunday 7 August 2016. The Council-supported, TVB Australia Carnival, was also held on the weekend, on Saturday 3 September. The first event of the Spring Sessions, the Platinum Vocal Studio Concert was also held on Sunday 18 September. The date of Burwood Festival was moved from September to October in 2016.
<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	Council hosted one student from Southern Cross Vocational High during this quarter in administration and two students in Events. The administration student worked in various teams within the administration, records and organisation development areas of Council.  Council continues to engage an apprentice in landscaping construction through a group training company who has now successfully entered his third year of training.  Council has in this quarter employed a casual graduate engineer who was previously volunteering within civil engineering to assist with a number of projects over the next 3-6 months.  Council continued to recruit local school students in the casual library shelving positions.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<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.		On Track	Approximately 20 DA referrals were received, about 70% were commented on within 10 days and 80% within 15 days.