



Burwood Council

heritage ■ progress ■ pride

Operational Plan 2016-17
Quarterly Report
For the period ending 31 December 2016

HOW TO READ THE OPERATIONAL PLAN 2016-17 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 DECEMBER 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
1 - A Sense of Community							
1.1 - A safe community for residents, workers and visitors							
1.1.1 - Maintain clean and attractive streets and public spaces.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works	Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater.	95% Completed.	●	On Track	Capital Works Projects completed during this quarter include: Footpath paving repairs to the area surrounding the street trees along Burwood Rd between Park Ave and Railway Pde; Road resheeting works at Monash Pde, Royce Ave and Rostherne Ave; Footpath and kerb and gutter reconstruction at Quandong Ave between Liverpool Rd and Seale St; Footpath and kerb and gutter reconstruction at Rostherne Ave between Cheltenham Rd and Royce Ave; Road resheeting at Railway Pde between Wynne Ave and Burwood Rd; Footpath reconstruction at Baker St between Liverpool Rd and Ann St; Upgrade of pedestrian glass fencing along Burwood Rd between Wilga St and Victoria St; Road resheeting of Post Office Lane between Fitzroy St and Malvern Ave; Construction of new fencing at Jackson Reserve; Installation of new Clock and sand stone plinth with plaques at The Strand, Croydon.
		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 completed in October 2016 before Burwood Festival 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 lineal kms is swept over a 3 week sweeping cycle, or 30 lineal km's per week on a set routine. Three sub areas totalling approx. 30 lineal kms completed every week of the 3 week cycle. In addition to the weekly average an additional 13 lineal km's of reactive sweeping activities attending to CRMs, known hotspots and residents requests is undertaken. Our current service level of sweeping is 2 weeks.

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		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.
		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 is Council's 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 was carried out in December 2016 by a contractor.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Pensioner and people with medical condition status with nature strips outside their properties are mown on 6 week cycle by contractors engaged by Council. To be eligible to receive this service resident must show proof of aged pensioner status or provided a doctors certificate with their nature strip mowing application.
	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 92 % compliance rating service standard for this quarter 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. This will assist Council to strategically manage its civil assets and provide real time condition data for

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							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 3.5 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 and night audits have been undertaken for the following locations within the Burwood LGA: Lees Avenue, Selborne Street, Shelley Street, Railway Parade, Baker Street, Cheltenham Road and Henley Park. 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 to prioritise, schedule and formulate forward capital and maintenance works programs.

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	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.
1.1.2 - Work with key partners and the community to reduce crime and improve community safety.							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	Council 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 between Council staff and Burwood Local Area Command officers were introduced as a new initiative in 2016, The aims of the meetings are to analyse crime statistics and identify crime hot spots. An initiative arising from the meetings is a campaign to address stealing from motor vehicles. Another initiative will be to develop safety resources for local residents. In addition, staff attended the local Safety Precinct meeting on 18 January 2017, during which traffic issues were raised which have been referred to the appropriate section in council for action. Staff also attended the most recent Liquor Accord meeting, primarily for information share.
	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.
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	●	On Track	The results from the recently completed community graffiti survey have assisted staff to allocate resources towards appropriate graffiti management approaches. This includes developing a program to encourage business owners to help in reducing graffiti vandalism on shops and private buildings.

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1.2 - High quality activities, facilities and services							
1.2.1 - Engage the community in decision making processes about activities, facilities and services.							
	Lead: Community and Library Services	Community Development (Youth Services)	Co-ordinate and support Burwood Youth Advisory Group (BYAG) to plan and implement annual Youth Week.	Youth Week event delivered by BYAG annually.		On Track	Planning is well under way for Youth Week 2017 and Council will be holding two activities this year. Council has partnered 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 The Mirror What Do You See', will take place from early March to mid-April 2017 and explore the meaning of self-esteem and confidence, emotions and feelings, mental health, body image, resilience and mindfulness techniques. On the completion of the program a one day self defence workshop will be held for those participants during Youth Week. Council will be facilitating a 'Do it for Cancer' fundraising and awareness raising event in partnership with the Cancer Council NSW during Youth Week 2017. The event will centre around local community members pledging their support by taking a stand and temporarily colouring or shaving their head. Polaroid photos of each participating community member will be displayed on a public canvas with an inspiring message from each person written below their image. A raffle will take place on the day to raise much needed funds for the cause, along with the distribution of information on cancer and its effect on individuals and families. The event will be run by young people for young people.
			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 has been completed and the results are now being analysed. A report on future directions for local youth services is on track to be completed by mid-2017.
1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.		On Track	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities will be determined and construction works will be staged as applicable.</p> <p>Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. If funding is approved a timeline for the construction of the various park upgrade facilities will be determined and construction works will be staged as applicable.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program This work includes the design and construction of the shared pedestrian and bicycle path and solar lights.</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</p>

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							completed with the facility open to the public. Council will apply for further grant funding for suitable projects as opportunities arise.
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	The Community Development team received notification of two successful grants during the quarter: \$750 has been obtained for the purchase and distribution of Graffiti Removal Kits for local businesses; and \$1691 has been provided for the 2017 Youth Week activities.
1.2.4 - Support existing sport and recreation groups to provide services and facilities.							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.	●	On Track	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. The pavilion stage area at Burwood Park is now available for hire to the public.
1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.							
	Lead: Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community.	Incorporated into specific Plans of Management and Capital Works Program as necessary.	●	On Track	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve is open. Staff are investigating a suitable location for the installation of an outdoor Chess Set in Henley Park. The adopted Henley Park and Grant Park Plan of Management includes provision for dog off - leash areas.
1.2.6 - Upgrade existing playground areas and park structures to cater for wider community							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.	●	On Track	A tender for the design and construction of new play equipment for two locations in Henley Park and for one in Russell Street Reserve is open. Staff are investigating a suitable location for the installation of an outdoor Chess Set in Henley Park. A lighting designer has been commissioned to design new sports field lighting for Blair Park. Once design has been finalised tenders will be posted to supply and install the new floodlighting.
1.2.7 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 223 enquiries regarding volunteering, conducted 12 volunteer interviews and referred 222 volunteers to not for profit organisations in the Inner West Area. Staff received 65 enquiries regarding volunteering specifically in the Burwood LGA. Strategic partnerships were established and maintained during the quarter with TAFENSW South Western Sydney Institute and Access Sydney Community Transport to increase the number of volunteers from CALD backgrounds.

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			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	This will lead to an increase in CALD volunteer numbers over time. Volunteer Network continued to promote volunteer opportunities through the GoVolunteer and Volunteer Network websites and advertised volunteering through the local media. During the quarter, there were 223 enquiries regarding volunteering, 12 volunteer interviews and 222 volunteers were referred to not for profit organisations in the Inner West Area. There were also 65 enquiries regarding volunteering specifically in the Burwood LGA.
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.							
	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 partnership with a number of service providers and peak bodies to deliver an Aged Care Symposium, My Aged Care information sessions and aged care expos. In addition, 12 service specific training sessions were provided to 130 CHSP/CCSP service providers and volunteers.
1.2.9 - Facilitate access to Podiatry Services							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).	●	On Track	Referrals to the Inner West Home & Community Podiatry Service continued to be received through My Aged Care, as per the new process, although the rate of referral is still slow. The client level was at 1232 at the end of December 2016 and some capacity remains for frail aged clients aged 65 years and over only. The service also provided information presentations to community groups on request.
1.2.10 - Improve online access to services at Council's key facilities.							
	Lead: Information Technology	Information Systems	Provide free Wi-Fi internet facilities to the Public at Council's Library.	Wi-Fi connectivity within Library building available every day during opening hours.	●	On Track	Wi-Fi connectivity within Library building was available every day during opening hours.
1.2.12 - Comply with NSW Health Regulations and Guidelines.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain pool water quality.	Swimming Pool water tested every two hours during business hours, with levels kept within NSW Health Guidelines Standards.	●	On Track	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.
1.2.13 - Provide new learn-to-swim and lifesaving programs and encourage community participation.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	On Track	The squad continued to improve with a new coaching team put in place and implementation of the Dive and Sprint intensive program to assist students prepare for school swimming carnivals.

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			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 (LTS) Program with four new levels being introduced to increase participation. Improvements made to the LTS program has seen numbers continuing to climb, and in the first half of the year there have been 3509 enrolments. In addition, stronger ties were developed with Royal Lifesaving NSW and the Centre is now a recognised five star facility. The Centre has also been a partner in the Keep Watch program that focuses on preventing children drowning.
1.2.14 - Implement best practice customer service at Enfield Aquatic Centre.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain standards of Customer Service.	Conduct regular Customer Feedback Surveys across all services and products with an Annual Report submitted to Council's Executive.	○	On Track	Centre staff will be implementing customer surveys in 2017 to capture feedback about all areas of the Centre's operations; The next survey will be focusing on potential new programs users would like to see offered and what improvements can be made to the existing programs.
1.2.15 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park	Commission and construct a skate park facility.	Works completed by 31 July 2016.	●	On Track	Council has been successful in receiving a funding commitment of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundry MP. The timeline for the construction of the skate park facility will be determined. Council will seek other grant funding opportunities for this project as they arise.
1.3 - A well informed, supported and engaged community							
1.3.1 - Maintain up-to-date information on the community profile to support planning and program development							
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	The Community Profile was kept up to date and will be further enhanced with new demographic information becomes available when the 2016 Census data is released by the ABS in 2017.
1.3.2 - Provide information to the community on Council's activities, facilities and services using communications that can be accessed by all people in the community.							
	Lead: Media, Communications & Events Secondary: Information Technology	Council's Website	Ongoing maintenance of Council's Website.	Daily updates.	●	On Track	Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. 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 171 views on translation service pages this quarter. "What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and

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							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 120,772 views during the quarter. Council's social media audience continues to grow with a 10.6% 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. 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, Burwood Festival, Carols in the Park, White Ribbon Day and other Council events and initiatives.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 13 media releases on key issues and initiatives including the Burwood Festival, Carols in the Park, Enfield Aquatic Centre Master Plan, Burwood Art Prize and community service activities. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	During the quarter, 67 articles were published in local and metropolitan news outlets, an increase by 12%. A majority of the coverage Council received during this quarter was for the Wangal Park opening (Stage 2), Burwood Festival and Carols in the Park.
1.3.3 - Preserving information.							
	Lead: Customer Service & Records	Records Maintenance	Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.	As per Records Monitoring and Maintenance Program.	●	On Track	The hard copy subdivision files have been appraised and are next to be imaged to ensure the preservation of this collection.
1.3.4 - Provide information to the community on Library services.							

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	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	Library Services staff distributed information to the community about available services via a range of channels, including the website, social media, in-house promotions, the Burwood Festival and presentations made to school groups. Library tweets (on Twitter) reached 2,864 tweets with 605 followers.
1.3.5 - Promote Library services to the community.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Undertake actions to increase membership of the Library.	Number of new members measured and reported every six months.	●	On Track	During the quarter 553 people joined the Library, bringing total membership at the end of December to 21,164. In total, 1,271 people became new members for the period July to December 2016.
1.3.7 - Provide a range of services for children and young people.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Provide direct services including Mobile Playvan for parents with children from 0-6 years, and youth services 12 – 24yrs in Council facilities.	Mobile Play-van runs twice per week during school terms and one youth developmental project to be delivered per annum.	●	On Track	Mobile Play Van ran successfully throughout term four, only being cancelled twice due to adverse weather. New families attended at nearly every session and there was high attendance at Burwood Park, with over 100 children and carers present at several sessions late in the year. In relation to youth, planning has commenced for 2017 Youth week activities.
				Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	The 2016-17 survey is currently being developed and is on track to be distributed to attendees during term 2, 2017.
1.4 - A community that celebrates diversity							
1.4.1 - Celebrate the achievement of community leaders.							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.	●	On Track	Council celebrated the achievements of local volunteers during the quarter. These achievements were promoted across Council's social media channels.
			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 promotes all achievements through its social media channels and through media releases. This quarter, Council promoted achievements of local volunteers.
1.4.2 - Improve access to information on government services.							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.	●	On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 355 views.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	Library Services continued to maintain 30 public PCs and Wi-Fi access to the internet. Total PC bookings and Wi-Fi logins for the quarter were 8,989 and 13,925 respectively. The Library's 24/7 online services recorded 5,519 logins, including mobile app access. The mobile printing service continued to be popular during the quarter, with 4,312 pages scanned and 248 pages printed.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.3 - Develop strategic relationships with multicultural service providers.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Develop appropriate approaches to linking with the Multicultural Community	New relationships established with multicultural groups.	●	On Track	During the quarter a range of programs were conducted in partnership with multicultural service providers. These activities attracted 562 participants and included "Mental Health First Aid", "My Aged Care and "Medication Management". English Conversation groups for new migrants continued to be in high demand.
			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	Council Library 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). My Aged Care information sessions for residents in English, Mandarin, Cantonese and Greek were conducted in partnership with Council's CHSP/CCSP Team and the Ethnic Communities Council.
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community wellbeing and active ageing.	Deliver a minimum of one initiative per annum.	●	On Track	A number of senior's activities took place during the quarter, including the Keeping Your Skin Healthy workshop which attracted 25 seniors, a bus trip to the Blue Mountains attended by 45 people and the Seniors Christmas lunch at the RSL with over 90 attendees. Additionally, the annual Groovability event was held in Burwood Park for over 500 people with a disability and their carers. White Ribbon Day activities were undertaken with local schools and the event launch was held at Burwood Park. A range of exercise programs and art classes continued to be supported by Council in local community centres.
1.4.5 - Promote sporting activities and the arts to bring people together.							
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	At least one local sporting group at each Council event as relevant and appropriate.	●	On Track	Burwood Council invites local sporting groups to participate in civic events where relevant and appropriate. During this quarter Burwood Council hosted the Burwood Festival and Carols in the Park events to celebrate the festive season. As part of the Carols event the local First Burwood Scouts Group handed out songbooks and electronic candles for a gold coin donation, with the funds raised going towards their group's community engagement activities. The group also set up an area to promote scouting and took many enquiries at the event. Community and sporting groups attended both events.
				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 Burwood Council's civic events in the capacity of performers, contributors, organisers, volunteers and ambassadors. The major civic events that took place in this

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>quarter, Burwood Festival and Carols in the Park, showcased a range of local performing groups via the stage program, including Burwood Public School, Platinum Vocal Studio, PLC Sydney and Burwood Girls High School Ensemble.</p> <p>More than 30 performers from the local combined churches group also formed a stage act for Carols in the Park which told the traditional story of Christmas through a play accompanied by a live band and singers.</p> <p>Members from the local combined churches group also organised and staffed the kids craft activity area.</p>
1.4.6 - Promote usage of Library by multicultural groups and residents.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	A total of 194 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.
1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Action Plan, including for Council staff who work with people with disabilities.	●	On Track	Background work was undertaken in preparation for the development of the Disability Inclusion Action Plan (DIAP) which councils are required to finalise by 30 June 2017. This will replace Council's Disability Action Plan.
	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 37% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved "readability" with a simplified view for visually impaired users. 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. Council's new online forms also improve accessibility.
1.4.8 - Continue the publication of Council news in local media including local newspapers.							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	<p>The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information:</p> <ul style="list-style-type: none"> • Mayor's Message • Latest news and information on events and initiatives • Development applications received and approved by Council • Times and dates of upcoming Council Meetings • Contact information • Council's values • Link to social media pages • The column is also published on the Council website and social media pages <p>In addition, a Mayoral Column is published in various community papers in Arabic, Chinese,</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Greek and Italian.
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Summer Edition was distributed to 16,000 households and businesses across the LGA. The Update included the latest news and information on Council's services and initiatives including Carols in the Park, holiday closure times, environment initiatives and upcoming events. The Update was also made available online and sent to digital newsletter subscribers.
				Newsletter made available in electronic format.	●	On Track	The Summer 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.
1.4.9 - Promote volunteering opportunities.							
	Lead: Community and Library Services	Community Development (Volunteering)	Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media, including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 223 enquiries regarding volunteering, conducted 12 volunteer interviews and referred 222 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 months training calendar. Staff assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills. During the quarter, Volunteer Network had 223 enquiries regarding volunteering, conducted 12 volunteer interviews and referred 222 volunteers to not for profit organisations in the Inner West Area
1.5 - A sense of community pride							
1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.							
	Lead: Strategic Planning	Heritage	Provide comment/input on heritage-related Development Applications (DAs).	100% of DA referrals responded to within fifteen working days. 80% responded to within ten working days.	●	On Track	In total 25 heritage referrals for the quarter, 11 responded to within 10 working days, 12 responded to within 15 working days, and 2 were over.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.	●	On Track	Up to date heritage information has been included on Council's website. It is updated when new information becomes available.
1.5.2 - Provide leadership on community values.							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.	●	On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							The meaning and importance of these values can be viewed on Council's website.
1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.	○	On Track	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 accordance with this theme.
1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.	○	On Track	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.
1.5.6 - Promote interaction between different groups in the community.							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.	●	On Track	Two major civic events were held during this quarter, Burwood Festival and Carols in the Park. To promote this event, 17,000 DL flyers were delivered to all residents and businesses in the Burwood LGA two weeks prior to the events. The events were also promoted on the Council website and Council's Facebook and Twitter pages. After the events, the website was updated with images from the events. The events were also promoted via mentions in the Mayoral Column which appeared in the Inner West Courier newspaper. Details of the events 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 dates, notifying them of the events.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	○	On Track	During this quarter no Commemorative Services were held. Planning has already begun for the Anzac Commemorative March and Dawn Service which will be held on 25 April 2017.
1.6 - Improved interactions between young and older people							
1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.	●	On Track	Burwood Council's 'Expect Respect' Young Ambassador project was delivered on 17 November 2016 in conjunction with the Burwood Youth Advisory Group (BYAG), Burwood Police and the West Tigers Rugby League Team. All project partners played a key role in facilitating youth-targeted domestic violence (DV) education and awareness workshops to local year 10 senior high school students. Members of the West Tigers, Council Staff and Police were trained in workshop content prior to

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>the student workshops by Council's Youth Officer. Local high schools PLC, Santa Sabina, Southern Cross and Burwood Girls were involved in the project, with each school nominating five to seven students to attend and be trained as Youth Expect Respect Representatives in the lead up to White Ribbon Day.</p> <p>Following the training, students took the information learned at the workshop and highlighted to their school community the importance of youth awareness and understanding of DV, key facts and myths, in the form of a workshop or assembly presentation.</p> <p>The results of Burwood Council's post-workshop survey revealed that 100% of students found the workshop content to be informative and useful, the topics interesting and the learning environment to be a safe space. All participants indicated that they learned new information about DV, sexual assault and consent in relationships and felt more comfortable to seek assistance if they or someone they know is in a DV situation.</p> <p>The workshops were considered a major success, with positive feedback received from all involved, including teachers, students, police officers and members of the West Tigers Rugby League Team.</p> <p>The 'Amazing Race' Youth Scavenger Hunt took place on Sunday 16 October during Burwood's Spring Festival. Members of BYAG worked together to create this activity, integrating stalls and main festival attractions in the hunt. BYAG also integrated into the activity their knowledge of safety and the environment by involving first aid and recycling in the tasks. Over 23 people took part with BYAG facilitating the activity through briefing contestants, staffing checkpoints and encouraging all involved.</p>
1.6.2 - Provide access to online information services.							
	Lead: Media, Communications & Events	Online Services	Improve accessibility of Council's website.	Run a quarterly information session on Council's website at Seniors' Computer Club.	●	On Track	A member of the Media Team visited the Senior's Computer Club in October 2016.
1.6.4 - Provide opportunities that facilitate interaction between young and older people.							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.	●	On Track	Seniors Week 2017 planning was progressed during the quarter. The main event will be a High Tea for local seniors to be coordinated and catered by students from Southern Cross Technical College and to be held at the school.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2 - Leadership through Innovation							
2.1 - Community confidence in Council's decision making							
2.1.1 - Report decisions back to the community through open forums.							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.	●	On Track	Council held workshops during the reporting period: 16 November - Graduated Learner Scheme Workshop, in conjunction with Canada Bay Council 26 November - Home Orchard Saturday.
2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, and 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 October - 31 December 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	The Annual Report for 2015/16 was adopted by Council at the October 2016 meeting, and referred to the Office of Local Government. It was also sent to the State Library for their record.
			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, and is currently being implemented.
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.	●	On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
2.1.4 - Provide community education on Council policies and regulations.							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.	●	On Track	The Related Party Disclosure Policy was adopted by Council 6 December 2016 and published on Council's website for members of the public.
			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 December Quarter the following Council Meetings Agendas were published on the website: 25 October 2016 22 November 2016 6 December 2016 During the December Quarter no Building and Development Committee were held.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.5 - Hold Council Meetings.							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.	●	On Track	During the December Quarter the following Council Meetings were held: 25 October 2016 22 November 2016 6 December 2016
2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.	●	On Track	Cultural groups are invited to participate in Council events where relevant and appropriate. During this quarter Burwood Council hosted the Burwood Festival and Carols in the Park. Carols in the Park was held with co-hosts, Burwood Park Outreach (the local combined churches group). Performers from the local combined churches group performed a stage show portraying the traditional meaning of Christmas accompanied by a live band. Other local church members volunteered as balloon benders and in the kids craft workshops and photo booth. Burwood Council also supported the Greek Street Fair during this quarter, which is a popular annual event with the local Greek community.
	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 105 activities with 2,454 people in attendance. Highlights included "Crocodile Encounters, a popular school holiday show in September, and a puppet show called "Finding Frank" held to celebrate Children's Week with 78 children attending. Weekly story time continued to be very popular with up to 48 children and 45 adults attending the sessions.
2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.							
	Lead: Governance Secondary: Governance	Open Forums	Conduct of Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.	●	On Track	Open Forum is 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 25 October, 22 November and 6 December. All members of the public are welcome to attend.
2.1.8 - Provide language aide services and translate key documents into main community languages.							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.	●	On Track	Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. This quarter, Council used these screens to provide information on the Burwood Festival, Carols in the Park and the Mayor's End of Year Message. Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings	●	On Track	The Register was updated for the policies, corporate practices and procedures approved during the December 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	Two meetings were conducted in the December Quarter.
2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.							
	Lead: Executive Manager	Policies, Procedures, Corporate Practices and Plans	Implement the recommendations from The Local Government Independent Review Panel Report.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	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. Where amendments to the Act have been made they have been implemented.
2.1.11 - Implement best practice governance strategies.							
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.	●	On Track	Council continues to be briefed on 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.
2.1.12 - Maintain an effective, open complaint handling processes.							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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.
2.1.13 - Monitor and manage personal and private information.							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame.	●	On Track	No Privacy and Personal Information Applications were received for the September Quarter. During the December Quarter 3 Formal and 93 Informal Applications under the Government Information (Public Access) Act were received. All Applications were processed within the statutory time frame.
2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.							
	Lead: Customer Service & Records	Records Maintenance	Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.	Within one day.	●	On Track	During the quarter 52 Development Applications, 56 Complying Development Applications and 8 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 76 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	Council is in the process of sentencing the remaining 2011 and beginning of 2012 Day Boxes for disposal in accordance with the General retention and disposal authority: local government records. Finance Records from 1997 to 2008 have been allocated and approved for disposal in accordance with the General Retention and disposal authority: local government records.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Scan, process and distribute incoming daily mail.	Within one day.		On Track	Daily mail processed, scanned, registered and distributed.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	●	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new staff. Weekly TRIM Tips have been posted in The Fuse to help remind staff of the available TRIM Features. Total Records created for the quarter 24342.
2.1.16 - Undertake efficient and transparent procurement and purchasing.							
	Lead: Governance	Procurement and Purchasing	To coordinate Council's Tender Process in accordance with: - Local Government Regulation 2005 - Local Government Act 1993 - Tendering Guidelines for NSW Local Government 2009 - Burwood Council Tendering Procedure	Number of Tenders successfully delivered.	●	On Track	During the December quarter Council approved one Tender, for the Provision of Asbestos (response and disposal of illegally dumped asbestos) 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.
2.1.17 - Provide education to Councillors on changes to legislation.							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.	●	On Track	Changes to legislation were proclaimed in September 2016. Where amendments have been proclaimed Councillors have been provided with either a Council Report or training.
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.	●	On Track	Council management participates in the following SSROC working groups: - The GM at the delegates meeting in conjunction with the elected Councillors - General Managers Meeting which meets each month - Environmental Managers' Group - Waste Management Group - Human Resources Managers' Group - Public Works Management Group - Records Management Group - Regulatory Work Group - Supply Management Group - Shared Services Senior Managers' Group - Library Management Group
2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated.	●	On Track	The following circulars have been issued that affect Council: - Induction and Ongoing Professional Development for Mayors and Councillors - Further Phase 1 amendments to the Local Government Act

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.3 - Responsible employer of choice							
2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.	●	On Track	There have been no corporate induction held within this quarter as only one permanent employee has been appointed during the quarter. However, there have been approximately 17 casuals and temporary staff provided with one on one mini workplace inductions within their first week of employment during this quarter.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.	●	Watch	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. The situation will be reviewed during the 3rd quarter.
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.	●	On Track	During this quarter the consultative committee met on 3 occasions and the Work Health and Safety Committee met on 2 occasions this quarter. 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.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement an annual Organisational Development Learning and Development Plan.	●	On Track	There have been over 25 training activities and programs coordinated and delivered for Council employees this quarter of which approximately 70 employees have attended. In addition, externally funded training continued in the area of customer service and leadership and management. There were also job specific training in the Environmental Health, Advanced GIPA, Service Reviews, Parks and Facilities, Aged Care in the future, Project Management and Software Updates. Accredited training continued at the first aid and WH&S.
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	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.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	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. All Managers were provided monthly with their staff's Annual and Sick Leave balances for monitoring purposes and all Executive members are to ensure that the Managers take steps to continue with reducing excessive annual leave balances and monitor and address any sick leave issues.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.3.2 - Implement best practice Human Resource policies and strategies.							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.	●	On Track	The Consultative Committee continues to be the forum of communication to discuss any policy updates, developments and workplace change. Draft Recruitment and Selection Corporate Practice and Flexible Work Practices Corporate Practice have been developed and awaiting further consultation. A number of Corporate Practices are scheduled for review in early 2017.
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	Watch	This quarter focussed on the completion of the 2016/2017 goal setting process within the Competency and Performance Management (CaP) System. All employees are required to review their workplace responsibilities, how they deliver services and their demonstrated behaviours during this process and plan for the 2016/2017 period.
2.3.3 - Provide a safe work environment.							
	Lead: Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.	○	On Track	The Insurance portfolio is managed in accordance with and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annually basis. Metro Pool's insurance portfolio was renewed on 31 October 2016. 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. I In this quarter Council completed all forms and questioners for renewal for Motor Vehicle cover, Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity, CDO and Property cover and sent to the brokers.
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.	●	On Track	Throughout the reporting year the Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matters. The Executive was provided with a comprehensive yearly Risk and Insurance report from the Risk Management Coordinator at the August 2016 Executive meeting. This quarters report to the Executive will be submitted in February 2017. Council's positive performance in all areas of risk management and insurance claims management continues.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Conduct and report annually on risk management self-audit and prepare action plan.	○	On Track	<p>In this quarter 2016/17 Risk Management Action Plan has been considered and approved by the Risk Management Committee although depending on possible amalgamation outcomes.</p> <p>The Risk Management Coordinator commenced discussions with Managers this quarter on Enterprise Risk Management activities in order to establish any risk management issues in systems, procedures, policies and actions that need to be considered by the Risk Management Committee to avoid any potential claims.</p>
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.	●	On Track	<p>For this current reporting quarter the Committee has met on three occasions. Main discussion was around Enterprise Risk Management in relation to Customer Services, Council's amalgamation activities.</p> <p>A number of presentations were given to the Committee members: Road Safety Audit- Pedestrian Crossing in Cheltenham Rd, Compliance team software/iPad in action, Street Party-risk identification discussions and Climate Change and Trees.</p> <p>Motor Vehicle and Public Liability claims are discussed at all meetings 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 any amalgamation outcomes, reviews of all Safe Work Method Statements and Safe Operating Procedures continues.</p> <p>New Evacuation Diagrams have been completed and erected for Enfield Aquatic Centre and staff inducted in procedure.</p> <p>One new Safe Work Method Statements has been developed for Enfield Aquatic Centre in consultation with the Learn to Swim Coordinator - Platform Set up & Removal, Lifting & Holding in Water.</p>
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	<p>Investigation was conducted and recorded for the medical incident 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: 0- Lost Time 0 - Dangerous Occurrences 8 - Notifications 0 - Contractor Notification 2 - Medical Treatments</p> <p>Tool Box Talks have been conducted this quarter with all outdoor staff in regards to Working in Hot Weather and Heat Stress.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	All workers compensation claims continue to be effectively managed to ensure 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. 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. During this quarter there were 0 lost time injury claims lodged.
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	All new staff have been issued with Work Health & Safety E-learning on line training videos. Work Health and Safety Coordinator attended the Advanced Return to Work Coordinator Course conducted by StateCover in November 2016.

2.4 - Ensure Burwood Council is financially sustainable

2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with legislative requirements, Investment Reports were tabled 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 was undertaken in October 2016 and submitted to the November 2016 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The December 2016 Budget Review will be conducted during January 2017 and submitted to the February Council meeting.
		Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	●	On Track	Annual Financial Statements for the year ended 30 June 2016 were completed by 31 August 2016 and externally audited by 10 September 2016. Council lodged the audited Financial Statements with the Office of Local Government on 6 September 2016 within the prescribed legislative time frame. Council's audited Financial Statements were the 4th set of statements received by the Office of Local Government for the year ended 30 June 2016.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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 half of the year as a result the Management Letter from the External Audit has not received.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.							
	Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.	●	On Track	Achieving zero vacancy in all Council's leased properties and rent increases are in line with the market rate.
2.5 - Efficient, effective, customer focused services							
2.5.1 - Monitor and review Council's customer service performance against other Councils.							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.	●	Not Due	Benchmarking program not due this quarter.
2.5.2 - Provide 'One Stop Shop' Customer Service.							
	Lead: Customer Service & Records	Customer Service Improvement	Answer Council's incoming telephone calls in line with Customer Service standards.	80% of external telephone calls answered in less in forty seconds.	●	On Track	Of the 9139 calls received during the quarter 85.94% 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 2,313 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.	●	On Track	During the quarter 98% of the 240 non-urgent and urgent Section 149 certificates receipted and generated for Building and Development were provided within three days and one day respectively.
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.	●	On Track	During the quarter 728 Residential Parking Permits and 228 Prime Parking Permits were processed and issued on the same day.
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.	●	On Track	A total of 2,728 customers were served at the counter and 77% were served within five minutes.
2.5.4 - Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.							
	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 commence in Quarter 3 with a final report released by Quarter 4.
3 - A Sustainable Natural Environment							
3.1 - Maintain and enhance open green spaces and streetscapes							
3.1.1 - Implement strong planning controls to protect open green space.							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.	●	On Track	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.
3.1.2 - Provide adequate funding to maintain open space areas.							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities will be determined and construction works will be staged as applicable.</p> <p>Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. If funding is approved a timeline for the construction of the various park upgrade facilities will be determined and construction works will be staged as applicable.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program This work includes the design and construction of the shared pedestrian and bicycle path and solar lights.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>
3.1.3 - Pursue partnerships and opportunities to create new open spaces.							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no VPA's entered into last quarter that related to open space.
3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	Parks and reserves 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	Summer planting of annual beds carried out as per schedule.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	●	On Track	Fields prepared for summer season activities of cricket and touch football. Synthetic grass cricket pitch replaced on Henley Park field 2.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line markings of cricket pitches and touch football fields carried out within 4 week cycles and as required.
				Sporting fields fertilised during March-April period.	○	On Track	Fertilising of sporting fields will be carried out in autumn prior to start of winter sporting season activities.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	Soil samples of playing fields at Henley, Blair, Flockhart and Burwood Parks were taken and a fertilising and amendment program was carried out based on the results of those tests.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Fields aerated and fertilised where required annually in September-October.	●	On Track	Fields at Henley, Blair, Flockhart and Burwood Park were aerated and fertilised this quarter as per normal schedules.
				Worn down turfed areas re-turfed where required during the September-December period.	●	On Track	Extensive re-turfing of worn playing field areas at Henley and Blair Parks was carried out at the end of the winter sporting activities.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowfoot infestations.	●	On Track	Fields were sprayed for broad leaf bindii, clover and other broad leaf weeds this quarter. Fields were also sprayed for Crowfoot weeds and an insecticide was applied to Blair, Henley and Burwood Parks to treat and prevent Black Beetle insect damage. Notification for these works was carried out as per Councils Pesticide Notification Plan. Works were carried out by qualified Council and contract staff.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches line marked during summer competitions.
				Sporting fields oversowed for high traffic areas where required during March-April period.	○	On Track	Fields will be assessed for grass over sowing needs prior to the start of the season.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Fields generally mown on weekly basis during the peak growing season.
				Fields set up for soccer season and during March-April period.	○	On Track	Fields will be set up for start of winter playing season as per normal schedules.
			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	Henley, Blair, Burwood, Woodstock and Flockhart Park sprayed for broad leaf weeds by qualified Council and contract staff. Notification for the works was in accordance 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	Palms along frontage of Burwood Park pruned for dead fronds.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Mowing of passive areas of all parks and reserve is carried out on 2-4 week cycle depending on the time of the year and growing conditions,
			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 are carried out by Council staff on a daily and weekly basis dependent on location and usage of the area. Contract consultants carry out comprehensive inspections on a quarterly basis. Playground repairs are carried out by Council and contract staff.
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The scheduled replacement play equipment in Henley Park and Russell Street Reserve will be designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access. The Wangal Park Masterplan has provisions for equal access throughout the Park. The recently completed path network throughout the park has been designed and constructed to provide equal access.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							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 continued to be assessed during the quarter. The 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, Body Corporates 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 occurred during the October - December reporting period. There were seven drop off days held at Council's Depot in Croydon Park.
			Undertake bin contamination audits for recycling.	Conducted twice per year	●	On Track	The Single Unit Dwelling (SUD) Recycling Bin Inspection Program (BIP) was undertaken during November 2016. Two areas selected in the LGA had their recycling bins visually inspected over two consecutive recycling fortnights. Two hundred recycling bins were inspected on both the 8th & 22nd November 2016.
				Provide report from each audit as to trend in levels of contamination found.	●	On Track	The top contaminants identified in both areas inspected were soft plastics and bagged recycling. The proportion of contamination that is soft plastic has continued to decrease each year since 2014-15.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	●	On Track	Awards were presented to two households from the top performing area, as a result of the Recycling Bin Inspection Program.
3.2.2 - Encourage a reduction in waste generation through community education.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.	●	On Track	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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	●	On Track	One Treading Lightly workshop was held during the reporting quarter: - Saturday 26 November 2016 - Home Orchard. The workshop received positive feedback from attendees, who were confident they could apply what they had learnt during the workshop at home.
3.3 - Educate the community on sustainable practices							
3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.	●	On Track	One workshop in English was conducted during the October - December reporting quarter and a Chinese workshop is being planned to engage residents on the Compost Revolution program.
3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.	●	On Track	During this Quarter, twenty eight (28) referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a Fact Sheet for Residential Development that is on Council's web site.
3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.	●	On Track	Council received 8 major development applications this quarter for designs with a 4 to 5 star rating.
3.4 - Leadership in environmental sustainability							
3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	○	Not Due	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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.		On Track	During the reporting period there were 143 reports of dumped materials on both Council and Public property.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.4.3 - Invest in green technology and seek opportunities to be a leader in this area.							
	Lead: Information Technology	Green technologies & Alternative Energy Sources	Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.	○	Not Due	This item is due for completion in quarter 4.
3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.	●	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.
3.4.5 - Develop management plans that improve the performance of Council operations to address global warming.							
	Lead: Environment & Health	Develop Management Plans	Monitor actions from: - Green Action Plan - Sustainability Action Plan - Water Savings Action Plan - Cities for Climate Protection program - Local Action Plan - Strategic Waste Action Plan - Litter and Illegal Dumping Plan	Annual report to Council.	○	Not Due	The Annual Report was not due during the reporting quarter. The 2015 Annual Report was submitted to the February 2016 Council meeting, with the 2016 Annual Report going to the February 2017 Council meeting.
4 - Accessible Services and Facilities							
4.1 - Effective traffic management and adequate parking provision							
4.1.1 - Investigate an increase in bus priority lanes along local roads.							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.	●	On Track	Sydney buses consulted in relation to the new bus shelter which has now been installed on Burwood Road north of Mitchell Street and Bus Stop signage on Burwood Road north of Yandarloo Street.
4.1.2 - Investigate options for effective traffic management and increased public parking.							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.	●	On Track	There were 48 DA's referred to Council's Traffic & Transport section for comment during this quarter with 3 DA's referred to Roads & Maritime Services for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	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 forty eight (48) Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP, including sixteen (16) major applications.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.	●	On Track	Designs were also for a new raised pedestrian crossing in Cheltenham Road and The Strand. All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.
4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA, NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.	●	On Track	The October and November 2016 Burwood Local Traffic Committee meetings was held successfully with a total of nineteen (19) items for consideration by committee members.
4.1.6 - Expand the Burwood bike plan.							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.	●	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.
4.2 - Accessible services and facilities that are well utilised							
4.2.1 - Explore options for funding new spaces and upgrading old facilities.							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Continue to monitor the availability of the Grant funding program.
4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.	●	On Track	During this quarter Council has upgraded seven (7) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.							
	Lead: Traffic & Transport Secondary: Community Services	Cycleways	Improve access and connections between recreational facilities, open space, and linkages to neighbouring Councils' cycleways.	Regularly meet with local bicycle groups and neighbouring Councils to identify opportunities for new cycleway linkages.	●	On Track	Consultation with neighbouring LGA's has not identified any new requirements for cycleway linkages.
4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.							
	Lead: Traffic & Transport	Road safety	Apply for funding and run targeted programs such as Kiss and Ride area, safety around schools, cyclists safety, child restraints, senior citizens safety, pedestrians safety, speeding, learners drivers.	Run a minimum of three programs per year, subject to funding.	●	On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs will be run throughout the 2016/17 financial year.
4.2.7 - Deliver programs targeted to families and children aged 0-12 years.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.	●	On Track	The Child and Family Interagency meetings were held bi-monthly at Burwood Council during the quarter, providing a key source of planning and coordination support to local services that work with families and children in the local area.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Deliver Families and Children events.	One event held per annum.		On Track	<p>Council staff worked with the Office of the Children's Guardian (OCG) to hold the official SAFE Series children's book launch during Children's week in October at Burwood Library and Community Hub. The books were launched by the Minister for Family and Community Services.</p> <p>Council has been rolling out the books to Burwood early childhood and community services networks to educate children aged six and under about protective behaviours.</p> <p>Information sessions on Building Parents Capacity were held during November and December at Burwood Library and Community Hub and were well attended by between 20 and 30 parents at each of the sessions. These sessions aimed to educate parents and provide them with strategies and tips to increase capacity to manage difficult child behaviours in a nurturing and positive way.</p>
			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.
4.2.8 - Improve accessibility of Council owned community facilities.							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.		On Track	<p>Actions delivered under the current Disability Action Plan (DAP) continued to be monitored. Outcomes are due to be reported to Council in the second half of the year.</p> <p>The current DAP ends this year and will be reviewed as part of preparation for the legislated Disability Inclusion Action Plan.</p>
4.3 - Safe facilities and services							
4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Civil Footpath Design	To delineate between pedestrian only and shared footpaths.	Clearly identify shared paths.		On Track	Construction of any future shared paths will be designed in accordance with all relevant guidelines & standards such as RMS, Austroads and Council.
4.3.2 - Improve street lighting and lighting in public places.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.		On Track	<p>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 overall costs for Council. As of 31 December 2016, 237 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 create lighting consistency and contribute in decreasing greenhouse gas emissions.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.4 - Encourage active and healthy lives							
4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and wellbeing for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.	●	On Track	<p>In October 2016, Council staff organised a health and well-being talk on proper skin care for older people. A speaker from the Royal District Nursing Service discussed the changes that take place as a person ages which require proper care of the skin, including using skin products that are best suited for older people.</p> <p>November 2016 saw the seniors taking a bus trip to the Blue Mountains. Forty-five seniors joined this trip which was well received and appreciated. Staff also organised the annual partnership activity during Carers Week on 22 October 2016. The agencies involved, including Council, combined their resources to run another bus trip to the Blue Mountains that also included free lunch. The Blue Mountains is a favourite destination for seniors.</p> <p>To celebrate the Christmas holidays, staff organised the Seniors Christmas lunch, which was held on 9 December 2016 at Burwood RSL Club. Most of the seniors brought with them Christmas gifts for a boy or a girl and Burwood Community Welfare Services took the gifts for distribution to families in emergency accommodation or refuges for those affected by domestic violence.</p> <p>Council staff coordinated the annual Groovability Festival to celebrate International Day of People with a Disability. This event was held at Burwood Park on 1 December 2016 with an estimated crowd of 500 in attendance and was financially supported by a range of sponsors including Burwood RSL.</p>
4.5 - Vibrant and clean streetscape							
4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.							
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council 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 n Council's website, newsletters and publications.	●	On Track	The graffiti line continues to be promoted.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	During this quarter Burwood Council delivered two major civic events, Burwood Festival on Sunday, 16 October and Carols in the Park, on Saturday 10 December in Burwood Park. Both events attracted As well as delivering this major civic event, Burwood Council also supported the Greek Street Fair which took place on Sunday 13 November and entertained a crowd of more than 1,000 people, as well as the Experience Croydon Park Festival which took place on Saturday 12 November.
4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	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 8 major DA proposals and also referred a further 5 Major DA's, and 2 major pre-DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
4.5.4 - Invest in upgrading the public area south of Burwood railway station.							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.	●	On Track	During this Quarter, capital improvement works undertaken in the CBD area south of Burwood Railway Station included road resheeting at Railway Pde between Wynne Ave and Burwood Rd. Also, Ralan P/L completed 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.
4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.	●	On Track	The mean and median turnover figures for the last quarter were 104 & 85 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 8 Major DA's within that period. Council has engaged additional town planning resources to assist with the processing of development applications.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.	●	On Track	There was one request to review a determination pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 and this matter has not been determined at this time.
4.6 - Minimise risk and ensure continuity of critical business functions							
4.6.1 - Implement best practice records and risk management strategies.							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.	○	On Track	Preparations for the tests are under way which will be conducted in the fourth quarter.
4.6.2 - Facilitate training and education awareness programs regarding risk management.							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.	●	On Track	In November 2016 Council's risk management staff attended the annual Risk Management Institution of Australia Conference in Melbourne. During this quarter the Risk Management Coordinator met with the staff of Records section to identify any gaps in Council's Risk Management approach to their business operations. The Risk Management Coordinator commenced discussions with Managers this quarter on Enterprise Risk Management activities in order to establish any risk management issues in systems, procedures, policies and actions that need to be considered by the Risk Management Committee to avoid any potential claims.
4.6.3 - Maintain an appropriate insurance program.							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.	○	On Track	The Insurance portfolio is managed in accordance with and in consultation with the Metro Pool Board, brokers' and insurer's advice and is reviewed on annually basis. Metro Pool's insurance portfolio was renewed by 31 October 2016. 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. I In this quarter Council completed all forms and questionnaires for renewal for Motor Vehicle cover, Cyber/Fidelity Guarantee, Public Liability/Professional Indemnity, CDO and Property cover and sent to the brokers.
4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.	●	On Track	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 two there were no reportable outages of Council's Information Systems.
5 - A Vibrant Economic Community							
5.1 - Support and manage Burwood's major centre status							
5.1.1 - Implement economic development strategies.							
	Lead: Media, Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.	●	On Track	The Economic Development Planning Panel consists of key business community stakeholders that include local business chambers and Council staff. The panel meets every three months to discuss initiatives to support the business community and the local economy.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Council held three business workshops (4 October, 17 October and 8 November) which enables business owners to meet and connect with other local businesses, chambers of commerce and industry professionals. The workshops focused on website building for business, social media and digital retail.
5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	●	On Track	Submissions for 2017/18 National Black Spot Program were submitted, with three locations identified for potential treatment.
5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mix use.	●	On Track	Mixed use in town centres is permitted under the Burwood Local Environmental Plan 2012.
5.2 - Support small business							
5.2.1 - Develop programs to strengthen and sustain small businesses.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regulations.	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	The registered premises inspection program is continuing. There were 35 inspections carried out during 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 been taken where appropriate. There was one Improvement Notice issue during the reporting period.
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	Report due in July 2017
		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.	
		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 twenty seven (27) 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 twenty five (25) public health complaints received and investigated by the Environment and Health Team during the reporting quarter.	
5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues.	As required.	●	On Track	Burwood Local Environmental Plan 2012 is reviewed with amendments made from time to time in response to emerging issues.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.2.3 - Explore opportunities to activate Burwood's economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.	●	On Track	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. Two major civic events were delivered in this quarter, Burwood Festival and Carols in the Park. The events included market stalls with food, merchandise, information and kids activities. Burwood Council also supported the Experience Croydon Park Festival and Greek Street Fair which both included street stalls.
			Develop civic events on weekends.	Majority of civic events held on weekends.	●	On Track	Civic events organised by Burwood Council are held on weekends or relevant public holidays whenever possible to encourage attendance and participation by the local community. There were two major civic events held this quarter: - Burwood Festival (Sunday, 16 October) - Carols in the Park (Saturday, 10 December) In addition, Council launched a new Spring Sessions event calendar with a series of events taking place each Saturday at the Burwood Park Pavilion during October and November. These events included markets, Zumba classes and live entertainment.
5.3 - Increase employment and training opportunities							
5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.	●	On Track	Council hosted two students from Southern Cross Vocational College during this quarter with one student in administration and one student 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 and he has now successfully completed his last year of TAFE studies. The relationship with Southern Cross Vocational College will continue into 2017 with a commitment to place approximately 6 students throughout the year.
5.4 - Economic centre growth and preserved residential areas							
5.4.1 - Preserve local heritage through relevant planning strategies.							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.	●	On Track	25 heritage referrals for the quarter were received, 44% were responded to within 10 working days and 92% responded to within 15 working days.