



Burwood Council
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QUARTERLY
REPORT

OPERATIONAL
PLAN
2015/16

For the period
ending 31
December
2015

HOW TO READ THE OPERATIONAL PLAN 2015-16 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 DECEMBER 2015

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: Road construction works at Oxford St from Hornsey St to Norwood St; Footpath works at Burwood Rd from Wyatt Ave to Minna St; Footpath works at Malvern Ave from Dickinson Ave to Paisley Rd; Footpath, kerb and gutter and drainage works at Bay St from Dawson St to Lang St; Drainage, Footpath and kerb and gutter works at Wyatt Ave from Wyatt Ln to No.27; Drainage and road construction works at Queen St from Lang St to Robinson St; Footpath works at Kater Place from Beaufort St to Seymour St. Capital Works Projects commenced or on going during this quarter include: Footpath and Kerb and Gutter works at Monash Pde, Royce Ave, King Edward St and Alexandra Ave. Shaftesbury Rd and Wilga St intersection, concrete pavement reconstruction.
		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 CBDs are cleaned daily.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs collected within two days in accordance with the agreed level of service.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter boxes have been watered, fertilised and plants replaced as required.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Whole road network of 91 kms swept over the 3 week sweeping cycle, or 30kms per week on a set routine. 3 subareas totalling approx. 30kms completed every week of 3 week cycle In addition to that weekly average 13kms of reactive sweeping activities attending CRMs, known hotspots, residents, Mayoral requests etc. making our current sweeping cycle/level of service is 2 weeks.
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	A combination of machine street sweeping and manual cleaning is conducted on major car parks five 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.

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							VandalTrak has now been implemented as Council's new Graffiti Register.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Weed spraying of streets and Council car parks carried out in Sept-Oct. Scheduled again to commence 14/1/16.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	New aged pensioner/unfit medically mowing service was introduced at beginning of December 2015. New service will be 6 week cycles for all those eligible. Other properties currently on mowing list will be mown at 8-10 week cycles. Council is currently reviewing and updating its records for properties on the mowing list requesting evidence of eligibility where required.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council 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 will be 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 Councils civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	113 Customer service requests received this quarter with 108 completed within service standard-96% Compliance.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters in CBDs are cleaned daily. Bus shelters outside CBDs are cleaned Tuesday and Friday.
				Twice weekly outside CBD areas.	●	On Track	Bus shelters located outside the CBDs are cleaned twice weekly 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 will be 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 Councils civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				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 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 in 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. Average repair time by Ausgrid for public lighting assets has been reported at 4-5 days from receipt of fault report. This is currently well 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: Lily Street, The Strand, Belmore Street, Wyong Street, Charles Lane, Fitzroy Street, Portland Street, Railway Parade (multiple locations), Burwood Road (multiple locations), Barbara Holborow Park 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.
	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 done and up to date.
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be tidy bins 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 will be 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.
	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.

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				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	All CCTV applications have been processed for Police within the service targets.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council meets with Burwood Police on a weekly basis to discuss crime trends and ways to reduce these issues. Council has introduced a Safe & Clean Team which provides a physical presence in main business locations reporting crime and other activities.
	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	In collaboration with partners, the Police and Metro Assist, Council held the White Ribbon Day event on 25 November 2015, which was attended by the public and a number dignitaries, including Professor Marie Bashir past Governor of NSW, to highlight Council's stand against violence towards women and to help reduce domestic violence in the community.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	A Council Officer attends every SSROC meeting conducted every quarter for regulatory enforcement.
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	A report was provided to Council on the outcomes achieved through the Graffiti Management Strategy in December 2015.
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 has commenced for Youth Week 2016. Burwood, Canada Bay, Ashfield, Marrickville and Leichhardt Council are working collaboratively to deliver the 2016 Inner West Roaming Short Play Festival. Auditions will be held in March 2016 seeking young people aged 12-24 to write, direct and perform their own works. Each participant will be mentored by a professional writer and director to develop their own short plays. Over a three month period, young people will build on their communication and interpersonal skills, learn valuable tips from industry professionals and rehearse their own work which will tour the Inner West in June 2016. 'Work in progress' viewings will be held in Burwood and the other participating local government areas during Youth Week 2016.
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	Council recently applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application is still pending. Council submitted Expressions of Interest (EOI) for a grants to Design and Construct the following projects under NSW Club grants category 3 Sport and Recreation infrastructure: 1. The shared pedestrian and cycle path with solar

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			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	lighting and exercise equipment along the path in Wangal Park. 2.The play equipment, skate park and half basketball court in Wangal Park. 3. Henley Park sports field flood lighting upgrade. Unfortunately, Council was not successful with the above EOIs. A Public Reserve Management Fund Program Grant for the part funding of the multi- purpose entertainment facility in Burwood Park has been successful to a value of \$174,350. A final progress payment for the design and construction of the Wangal Park wetlands has been approved and Council has received all funding from the Metropolitan Greenspace Program. The total grant payments received for this project amount to \$162,006. Staff will actively seek further grant funding opportunities as they arise. Several grant applications were submitted during the quarter and the outcomes are anticipated in early-mid 2016.
1.2.3 - Investigate opportunities to increase the availability of facilities and venues.							
	Lead: Assets, Property & Building Services Secondary: Community and Library Services	Community Facilities	Explore alternative venues for community use and create a database of venues.	Review database of alternative venues every two years.	●	On Track	The Community Facilities Officer is actively pursuing new clients to use Council's facilities.
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 and Burwood Park Community Centre were all available for hire. The Woodstock Community Centre has temporarily closed for renovation.
	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.
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	In this Quarter Council approved the public exhibition of the draft Henley Park and Grant Park Plan of Management and the Flockhart Park Sportsgrounds Plan of Management . Both documents will remain on public exhibition until 1 February 2016. The Draft Plan of Management for Henley Park and Grant Park 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	Staff are currently working on the pre-procurement process for the replacement of the children's playground in Jackett Reserve. This replacement playground will include a shade structure and rubber soft fall. A Request For Quotation for this project closes on Monday 21 December 2015. Staff will then

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review all quotations with a view to commission a contractor. This project is due to be completed by the end of the 15/16 financial year.							
1.2.7 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with HACC and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 299 enquiries regarding volunteering, conducted 22 volunteer interviews and referred 227 volunteers to not for profit organisations in the Inner West Area. Council received 58 enquiries regarding volunteering specifically in the Burwood LGA. Strategic partnerships were established and maintained during the quarter with Sydney Multicultural Community Services and Chinese Association Services Society to increase the number of volunteers from CALD backgrounds. It is anticipated this will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the Home and Community Care (HACC) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	During the quarter, Volunteer Network had 299 enquiries regarding volunteering, conducted 22 volunteer interviews and referred 227 volunteers to not for profit organisations in the Inner West Area. Council received 58 enquiries regarding volunteering specifically in the Burwood LGA. Volunteer Network continued to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertised volunteering through the local media.
1.2.8 - Develop appropriate and relevant training in order to build Home and Community Care (HACC) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with HACC-funded service providers across the Inner West area on training and development.	Training sessions and HACC forums conducted monthly.	●	On Track	The Inner West Sector Support Development Officer worked closely with 90 Commonwealth and State funded providers to ensure Commonwealth and State Aged Care reforms are implemented by the sector. Meetings were also held with a broad range of Community Care providers, such as Meals on Wheels services, Regional Assessment Services, Inner West Councils and Government Departments. During the quarter, the Inner West Sector Support Development and Training Service offered 12 calendar training sessions and 10 in-house training sessions. The training sessions focused on service delivery requirements and Commonwealth/State Government Standards. These sessions were facilitated with a primary focus on upskilling the workforce in view of the many policy changes that were implemented over the last few months.
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 for the Inner west Home and Community Podiatry Service are now being received through My Aged Care. The current client rate has achieved approximately 96% of the target set by the funding body as at the end of December 2015.

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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.
1.2.11 - Upgrade Enfield Aquatic Centre facilities.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Replace fencing around Enfield Aquatic Centre	Works completed by 31 March 2016	●	On Track	Project funding was approved by Council during the quarter and quotes are now being sought.
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	Water testing is an ongoing procedure that the staff at the aquatic centre undertake every two hours, plus external testing every month. In addition, the centre operates with an automated dosing unit, which controls chlorine and PH levels.
1.2.13 - Provide new learn-to-swim and life saving programs and encourage community participation.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	On Track	The Squad Program participation for term 4, 2015 increased by 11% compared with the same period the previous year (861 compared with 776). The EAC has introduced a new squad program to run over the holiday intensive program. The program is designed to focus on dive starts, tumble turns and finishes.
			Introduce new Life Saving initiatives aimed at teaching children basic life saving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	The Learn-to-Swim Program enrolments for term 4, 2015 increased by 9% from the same time the previous year (1437 compared with 1317).
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	The Enfield Aquatic Centre undertakes regular surveys of customers regarding the services it delivers to the public, including the extensive Learn to Swim Program. A report on the outcomes of these surveys will be provided to Council at the end of the financial year.
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 submitted an Expression of Interest (EOI) application for a grant to Design and Construct the Skate Park Facility in Wangal Park under NSW Sport and Recreation Infrastructure. Unfortunately the EOI application was unsuccessful. Council will seek other grant funding opportunities for this project as they arise. The land shaping of approx. 1600m2 for the southern area of the park is well under way.
			Complete construction of shared pedestrian and cycle path.	Works completed by 31 March 2016.	●	On Track	Council submitted an Expression of Interest (EOI) application for a grant to Design and Construct the shared pedestrian and cycle path, the supply and installation of solar lighting and exercise equipment in Wangal Park. Unfortunately the EOI application was unsuccessful. Council has also applied for a grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path,

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							solar lights and exercise equipment in Wangal Park. This grant application is still pending. Council will seek other grant funding opportunities as they arise.
			Install irrigation system of general parklands from wetland water reserve.	Works completed by 30 June 2016.	●	On Track	Council staff have confirmed the irrigation plan for Wangal Park as designed by consultants in consultation with the Manager of Parks. The irrigation lines will be installed as a part of the final earthworks for the remainder of the park outside the wetland area. Note that the irrigation of Wangal Park will be supplemented from the new wetlands that were recently opened to the public.

1.3 - A well informed, supported and engaged community

1.3.1 - Maintain up-to-date information on the community profile to support planning and program development

	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	Profile ID and other data sources continue to be maintained and used for a range of social planning purposes and grant applications.
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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 Fit for the Future 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 had 455 views on translation service pages this quarter. "What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and Italian. The documents include information all Council's key services and initiatives including waste, facilities, illegal dumping and events. Major sections of Council's website have been translated into Arabic, Chinese, Greek, Italian and Korean. The sections which can be accessed on Council's homepage under the Language Service tab include information on Community Services, Library Services, Regulations, Waste Management and Parking.
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.	●	On Track	Council's website had 127,661 views. 34% of users accessed Council's website via mobile or tablet device. Council's social media audience continues to grow with a 23% increase across Facebook, Twitter and Instagram this 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 (Burwood Scene and Inner West Courier). Information is made available on Council's website and

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							social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on the NSW Government's Fit for the Future reform agenda, the opening of the Wetlands at Wangal Park and to promote Carols in the Park and White Ribbon Day.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 17 media releases on key issues and initiatives including Fit for the Future, the opening of the wetlands and Wangal Park, White Ribbon Day and Carols in the Park. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	This quarter, 89 articles were published in local and metropolitan news outlets. Overall, 96.7 per cent of articles either positive or negative in coverage, an increase of 0.6 per cent since last quarter. A majority of the coverage Council received during this quarter was on the NSW Government's Fit for the Future reforms, White Ribbon Day and the opening of the wetlands at Wangal 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 Council Minute book collection is in the process of being registered in to TRIM.
1.3.4 - Provide information to the community on Library services.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Distribute Library's services information via flyers, email database, website, local media, notice boards.	Increase delivery of information about Library services.	●	On Track	During the quarter, the Library distributed information to the community on its services via a range of channels, including flyers, emails, the website, local media, Twitter and through presentations made to groups both within the Library and Community Hub and externally. As part of the 10th birthday celebrations of the Mobile Play Van, Library staff took their storytelling skills to the local park. Story telling 'alfresco' brought a new cross section of the community to the sessions and resulted in enquiries and interest in the Library from non-members. During the quarter the Library reached 1,227 tweets and 352 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	543 new members were registered during the quarter and, by the end of December 2015, the total Library membership was 21,022.
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 MPV once again operated at almost full capacity during second quarter (term four 2015), only having to cancel one session due to wet weather. New families attended almost every week, and on several days very high numbers of participants were recorded, with 110 attendees on one Thursday in early October.

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							Youth After the completion of RUOK Day in September, Council's Youth Development Officer began working with the Burwood Youth Advisory Group and several neighbouring Councils to develop plans for Youth Week 2016.
				Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	Customer Satisfaction Survey was completed during the quarter and a report will be produced in the third quarter.
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 presented awards to local students who served as ambassadors and participated in Council's White Ribbon Day event on 25 November 2015. In addition, Council recognised the contribution volunteers and seniors have played in the community at its Seniors and Volunteers functions in December.
			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 presented awards to local students who served as ambassadors and participated in Council's White Ribbon Day event on 25 November 2015. In addition, Council recognised the contribution volunteers and seniors have played in the community at its Seniors and Volunteers functions in December. These achievements were promoted on Council's social media pages.
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 395 views, an 85 per cent increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	The Library maintained 30 public access PCs and a Wi-Fi network providing access to the internet. During the quarter, there were 8,871 PC bookings and 15,441 Wi-Fi logins with 9190 devices connected. 50 people used the new Mobile Print service a total of 146 times.
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, Library staff conducted a tour of the Library and Community Hub, and presented information about the services and resources available to a class from Navitas English Language School. The visit highlighted the Library's English as a second language collections and the Lifelong Learning online service which assists adults with low literacy and numeracy, letter writing and resume preparation. A seminar on Money Management in Korean was held on October 28 and was well received by participants. Wrap with Love continues to provide the community with a weekly opportunity for social engagement, as well as knitting for a worthy cause. The group is open

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	to all and is reflective of the community's cultural diversity. During the quarter a number of programs targeting community cultural groups were conducted. This included diabetes awareness seminars presented in Mandarin with 133 people in attendance, English conversation groups with total participation of 208 people and a smaller scale Money Management seminar for Korean speakers, which the first of its kind for this group.
1.4.4 - Promote healthy and active living.							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community well being and active ageing.	Deliver a minimum of one initiative per annum.	●	On Track	The Woodstock community programs continued to operate independently while Woodstock is closed for renovations, with support from Burwood Council staff. Other venues are being utilised by class facilitators which will continue into the third quarter (January to March 2016). A plan for the future of these classes and workshops will be developed in early-mid 2016. A community awareness campaign was held for White Ribbon Day 2015, which included working with young people in local primary and high schools on early intervention and prevention of domestic and family violence. This successful campaign culminated in a public launch in Burwood Park in November, attended by Professor Marie Bashir, local MPs, NSW Police, school students and members of the public.
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 Carols in the Park event to celebrate the festive season. As part of this 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. Burwood Council also supported the Spring Health and Fitness Expo organised by the Croydon Park Business Chamber which was an event that promoted healthy living and eating and included a number of exhibitors from the Health and Fitness industry.
				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 event that took place in this quarter, Carols in the Park, showcased a range of local performing groups via the stage program, including Burwood Public School Dream Choir, Platinum Vocal Studio and Burwood Girls High School Christmas Ensemble. More than 30 performers from the local combined churches group also formed a stage act which told the traditional story of Christmas through a play accompanied by a live band and singers. Members from the local combined churches group also organised and staffed the kids craft activity and balloon bending area, and photo booth.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Burwood Council also supported the Greek Street Fair and Spring Health and Fitness Fair during this quarter which included local citizens as performers and organisers, and business operators as stallholders.
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 308 items were added to the Multicultural Services Collections during the quarter. Due to the significant number of multicultural groups within the Burwood LGA, and the diversity of information needs, collections of books in five different languages (Bengali, French, Vietnamese, Croatian and Japanese) were also borrowed from the State Library of NSW on behalf of Burwood residents.
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	A series of Disability Awareness workshops for Council staff who have direct contact with the community has been planned and will be delivered in the first half of 2016.
	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 34% 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.
1.4.8 - Continue the publication of Council news in local media including local newspapers.							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier, Burwood Scene) and includes the following information: <ul style="list-style-type: none"> - Mayor's Message - Latest news and information on events and initiatives - Development applications received and approved by Council - Times and dates of upcoming Council Meetings - Contact information - Council's values - Link to social media pages The column is also published on the Council website and social media pages In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian.
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Summer Edition was distributed to 16,000 households and businesses across the LGA in December 2015. The Update included the latest news and information on Council's services and initiatives including Carols in the Park and major infrastructure projects. The Update was also made available online and sent to digital newsletter subscribers.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Newsletter made available in electronic format.	●	On Track	The 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 299 enquiries regarding volunteering, conducted 22 volunteer interviews and referred 227 volunteers to non 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 23 DA referrals received during the quarter, 14 referrals responded to within 10 working days and 19 within 15 working days.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.	●	On Track	Heritage information has been put on Council's website and is updated when new information is 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. The meaning and importance of these values can be viewed on Council's website.
1.5.3 - Undertake a Local Government wide heritage study to identify buildings of historical significance.							
	Lead: Strategic Planning	Heritage	Update current Heritage Schedule (Burwood Local Environment Plan No. 19).	Complete stage 2 of the review by 30 June 2016.	●	Watch	Fifteen (15) potential items have been investigated by heritage consultants as Stage 1 of the Heritage Study Review. Findings of the investigation are subject to preliminary consultation with the landowners. Further 15 potential items, as Stage 2 of the review will need to be investigated pending Council's further decision on Stage 1.
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.	○	Not Due	Heritage Week will be incorporated into Burwood Council's 2016 Event Calendar in accordance with the dates of the National Trust of Australia (NSW) planned Heritage Festival from Saturday 16 April 2016 - Sunday 29 May 2016. The theme for the 2016 Heritage Festival is Discovery and Rediscoveries; commemorating the places and stories that make Australia and Australians special. Burwood Council's celebrations will aim to raise public awareness of the importance of conserving and protecting our special heritage places that reflect our development as a nation.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Council's Community Development Coordinator participates on the Boarding House Interagency, which met in September and agreed to coordinate another Neighbourhood Week initiative for boarding house residents in 2016. Work will commence on this initiative in early 2016.
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	Burwood Council hosted one major civic event, Carols in the Park, during this quarter and informed all residents and businesses in the Burwood LGA via a letterbox distribution of 17,000 gift box shaped promotional flyers. The event was also promoted on the Burwood Council website and via all Burwood Council's social media channels, a double page spread in the Burwood Update, digital advertisements placed on Facebook and a half page print advertisement in the Burwood Scene newspaper.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	○	Not Due	During this quarter no Commemorative Services were held. Planning has already begun for the Anzac Commemorative March and Dawn Service which will be held on Monday 25 April 2016 and will commemorate 100 Years of the RSL.
1.6 - Improved interactions between young and older people							
1.6.1 - Establish regular interaction between young people and councillors eg. Annual Youth Council, Youth advisory groups.							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.	●	On Track	Planning has commenced for the grant funded 'YES' Youth Employability Skills Project 2015/16, Consultations have been held with the Burwood Youth Advisory Group (BYAG). Results from the previous Youth Survey have been used to determine top three areas of employment for youth aged 12-24. Practical Beauty, Photography and Marketing/PR workshops will be held in June 2016 by industry professionals. These workshops will centre around the theme of 'a day in the life of an industry professional' and will provide candid insight into the real life challenges and successes professionals encounter in their field of interest. Workshop facilitators will also produce a number of tangible resources for attendees including resume templates and interview tip cards specific to that area of employment. Young people will be given the opportunity to put the skills gained during workshops in to practice through the planning and implementation of a Youth Event.
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 Council representative attended the Seniors Computer Club at its new location at Brighton Street Aged Care Centre on Thursday, 22 October 2015.
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	Council's Seniors Week activities in April 2016 will include an intergenerational photography component that will include a partnership with a local high school. Planning for this activity has commenced and will be further developed in early 2016.

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 cooperated with the Treading Lightly program, Author Talk at Ashfield Council Library with Indira Naidoo promoting her book The Edible City – which tied in with the Compost Revolution program as the book discusses home worm farming and composting, on Thursday 10 September. In addition, Council conducted the following: - Treading Lightly workshop – Floral Art & Craft from the Garden, on 10 October 2015 - "Helping Learner Drivers Become Safer Drivers Workshop" on 23 October 2015 - SSROC Traffic/Transport Infrastructure and Planning Group on 10 November 2015 - SSROC Public Works meeting on 6 November 2015 - 'Roaming' workshop in Burwood Plaza, on Compost Revolution program, on 24 November 2015
2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, Budget are met and relevant Acts are complied with.	Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis.	●	On Track	Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2015-16. This document represents the quarterly report in relation to the period 1 October - 31 December 2015.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.	○	On Track	A copy of the Annual Report and the summary flyer was lodged with the Office of Local Government on 26 November 2015. It was also sent to the State Library for their record.
			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 2015-16 was adopted by Council at its 25 May 2015 meeting.
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	During the Quarter the following policies were approved and published on Council's website: Communication Policy User Fees for Council Services Policy

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	Multicultural Advisory Committee Terms of Reference Access Advisory Committee Terms of Reference All Council/Committee Meeting agendas and minutes are published on Council's website within the statutory time frame.
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 this quarter the following Council Meetings were held: Ordinary Council Meeting 26 October 2015 Ordinary Council Meeting 23 October 2015 Ordinary Council Meeting 7 October 2015
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 Carols in the Park event with co-hosts, the local combined churches group. Thirty 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 October to December quarter, Library Services held 94 activities with 1,997 people in attendance. This included two HSC lock-ins which provided 127 young people the opportunity to study in the Library and Community Hub after hours and was very popular initiative. Library staff continued outreach to children and families in conjunction with Community development by providing special story times for the Mobile Play Van 10th birthday celebrations, as well as special Halloween and Christmas story times in the Library and Community Hub
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 26 October, 23 November and 7 December. All members of the public are welcome to attend. In addition, the Flockhart Park Public Hearing was held on Wednesday, 9 December 2015.
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 Carols in the Park, Rock fishing safety tips in conjunction with the NSW Government, Business workshops. The Annual Report Video and Mayor's End of Year Video Message were also broadcasted at Railway

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							Square providing visitors and residents with an overview of Council's performances and achievements during the year. Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.
2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings	●	On Track	The 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	In the December quarter the following meetings were held: 1 October 2015 5 November 2015 3 December 2015
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	On 18 December 2015 the Premier and the Minister for Local Government announced the next step in the Local Government reform plan, submitting a number of amalgamation proposals for the Chief Executive of the Office of Local Government for review. The proposal for Burwood Council is to merge with Canada Bay and Strathfield Council. The process will involve a review by the Chief Executive or his delegates including a public inquiry, followed by a review and comment by the Boundaries Commission, and finally a recommendation by the Minister. It is expected Council will be asked to provide a submission on the proposal in early 2016.
	Lead: Governance		Implement the recommendations from The Local Government Act Review.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	Once the Minister has made his determination, the Office of Local Government will issue directives to Council which will be reported once Council has received notification.
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 continued to review decisions and guidelines in relation to the Fit for the Future reform agenda promoted by the State Government. Following IPART's report the Minister and the Premier announced on 18 December 2015 that merger proposals will be forwarded to the Acting Chief Executive of the Office of Local Government for review. Council has been informed that delegates will be selected to conduct the review, and that councils and community members will have an opportunity to comment on the proposal, before a report is submitted to the Minister for decision. It is expected a final determination on the merger proposals will be made by end of May 2015.
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

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							of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis. Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
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 December Quarter. During the September Quarter 60 informal and no formal applications under the GIPA 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 58 Development Applications, 47 Complying Development Applications and 12 Pre Development Applications were submitted to Building Development. 90 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 3 Formal and 55 Informal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	●	On Track	Records closed, sentenced and securely disposed of according to the General retention and disposal authority: local government records.

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			Scan, process and distribute incoming daily mail.	Within one day.		On Track	Daily mail processed, scanned, registered and distributed.
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.		On Track	TRIM (Council's Electronic Document Management System) training has been provided to new staff and refresher training has been provided to existing staff. Total Records created for the quarter 27500 up from 19611 for the same quarter 2014/2015.
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 construction of the Burwood Park Pavilion Shade Structure.
			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 was reviewed and approved by the General Manager on 9 November 2015.
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	No major changes to legislation were implemented during the December quarter.
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.		On Track	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	During the Quarter Council received various circulars and guidelines in relation to the Fit for the Future reform agenda promoted by the State Government, and the announcement of a process of review of council merger proposals by the Office of Local Government.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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2.3 - Responsible employer of choice

2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.









Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.	●	On Track	All new employees have been given individual inductions to Council, including current policy, practices, legislation and Work, Health and Safety information. There was a formal corporate induction for new permanent employees held this quarter on 28 October 2015 with 9 attendees from across the organisation. All students, temporary employees and casuals are also given a mini induction and online e-learning training that they are required to complete within the first week of commencement.
		Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.	●	On Track	Council maintains strong professional working relationships with all employee associations and industry stakeholders. The main focus over this quarter has been keeping informed dialogue with the employee associations of the progress of the State Government's "Fit for the Future" reform agenda. During this quarter both the Consultative Committee and Work Health and Safety Committee met on two occasions.
		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	As part of the Learning and Development Plan, a number of training and development activities were conducted this quarter with staff attending off-site training in the following areas: food regulation and safety, library services promotion, crime prevention, pollution incident and emergency response, First Aid recertification. All employees were also offered access to training in Change Management and Building Resilience as well as Financial Planning with the ongoing announcements regarding the State Government's Local Government reform agenda. Senior Leaders attended sessions in Managing others through a Change Process. There will be additional training in these areas provided in 2016.
		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	Fortnightly payroll reporting currently meets the needs and operational requirements both from a Council and Audit perspective. All reports are regularly reviewed and assessed on a fortnightly basis and any changes that are required are and will be incorporated.

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	During this quarter The Sick Leave Management Corporate Practices was finalised and approved by the General Manager and review of the following Corporate Practices commenced: Recruitment and Selection Corporate Practice Dress Standards Corporate Practice
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THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	On Track	The first yearly cycle of the new Competency and Performance Plan (CaP) process was finalised this quarter. Organisation Development will be reviewing the overall CaP process new prior to June 2016 to ensure the framework remains consistent, relevant and effective. As an outcome of the initial CaP process was very successful.
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 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 2015. The pools brokers Willis have undertaken a review of the local and international market to ensure that members obtain the best possible cover and premiums.
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.	●	On Track	Throughout 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 quarterly Risk and Insurance report from the Risk Management Coordinator at the November 2015 Executive meeting for the previous quarter. The next quarterly report to the Executive will be in February 2016. Council's positive performance in all areas of risk management and insurance claims management is continued.
				Conduct and report annually on risk management self audit and prepare action plan.	○	On Track	From the UIP Continuous Risk Management Improvement Plan audit undertaken during 2014/2015 a Risk Management Action Plan was adopted by Risk Management Committee and approved by the Executive. In this quarter the focus of the Risk Management Committee has been on action items identified in both the Risk Management Action Plan and the UIP Continuous Risk Improvement Audit and interviews were undertaken with Managers and identified staff developing high level risk appetite statements for their functional areas.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.	●	On Track	The Risk Management Committee meetings are scheduled to be held at least six times per year. For this the current reporting quarter the Committee has met once and focused on TRIM records management requirements, the development of strategic Risk Appetite Statements, motor vehicle claims and safety of the drivers and drivers training.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Review risk management procedures and plans every two years, including identify and documenting risks on a unit-by-unit basis and implement steps to reduce risk as far as practicable.	●	On Track	From the UIP Continuous Risk Management Improvement Plan audit undertaken during 2014/2015 a Risk Management Action Plan was adopted by the Risk Management Committee and approved by the Executive. The Risk Management Plan is due to be reviewed during the next quarter.
	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	All staff have been inducted into the Safe Work Method Statements and Safe Operating Procedures. During this reporting period Tool Box Talks on Personnel Protective Equipment (PPE) and Heat Stress have been inducted to outdoor staff. Number of incidents (including near misses) reported for the 1st quarter were: 0 - Lost Time, 1 - Medical Treatments, 6 - Notifications and 3 Near Miss
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	Number of incidents (including near misses) reported for the 1st quarter were: 0 - Lost Time, 1 - Medical Treatments, 6 - Notifications and 3 Near Miss During this quarter a number of Tool Box Talks were conducted on Personnel Protective Equipment (PPE) and Heat Stress to all outdoor staff Investigations are conducted for any incidents that have any time lost or medical treatment to establish the cause of the incident and to ensure appropriate corrective action is undertaken to eliminate any causes which might have caused the injury.
		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 and StateCover conduct quarterly workers compensation claim reviews. Due to effective claims management and pro-active return to work programs, Council has received a 2015/2016 WHS Financial Incentive of \$53,794.91 to be invested into work health and safety initiatives. 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.
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	All Safe Work Method Statements and Safe Operating Procedures have been inducted throughout the Depot, Enfield Aquatic Centre and the Library, and are now all completed A review of Personnel Protective Equipment clothing for outdoor staff commenced this quarter. All staff with expiring First Aid Certificates are being sent for refresher courses.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.4 - Ensure Burwood Council is financially sustainable							
2.4.1 - Maintain an Investment Strategy and Policy.							
	Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.		On Track	In accordance with Legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
		Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.		On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
			Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.		On Track	The September 2015 Budget review was undertaken in October 2014 and submitted to the November 2015 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The December Budget Review will be conducted during January 2016 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 2015 were completed by the 31 August 2015 and externally audited by the 4 September 2015. Council lodged the audited Financial Statements with the Office of Local Government on the 11 September 2015 within the prescribed legislative time frame. Council's audited Financial Statements were the 5th set of statements received by the Office of Local Government for the year ended 30 June 2015.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.		On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.		On Track	No Audit Management Letter has been received relating to 2015-16 as the interim audit is scheduled in early January 2016.
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	Council's commercial properties are all been leased. Vacancy periods are kept to a minimum and the rentals are regularly reviewed.
2.5 - Efficient, effective, customer focused services							
2.5.1 - Monitor and review Council's customer service performance against other Councils.							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	The National Local Government Customer Service benchmarking program is scheduled for January 2016.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 9885 calls received during the quarter 77.5% 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 2,493 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.	●	On Track	During the quarter 99% of the 239 non-urgent and urgent Section 149 certificates received 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 664 Residential Parking Permits and 273 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 3,024 customers were served at the counter and 73% were served within five minutes.
3 - A Sustainable Natural Environment							
3.1 - Maintain and enhance open green spaces and streetscapes							
3.1.1 - Implement strong planning controls to protect open green space.							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.	●	On Track	The current Burwood Development Control Plan contains requirements on size, dimension and solar access etc of open and green space for different types of development, to enhance and protect open and green space in new development.
3.1.2 - Provide adequate funding to maintain open space areas.							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.	●	On Track	Council's current Contribution Plans contain proposed open space capital works, which are in line with the Capital Works Program.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.	●	On Track	<p>During this Quarter, Council submitted Expressions of Interest (EOI) for a grants to Design and Construct the following projects under Club grants Category 3 NSW Sport and Recreation infrastructure:</p> <ol style="list-style-type: none"> 1. The shared pedestrian and cycle path with solar lighting and exercise equipment in Wangal Park 2. The play equipment ,skate park and half basketball court in Wangal Park. 3. Henley Park sports field flood lighting upgrade. <p>Unfortunately, all the above EOIs were unsuccessful.</p> <p>Council recently applied for a \$354,962.50 grant under the Metropolitan Greenspace Program for the Design and Construction of the shared pedestrian and cycle path, solar lights and exercise equipment in Wangal Park. This grant application is still pending.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							A Public Reserve Management Fund Program Grant for the part funding of the multi- purpose entertainment facility in Burwood Park has been successful to a value of \$174,350.
3.1.3 - Pursue partnerships and opportunities to create new open spaces.							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no Planning Agreements or conditions of consent that provide additional public open space during this quarter.
3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	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	New flower bed annuals planted for summer display. Larger potted plants used around Bugler garden bed.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	●	On Track	Spring maintenance works carried out sporting activities for summer commenced. Further maintenance works on going and scheduled for winter season sports.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Fields at Henley, Burwood and Flockhart Parks line marked for cricket season. Fields at Blair park line marked for extended season granted to soccer club for Champions of Champions games.
				Sporting fields fertilised during March-April period.	○	On Track	Fields will be fertilised again prior to beginning of season.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	Soil tests carried out once per year unless required for any problems observed with turf growth,
				Fields aerated and fertilised where required annually in September-October.	●	On Track	Henley, Blair and Flockhart aerated intensely with a machine called an agrivator in Oct. It disturbs the surface a little more for a while, but provides greater aeration benefits.
				Worn down turfed areas re-turfed where required during the September-December period.	●	On Track	Turfing works to fields 1,2,13,4 and minis at Henley Park carried out in Oct to goal mouth and other worn areas where remnant of existing turf not likely to have sufficient regrowth to provide adequate grass coverage for summer and winter sporting activities. Turfing in Blair Park was delayed till end of Nov due to their extended season and then weather and demand shortage of turf rolls caused further delays. 1650m2 laid at Blair. Had few problems with turf browning off due to heat wave conditions but intense watering scheduled saw turf green up nicely.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	●	On Track	Ongoing spot spraying for weed growth.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches marked as required. Synthetic Cricket pitch at Burwood Park replaced due to age and wear and tear.
				Sporting fields oversowed for high traffic areas where required during March-April period.	○	Not Due	No activity this quarter.






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Fields have generally been mown on 1-2 week schedules for early this quarter and weekly since November as grass growth increases.
				Fields set up for soccer season and during March-April period.	○	Not Due	No activity this quarter.
			Herbicide/Insecticide spraying.	Major parks (Henley, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bindi weeds. Additional spraying undertaken as and when required.	●	On Track	Spot spraying only this quarter.
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Some general pruning of palms for dead fronds at locations required this quarter.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Parks and reserves passive areas mown on average 2-3 week cycles this quarter.
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required, and comprehensive inspection carried out quarterly.	●	On Track	Daily/ weekly routine visual inspections carried out by Council staff dependent on location and usage of equipment. Quarterly more comprehensive inspections carried out by contractors.
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The proposed replacement play equipment in Jackett Reserve will be designed and constructed to include equal access play equipment. The new cafe outdoor eating area in Burwood Park has been constructed with equal access from the network of paths in the Park. The Wangal Park Masterplan has provisions for equal access throughout the Park. The installation of the new fully automated, equally accessible toilet block in Wangal Park was completed during this Quarter. Other parks' capital works will be considered according to the DDA Plan.
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 material such as bin bay signage and letterbox drops were provided to residents in Multi Unit Dwellings (MUDs) as requested by Strata Managers or tenants/residents during the reporting period.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 'Providing the Links' program is continuing and provides free presentations to primary schools and childcare centres throughout the Burwood LGA. Presentation topics include recycling, litter, composting and worm farming.
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days have continued during the reporting period. There were six drop off days during the October - December period. The drop off days occur at Council's Depot on nominated Saturday mornings.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Undertake bin contamination audits for recycling.	Conducted twice per year		On Track	The Recycling Bin Inspection program for Single Unit Dwellings occurred during late November and early December. The report is currently being finalised.
				Provide report from each audit as to trend in levels of contamination found.		On Track	The Bin Inspection Program for the Single Unit Dwellings was undertaken the last week in November and early December, the report is currently being finalised.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		On Track	Once the bin inspection report is finalised the awards for 'most consistent' and 'most improved' recyclers for the Single Unit Dwellings inspection program will be awarded.
			Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology.	Conduct audit every two years.		On Track	The bin audit for both Single Unit Dwellings and Multi Unit Dwellings was conducted during October 2015, in accordance with NSW Environment Protection Authority (EPA) methodology.
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 Service Centre. Council's involvement in the Compost Revolution program continues to be heavily promoted. As part of the Compost Revolution program adverts have been placed in the Inner West Courier and a 'roaming' workshop was held at Burwood Plaza during November to promote home worm farming and composting. The program focuses on the diversion of organic matter from landfill through activities such as home composting and worming. Worm farms/worms and Compost Bins are available at 50% discount to Burwood Council residents through the Compost Revolution program.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.		On Track	Two workshops were held during the reporting quarter: 1. Saturday 10 October - Floral Art & Craft from the Garden 2. Tuesday 24 November - Compost Revolution worm farming & composting, 'roaming' workshop held at Burwood Plaza.
3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.							
	Lead: Environment & Health	Waste	Develop a Strategic Waste Action Plan to achieve 66% diversion of waste from landfill to reprocessing facilities by 2014 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 66% diversion rate by 30 June 2014. Subject to the provision of reprocessing facilities.		On Track	Council has an adopted Strategic Waste Action Plan which provides a range of initiatives aimed at waste diversion and resource recovery. Council has entered into a contract through SSROC Councils for the provision of an Alternative Waste Treatment (AWT) facility which is to be established by Veolia Environmental Services. This facility is expected to be available 1 March 2017.
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	For the October to December reporting period Council held two workshops promoting eco-living for a more sustainable future.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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, thirteen (13) referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (eg. Concrete yards).							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a Fact Sheet for Residential Development 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 7 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 event is occurring on Sunday 6 March 2016. Council, during the reporting quarter, registered to assist with the event. Our assistance involves, if requested by a nominated site within the LGA to provide additional clean up bags and removal of material collected.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in the local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	During the reporting quarter Council continued to use two mobile CCTV cameras in an identified illegal dumping hotspot.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	During the reporting period there were 168 reports of dumped materials on both Council and Public property.
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.	○	On Track	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 is 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 be held on Saturday 19 March 2016.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 next report is due to be submitted to Council during the third reporting quarter.
4 - Accessible Services and Facilities							
4.1 - Effective traffic management and adequate parking provision							
4.1.1 - Investigate an increase in bus priority lanes along local roads.							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.	●	On Track	During this Quarter, meetings were held with representatives of Transport for NSW to improve way finding signage at key bus interchange locations within the Burwood Town Centre. The project is to be completed by June 2016.
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.	●	Not Entered	There were 17 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	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 seventeen (17) Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.	●	On Track	Designs were undertaken for the replacement and repositioning of speed cushion traffic calming devices in Wilga Street, Clarence Street, Railway Parade, Railway Crescent and Burwood Road. Designs were also undertaken for the installation of an off-street parking bay in Fountain Avenue, as well as an off-street loading bay in John Street. 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 November 2015 Burwood Local Traffic Committee meetings was held successfully with a total of thirteen (13) 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 new grants have been applied for in this Quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Actively pursuing grant application when they become available.
		Accessible Infrastructure and Services	Construction of a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2016.	●	On Track	Council has received approval of a grant under the Public Reserves Management Fund (round 2) for \$174,350 as \$ for \$ funding for the Burwood Park multi-purposed stage and outdoor facility. A Tender for the Design and Construction of the shade structure has been awarded. Construction is due to commence in early 2016. Council's Building and Property Team will be managing the design and construction of the stage.
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 six (6) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
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 LGAs 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 2015/16 financial year.
4.2.6 - Upgrade Woodstock Community Centre.							
	Lead: Assets, Property & Building Services	Property Portfolio	Refurbishment of existing Woodstock Community Centre.	Stage 1 completed by 30 June 2016	●	On Track	Works progressing well on target, 60% completed to date.
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	Child and Family Interagency meetings have been held bi-monthly within the Burwood Local Government Area. The Children, Families and Cultural Development Officer supports the delivery of the Interagency in conjunction with the Families NSW Coordinator and regularly attends the meetings.
			Deliver Families and Children events.	One event held per annum.	●	On Track	Mobile Playvan (MPV) service celebrated 10 years of operation in Burwood during Children's Week, held in October 2015. Some of the activities included MPV toys, crafts, face painting, jumping castle, story time and a community services information stall for families to gain information from local service providers.




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							This event was held at both Henley Park and Burwood Park and was attended by over 160 parents/carers and children.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	The Child and Family Services brochure was updated and printed. Distribution to the local child and family services network and communities is continuing. The online version of the Child and Family Directory for the Burwood Local Government Area is currently being updated and will be available shortly.
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	As noted in the previous quarterly report, the DAP annual progress report was submitted to Council in June 2015.
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	Ausgrid completed a number of public lighting trials which were aimed at improving reliability, energy efficiency and lowering over costs for Council. These trials focused on Light Emitting Diodes (LED) lighting for pedestrian and vehicle category lighting. The results were successful which led Council to approving the new LED technology for pedestrian category lighting only. These new LED's are now the default light for all new lighting and maintenance requests. As of 31 December 2015, 177 LED lights have been installed within the Burwood LGA.
4.4 - Encourage active and healthy lives							
4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and well being for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	During the quarter, the Seniors Social Group took a bus trip to Sculpture by the Sea at Bondi on 29 October 2015. The participants were mostly in their 80s and managed to navigate the difficult terrain to reach the outdoor exhibit. On 27 November 2015, a lecture was held called "Moving Through Grief". The lecturer was a Mindfulness Practitioner from Concord Hospital and the session was highly appreciated. To cap the year off, a Christmas lunch was held on 11 December 2015 attended by 100 seniors. The seniors brought Christmas gifts for young boys and girls, which were handed over to Burwood Community Welfare Services for distribution.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>On 3 December 2015, Council hosted "GroovAbility Festival" together with other partners and agencies to celebrate International Day of People with a Disability. The event was held outdoors at Burwood Park. It provided lots of entertainment including a photo booth, a Wildlife Park interactive display and many more and a BBQ was provided.</p> <p>Council staff attended an "Inclusive Communities Morning Tea" on 8 December 2015 organised by NSW Family and Community Services. This event was attended by various stakeholders and consumers/clients and their families from the disability sector and other interest groups. The discussion and presentation centred on ways to improve access and inclusion for all community members in the lead up to the implementation of the National Disability Insurance Scheme (NDIS) in the Inner West. Council assisted in identifying other interest groups not usually associated with disability to elicit their future cooperation and participation in the NDIS</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 has adopted a "dob in a dumper" program targeting illegal rubbish dumping in the area. Council encourages people to report the details of any person observed dumping rubbish unlawful in the Burwood LGA. Council is also using mobile CCTV cameras as part of its enforcement approach to catch all offenders.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council provides information on its 'dob a dumper' campaign and its fight on illegal rubbish dumping in several articles published locally throughout the year.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained on Council's website, newsletters and publications.	●	On Track	The Graffiti Line number continues to be promoted on Council's web page.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	<p>During this quarter Burwood Council delivered one major civic event, Carols in the Park, on Saturday 12 December 2015 in Burwood Park. This event attracted its largest crowd to date with more than 4,500 people enjoying the festivities.</p> <p>As well as delivering this major civic event, Burwood Council also supported the Greek Street Fair which took place on Sunday 11 October 2015 and entertained a crowd of more than 1,000 people, as well as Croydon Park Business Chamber's Spring Health and Fitness Fair which took place on Sunday 1 November in Henley Park with a crowd of 500 in attendance.</p>
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	A Planning Proposal (PP) to incorporate design excellence provisions in the Burwood Local Environmental Plan 2012 is being processed under guidance from the State Government.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							A Burwood Development Control Plan (BDCP) review issues paper has been prepared by urban design consultants engaged by Council. Subject to funding the BDCP will be amended to strengthen the planning controls to enhance and promote better design.
	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 11 major DA proposals and also referred a further 3 Major DA's, 3 amended 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, no capital improvement works were undertaken in the CBD area south of Burwood Railway Station.
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 87 & 55 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 11 Major DA's within that period. Council has recently 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 were no requests for a review of determinations of development applications pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 referred to Council during this quarter.
4.6 - Minimise risk and ensure continuity of critical business functions							
4.6.1 - Implement best practice records and risk management strategies.							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.	○	On Track	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	Each year Metro Pool provides members with a range of sessions dealing with different topics within the Risk Management environment so the Council staff from various departments can attend and acquire/expand their a knowledge, raise their awareness on their roles, obligations and responsibilities in relation to risk management within their areas of expertise. In this quarter Risk Management staff attended the annual Risk Management Institution of Australia conference in Adelaide in November 2015.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Council's insurance portfolio is managed in accordance with the provisions of the Metro Pool Board, brokers' and insurer's advice and is reviewed on an annual basis. Council's Metro Pool's insurance portfolio was renewed on 31 October 2015. The pool's brokers Willis have undertaken a review of the market to ensure that members obtain the best possible cover. There was no material increase in Council's premium costs.
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. Council has held four business workshops, the latest was on 24 November which was for business owners to meet and connect with other local businesses, chambers of commerce and industry professionals. The workshop focused on technology and the impact of the digital age on businesses. Around 30 people attended the event.
5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	●	On Track	A new blackspot application was submitted for the 2016/17 financial year to install a roundabout at the intersection of Paisley Road and Brady Street, Croydon to address a number of accidents resulting in injuries.
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	The Burwood Local Environmental Plan (BLEP) 2012 permits mix use development in all Business Zones (B4 Mixed Use, B2 Local Centre, B1 Neighbourhood Centre and B6 Enterprise Corridor). The BLEP also requires the provision of active street frontage and sets maximum Residential Floor Space Ratio in certain areas of Business Zones, in order to enhance and promote mix use.
			Review the Comprehensive LEP every three years.	Review to commence by 1 June 2015.	●	On Track	The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues. Five amendments have been made since the BLEP came into force on 9 November 2012. Four planning proposals initiated by Council to amend the BLEP are in the process.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.2 - Support small business							
5.2.1 - Develop programs to strengthen and sustain small businesses.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regul	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	There were 39 registered premises inspections carried out during quarter. The inspection program is continuing on target.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	There were 4 Improvement Notices and 19 Penalty Infringement Notices issued to food premises during the reporting quarter.
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	Food Activity statement is due in July 2016.
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two work shops per year. One of the workshops is to be in a language other than English.	●	Not Due	The first food workshop will be scheduled for Q3 of the reporting year.
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environment and Health Officers have a supply of information pamphlets and leaflets in multi languages that they distribute to the various shopkeepers as necessary.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There were 24 Development Applications referred to the Environment and Health team for assessment and conditioning during the reporting period.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were 19 Public health complaints received, investigated and resolved 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	The Burwood Local Environmental Plan (BLEP) 2012 has been constantly reviewed to address emerging issues and in response to Council resolutions.
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. One major civic event was delivered in this quarter, Carols in the Park, and it included a market stall alley with 19 food, merchandise, information and kids activity stalls. Burwood Council also supported Croydon Park Business Chamber's Spring Health and Fitness Expo in November which featured 58 different food, merchandise, information and kids activity 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. The major civic event held during this quarter, Carols in the Park, was held on Saturday 12 December 2015. Burwood Council also supported the Greek Street Fair which was held on Sunday 11 October 2015 and the Spring Health and Fitness Fair held on Sunday 1 November 2015.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.3 - Increase employment and training opportunities							
5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.		On Track	<p>Council hosted 2 students from Southern Cross Vocational High during this quarter. The students were exposed to various teams within Council and various tasks within administration, media and events and customer service including record keeping, events, human resources and governance.</p> <p>A work placement was agreed to with UNSW for a civil engineering student who has been placed at our Works Depot for up to 6 months during this quarter.</p> <p>Council continues to engage an apprentice in landscaping construction through a group training company.</p> <p>In November 2015 The Mayor, General Manager and nominated staff conducted a local school talk to present information on local government services and working with the community.</p>
5.4 - Economic centre growth and preserved residential areas							
5.4.1 - Preserve local heritage through relevant planning strategies.							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.		On Track	In total 23 DA referrals received during the quarter, 14 referrals responded to within 10 working days and 19 within 15 working days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.	As State Government Planning System Reform reports are published.		Not Due	The State Government has not published further reform reports, but has advised that some of the planning reform initiatives have been rolled out.