



Burwood Council
heritage ■ progress ■ pride



For the period ending
30 June 2015

**QUARTERLY
REPORT**

**OPERATIONAL
PLAN
2014/15**

HOW TO READ THE OPERATIONAL PLAN 2014-15 – QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 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: Footpath, kerb and gutter and road works at Genders Ave; Footpath upgrade works at various locations along Liverpool Rd, Stanley St East, Georges River Rd, Stiles St, Violet St, Young St, Parramatta Rd, The Boulevard, Mosely St; Burwood Park Cafe - outdoor dining area and shade structure; New ANZAC memorial paving area; New raised pedestrian crossing at Wentworth Rd cnr Gladstone St. Capital Works Projects commenced or on going during this quarter include: Construction of Walking track/shared path at Stanley St reserve; Kerb and Gutter works along Burwood Rd from Georges River Rd to Fifth Ave Bridge; Footpath, kerb and gutter and road works at Croydon Ave from Arthur St to Liverpool Rd.
		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 areas are cleaned daily.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs collected within two days in accordance with the agreed level of service.
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Planter box replacements in Burwood CBD underway this quarter
		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 lkms swept over the 3 week sweeping cycle, or 30kms per week on a set routine. 3 subareas totalling approx. 30 lkm completed every week of 3 week cycle. In addition to that weekly average 13 lkm of reactive sweeping activities attending CRMs, known hotspots, residents, Mayoral requests etc. the 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.

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		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to customer requests within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required. VandalTrak has now been implemented as Council's new Graffiti Register.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Notification to Sensitive Areas was sent out as per Council Pesticide Notification Plan. Spot spraying of problem areas is carried out on an as needed basis by other Council teams when required.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Nature strip locations as per mowing list and eligibility criteria. Average mowing cycles achieved between 6-8 calendar weeks this quarter.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage Councils civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	Received 123 Tree CRMS this quarter with 107 completed within service standard time frame -87% compliance. Lost time on regular CRM tree maintenance works due to emergency response works required during and after severe storm weather conditions in April.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters in CBD are cleaned daily. Areas outside CBDs done Tuesday and Fridays.
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside CBD areas 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 ie Town Centre, schools, commercial areas etc.	●	On Track	Council's road infrastructure condition data capture and assessment has been completed. New Asset Management Software Assetic has been procured and is being implemented and configured to prioritise, schedule and formulate forward footpath capital and maintenance works programs. This will assist in strategically managing Councils footpath assets and provide real time condition of these assets. High Pedestrian areas will be assessed annually and footpath condition data updated in Assetic accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are on going and draft reports have been completed. 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. This will provide

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							Council with flood and drainage assessment information on the storm water system for those catchments.
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. Average repair time by Ausgrid for public lighting assets has been reported at 4-5 days from receipt of fault report. This is currently within the minimum Ausgrid service standard of 8 days however, Ausgrid are currently investigating options to improve this repair time.
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Belmore Street, Shaftesbury Road, Brooklyn Street, Railway Parade, Oxford Street, Fitzroy Street, Brady Street, Beaufort Street, The Strand, Willee Street, Walsh Avenue, Flockhart Park, Brown Reserve, Sanders Reserve and Whiddon Reserve. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All booked and 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 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's road infrastructure condition data capture and assessment has been completed. New Asset Management Software - Assetic, has now been implemented and configured to prioritise, inform, schedule and formulate forward capital and maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council 's Civil Team and Contractors are tasked with making safe identified Defects whilst working within the area, defects investigated, assessed and programmed within 4 working days.

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




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	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Replace planter boxes in Burwood CBD and plant with decorative flowers	New planter boxes installed by October 2014		On Track	All 32 planter boxes were procured and delivered to Council's works depot in December 2014, The planting plan and planter box location plans were issued in March 2015. The installation of the stainless steel and composite terracotta planter boxes along with new plants was completed in June 2015.
1.1.2 - Work with key partners and the community to reduce crime and improve community safety.							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.		On Track	Council processed all CCTV applications from the Police during the quarter within the two days of receiving the application. Council works closely with the Burwood Police in combating crime and crime trends in the Burwood Local Government Area.
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.		On Track	Council's Compliance Manager meets with Police on a weekly basis to discuss crime trends and develop plans to combat crime. Police are active members of Council Safety Committee.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.		On Track	Council's Community Development team participated in the recent Police initiated Community Safety Standing Committee held at Burwood Local Area Command. Council's Community Development team also participated in the annual Police and Principals Forum, presenting on recent school initiatives the team has undertaken to address family violence and healthy relationships with young people as a preventative and early intervention strategy. The team also plans to have representation at the upcoming Liquor Accord meeting to be held in the first quarter of the 2015-16 financial year.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.		On Track	Council's Compliance Manager attends every SSROC Compliance Meeting held once per quarter. The SSROC Compliance Meeting was held at Ashfield Council on 19 May 2015.
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
	Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.		On Track	The Graffiti Management Plan actions are on track and will be completed as scheduled by October 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	On Friday 17 April 2015, Burwood Council held its annual Youth Week celebration, the #GetConnected Festival, in Burwood Park from 3pm-6pm. The festival was run by young people (the Burwood Youth Advisory Group BYAG) for young people. The festival aimed to promote the importance of youth physical, mental and sexual health. Alongside a range of recreational activities such as zorb soccer and bouncy boxing, a number of service providers were present on the day providing information on youth health and

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			Consult and engage young people on their needs and issues, in conjunction with the Burwood Youth Advisory Group (BYAG)	Survey conducted in conjunction with Community Survey, every two years.		On Track	distributing resources to young people in need. The event was successfully delivered with over 100 people in attendance. Burwood Council undertakes a bi-annual youth survey of young people who live, work, study or access services in the Burwood Local Government Area. Preparation for the 2015 youth survey is complete, with distribution scheduled to commence shortly after the July school holidays.
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 submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park. This grant has been successful to a value of \$174,350 and it will support the construction of this facility. The additional grant application for the construction of the Continuous Deflective Separation Unit CDS and the new Drainage line from the Wangal Park Wetlands to Cheltenham Rd was submitted but unfortunately it was not successful. Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was not successful. An Expression of Interest for a grant to fund ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was not successful. Council staff will seek further grant funding opportunities as they arise.
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.		On Track	Council has applied for a number of grants through the ClubGrants scheme, with the outcome to be advised in the first quarter of the new financial year.
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.	Implement strategies to maximise use of available facilities in the LGA by the community.		On Track	Council has recently engaged a Community Facilities Officer whose responsibility it is to maximise the use of Council's venues.
1.2.4 - Support existing sport and recreation groups to provide services and facilities.							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.		On Track	The Community Hub, Fitzroy Centre, George Street Centre, Woodstock and Burwood Park Community Centre were all available for hire. Burwood Park Community Centre usage increased 13% and George Street Centre increased 11% from last quarter.
	Lead: Parks		Offer parks for hire.	Parks available for hire.		On Track	Park bookings processed and charged as per Councils adopted procedures and policies.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	Council approved the public exhibition of the Draft Generic Plan of Management for parks. Draft Plan of Management was on public exhibition until 2 February 2015. The final Generic Plan of Management - Parks was adopted by Council on 23 March 2015. Document is now available on Council's web site. Staff are currently working on new Plans of Management for Henley Park, Grant Park and Flockhart Park.
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	The new play equipment in Martin Reserve is now open to the public. The new play equipment includes a shade structure, rubber soft fall a picnic table with benches. The new playground in Prowse Reserve, which will include rubber soft fall and a shade structure, is nearing completion. Unfortunately, recent wet weather has hampered the final completion works.
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	Strategic partnerships were established during the quarter with Co.As.It and Sydney Multicultural Community Services to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time. During the quarter, Volunteer Network had 170 enquires regarding volunteering, conducted 20 volunteer interviews and referred 150 volunteers to not for profit organisations in the Inner West Area. Council received 56 enquiries regarding volunteering specifically in the Burwood LGA.
			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	Volunteer Network continues to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and to advertise volunteering through the local media. During the quarter, Volunteer Network had 170 enquires regarding volunteering, conducted 20 volunteer interviews and referred 150 volunteers to not for profit organisations in the Inner West Area. Council received 56 enquiries regarding volunteering specifically in the Burwood LGA.
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 Home and Community Care Development Officer has been working with the Commonwealth Department and Regional Assessment Services to ensure that the community members are aware of the Transition of the Home and Community Care (HACC) Program to My Aged Care and the Commonwealth Home Support Program (CHSP). Three Community Care Forums were facilitated this quarter and discussions regarding changes were held with various providers. The Inner West HACC Development Officer, in consultation with CHSP services, provided feedback to the Department of Social Services regarding the draft


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							fees policy and program guidelines. During this quarter 12 calendar training sessions were provided with the aim to up skill staff from CHSP services. These sessions included information about Aged Care Reform requirements as well as day to day service training skills.
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 Home and Community Care Podiatry Service have remained steady. The current client rate has achieved 97% of the target set by the funding body at the end of June 2015. Presentations have been provided to a range of community groups from varying cultural and linguistically diverse groups this quarter. The service still has capacity for new clients.
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 within the Library and Community Hub was available every day during Quarter 4.
1.2.11 - Upgrade Enfield Aquatic Centre facilities.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Investigate opportunity to establish a multi-purpose facility above existing swimming pool plant room.	Report to Council by 31 December 2014.	●	On Track	While Council did not pursue the creation of a facility above the plant room, an additional room was generated near the Indoor Pool by rationalising pool staff offices. The room has external access and will be made available to the public and to pool user groups in the 2015/16 financial year.
			Upgrade of ticketing area and staff area	Upgrade completed by 31 May 2015	●	Watch	Following minor upgrades of the front desk and reception area, works are set to commence on upgrading the staff area. Further work is planned for the ticketing area.
			Expansion of Shelly Street car parking area	Works completed by 30 June 2015.	●	No Activity	A planning session was conducted to consider and set priorities for improvements at the Enfield Aquatic Centre, however funding constraints curtailed progress.
			Construction of a covered walkway from Shelly Street carpark to pool entrance	Construction completed by 30 June 2015.	●	No Activity	A planning session was conducted to consider and set priorities for improvements at the Enfield Aquatic Centre, however funding constraints curtailed progress.
			Upgrade of west-facing façade at 50 metre swimming pool.	Works completed by 30 June 2015.	●	No Activity	A planning session was conducted to consider and set priorities for improvements at the Enfield Aquatic Centre, however funding constraints curtailed progress.
			Replace fencing around Enfield Aquatic Centre	Works completed by 30 June 2015.	●	No Activity	As previously reported, a planning session was conducted to consider and set priorities for improvements at the Enfield Aquatic Centre, however funding constraints curtailed progress.
			Carry out maintenance of 25 metre swimming pool.	Works completed by 30 September 2014.	○	On Track	Major works were conducted on 25m pool and the filtration system - completed 21 July 2014. Scheduled maintenance is ongoing to meet current pool operating guidelines

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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	Each of the pools and water features at the Enfield Aquatic Centre are tested every two hours for correct levels of sanitation. All test results have been within or above industry standards for water quality at Public Swimming Pools. These are verified periodically by NSW Health, as well as by monthly independent laboratory tests.
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.	●	Watch	Squad swimmer levels were maintained at a steady level this quarter, however projections indicate squad targets may be reached in the coming summer months.
			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 is currently full.
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	Draft survey has been prepared and will be circulated amongst users. Annual report to be developed in new financial year.
1.2.15 - Implement five hectares of new open space facilities in Wangal Park.							
	Lead: Landscape & Urban Design	Wangal Park	Completion of Stage 1 (area 7,186sqm) on north eastern side, including earth works, drainage and turf.	Works completed by 31 December 2014.	○	On Track	Latent site conditions have been resolved. Construction works are continuing with land shaping of the three wetland system completed. The wetland liner is now installed. The installation of the service lines into Wangal Park is now completed. The installation of the overflow line out of the park is completed. In addition the sandstone retaining wall and new coloured concrete access path from Cheltenham Rd adjacent to the SES building was also completed in June 2015 The wetlands completion date has been delayed due to heavy rainfall on the site, therefore, the completion date is now the end of August 2015 (weather permitting).
			Completion of Stage 2 (area 4,868sqm) on middle and eastern side, including earth works, drainage and turf.	Works completed by 31 March 2015.	●	On Track	Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade is operational. The stockpiled topsoil has been used to construct the wetlands. The construction of the north eastern part of the site has commenced . Unfortunately due to various recent storm events the construction has been delayed. Completion to EPA standard of the remainder of the park, including earthworks, drainage and turf by October 2015 (weather permitting).






THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Complete wetland construction and planting as per approved NSW Metropolitan Greenspace Program Grant and Federal Government Stormwater Grant.	Works completed by 31 December 2014.		On Track	<p>Council has approved and adopted the Wangal Park Masterplan design. The alternative access into Wangal Park from Monash Parade is operational. The stockpiled topsoil has been used in the construction of the wetland. The construction of the north eastern part of the site has commenced.</p> <p>The construction of the Inlet and outlet storm water pipes is completed. The construction of the public access path from Cheltenham Road is complete.</p> <p>Various latent conditions on site (leachate and gas issues) and storm events have hampered the construction. Design modifications have been resolved and construction changes have been made.</p> <p>The wetlands completion date has been delayed due to heavy rainfall on the site, therefore, the completion date is now the end of August 2015 (weather permitting).</p>
			Completion of Stage 3 (area 9,481sqm) on south eastern side, including embankment terracing and turfing.	Works completed by 31 March 2015.		On Track	<p>Construction work continues at Wangal Park with land shaping of the three wetland system completed. The wetland liner is now also fully installed.</p> <p>The inlet and outlet wetland stormwater pipes have been fully installed and work on the public access from Cheltenham Road is completed.</p> <p>Due to various recent storm events construction is now delayed. Completion to EPA standard of the remainder of the park, including earthworks, drainage and turf by October 2015 (weather permitting).</p>
			Construction of shared pedestrian and cycle path near amenities block and park operations building locations	Works completed by 31 March 2015.		On Track	<p>Construction works continue at Wangal Park with land shaping of the three wetland system completed. The construction of the wetland liner is now also completed. The construction of the pedestrian access from Cheltenham Road is completed.</p> <p>The construction of the shared pedestrian and cycle path near the amenities block and park operations building has commenced with the construction of the pad footings for the timber board-walk along the edge of the wetlands. In addition part of the timber decks have been installed in June.</p>




1.3 - A well informed, supported and engaged community

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

	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.		On Track	The ID Community Profile and Economy ID Profile are both currently up to date and contain relevant local demographic information. Information from the Profile continues to be used to develop community programs and to apply for funding.
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THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	'What does Burwood Council do?' guides were made available on Council's website in Arabic, Chinese, Greek, 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 143,661 views, a 4% increase since last quarter. Council's social media audience continues to grow with a 74% 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 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 and to promote Burwood's Anzac Day Centenary Dawn Service which included the unveiling of the Bugler from Burwood memorial.
		Media Communication	Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 15 media releases on key issues and initiatives including Council's merger proposal with Auburn City and City of Canada Bay Councils, Anzac Day Centenary Service and Bugler from Burwood, Electronic Housing Code, Nashos Service and new taxi stands. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	This quarter, 102 articles were published in local and metropolitan news outlets, a 1% increase since last quarter. Overall, 96.1 per cent of articles either positive or negative in coverage. A majority of the coverage Council received during this







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
quarter was in relation to the NSW Government's Fit for the Future proposal. Council also generated media coverage on its Anzac Day Centenary Service, The Bugler from Burwood memorial and Electronic Housing Code system.							
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 original series of Council Minute Books and Council Annual Reports 1917-1946 are being prepared to be transferred to NSW State Archives.
1.3.4 - Provide information to the community on Library services.							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Distribute Library's services information via flyers, email database, website, local media, notice boards.	Increase delivery of information about Library services.		On Track	Burwood Library strives to maximise its reach to the local community through the use of various formats of media. For instance, Burwood Library's services and programs are continuously promoted through the Library's website. Promotional flyers are distributed within the library and through other relevant organisations such as local primary schools for school holiday activities and local high schools for HSC programs. Library events are prompted through the Burwood Scene, Inner West Courier and the Library noticeboard. To celebrate Library and Information Week 25-31 May 2015, a joint Library and Community Development community awareness campaign was organised with BYAG. Pens, bookmarks and library and community services brochures were handed out to the public along Burwood Road. Articles have been published in the trade magazine PLN, showcasing the library to the broader library community. The Library has begun to use Twitter as another avenue to target its audience - @BurwoodLibrary. To date the library has been tweeted 887 times and has 262 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	Between January and June 2015, a total of 1912 people registered as new members. Total membership at 30 June 2015 stood at 21,225, a 12.2 % increase compared with the total as at 30 June 2014.
1.3.7 - Provide a range of services for children and young people.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Provide direct services including Mobile Playvan for parents with children from 0-6 years, and youth services 12 – 24yrs in Council facilities.	Mobile Play-van runs twice per week during school terms and one youth developmental project to be delivered per annum.		On Track	Mobile Play Van ran on Wednesdays and Thursdays term 2 2015, excluding three Wednesdays that had to be cancelled due to poor weather. New families attended most weeks and during one particular week, five new families tried out the service.
				Customer satisfaction measured annually and evaluation reports prepared.		On Track	Customer Services Satisfaction Surveys have been conducted with a number of services users this quarter and satisfaction levels remain consistently high.




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4 - A community that celebrates diversity							
1.4.1 - Celebrate the achievement of community leaders.							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.		On Track	Council celebrated the achievements of 19 local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and mayoral columns. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2015.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	Council celebrated the achievements of 19 local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and mayoral columns. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2015.
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 269 views, a 12% increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.		On Track	The Library maintains 30 public access PCs and a Wi-Fi network providing access to the internet. In the fourth quarter, there were 10,042 PC bookings and 20,394 Wi-Fi logins. The computers and Wi-Fi access provide patrons access to Local, State and Commonwealth Government information via the "Research" link on the Library's web page. The MobilePrint Service was launched on 8 May 2015. This allows patrons to print at the library and remotely from smartphones, tablets and computers and then pick-up their printouts at the library. By 30 June, 18 users had used the service a total of 43 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	A recent partnership with the State Library of NSW and Telstra has seen the introduction of the Tech Savvy Seniors program. This joint initiative teaches seniors aged over 55 basic computer skills, including email, giving community members the confidence to actively participate with technology. Classes have been held in Mandarin, Cantonese and Arabic. Burwood Library continues to strengthen its relationship with CASS (Chinese Australian








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	<p>Services Society) and NSW Health. These partnerships offer the large Mandarin and Cantonese speaking communities in Burwood a series of talks on health-related matters which are well attended and well received.</p> <p>Also as part of the Library's promotional drive, approaches have been made to local Arabic associations, such as the local Coptic Churches.</p> <p>Council Library continued to work with a range of culturally and linguistically diverse groups in the community during the quarter, including the Multicultural Health Service, Sydney Local Health District and Chinese Australian Services Society (CASS). The ongoing relationship with Navitas College continues to bring students from a wide range of cultural backgrounds into the library. Approaches have also recently been made to local Arabic associations, such as the local Coptic Churches.</p>
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	<p>Woodstock term two programs (April – June 2015) offered a range of short courses and one off activities to promote health and well-being. This was achieved through partnerships with SHARE Inc, The Heart Foundation and working with private teachers and volunteers to provide a range of artistic, creative and physical workshops. These offered community members a chance to try out new activities, socialise and enjoy participation in the Burwood community.</p> <p>A highlight of this term was the re-establishment of the Walking Groups. Two walking groups now meet weekly in Burwood and Enfield to socialise, whilst also engaging in exercise and getting to know their local streets, parks and neighbourhoods.</p>
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	<p>Burwood Council invites local sporting groups to participate in community events where relevant and appropriate. During the fourth quarter Burwood Council hosted two Commemorative Services for Anzac Day and the National Servicemen's Commemorative Service. These events were deemed not suitable for local sporting groups to attend. However, the local community was still represented at these events in the form of local school groups and community leaders participating in both ceremonies. As part of the Burwood Anzac Centenary Commemorative March and Dawn Service event, eight local schools participated in the March, Service and Wreath Laying Ceremony. While as part of the National Servicemen's Commemorative Service, the Burwood 1st Scout Group participated in the formal proceedings as well as served the sausage sizzle lunch for event attendees.</p>
				Create a designated area for local artists and groups at Council's civic events.	●	On Track	<p>Local artists, community groups and schools are invited to participate in Council's civic events in the capacity of participants, contributors and volunteers.</p> <p>During the fourth quarter Burwood Council held a</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>special Commemorative March and Dawn Service for Anzac Day which eight local schools participated in. This included Burwood Girls High School who provided the band for the Service and Trinity Grammar School who provided the bugler, Catafalque Party and Honour Guard.</p> <p>A local school competition was also conducted as part of the Anzac Centenary celebrations which encouraged local schools to explore how they 'will remember the Anzacs' through artistic expression. The winner was St Joseph's Catholic Primary School who presented a colourful poster with words and pictures representing what the Anzac legend means to them. This poster was placed on display at the Burwood Library and Community Hub, as well as included in the AnzacConnect video which was shown at the Service as well as posted on Council's Facebook page and YouTube channel.</p> <p>This AnzacConnect video was filmed at the 2014 Anzac Day service and included local school students describing what the Anzacs meant to them and how they will remember the Anzac legend.</p> <p>This year the National Servicemen's Commemorative Service paid tribute to the Tri-Services and as such, the Service was presented by local representatives from the Army, Navy and Air Force. This included local Trinity Grammar School who provided cadets for the Catafalque Party, the Honour Guard and the bugler. The Service was also attended by two pipers from the Burwood RSL Sub-Branch Pipes and Drums band.</p>
1.4.6 - Promote usage of Library by multicultural groups and residents.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	<p>270 items in Korean, Hindi, Italian and Chinese were added to the library's collections during the quarter. These included books, DVDs, CDs and magazines for both adults and children.</p> <p>As at 30 June, a total of 1,307 LOTE (languages other than English) items had been acquired in the financial year 2014-15. This represents 19% of the 6,930 total acquisitions for the year</p>
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	<p>Council has been preparing a series of disability awareness sessions to be held in the new financial year with staff who have direct contact with the public.</p> <p>Also, work has been undertaken on the charter for Council's Access Committee with a view to establishing the new committee in the coming financial year.</p>
	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	<p>Council's mobile website provides a simplified interface for visually impaired users. Over 31% of Council's overall website traffic comes from smart phones or tablet devices, a 1% increase since last quarter.</p> <p>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.</p> <p>Documents are uploaded on Council's website in both PDF and Word format, as per the Federal</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							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: - 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 Autumn Edition was distributed to 15,800 households and businesses across the LGA in April 2015. The Update included the latest news and information on Council's services and initiatives including the Anzac Day Centenary Dawn Service. A special 2 page 'Burwood's Future' newsletter was inserted into the Update to provide information on the NSW Government's Fit for the Future reforms.
				Newsletter made available in electronic format.	●	On Track	The Autumn Burwood Update and Burwood's Future 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 continues to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, there were 170 enquiries regarding volunteering, 20 volunteer interviews were conducted and 150 volunteers were referred to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West and produced a six month training calendar. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills. In the fourth quarter, Volunteer Network had 170 enquires regarding volunteering, conducted 20 volunteer interviews and referred 150 volunteers to not for profit organisations in the Inner West Area

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 37 DA referrals received during the quarter, 29 referrals responded to within 10 working days and 35 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 review by 31 December 2014.		Watch	The heritage inventory sheets for all existing local heritage items have been updated. Fifteen potential items have been investigated by heritage consultants as Stage 1 of the Heritage Study Review. Further 15 potential items, as Stage 2 of the review will need to be investigated.
1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		On Track	Heritage Week 2015 took place from 11-19 April. Burwood Council participated in this annual event by celebrating its rich history with a week-long digital media campaign showcasing images from the area's past on Facebook, Twitter and Instagram. These images were also displayed on the screens in the Burwood Library and Community Hub and Council Chambers. A framed picture from the Enfield Aquatic Centre with photos of World and Olympic champion swimmers from around Sydney during the time before WW11 was also placed on display in the Council Chambers for the public to view.
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	Building on last year's successful Neighbour Day BBQ for boarding house residents established by the Boarding House Interagency (including Community Development staff), another successful BBQ was held in April 2015. The event was held at Burwood Park and included a mix of entertainment and information for local boarding house residents. This year saw an increase in both service provider attendance and participation by local residents from boarding houses.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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	In the lead up to all major Council events and Commemorative Services, local residents and businesses in the Burwood LGA are sent promotional material in the form of flyers or letters. Digitally, events are also promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. The website is also updated with images after each respective event. Print media coverage is included for all events as well, including media releases being sent to local newspapers and mentions in the Mayoral Column which appears in local newspapers and the quarterly Burwood Update sent to all households in the Burwood LGA. A letter to residents is also sent to residents and businesses around Burwood Park and along Burwood Road to notify them of upcoming events. In addition to the promotional methods above, 17,000 DL sized flyers were distributed to all households and businesses in the Burwood LGA to promote both the Anzac Centenary Commemorative March and Dawn Service held on Saturday 25 April as well as the National Servicemen's Commemorative Service held on Sunday 31 May 2015. Outdoor banners were also placed along Shaftsbury Road and Wentworth Road to promote the Anzac Day event to the local community.
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.		On Track	During the fourth quarter, Burwood Council delivered two Commemorative Services; the Burwood Anzac Centenary Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. The Burwood Anzac Centenary Commemorative March and Dawn Service was a special Dawn Service held by Burwood Council to mark the Anzac Centenary. This event was well attended, with over 5,000 people in attendance which was a 1000% increase from the previous year's event with 500 in attendance. The National Servicemen's Commemorative Service received a similar amount of attendees as in previous years, with over 200 people in attendance.
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	In addition to regular meetings, training and consultations, the Burwood Youth Advisory Group (BYAG) took part in the Expect Respect project, a youth domestic violence education and awareness initiative run by Council. BYAG received specialised training in leadership and communication and were then up-skilled by an industry professional in domestic violence related content and were trained to deliver of the Expect Respect workshop outline. A number of BYAG members worked closely with youth and community workers to successfully deliver the program to young people at Burwood Girls High School.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 representative from the Media & Communications Team visited the Seniors' Computer Club on 27 April 2015 to discuss the Library & Community Hub's Tech Savvy Seniors workshops.
1.6.3 - Explore partnership opportunities to foster improved community connections							
	Lead: Media, Communications & Events Secondary: Community Services	Community Engagement	Develop a new comprehensive Community Engagement Strategy.	Community Engagement Strategy to incorporate best practice provisions.		On Track	The Community Engagement Strategy was adopted by Council at its Meeting of 23 February 2015. The Strategy formed the basis of Council's Fit for the Future communications strategy which included a range of traditional and modern communications methods in order to raise awareness in the community on the NSW Government's reform agenda.
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	A significant intergenerational project was undertaken during Seniors Week in March 2015 as reported in the previous quarter. This project covered over six months work from concept planning to implementation. Both the young students and older participants enjoyed the project and were proud of the finished products. The participating school, Southern Cross Catholic Vocational College, took the opportunity to display the photos at the school with parents able to view them and congratulate the students.
2 - Leadership through Innovation							
2.1 - Community confidence in Council's decision making							
2.1.1 - Report decisions back to the community through open forums.							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.		On Track	Council conducted the following workshops during the quarter: Senior Road Safety Workshop – 20 April 2015 GLS workshop - 21 May 2015 Wormfarming & Composting - 18 April 2015 Backyard Veggies - 13 June 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 2014-15. This document represents the quarterly report in relation to the period 1 April - 30 June 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	The 2013-14 Annual Report was lodged with the Office of Local Government on 25 November 2014.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2014-15 was adopted by Council at the 23 June 2014 meeting. The Operational Plan for 2015-16 was adopted by Council at its 25 May 2015 meeting.




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.	●	On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
2.1.4 - Provide community education on Council policies and regulations.							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.	●	On Track	During the April to June Quarter the following policies were published on the website: Councillors Access to Information and Interaction with Council Officers Policy Companion Animal Management Plan Memorials Policy Media Policy
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.	●	On Track	All Agendas were published on Council's website three days prior to the meeting. All Council Meeting Minutes are published on approval.
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 - 27 April 2015 Ordinary Council Meeting - 25 May 2015 Extraordinary Council Meeting - 9 June 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 deemed appropriate and within the constraints of the event's theme. During the fourth quarter two major Council events took place, including the Anzac Centenary Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. Eight local schools and eleven local community groups participated in the Anzac Day event, while ten local community groups participated in the National Servicemen's Commemorative Service. Burwood Council also supported the Vesak Day event which took place on Sunday 17 May 2015 in Burwood Park to celebrate Buddha's birthday, as it has done so since 2010. This event was organised by the Chinese Buddhist Society of NSW Inc. and the Bori Korean Buddhist Society of NSW and featured cultural activities including a bathing ceremony of the baby Buddha, food and information stalls, Dharma talks, ritual bows and parades, and traditional singing and dancing.
	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	Burwood Library prides itself on its inclusiveness regarding library programs and services. Programs are designed to support and inform the local community through provision of high quality events delivered by subject matter experts.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							A total of 76 programmes were organised during the quarter with 2,131 adults and 686 children attending (total attendees 2,817). Highlights of the programs organised included: Wrap With Love celebrated its fifth year and continues to go from strength to strength. Women from many different backgrounds meet weekly and knit for a worthy cause. The group is the very definition of friendship and community. The Library's school holiday activities in April offered school aged children the chance to participate in targeted programs. Activities included hip hop dancing workshops, craft, screenings of Penguins of Madagascar and an up close and personal encounter with reptiles and birds. In celebration of Refugee Week, the Library collaborated with the Community Development team to show the movie The Good Lie. Participants from diverse cultural backgrounds attended and enjoyed the screening which encouraged discussion, sharing of ideas and experiences. The Law Week program in May focused on issues of domestic violence, buying a car, traffic law, strata living and estate planning. These talks were open to all the community and contributed to a well-supported and informed community.
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	Two workshops were held in February 2015 in relation to the Residents Satisfaction Survey. Three Council Meetings were held during the quarter on 27 April, 25 May and 9 June. All members of the public are welcome to attend.
2.1.8 - Provide language aide services and translate key documents into main community languages.							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.	●	On Track	Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. This quarter, Council used these screens to provide information on the Anzac Day Centenary Dawn Service and the NSW Government's Fit for the Future reforms. In addition, Council devised a 'What does Burwood Council do?' guide which is available on Council's website in Arabic, Chinese, Greek, Korean and Italian. The documents include information on all Council's key services and initiatives including waste, facilities, illegal dumping and events. 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 June quarter and also cleansed for out-

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							of-date documents and planning documents.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	During the April to June Quarter, the following Policy, Corporate Practice and Procedures Panel Meetings were held: 2 April 2015 7 May 2015 4 June 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	At its 9 June 2015 meeting, Council voted to submit an application for voluntary merger between Burwood, Auburn and Canada Bay councils. Despite the preferred option being to stand alone, the decision was made in light of clear statements by the State Government that no change would not be accepted, and to avoid a wider amalgamation with all six Inner West Councils. The submission to IPART was lodged on 30 June 2015. It is expected IPART will complete the assessment of all NSW Councils by mid October 2015.
	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	During the last quarter Council was involved in a number of community engagement activities and consultations with neighbouring councils in relation to the Fit For the Future reform agenda promoted by the State Government. Following extensive reviews, Council voted to submit an application for voluntary merger between Burwood, Auburn and Canada Bay Councils to assessing body IPART. The review by IPART is expected to be completed by mid October 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 of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis. Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
2.1.13 - Monitor and manage personal and private information.							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame.	●	On Track	No Privacy and Personal Information Applications were received for the June Quarter. During the June Quarter 61 informal and 1 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 42 Development Applications, 27 Complying Development Applications and 14 Pre Development Applications were submitted to Building Development. 98% of applications were delivered within the Service Standard.
			Receipt, scan and lodge Government Information Public Access (GIPA) Act applications and submit to Council's Governance Section for response.	Within one day.	●	On Track	During the quarter 63 Informal and 1 Formal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to the Government Information Public Access (GIPA) Act. 64 applications were provided to Governance.
			Retention and disposal of records.	Annually.	●	On Track	Records are closed and sentenced according to the General Retention and Disposal Authority: Local Government Records. Records are securely disposed of according to the General Retention and Disposal Authority: Local Government Records.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed within service standard.
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. TRIM document statistics are provided in the Records monthly report.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 June quarter Council approved one Tender, for the provision of Workers Compensation Insurance and related services.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	The Procurement Strategy was approved by the Executive on 30 July 2013. The Purchasing and Contract Management Corporate Practice was approved by the General Manager on 3 July 2013 and is due for review in 2017.
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 was implemented during the June 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 Councillors received briefings on Fit for the Future reform agenda, WestConnex and Parramatta Road Renewal projects.
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 are given a one on one orientation into Council. Over the financial year there were two Corporate Inductions for 13 staff. The Inductions were held on the 23 October 2014 and the 29 May 2015. The Corporate Induction takes new employees through the services provided by Council to the community of Burwood. The new staff meet the Executive members and other stakeholders and take a tour of the community locations. A number of internal corporate practices, policy and legislative information is provided to the employees

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							on this day. The next Corporate Induction will be in August 2015. Additionally Council conducted 18 Mini Inductions as an orientation into Council for a range of contract staff, volunteers and work experience students.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.		On Track	During this quarter both the Executive Team, Senior Leadership Group and Consultative Committee have reviewed the three (3) main areas of opportunities for improvement being: valuing employees, incentive and rewards and talent retention. A Focus Group of staff have been established with the first workshop scheduled for 23 July 2015 where they will undertake further analysis of the top 3 gap scores and then develop improvement initiatives. These initiatives will be prioritised and only the top 3 addressed.
			Manage the employment relationship between Council, staff, employee associations and key stakeholders.	Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.		On Track	During the reporting period the Joint Consultative Committee met on (3) occasions and Work Health and Safety Committee met on (1) two occasions. In total for the year the Joint Consultative Committee met on (10) ten occasions predominately dealing with matters relating to the review of Library and Community Services (completed May 2015 and implementation of the Competency and Performance Management System - Completed June 2015) For the reporting year the Work Health and Safety Committee met on (6) six occasions, dealing with implementation and training of outdoor staff into new Safe Work Method Statements and Standard Operating Procedures, Driver Education and Awareness and Workers Compensation Insurance Tender. Council maintains strong professional working relationships with all the industry stakeholders.
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement and annual Organisational Development Learning and Development Plan.		On Track	As part of the Learning and Development Plan last quarter staff participated in various Microsoft Office 2010 applications specific training, which included; Outlook Efficiency, Outlook Meeting Management, Word Mail Merge, Word Templates, Excel Calculation, Excel Chart and Business Diagrams, Excel Data, Excel Reporting with Pivot Tables, and Power point Basics. Additional programs were run in conjunction including; Time Management, Business Writing and Presentation Skills. Additionally staff completed both in-house and external training programs which were coordinated and implemented during this quarter. These included: Waste Industry Updates Seminar, Implementing the Commonwealth Home Support

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>Program Conference, Comprehensive Coaching and Mentoring Session Conference, Communication Tools for Managers Seminar, Privacy Act Training Seminar, Fire Safety Training Course, Driving High Performance Seminar, Managing Digital Records Course, Employment Law Seminar, Links Training Course, Working Safely Near Power lines Licence, Dealing with Difficult Behaviours in Libraries Conference, Train the Trainer Course, NSW Industrial Relations Society Annual Convention, CPR and First Aid Certification, Maximising Client Engagement Local Government Finance Professionals Conference and Research in Local Government.</p> <p>All staff from the Depot, Enfield Aquatic Centre, the Community and Library Hub and Chambers completed the Government Information Public Access Act (GIPA) training this quarter.</p> <p>The outdoor Depot staff additionally completed the Public Interest Disclosures Agreement. The remaining staff from all other sites will be undertaking the training in the next quarter online.</p> <p>Further training for the Emerging Skills for Emerging Outdoor Leaders commenced in this quarter in con-junction with other Councils for 2 Depot Staff members.</p> <p>Training sessions provided throughout the reporting year, both online and face to face covering the following activities: Training Videos, Corporate Practices and Policies; Code of Conduct, Discrimination Harassment Bullying Policy & Grievance Procedures, Drugs & Alcohol in the Workplace, Dress Standard, Receipts of Gifts & Benefits, Work Health & Safety, Fraud & Corruption Prevention, Social Media, Training & Development, Competency & Performance, Salary System, TRIM Training and Videos covering; Ergonomic Essentials for the Office, Office Manual Handling, Lending the Way Skills for Supervisors and Workplace Bullying and Harassment.</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	Council's fortnightly payroll cycle is delivered on time and accurately. 2014/2015 end of financial year activities successfully completed and system updated for new 2015/2016 financial year.
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Reports monitoring sick, annual and long service are provided to managers on a monthly basis to allow managers to review the current status of balances and monitor any trends.</p> <p>The Executive monitors staff leave balances monthly and conducts detailed quarterly reviews.</p>
2.3.2 - Implement best practice Human Resource policies and strategies.							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.	●	On Track	The 2011/2015 Human Resources Strategy and Workforce Plan has been reviewed and the 2015/2019 Human Resources Strategy and Workforce Plan was developed and approved by the General Manager in June 2015.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>The Succession Plan was further modified and updated during this reporting quarter.</p> <p>The Salary and Benefits System Corporate Practice has been finalised in this quarter and approved by the General Manager in May 2015 and distributed to staff with information sessions held.</p> <p>The Competency and Performance Review (CaP) project appraisal program commenced in January 2015 with full consultation with staff and Competency and Performance (CaP) criteria panel was established to as an internal working group to assist in developing the (CaP) framework.</p> <p>The Competency and Performance Corporate Practice and Procedure was approved by the General Manager in June 2015.</p> <p>The (CaP) program has been approved by the General Manager with the online version ready for implementation in July 2015. All staff will undertake this program during July/August 2015.</p>
			Consolidate and implement strategies for:		●	On Track	<p>- Succession Planning</p> <p>- Employee Reward and Recognition</p> <p>- Performance Management System</p> <p>The 2011/2015 Human Resources Strategy and Workforce Plan has been reviewed and the 2015/2019 Human Resources Strategy and Workforce Plan was developed and approved by the General Manager in June 2015.</p> <p>The Succession Plan was further modified and updated during this reporting quarter.</p> <p>The Salary and Benefits System Corporate Practice has been finalised in this quarter and approved by the General Manager in May 2015 and distributed to staff with information sessions held.</p> <p>The Competency and Performance Review (CaP) project appraisal program commenced in January 2015 with full consultation with staff and Competency and Performance (CaP) criteria panel was established to as an internal working group to assist in developing the (CaP) framework.</p> <p>The Competency and Performance Corporate Practice and Procedure was approved by the General Manager in June 2015.</p> <p>The (CaP) program has been approved by the General Manager with the online version ready for implementation in July 2015. All staff will undertake this program during July/August 2015.</p> <p>During this quarter both the Executive Team, Senior Leadership Group and Consultative Committee have reviewed the three (3) main areas of opportunities for improvement being: valuing employees, incentive and rewards and</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							talent retention. A Focus Group of staff have been established with the first workshop scheduled for 23 July 2015 where they will undertake further analysis of the top 3 gap scores and then develop improvement initiatives. These initiatives will be prioritised and only the top 3 addressed.
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	During this quarter, Council reviewed all of the general insurance covers and excesses and updated information was sent to the brokers Willis for the next renewal in October 2015. The premiums remained static for the next 12 months. In April 2015, Council went to tender for the provision of Workers Compensation Insurance and related Services from suitably accredited insurance providers. Five tenders were received and after a comprehensive review StateCover Mutual was the successful tender for the 2015/2016 financial year.
				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 is provided with a comprehensive Risk and Insurance report from the Risk Management Coordinator on quarterly and yearly basis and from the performance achieved in 2014/15. 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	The UIP Continuous Risk Management Improvement Plan audit which was conducted by the InConsult in the second and third quarter and the results were presented to both the Risk Management Committee and Executive Team. From this audit a Risk Management Action Plan was adopted by Risk Management Committee and approved by Executives. In this quarter the focus has been on action items identified in the Continuous Risk Improvement Plan Audit and interviews were undertaken with Managers and identified staff to further identify and raise their awareness on their roles, obligations and responsibilities in relation to risk within their areas of expertise.
			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 on a monthly basis and for the reporting year the Committee has met on 9 occasions. In this quarter it met on 2 occasions. For this the current reporting year the Committee

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>has focused on the finalising the updates of Business Continuity Plan (BCP) and establishing Business Continuity Procedures after the successful testing of the BCP in August 2014 and also from the lessons learnt from a real life event in May 2015, due to a complete power outage impacting on the Burwood LGA for several hours.</p> <p>The Committee has also focused on in this quarter completing the Risk Management Action Plan, the development of Risk Appetite Statements, 1/2 yearly updating of the Risk Register and undertaking a series of Risk Management workshops with Managers for continuous improvement and education in risk management issues.</p>
		Work, Health and Safety	Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	<p>During this quarter 63 Safe Work Method Statements and 43 Safe Operating Procedures, have been finalised and respective staff and teams staff inducted in them.</p> <p>Over the reporting year 80 Safe Work Method Statements and 114 Safe Operating Statements were completed.</p> <p>Chemwatch on line chemicals register was purchased and is currently being implemented recording for all Safety Data Sheets and chemicals used.</p> <p>Number of incidents (including near misses) reported for the fourth quarter were : 1 - Lost Time, 5 - Medical Treatments, and 5 Notifications Only</p> <p>Total incidents reported for the full year - 5 - Lost time, 9 - Medical Treatments, 25 - Notifications and 7 - Near misses.</p>
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	<p>Quarterly case management review meetings are ongoing with Council's insurer - StateCover. The fourth quarterly review was held on 21st May 2015. All claims for Workers Compensation are processed and reported to Council's insurer StateCover within prescribed statutory time frame.</p> <p>Five case management review meetings were conducted with Council's insurer - StateCover throughout the 2014/2015 financial year.</p> <p>In April 2015, Council went to tender for the provision of Workers Compensation Insurance and related Services from suitably accredited insurance providers. Five tenders were received and after a comprehensive review StateCover Mutual was the successful tenderr for the 2015/2016 financial year.</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	<p>All Safe Work Method Statements and Safe Operating Procedures are being inducted throughout the Depot this reporting quarter. The Enfield Aquatic Centre, The Library and Community Hub have completed all inductions.</p> <p>During this reporting year Heavy Vehicle Driver Training was delivered to all Depot staff that drive Council's vehicles between the 8 September 2014 - 19 September 2014.</p> <p>During this quarter Light Vehicle Driver Training was delivered to all staff that drive Council light passenger vehicles between the 3 June 2015 - 5 June 2015.</p> <p>Influenza Vaccination Program for staff was undertaken on 27 April 2015.</p>
	Risk Management		Develop and implement Council's Business Continuity Plan.	Coordinate the development of Council's Business Continuity Plan and test Draft Plan by 30 August 2014.	○	On Track	<p>Council's Business Continuity Plan (BCP) was approved and implemented in August 2012 and scenario tested in August 2014.</p> <p>A further real life test of the Bop occurred during this reporting quarter in May 2015, when the whole Burwood LGA was impacted by a complete electrical power outage for several hours. This incident identified some areas of improvement to be considered, particularly alternative communication methods/technology.</p>

2.4 - Ensure Burwood Council is financially sustainable

2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
	Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments and in accordance with Council's Investment Policy and Ministers Orders.
		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 March 2015 Budget review was undertaken in April 2015 and submitted to the April 2015 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.
		Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2014 were completed by the 31 August 2014 and externally audited by the 5 September 2014. Council lodged the audited Financial Statements with the Office of Local Government on the 11 September 2014 within the prescribed legislative time frame.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Council's audited Financial Statements were the 9th set of statements received by the Office of Local Government for the year ended 30 June 2014.
			Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.	●	On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.	●	On Track	Council's Auditors performed interim audits on Council's financials during January and June 2015 prior to a complete audit which will be due in September 2015. During February 2015 Council received an Audit Management Letter upon which a response was formulated addressing the Auditors concerns.
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 continues to review leases coming to the end of its tenure by obtaining valuations and benchmark against comparable rental to improve the income. The property portfolio has achieved a zero vacancy and comparable market returns.
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	Burwood Council participated in the National Local Government Customer Service benchmarking program.
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 9824 calls received during the quarter 79% 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 2,491 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 309 non-urgent and urgent Section 149 certificates receipted and generated for Building and Development were provided within three days and one day respectively.
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.	●	On Track	During the quarter 906 Residential Parking Permits and 96 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 3,292 customers were served at the counter and 81% were served within five minutes.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.5.4 - Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.							
	Lead: Customer Service & Records Secondary: Media, Communications & Events	Customer Satisfaction survey	Design, implement and report on biannual customer survey.	Survey to be undertaken in 2015 and 2017.		On Track	Burwood Council engaged Micromex Research to conduct a comprehensive customer satisfaction survey in October 2014. In addition to the survey, Micromex conducted two resident focus groups on Tuesday, 17 February to obtain qualitative feedback from residents and receive input on planning for Burwood's future. The feedback from these focus groups was incorporated into the survey. The final report and summary flyer is available to view at Council Chambers, Library and Community Hub and on Council's website. In addition, Council conducted a residential survey in May to determine residents' views and perceptions on amalgamations as part of its consultation for the NSW Government's Fit for the Future reform agenda.
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	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. Grant funding for the Wangal Park Wetland design and construction has been secured from the Metropolitan Greenspace Program. A progress payment for the design component of the grant has been approved and Council has received a part payment. When the wetlands are completed the rest of the grant money will be claimed. The additional grant application for the construction of the Continuous Deflective Separation Unit CDS and the new Drainage line from the Wangal Park Wetlands to Cheltenham Rd was submitted but unfortunately it was not successful. Council submitted a grant application for the supply and installation of solar lights in Grant and Henley Parks. Unfortunately this grant was not successful. An Expression of Interest for a grant to fund ecological interpretation signage in Wangal Park was submitted. Unfortunately this grant EOI was

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							not successful. Council staff will seek further grant funding opportunities as they arise.
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 on daily/weekly basis depending on location and usage. Includes toilet cleaning, rubbish litter removal and BBQ cleaning. Schedules maintained during this quarter.
			Maintenance of flower bed displays in Burwood Park.	Annual flower beds will have three to four displays per year that coincide with Council Events.	●	On Track	Annual display beds prepared to coincide with 100th anniversary of ANZAC Service in Burwood Park, and for National Servicemen Association Memorial Service.
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	Fields regularly inspected throughout season for any maintenance issues that require attention.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line marking of fields carried out on average of 2-3 weeks cycles. Line marking for school athletic carnivals and gala days as per request.
				Sporting fields fertilised during March-April period.	●	On Track	Henley and Blair Parks fertilised with organic mix during April in preparation for winter season.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	No soil testing required this quarter.
				Fields aerated and fertilised where required annually in September-October.	○	On Track	No activity this quarter
				Worn down turfed areas re-turfed where required during the September-December period.	○	On Track	Worn high traffic areas such as goal mouths over-sown with rye grass to try and provide protection to fields.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	○	On Track	No action this quarter required. Field at Blair and Henley Parks was however sprayed with a fungicide for the grass disease Pythium
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitches mark as required
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Ongoing oversowing of rye grass where required to protect high wear areas.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Fields mown this quarter on average of 1-2 week cycles
				Fields set up for soccer season and during March-April period.	●	On Track	Flockhart soccer fields set up in early April for school competitions

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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 required for this quarter. Major spraying carried out in August-September
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Palms in Burwood Park along Burwood Rd and Comer St frontages pruned.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive recreational grass areas in parks and reserves mown on 2-4 week cycles.
			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	Playgrounds inspected on daily/weekly basis depending on location. Quarterly inspections carried 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 replacement play equipment in Martin Reserve includes equal access play equipment. The new replacement play equipment in Prowse Reserve will include equal access play equipment. The new cafe outdoor eating area in Burwood Park will be equally accessible from the network of paths in the Park. The Wangal Park Masterplan has provisions for equal access throughout the Park. Detail design development of equal access from Monash Parade and Cheltenham Road (behind the current SES site) into Wangal Park has commenced according to the approved Wangal Park Master Plan. Other parks' capital works will be considered according to the DDA Plan. The Railway Square cafe project has been recently completed to include equal access to the cafe and outdoor areas. The toilet block refurbishment in Burwood Park includes equal access to all three new automated toilet units.
	Lead: Community and Library Services Secondary: Parks		Identify recreation trends/issues in the population	ABS Census data and SSROC data analysed and trends identified every two years.	●	On Track	Open space planning continues to be undertaken utilising Census data and population projections. Additionally, a comparative analysis was recently undertaken of the provision of services by neighbouring Councils to community based child care centres.
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 individual tenants.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 2014-15 primary schools and childcare centres environmental workshop program 'Providing the Links' was well received. Workshop

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							topics included worm farming, composting, recycling and litter. Bookings for Primary Schools totalled 34 presentations and bookings for Childcare Centres totalled 28 presentations.
				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 four drop off days during the April - June period. The drop off days occur at the Council Depot on nominated Saturday mornings.
			Undertake bin contamination audits for recycling.	Conducted twice per year		On Track	Recycling Bin Inspections were conducted for both Single Unit Dwellings and Multi Unit Dwellings during 2014-15.
				Provide report from each audit as to trend in levels of contamination found.		On Track	The Single Unit Dwelling (SUD) Recycling Bin Inspection program final report was received and most commonly occurring contaminants in all inspected areas were 'Plastic Bags/Film' and 'Recycling in Plastic Bags'. Continued education about what can/cannot go in the recycling bin and educational resources will focus on these contaminants.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.		On Track	Awards are to be presented to the most improved and most consistent recyclers from the top performing areas as part of the Single Unit Dwellings Recycling Bin Inspection program.
3.2.2 - Encourage a reduction in waste generation through community education.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.		On Track	Information pamphlets on a range of topics to assist residents 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. The diversion of organic matter from landfill through activities such as home composting and worm farming. Worm farms/worms and Compost Bins are available at 50% discount to Burwood Council residents through the Compost Revolution website.
			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 as part of the Treading Lightly program during the reporting period: <ul style="list-style-type: none"> • Saturday 18 April – Wormfarming & Composting (14 attendees) • Saturday 13 June – Backyard Veggies (16 attendees) <p>The July to December workshops have been finalised with four workshops booked for the six month period. They are:</p> <ul style="list-style-type: none"> - Australian Animals Display: Wild Animal Encounters - De-clutter: Living with Less - Compost Revolution: Worm farming & Composting for Kids - Floral Art & Craft from the Garden

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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 the 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 in the later part of 2016.
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 April to June 2015 period Council will hosted two workshops promoting eco-living for a more sustainable world.
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	A total of 19 referrals for major developments within the Burwood Local Government Area were received and assessed during this Quarter 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 9 major development applications this quarter for designs with a 4 to 5 star rating.
3.4 - Leadership in environmental sustainability							
3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.							
	Lead: Works, Operation & Parks	Clean Drainage Network	Stencil labelling of all Council's drainage pits.	Major drainage pits completed by December 2014.	○	On Track	Stages 1, 2 & 3 of the review has been completed and Council is currently undertaking the remaining stages and reviews of the stormwater network to determine the exact location and quantity of critical pits.
3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	●	On Track	The next Clean Up Australia Day (CUAD) event is scheduled for Sunday 6 March 2016. Council will again register to assist with the event. Our assistance involves, if requested by a nominated site within the LGA to provide additional clean up bags and sharps containers.
			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.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
				Trial use of CCTV cameras as a deterrent for illegal dumping.		On Track	During the reporting quarter Council continued to trial a mobile CCTV camera. Data is being assessed to determine effectiveness of the trial and if dumping has reduced in areas of the camera location.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.		On Track	During the reporting period there were 159 reports of dumped materials on 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	Power consumption is monitored and reported on as part of Council's Environmental Scorekeeping program. Council have engaged the services of Planet Footprint for the reporting services. A number of strategies have continued to be implemented to reduce power consumption from Council's IT equipment including; introduction of energy efficient networking infrastructure, server virtualisation and centralised shut down of computer workstations.
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 take up in the Burwood Local Government Area.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.		Not Due	The next Earth Hour event is to be held on Saturday 26 March 2016.
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 in early 2016
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	Meetings held with representatives of Sydney Buses and Transport for NSW to identify bus stops which may require upgrades to ensure safety for users, as well as peak hour clearway's to improve timetable efficiency. Sites to be investigated with consultation undertaken with affected properties.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.1.2 - Investigate options for effective traffic management and increased public parking.							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.	●	On Track	There were 24 DA's referred to Council's Traffic & Transport section for comment during this quarter with 6 DA's referred to Roads & Maritime Services for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Implement and review Burwood Public Parking Strategy.	Roll out Parking Strategy and undertake a review every 18-24 months to identify areas requiring improvement.	●	On Track	The Burwood Public Parking Strategy Review II was adopted by Council on 27 October 2014. Implementation of the recommendations from the review are under way, with the roll out of new Permit Parking Scheme Areas completed. Changes to metered parking areas, including changes to restriction hours and roll out of additional meters has been completed.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Council's DCPs.	Traffic, transport and parking comments provided within 14 days.	●	On Track	A total of 24 Development Applications were assessed during this Quarter 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	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 May 2015 Burwood Local Traffic Committee meeting was held successfully with a total of eight (8) 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.
4.2 - Accessible services and facilities that are well utilised							
4.2.1 - Explore options for funding new spaces and upgrading old facilities.							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Council is actively researching the availability of grants of this nature and will make applications when they become available. During this quarter no relevant grants were identified.
		Accessible Infrastructure and Services	Create a forecourt area on Railway Parade, including landscaping, seating and café.	Works completed by 31 October 2014.	○	On Track	The project was completed in December 2014, and Council was able to secure a tenant for the property, who has been operating for six months.
			Upgrade of Burwood Park amenities block and re-use of existing facilities.	Works completed by 31 March 2015.	○	On Track	The upgrading of the amenities block has been completed. Cafe to be upgraded pending on ministerial concurrence. Temporary Coffee cart has commenced its operation on 6 July 2015.
			Construction of a permanent staging / multifunction structure in Burwood Park.	Works completed by 30 June 2015.	●	On Track	In September 2014 Council submitted a grant application to the 14/15 (Round 2) Public Reserves Management Fund Program for 50/50 funding to construct the Proposed Multi Function Entertainment Structure in Burwood Park. This grant has been successful to a value of \$174,350. In June 2015 an underground services

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							investigation was carried out and a Geotechnical report was commissioned. Staff continue to meet and discuss the implementation of this project. A project design brief is being prepared and tenders will be sought for the design and construction of this project.
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 8 new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
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 obtained grant funding for the "Slow Down" and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were successfully run throughout the 2014/15 financial year. Additional funding for 2015/16 has also been obtained. In this Quarter Council completed the implementation of the Safer Taxi Stand Project, with new shelters and CCTV cameras installed at the following locations; Victoria St, Deane St and Everton Rd.
4.2.6 - Upgrade Woodstock Community Centre.							
	Lead: Assets, Property & Building Services	Property Portfolio	Refurbishment of existing Woodstock Community Centre.	Works completed by 30 June 2015.	●	Watch	The scope of works is being finalised. Work is anticipated to commence by August 2015. Owing to such factors as the significant heritage nature of the building, consideration of an existing tenants needs and the extent of work required, it has not been possible to commence the work sooner.
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	Interagency network meetings for service providers have been successfully delivered in Burwood with a member of the Community Development team attending the Children and Families Interagency to provide updates on Council activities.
			Deliver Families and Children events.	One event held per annum.	●	On Track	A number of parenting programs have been delivered to address identified local needs, including programmes to assist parents in managing child behaviour and academic pressures. Also, successful children's programmes continue to be delivered in Burwood during both school holidays and school terms. Cultural arts consultations and mapping of cultural assets, resources, services were undertaken to provide a better understanding of the cultural arts in Burwood.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	Council staff are currently redeveloping the Inner West Child and Family Services pamphlet for the Burwood community. The final document will be ready in the coming financial year.
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	A draft charter has been developed for Council's Access Committee with the aim of establishing the committee in the coming financial year. Access issues have been addressed in relation to upgrades of Council owned facilities including Woodstock Community centre and Burwood Park.
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 included High Pressure Sodium (HPS) with Active Reactor and Light Emitting Diodes (LED) lighting for pedestrian category lighting. The results were successful which encouraged Council to approve the new LED technology as the default light for all new lighting and maintenance requests. As of 30 June 2015, 114 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	Council held two activities in May - a screening of the film "Advanced Style" and a talk from the local Burwood Police on "Understanding the Law: The Law, Social Media and Seniors". Both activities were well attended and well received. In June a group of 40 seniors participated on an educational tour of Parramatta and its history presented by Parramatta City Council with lunch at Rouse Hill. Council also provided various health and well being activities and craft making at its Woodstock Community Centre throughout the quarter. Council also assisted in convening the Inner West Disability Forum whose members are various disability service providers and consumer groups including a number from Burwood. Council is highly involved in preparations for the next celebration of International Day of People with a Disability to be held on 3 December and Carers Week 2015 to be held in October. These activities assist in addressing the important issue of social isolation for older people in the community.
4.5 - Vibrant and clean streetscape							




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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's Compliance Team investigate every dumped rubbish matter in the Burwood Local Government Area. The investigation involves reflective tape being placed around the dumped rubbish whilst the investigation is under taken. The Compliance Team also serve numerous letters to adjoining properties where the rubbish has been dumped seeking information of the offender and place leaflets in locations where statistics indicate that rubbish dumping is a common activity.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council promote its "Dob in a Dumper" Program every year with articles being placed in the local media papers to inform the community of the issue and report offenders. Dumped rubbish matters require community participation and ownership for success as the activity highlights a negative image for streets within the Burwood Local Government Area.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	The NSW Graffiti Hotline continues to be promoted with the community.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	During the fourth quarter, Burwood Council delivered two major civic events; the Burwood Anzac Centenary Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. During the same period last year an additional event, Easter in the Park, was held. However due to the date Easter fell in 2015, the Easter event took place during the previous third quarter instead. The Burwood Anzac Centenary Commemorative March and Dawn Service was a special Dawn Service held by Burwood Council to mark the Anzac Centenary. This event was well attended, with over 5,000 people in attendance. The National Servicemen's Commemorative Service was also well attended again, with over 200 people in attendance.
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 in order to enhance and promote better urban and architectural design of buildings in town centre(s) of Burwood, has received State Government's Gateway determination. This PP will progress to public exhibition in the near future. 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.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 2 major DA proposals and also referred 9 Major DA's and 3 amended 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	Capital improvement works undertaken in the CBD area south of Burwood Railway Station is the Railway Square - Burwood, public open space and adaptive reuse of the old Parcels Office to a cafe/ restaurant. In addition, the installation of new CBD style planter boxes along Burwood Rd, south of Burwood Station is now completed.
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 59 & 37 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days.
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.		On Track	There 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	A department desktop test of the ICT Business Continuity & Disaster Recovery procedures was conducted. A review of a recent LGA wide power outage was also conducted. Areas for improvement from both exercises have been incorporated into the plans and procedures.
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	During this reporting year Council has conducting a variety of Enterprise Risk Management training and information sessions with Managers and nominated staff on a number of risk issues: -The testing of Business Continuity Plan and Procedures in August 2014 and May 2015, -Risk Management Committee Training in March 2015 -Continuous Risk Improvement Audit Program, conducted by UIP Mutual in October 2014 and the results were shared with Risk Management Committee members, Managers and staff for action items to be addressed . In this quarter the focus has been on action items identified in the Continuous Risk Improvement Audit and interviews were undertaken with

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Managers and identified staff to further identify and raise their awareness on their roles, obligations and responsibilities in relation to risk within their areas of expertise.
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	<p>During this quarter, Council reviewed all of the general insurance covers and excesses and updated information was sent to the brokers Willis for the next renewal in October 2015.</p> <p>The premiums remained static for the next 12 months.</p> <p>In April 2015, Council went to tender for the provision of Workers Compensation Insurance and related Services from suitably accredited insurance providers. Five tenders were received and after a comprehensive review StateCover Mutual was the successful tender for the 2015/2016 financial year.</p>
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 four 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	<p>Council has produced a program of business events, three events over three months, which have promoted local chamber organisations. These events are free to attend and have a keynote speaker from a business coaching professional with topics of time management, customer experiences and marketing. These events include the Chambers of Commerce as supporters of the program providing a promotional opportunity for chambers to gain exposure in partnership with Council.</p> <p>As part of our Economic Development Advisory Pane Council meets with local business stakeholders including a representative of all three local business chambers.</p>
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	<p>Council was successful in receiving State Blackspot funding for the construction of a new roundabout at the intersection of Brady Street and Fitzroy Street in the 2014/15 financial year. This project was successfully completed in January 2015.</p> <p>An application was made to RMS Safer Road</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Funding for the upgrade of existing fencing along Burwood Road to prevent pedestrian accidents. An application for this project will also be made as part of the 2016/17 Federal Blackspot Program. A new blackspot application will also be submitted for the 2016/17 financial year to install a roundabout at the intersection of Paisley Road and Brady Street.
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. The Planning Proposal (PP) to amend the BLEP to allow for bonus development within certain areas of the Burwood Town Centre and incorporate design excellence provisions has received State Government's Gateway determination. The PP will progress to public exhibition in the near future. The PP to amend the BLEP to limit the growth of serviced apartments in business zones and address other issues has been submitted to the State Government for a Gateway determination. A further PP to reclassify certain land is being prepared.
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 92 registered premises inspection carried out during the reporting quarter bringing the total inspections to 442 for the year. The targets for the reporting year have been met.
			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	Council's environmental health officers issued 8 Penalty notices and 7 Improvement notices to food shops during the reporting period.
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	Annual Report is due in July 2015

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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.	●	On Track	A food handling and hygiene workshop was held on 1 June 2015. There were 2 workshops held in the reporting with a total of 36 attendees.
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environmental Health Officers have available and have access to a range of information and fact sheets in a range of languages. The information is disseminated to business operators and shopkeepers when requested or as considered necessary.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There were 35 Development Applications referred to the Environment and Health Unit for comments and conditioning during the reporting quarter. The Applications were actioned within the service standard guidelines.
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were eight public health complaints received, investigated and resolved in 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 appropriate. The two major civic events held during the reporting quarter where Commemorative Services and due to the nature of these events, they were not suitable for the inclusion of market-type sections. The next event to include market-type sections will be Council's largest civic event, Burwood Festival which will be held on Sunday 20 September 2015, during the next reporting quarter.
			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. This was the case for the Burwood Anzac Centenary Commemorative March and Dawn Service held on the Anzac Day public holiday on Sunday 25 April 2015 and the National Serviceman's Commemorative Service held on Sunday 31 May 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>One student from Southern Cross Vocational College have undertaken work placement for 1 week at Council. The student was exposed to a variety of roles and tasks including assisting in the Citizenship program preparation. Throughout the year we will be providing work placement for a 3 further students.</p> <p>Student placements continued strong in this quarter with the completion of a 12 week program for 2x students finalising their studies in Civil Engineering. These students worked across several teams both at the Depot and at Chambers.</p> <p>Volunteer placements continued strong in this quarter with the following: 1 x Youth Support at the Community and Library Hub 2 x Records at Chambers</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 37 DA referrals received during the quarter, 29 referrals responded to within 10 working days and 35 within 15 working days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.	As State Government Planning System Reform reports are published.		On Track	The State Government has not published further reform reports, but has advised that some of the planning reform initiatives have been rolled out.