



*Burwood Council*  
heritage ■ progress ■ pride

**Operational Plan 2016-17**  
Quarterly Report  
For the period ending 31 March 2017

## HOW TO READ THE OPERATIONAL PLAN 2016-17 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 MARCH 2017

### Themes

The Operational Plan is divided into five themes:

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

### Strategic Goals

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

### Responsibility

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

### Service

The services Council carries out on an ongoing basis.

### Action





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

### Service Standard

The performance indicator against which the actions will be measured.

### Quarter

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

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

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

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

The status options are as follows:

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

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>1 - A Sense of Community</b>							
<b>1.1 - A safe community for residents, workers and visitors</b>							
<b>1.1.1 - Maintain clean and attractive streets and public spaces.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works	Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater.	95% Completed.	●	On Track	Capital Works Projects completed during this quarter include: Kerb and Gutter reconstruction at Stanley St from Georges River Rd to Tangarra St East; Kerb and Gutter reconstruction at Tangarra St East from Stanley St to Portland St; Kerb and Gutter reconstruction at Wentworth Rd from Arrowfield Ave to Minna St; Upgrade of pedestrian crossing to raised threshold at The Strand; New pedestrian crossing at Cheltenham Rd in front of Burwood Girls High School; Kerb and Gutter reconstruction including asphalt adjustment works at Bay St between house No.58 to 68; Installation of new Clock at Georges River Rd near Beaufort St.  Capital Works Projects underway during this quarter include: Drainage and Kerb and Gutter reconstruction at Acton St from Parramatta Rd to Monash Pde; Drainage, Kerb and Gutter and Footpath reconstruction at Conder St from Woodside Ave to Norwood St. Dunns Lane raised traffic thresholds.
		Stormwater Drainage Network	Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.	●	On Track	Council actively inspects pits identified as being hot spot or critical and schedule cleaning of these pits as required
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Blocked drainage pits cleaned.	Within seven working days after being reported.	●	On Track	Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and schedule for cleans routinely
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily.	●	On Track	Footpaths in CBD areas are cleaned daily.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.	●	On Track	Dumped rubbish in CBDs is collected within two days in accordance with the agreed level of service
			Maintain planter boxes along footpaths in CBD areas.	Monthly.	●	On Track	Maintained as per schedules.
		Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.	●	On Track	Burwood road network of 91 lineal km's is swept over a 3 week sweeping cycle, or 30 lineal km's per week on a set routine. Three sub areas totalling approx 30 lineal km's completed every week of the 3 week cycle.  In addition to the weekly average an additional 13



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							lineal km's of reactive sweeping activities attending to CRMs, known hotspots and residents requests is undertaken. Our current service level of sweeping is 2 weeks.
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas.	Major carparks (Belmore St, Parnell St, Elizabeth St, Fitzroy St, Meryla St) cleaned daily.	●	On Track	Councils utilises a combination of machine/manual street sweeping for cleaning of major car parks 5 days per week, with additional clean ups as required.
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days.	●	On Track	Reactively Council responds to customer requests within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.  VandalTrak is Council's Graffiti Register
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.	●	On Track	Weed spraying of streets and Council car parks carried out this quarter. Weather conditions promoted excessive growth.
		Street Cleaning	Mowing of nature strips based on eligibility.	Every six weeks.	●	On Track	Properties on mowing list with pensioner and medical condition status generally mown at six calendar (6) week cycles. Wet weather conditions throughout Feb and March interrupted maintenance schedules for contractors and Council staff.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.  This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.	●	On Track	122 Tree maintenance requests received with 116 completed within service standard- 95% compliance.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas.	●	On Track	Areas around bus shelters within the CBDs are cleaned daily. Areas outside the CBDs are cleaned Tuesdays and Fridays.
				Twice weekly outside CBD areas.	●	On Track	Areas around bus shelters located outside the CBD areas are cleaned on Tuesdays and Fridays.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.

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							This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans. High Pedestrian areas will be assessed annually and footpath condition data updated in ASSETIC accordingly.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for the Cooks River and Dobroyd Canal Catchments. Both of these overland flow flood studies are ongoing and final draft reports have been completed.  Council applied and was successful in receiving further grant funding from OEH to carry out overland flow flood studies for the remaining catchments of the Council. These studies are ongoing. This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.
		Street Lighting	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed in Ausgrid's Performance Management Plan for its public lighting assets is 6 days from receipt of fault report. This is within the minimum Ausgrid service standard of < 8 days.
			Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting investigations and night audits have been undertaken for the following locations within the Burwood LGA: Ann Street, Woodside Avenue, Conder Street, Railway Parade, Burwood Road, Shaftesbury Road, Cheltenham Road, Elizabeth Street Car Park and Martin Reserve. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of < 8 days.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Clean-up Service	Provide a service to remove household items.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All booked and scheduled area clean ups are completed and up to date.
		Public Litter Bins	Provide waste collection for public areas.	Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be tidy bins are emptied 7 days a week
				Wash public waste bins monthly.	●	On Track	Be tidy bin surrounds are washed monthly and as required

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	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.	○	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data is currently being imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within two working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
				100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Pro-actively, Council's Civil Team and Contractors are tasked with making safe identified Defects whilst working within the area, defects investigated assessed and programmed within 4 working days.
<b>1.1.2 - Work with key partners and the community to reduce crime and improve community safety.</b>							
	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	Council works closely with Police producing CCTV footage for crime offences listed in the Code of Practice. This relationship involves producing CCTV footage in a timely manner, ensuring the CCTV program is maintained and operational, attending court when required and participating in police operations
		Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council works closely with Police to discuss crime trends and develop initiative to reduce crime statistics. This relationship consists of the Manager Compliance meeting with Police on a regular basis and participation by Police in the quarterly Safety Cross Functional Team.
	Lead: Community and Library Services Secondary: Compliance		Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Monthly meetings between Council staff and Police from Burwood Local Area Command have continued in 2017, The aim of the meetings is to analyse crime statistics to identify crime hotspots.  One initiative arising from the meetings has been a campaign to address stealing from motor vehicles. Another outcome was the development of the 'Lock it or Lose it' campaign, in which resources were developed for local residents and Police and Council staff door-knocked identified hotspots to highlight the need for residents to be vigilant in keeping themselves and their property safe.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	SSROC Compliance Group have meetings scheduled every quarter. These meetings are rotated amongst Councils in the SSROC group allowing a different host for each meeting. A representative for Burwood Council attends each quarterly meeting.
<b>1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.</b>							

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	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	<p>Council is in the process of developing a Household Safety booklet which will contain information for local residents to assist during emergency situations as well as information about illegal dumping and littering and guidance on how residents can assist Council to reduce these incidents.</p> <p>Furthermore, the results from the recently completed community graffiti survey have assisted staff to allocate resources towards appropriate graffiti management approaches. This includes a 'Cleaning and Removing Graffiti' flyer which is being developed by Council with the support of the Local Area Command. The flyer will be distributed to local businesses affected by graffiti and includes instructions regarding graffiti removal.</p>

## 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	<p>Council staff ran two activities as part of Youth Week 2017</p> <p>Staff partnered with Burwood Community Welfare Services to deliver a six week self-esteem program for young people aged between 12-24 years. The program, 'Within The Mirror What Do You See', took place from 1 March to 19 April 2017 and explored the meaning of self-esteem and confidence, emotions and feelings, mental health, body image, resilience and mindfulness techniques. On completion of the program a one day self-defence workshop was held for participants during Youth Week.</p> <p>Staff also ran the 2017 'Do it for Cancer' Pop-Up Hair Salon event. The event was a fundraising and awareness-raising initiative undertaken in partnership with Cancer Council NSW, Westfield Burwood and ManCave Barbershop and was held during Youth Week 2017. Over 300 community members attended on the day, pledging their support by wearing a wig, shaving or temporarily colouring their hair. Polaroid photos of the participating community members were taken and will be featured on a 'Burwood did it for Cancer' banner at Burwood Library and Community Hub. The youth health 'hang out zone' was also a great attraction and featured information from the Cancer Council NSW, Youth Week NSW and Council youth resources. The event was planned, organised and run by the Burwood Youth Advisory Group (BYAG) in conjunction with Council staff and with involvement and participation from local schools, including Southern Cross Catholic College and Burwood Girls High School. Funds raised on the day were provided to the Cancer Council.</p>
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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	A total of 105 youth surveys were conducted to assist with the planning and implementation of Council's future youth projects and activities. All surveys have been recorded and analysis of the results has commenced. A presentation and report on the results will be prepared, including comparisons with the previous youth survey and recommendations for future actions.
<b>1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.</b>							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.	●	On Track	<p>Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities will be determined and construction works will be staged as applicable.</p> <p>Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. If funding is approved a timeline for the construction of the various park upgrade facilities will be determined and construction works will be staged as applicable.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path (now completed) and solar lights which is under design at the moment.</p> <p>Council has been successful with a small grant of \$2,500 under the Department of Veterans' Affairs to assist with the replacement of a memorial plaque in Burwood Park and the CCTV monitoring of the memorial.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>
			Actively apply for grants to support and enhance delivery of community development and community services programs.	Number and value of grants approved.	●	On Track	Council received notification from NSW Family and Community Services (FACS) of the continuation of funding for another three years for the Families NSW Facilitation Project and Community Builders activities. These two projects receive over \$50,000 in funding per annum. In addition, the Community Development Team received \$4,000 from FACS to undertake a Seniors Festival event locally.
<b>1.2.4 - Support existing sport and recreation groups to provide services and facilities.</b>							
	Lead: Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.	●	On Track	The Community Hub, Fitzroy Centre, George Street Centre, Woodstock Community Centre and Burwood Park Community Centre were all available for hire.



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	Lead: Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Parks hired as per Council procedures and Adopted Fees and Charges.
<b>1.2.5 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.</b>							
	Lead: Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community.	Incorporated into specific Plans of Management and Capital Works Program as necessary.	●	On Track	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor commissioned to design and install new playgrounds in the above parks. A landscape architectural firm has been engaged to design a new playground area for children in Wangal Park  Staff have chosen a suitable location for the installation of an outdoor chess set in Henley Park. The chess set will be installed in the 2017 financial year.
<b>1.2.6 - Upgrade existing playground areas and park structures to cater for wider community</b>							
	Lead: Landscape & Urban Design Secondary: Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule.	●	On Track	A tender for the design and construction of new play equipment for two locations in Henley Park and for one in Russell Street Reserve is now finalised and a contractor has been commissioned to carry out the works.  A suitable location for the installation of an outdoor chess set in Henley Park has been found and the works on this project are due to commence.  The design for new sports field lighting in Blair Park is now completed. A tender will be posted to supply and install the new floodlighting when Council receives confirmation of the support funding from the Federal Government.
<b>1.2.7 - Develop and encourage volunteer opportunities</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 214 enquiries regarding volunteering, conducted 16 volunteer interviews and referred 200 volunteers to not for profit organisations in the Inner West Area. Council received 66 enquiries regarding volunteering specifically in the Burwood LGA. Strategic partnerships were established and maintained during the quarter with TAFE NSW South Western Sydney Institute and Chinese Australian Services Society (CASS) to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	Volunteer Network continued to promote volunteer opportunities through the GoVolunteer and Volunteer Network websites and advertised volunteering through the local media. During the quarter, there were 214 enquiries regarding volunteering, 16 volunteer interviews and 200 volunteers were referred to not for profit organisations in the Inner West Area. There were also 66 enquiries regarding volunteering specifically in the Burwood LGA.

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<b>1.2.8 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support programme/Community Care Support Program) capacity across the Inner West area.</b>							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP-funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.	●	On Track	The Inner West Sector Support Development Officer worked with 147 Aged and Disability funded service providers to assist with smooth implementation of current government reforms. Eight training sessions were also facilitated for these service providers, which aimed to improve client service delivery using best practice and evidence-based intervention. In addition, information sessions in English and other languages were offered to community members across the Inner West regarding access to My Aged Care, the Community Home Support Program and Home Care Packages. In total, 60 community members attended these sessions, and 20 of the attendees contacted the Inner West Sector Support Development Officer for further assistance.
<b>1.2.9 - Facilitate access to Podiatry Services</b>							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).	●	On Track	Referrals for the Inner West Home & Community Podiatry Service are being received through My Aged Care. The current client level as at the end of March 2017 was 1255, an increase of 23 clients on the previous quarter, and the service has capacity to register new frail aged clients aged 65 years and over. The Service is also able to provide information presentations for community groups
<b>1.2.10 - Improve online access to services at Council's key facilities.</b>							
	Lead: Information Technology	Information Systems	Provide free Wi-Fi internet facilities to the Public at Council's Library.	Wi-Fi connectivity within Library building available every day during opening hours.	●	On Track	Wi-Fi connectivity within Library building was available every day during opening hours.
<b>1.2.12 - Comply with NSW Health Regulations and Guidelines.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain pool water quality.	Swimming Pool water tested every two hours during business hours, with levels kept within NSW Health Guidelines Standards.	●	On Track	The water testing is an ongoing procedure that the staff undertake every two hours. Test sheets are checked and signed by shift supervisors to ensure tests have not been missed. Staff submit samples for external testing every month to further ensure that safe water is provided to the public.  NSW Health also carried out their annual inspection during the quarter. They tested the water extensively and inspected the centre's operating practices to ensure that the centre is operating within their guidelines. No problems were detected.
<b>1.2.13 - Provide new learn-to-swim and lifesaving programs and encourage community participation.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	On Track	The Squad Program continued to improve in quality and numbers after implementing changes, including the use of different staff members with appropriate qualifications. There are plans to continue developing the squad and to make further changes in the coming summer season.

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			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	Centre staff have continued to develop the Learn to Swim (LTS) Program with four levels being introduced to bridge the gap between levels to increase participation. Improvements made to the LTS program saw enrolment numbers climb throughout the summer season. The centre maintained strong ties with Royal Lifesaving NSW and Austswim and was an active partner in the Keep Watch program that focuses on preventing children drowning by educating parents in appropriate supervision levels required.
<b>1.2.14 - Implement best practice customer service at Enfield Aquatic Centre.</b>							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain standards of Customer Service.	Conduct regular Customer Feedback Surveys across all services and products with an Annual Report submitted to Council's Executive.	●	On Track	Centre staff worked on a customer survey that will be implemented by mid-2017 to capture feedback about all areas of operations, including potential new programs users would like to see offered and improvements that could be made to the existing programs.
<b>1.2.15 - Implement five hectares of new open space facilities in Wangal Park.</b>							
	Lead: Landscape & Urban Design	Wangal Park	Commission and construct a skate park facility.	Works completed by 31 July 2016.	●	On Track	Council has been successful in receiving a funding commitment of \$1,000,000 for the embellishment of Wangal Park. This funding was initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the skate park facility will be during the next 6- 12 months. A Request for Tender to design and construct the skate Park is currently being prepared.  Council will seek other grant funding opportunities for this project as they arise.
<b>1.3 - A well informed, supported and engaged community</b>							
<b>1.3.1 - Maintain up-to-date information on the community profile to support planning and program development</b>							
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	The Community Profile was kept up to date and will be further enhanced with new demographic information when the 2016 Census data is released by the ABS later in 2017.
<b>1.3.2 - Provide information to the community on Council's activities, facilities and services using communications that can be accessed by all people in the community.</b>							
	Lead: Media, Communications & Events Secondary: Information Technology	Council's Website	Ongoing maintenance of Council's Website.	Daily updates.	●	On Track	Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. Key documents such as public exhibitions, minutes and agendas, Development Applications and employment opportunities at Council are routinely published on the website. In addition, Council's social media pages are monitored and updated daily.
			Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	Council's Business page on its website features a section in Chinese in order to provide information to the diverse business community. Council had 195 views on translation service pages this quarter.

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							<p>"What does Burwood Council do?" guides are available online in Arabic, Chinese Korean and Italian.</p> <p>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.</p> <p>The sections which can be accessed on Council's homepage under the Language Services tab include information on Community Services, Library Services, Regulations, Waste Management and Parking.</p>
			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	<p>Council's website had 134,323 views during the quarter, a 2.5% increase. Council's social media audience continues to grow with a 19% increase across Facebook, Twitter, Instagram and LinkedIn this quarter. Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives.</p> <p>Council has digitised its forms to make applications quicker and easier for residents and stakeholders. Forms on a range of Council's services including events, road safety, traffic and transport, and council meetings can now be accessed on Council's website with more forms to be digitised over the next quarter. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors.</p>
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	<p>Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers.</p> <p>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 Council's Australia Day, Lunar New Year and International Women's Day.</p>
	Media Communication		Prepare media releases for all major events and initiatives of Council.	Number of releases	●	On Track	Council prepared 5 media releases on key issues and initiatives including Australia Day and Local Citizen of the Year Awards, Lunar New Year and International Women's Day. Media releases were uploaded onto the Council website after distribution.
				Number published.	●	On Track	Council published 5 media releases on key issues and initiatives including Australia Day and Local Citizen of the Year Awards, Lunar New Year and International Women's Day. Media releases were uploaded onto the Council website after distribution.

1.3.3 - Preserving information.









THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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	Hard copy subdivision files and combined applications have been appraised and imaged to ensure the preservation of this collection
<b>1.3.4 - Provide information to the community on Library services.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Distribute Library's services information via flyers, email database, website, local media, and notice boards.	Increase delivery of information about Library services.	●	On Track	During the quarter, the Library Service expanded its outreach program which increased community awareness about information and services available. Outreach initiatives during this quarter included a Pop Up Library and holiday activities at the Enfield Aquatic Centre during January, and a new Health and Wellness program held on Wednesday evenings during February. Social media continued to be an effective method of delivering information to customers via twitter and Instagram.
<b>1.3.5 - Promote Library services to the community.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (Library)	Undertake actions to increase membership of the Library.	Number of new members measured and reported every six months.	●	On Track	During the quarter 892 people joined the Library, which was an increase of 339 memberships over the previous quarter. Total membership at the end of March 2017 was 21,510.
<b>1.3.7 - Provide a range of services for children and young people.</b>							
	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 was held throughout term 1, 2017, although four dates had to be cancelled due to wet weather. Attendee numbers were slightly down due to ongoing wet weather and grounds. The biggest session of the term was Thursday 6 April 2017 with over 120 people enjoying Kindyfarm and Easter celebrations.  Mobile Play Van continued to utilise a bi-cultural support worker to attend several sessions each term to discuss the needs of the many Chinese-speaking attendees. This has led to some targeted new resources and referrals for Chinese grandparents.  Mobile Play Van supported the International Women's Day 2017 event during the quarter.
				Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	The Customer Satisfaction Survey has been updated is in the process of being translated. It will be rolled out in term two as planned.
<b>1.4 - A community that celebrates diversity</b>							
<b>1.4.1 - Celebrate the achievement of community leaders.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.	●	On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Mrs Paula Nicolas was awarded Citizen of the Year and Katrina El Gammal was awarded Young Citizen of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, social media and on Council's website.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.	●	On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Mrs Paula Nicolas was awarded Citizen of the Year and Katrina El Gammal was awarded Young Citizen of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, social media and on Council's website.
<b>1.4.2 - Improve access to information on government services.</b>							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.	●	On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 498 views, a 14% increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.	●	On Track	Library Services continued to maintain 30 public PCs and Wi-Fi access to the internet. Total PC bookings and Wi-Fi logins for the quarter were 9,533 and 14,223 respectively. The Library's 24/7 online services recorded 6,387 logins, including mobile app access. The mobile printing service continued to be popular during the quarter, with 4,689 pages scanned and 144 pages printed.
<b>1.4.3 - Develop strategic relationships with multicultural service providers.</b>							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Develop appropriate approaches to linking with the Multicultural Community	New relationships established with multicultural groups.	●	On Track	During the quarter a range of programs were conducted by Library Services in partnership with multicultural service providers. These activities attracted 347 participants and included a special Lunar New Year program and a Chinese/English bi-lingual Storytime.
			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	In order to increase participation of community cultural groups during the quarter, Library Services conducted a calligraphy workshop during the Lunar New Year celebrations in partnership with the Australian Traditional Asian Culture Group. Also, the popular Tech Savvy Seniors Computer Program was delivered in Mandarin in partnership with Telstra and the State Library of NSW.
<b>1.4.4 - Promote healthy and active living.</b>							
	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community wellbeing and active ageing.	Deliver a minimum of one initiative per annum.	●	On Track	A number of healthy lifestyle, community well-being and active ageing programs were held during the quarter, including the Seniors Week Festival program which incorporated yoga, line dancing and pampering sessions amongst other activities. International Women's Day was also celebrated with health and well-being activities

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							and information.
<b>1.4.5 - Promote sporting activities and the arts to bring people together.</b>							
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	At least one local sporting group at each Council event as relevant and appropriate.	●	On Track	Burwood Council invites local sporting groups to participate in community events where suitable.  Council held a Lunar New Year event which was not deemed suitable for local sporting groups to attend. However the local community was still represented at these events in the form of local performance groups, local church groups, local crafts groups and community leaders participating.
				Create a designated area for local artists and groups at Council's civic events.	●	On Track	Local artists, schools and community groups are invited to participate in the majority of events held by Council, as either performers, volunteers and/or ambassadors.  Accordingly, as part of the Australia Day celebrations, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived.  For the Lunar New Year event, a partnership was formed with local organisation, Australian Chinese Cultural & Commerce Association, who then organised a program that included a collaboration of local Chinese song and dance performances groups.
<b>1.4.6 - Promote usage of Library by multicultural groups and residents.</b>							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	A total of 478 items in Chinese, Korean and Hindi were added to the Library's collections during this quarter. These included books, DVDs, CDs and magazines for both adults and children.
<b>1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Action Plan, including for Council staff who work with people with disabilities.	●	On Track	Preparation of Council's Disability Inclusion Action Plan (DIAP) was progressed during the quarter. The DIAP is a requirement of the Disability Inclusion Act of 2014 (DIAP 2014) and must be completed by 30 June 2017.  The DIAP strategies and actions will address four key areas: - Developing positive community attitudes and behaviours - Creating liveable communities - Supporting access to meaningful employment - Improving access to services through better systems and processes.
	Lead: Media, Communications & Events Secondary: Media, Communications & Events		Improve accessibility of Council's website.	List of Council services published on Council's Website with text size options available and improve "readability" of documents for visually impaired users.	●	On Track	Council's mobile website provides a simplified interface for visually impaired users. Over 40% of Council's overall website traffic comes from smart phones or tablet devices, an increase of 8% from the last quarter.  Council's website features an identifiable link on

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>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 Government's Web Content Accessibility Guidelines V2.0. This allows for the use of computerised reading software.</p>
<b>1.4.8 - Continue the publication of Council news in local media including local newspapers.</b>							
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	<p>The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information:</p> <ul style="list-style-type: none"> <li>• Mayor's Message</li> <li>• Latest news and information on events and initiatives</li> <li>• Development applications received and approved by Council</li> <li>• Times and dates of upcoming Council Meetings</li> <li>• Contact information</li> <li>• Council's values</li> <li>• Link to social media pages</li> <li>• The column is also published on the Council website and social media pages</li> </ul> <p>In addition, a Mayoral Column is published in various community papers in Arabic, Chinese, Greek and Italian.</p>
				Burwood Update Residents Newsletter produced quarterly.	●	On Track	The Burwood Update Summer Edition was distributed to 16,000 households and businesses across the LGA in December 2016. The Update included the latest news and information on Council's services and initiative. The Update was also made available online. The Burwood Update Autumn Edition will be distributed in April 2017.
				Newsletter made available in electronic format.	●	On Track	The Summer Burwood Update was made available online on Council's website.
			Produce timely and appropriate Media Releases.	Within one day.	●	On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
<b>1.4.9 - Promote volunteering opportunities.</b>							
	Lead: Community and Library Services	Community Development (Volunteering)	Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media, including the GoVolunteer and Volunteer Network websites. As a result, during the quarter, Volunteer Network had 214 enquiries regarding volunteering, conducted 16 volunteer interviews and referred 200 volunteers to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually.	●	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West and produced a six months training calendar. Staff assisted volunteers within Burwood Council to



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							engage in projects that gave them the experience and knowledge to further develop their skills.  During the quarter, Volunteer Network had 214 enquiries regarding volunteering, conducted 16 volunteer interviews and referred 200 volunteers to not for profit organisations in the Inner West Area
<b>1.5 - A sense of community pride</b>							
<b>1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.</b>							
	Lead: Strategic Planning	Heritage	Provide comment/input on heritage-related Development Applications (DAs).	100% of DA referrals responded to within fifteen working days.  80% responded to within ten working days.		On Track	In total 24 heritage referrals for the quarter, 13 responded to within 10 working days, 10 responded to within 10 -15 working days, and 1 was over.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	Up to date heritage information included on Council's website.		On Track	Up to date heritage information has been included on Council's website. It is updated when new information becomes available.
<b>1.5.2 - Provide leadership on community values.</b>							
	Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements.		On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible. The meaning and importance of these values can be viewed on Council's website.
<b>1.5.4 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</b>							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week.		On Track	Council will be hosting a Burwood Park Memorial Tour in conjunction with the Burwood Historical Society in April 2017 as part of Heritage Week.
<b>1.5.5 - Develop campaigns designed to facilitate community and neighbour interaction.</b>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.		On Track	Planning commenced for the Neighbour Day event which is scheduled to take place in May 2017. At the event, a new community services directory for Burwood and the Inner West will be launched, which has been developed by local agencies to assist people to access the services they require.
<b>1.5.6 - Promote interaction between different groups in the community.</b>							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service.		On Track	In the lead up to all civic events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers. Digitally, events are also heavily promoted on the Council website and via all Burwood Council social media channels, including Facebook, Twitter and Instagram. The website is also updated with images upon the completion of each respective event. Residents are also provided with a quarterly 'What's On' guide which is included in each Burwood Update.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	○	On Track	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 also appears in local newspapers. There were no Commemorative Services held during the third quarter from January to March. Planning is under way for two commemorative services taking in the next quarter, including the Burwood Anzac Commemorative March and Dawn Service event to be held on Anzac Day and the National Servicemen's Commemorative Service to be held on Sunday, 28 May 2017.
<b>1.6 - Improved interactions between young and older people</b>							
<b>1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.</b>							
	Lead: Community and Library Services	Events	Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.	●	On Track	Activities in relation to this action were reported in the previous quarter.
<b>1.6.2 - Provide access to online information services.</b>							
	Lead: Media, Communications & Events	Online Services	Improve accessibility of Council's website.	Run a quarterly information session on Council's website at Seniors' Computer Club.	●	On Track	The next information session will be held during the Seniors Computer Club's next term.
<b>1.6.4 - Provide opportunities that facilitate interaction between young and older people.</b>							
	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.	●	On Track	The Seniors Festival was held during the quarter with the main event being a High Tea and Pampering Session held at Southern Cross Technical College for around 100 seniors on 9 March 2017. The students prepared the food and offered pampering sessions as a part of their training in catering, events management and hair and beauty.
<b>2 - Leadership through Innovation</b>							
<b>2.1 - Community confidence in Council's decision making</b>							
<b>2.1.1 - Report decisions back to the community through open forums.</b>							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.	●	On Track	Council held the following workshops during the reporting period: 11 February - Love Food Hate Waste: Eat better and meal planning 4 March - New Plants from Old, plant propagation techniques
<b>2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.</b>							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, and Budget are met and relevant Acts are complied with.	Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis.	●	On Track	Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2016-17. This document represents the quarterly report in relation to the period 1 January - 31

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							March 2017.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.	○	On Track	The Annual Report for 2015/16 was adopted by Council at the October 2016 meeting, and referred to the Office of Local Government. It was also sent to the State Library for their record.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.	○	On Track	The Operational Plan for 2016-17 was adopted by Council at its 24 May 2016 meeting, and is currently being implemented.
<b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b>							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan.	Preparing timetables for the delivery of the work program with exception reporting for the Executive.	●	On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
<b>2.1.4 - Provide community education on Council policies and regulations.</b>							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website.	Published within two weeks of approval.	●	On Track	The Tender Policy was amended to reflect that the General Manager has authority to accept Tenders and was published on Council's website for members of the public and persons doing business with Council.
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website.	Published three days prior to each Meeting.	●	On Track	During the March Quarter the following Council Meetings Agendas were published on the website: 28 February 2017 28 March 2017 During the March Quarter no Building and Development Committee were held.
<b>2.1.5 - Hold Council Meetings.</b>							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year.	●	On Track	During the March Quarter the following Council Meetings were held: 28 February 2017 28 March 2017
<b>2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.</b>							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events.	Cultural groups included in performance program at each Council event.	●	On Track	Local cultural groups are invited to participate in Council events, where deemed appropriate and within the constraints of the events theme. Accordingly, as part of the Australia Day celebrations, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived. For the Lunar New Year event, a partnership was formed between

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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 Council and local organisation, Australian Chinese Cultural & Commerce Association, who then organised a program that involved local Chinese song and dance performances groups. During the quarter Library Services held 73 activities with a total of almost 1,750 people in attendance. Highlights included Yoga at the Pool, a Dinosaur Show, the Holiday Reading Club Party, a bilingual Storytime and a Calligraphy Workshop for adults.
<b>2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.</b>							
	Lead: Governance Secondary: Governance	Open Forums	Conduct of Open Forum at Council Meetings.	An Open Forum is scheduled for each Council Meeting.	●	On Track	Open Forum is conducted at each Council Meeting.
	Lead: Media, Communications & Events Secondary: Governance		Develop a new program of open community forums in conjunction with major projects.	Number of open forums and public attendance.	●	On Track	Two Council Meetings were held during the quarter on 28 February and 28 March. All members of the public are welcome to attend.
<b>2.1.8 - Provide language aide services and translate key documents into main community languages.</b>							
	Lead: Media, Communications & Events Secondary: Customer Service & Records	Translations	Promote Council's language aide service, and the available interpreter service.	Visible signage at key Council venues and reminders included in all Council publications in different languages.	●	On Track	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. 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.
<b>2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.</b>							
	Lead: Governance	Policies, Procedures, Corporate Practices and Plans	Maintain Council's Policy/Procedures/Corporate Practices/Plans of Management Register.	Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings	●	On Track	The Register was updated for the policies, corporate practices and procedures approved during the March Quarter and also cleansed for out-of-date documents. No Panel meetings were conducted due to a lack of business.
			Review Policies/Procedures/Corporate Practices/Plans.	Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.	●	On Track	No Panel Meetings were conducted in the March Quarter due to a lack of business.
<b>2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.</b>							
	Lead: Executive Manager	Policies, Procedures, Corporate Practices and Plans	Implement the recommendations from The Local Government Independent Review Panel Report.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	Following completion of activities and submissions on the Fit for the Future and Boundary Change agendas, Council is currently awaiting the outcome of the legal challenge promoted by Strathfield Council against the merger of Burwood, Canada Bay and Strathfield Councils. Preparatory work for a possible transition is being undertaken.







THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Governance		Implement the recommendations from The Local Government Act Review.	As required subject to release of reports and guidelines by the NSW State Government.	●	On Track	The Office of Local Government has issued Circular No. 16-30, dated 2 September 2016 and 16-51 dated 21 December 2016 which deals with the Local Government Amendment (Governance Planning) Act.  A report was provided to Council as an Information Item advising the Councillors of the amendments. Where amendments to the Act have been made they have been implemented. A Councillor's workshop will be held on 18 April 2017 to discuss the amendments in more detail.
<b>2.1.11 - Implement best practice governance strategies.</b>							
	Lead: Executive Team	Legislative Requirements	Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are complied with.	Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.	●	On Track	Council continues to be briefed on the Local Government reform agenda implemented by the NSW Government. In particular, Councillors were informed of Section 23A Guidelines in relation to restrictions on expenditure, capital works and employment of senior staff released by the State Government.
<b>2.1.12 - Maintain an effective, open complaint handling processes.</b>							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
			Investigate complaints made.	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are acknowledged, assessed and responded to. All complaints are entered into Council's corporate database to allow for reporting and trend analysis. Council's Executive Team assess whether issues are systemic or recurring, and subsequently implement steps to improve processes and reduce further complaints.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team. An assessment is undertaken and if necessary the Executive Team recommends steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. A further monthly review of the complaints received and outcomes is discussed and monitored by the Executive Team. Data on Code

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.
<b>2.1.13 - Monitor and manage personal and private information.</b>							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame.	●	On Track	No Privacy and Personal Information Applications were received for the March Quarter. During the March Quarter 3 Formal and 68 Informal Applications under the Government Information (Public Access) Act were received. All Applications were processed within the statutory time frame and a total of 177 hours was taken to determine these applications.
<b>2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.</b>							
	Lead: Customer Service & Records	Records Maintenance	Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.	Within one day.	●	On Track	During the quarter 89 Development Applications, 43 Complying Development Applications and 9 Pre Development Applications were submitted to Building Development. 99 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 69 Informal and 3 Formal GIPA Applications were scanned, registered and submitted to the Governance section within one day.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days.	●	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records.	Annually.	●	On Track	Records has closed 2016 calendar year folders for disposal of records in accordance with the General Retention and Disposal Authority : Local Government Records. The completed GIPA request folders raised for the months of August and September 2016, were also closed.
			Scan, process and distribute incoming daily mail.	Within one day.	●	On Track	Daily mail processed, scanned, registered and distributed.
<b>2.1.15 - Provide an efficient Electronic Document Management System.</b>							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	●	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new (and existing) staff. TRIM Tips have been circulated via email to staff. Total Records created for the quarter 26626
<b>2.1.16 - Undertake efficient and transparent procurement and purchasing.</b>							
	Lead: Governance	Procurement and Purchasing	To coordinate Council's Tender Process in accordance with: - Local Government Regulation 2005 - Local Government Act 1993 - Tendering Guidelines for NSW Local Government 2009 - Burwood Council Tendering Procedure	Number of Tenders successfully delivered.	●	On Track	During the March quarter the General Manager approved two Tenders, the Enfield Aquatic Centre Amenities Upgrade and for the Design, Supply and Installation of three Playgrounds and Equipment.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	In accordance with Council's Corporate Review Practice the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.1.17 - Provide education to Councillors on changes to legislation.</b>							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.	●	On Track	Changes to legislation were proclaimed in September 2016 and December 2016. Where amendments have been proclaimed Councillors have been provided with a Council Report and a Councillor workshop is being conducted on 18 April 2017.
<b>2.2 - Strong partnerships to benefit the community</b>							
<b>2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.</b>							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC).	Active participation in relevant SSROC activities.	●	On Track	Council management participates in the following SSROC working groups: - The GM at the delegates meeting in conjunction with the elected Councillors - General Managers Meeting which meets each month - Environmental Managers' Group - Waste Management Group - Human Resources Managers' Group - Public Works Management Group - Records Management Group - Regulatory Work Group - Supply Management Group - Shared Services Senior Managers' Group - Library Management Group
<b>2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.</b>							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated.	●	On Track	The following circulars have been issued that affect Council: - Induction and Ongoing Professional Development for Mayors and Councillors - Further Phase 1 amendments to the Local Government Act
<b>2.3 - Responsible employer of choice</b>							
<b>2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.</b>							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management inducts staff appropriately.	Conduct four induction programs per calendar year.	●	On Track	There have been no corporate induction held within this quarter as no permanent employees have been appointed.  However, there have been approximately 19 casuals and temporary staff provided with one on one mini workplace inductions within their first week of employment during this quarter.
			Survey staff on employee relations and learning needs.	Conduct employee survey every two years and action top five areas for improvement.	●	No Activity	Council's Employee Opinion survey is due to be conducted in November 2016 however has been put on hold as a consequence of the pending Council amalgamation with Canada Bay and Strathfield Councils. The situation will be reviewed during the 4th quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			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	<p>During this quarter the consultative committee met on 2 occasions and the Work Health and Safety Committee met on 1 occasion this quarter.</p> <p>Council maintains strong professional working relationships with all employee associations and industry stakeholders. The main focus this quarter has been maintaining informed dialogue with the parties on the progress of the State Governments Local Government Reform agenda.</p>
			Provide learning and development opportunities to equip staff to undertake their roles effectively.	Develop and implement an annual Organisational Development Learning and Development Plan.	●	On Track	<p>There have been over 21 training activities and programs coordinated and delivered for Council employees this quarter of which approximately 149 employees have attended.</p> <p>There was a particular focus on dealing with aggressive people in the community and Safe Work Method Statements reviews and inductions.</p> <p>There were also job specific training in Fringe Benefits Tax, Australian Building Code updates, Investigation skills, Armed Hold up and Resilience, Library Services for Seniors and the Workforce of Tomorrow.</p>
			Manage payroll process.	Delivery of pays on a fortnightly basis. .	●	On Track	<p>Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.</p>
				Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.	●	On Track	<p>Delivery and payment of wages and salaries is undertaken on a fortnightly basis as per the Local Government (State) Award 2014 requirements and Council's procedures in a timely and accurate manner.</p> <p>All Managers were provided monthly with their staff's Annual and Sick Leave balances for monitoring purposes and all Executive members are to ensure that the Managers take steps to continue with reducing excessive annual leave balances and monitor and address any sick leave issues.</p>
<b>2.3.2 - Implement best practice Human Resource policies and strategies.</b>							
	Lead: Organisational Development	Policies, Procedures, Corporate Practices and Plans	Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change.	Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.	●	On Track	<p>The Consultative Committee continues to be the forum of communication to discuss any policy updates, developments and workplace change. Monthly meetings have been held each quarter to discuss any workplace changes and workforce strategies.</p>
				Consolidate and implement strategies for: - Succession Planning - Employee Reward and Recognition - Performance Management System	●	On Track	<p>All objectives and workplace responsibilities were set in the last quarter for the 2016/2017 Competency and Performance Management (CaP) System. Employees were encouraged to monitor progress throughout this quarter.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>2.3.3 - Provide a safe work environment.</b>							
	Lead: Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.		On Track	The Insurance portfolio is managed in accordance with and in consultation with the CivicRisk Mutual Board, brokers' and insurer's advice and is reviewed on annually basis.  In this quarter Council completed all forms and questionnaires for renewal for Casual Hirers and Volunteers and Events cover.
				Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.		On Track	Throughout the reporting year the Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matters.  The Executive was provided with a comprehensive half yearly Risk and Insurance report from the Risk Management Coordinator at the February 2017 Executive meeting.  This quarters report to the Executive will be submitted in May 2017.  Council's positive performance in all areas of risk management and insurance claims management continues.
				Conduct and report annually on risk management self-audit and prepare action plan.		On Track	Risk Management Action Plan for 2016/17 has been approved by the Risk Management Committee however it is dependent on any possible amalgamation outcomes.  This quarter the Risk Management Coordinator commenced discussions with Enfield Aquatic Centre Managers on Enterprise Risk Management activities in order to establish any risk management issues in systems, procedures, policies and actions that need to be considered by the Risk Management Committee to avoid any potential claims.
			Develop, promote and implement strategic risk management.	Risk Management Committee to meet at least six times each year.		On Track	For this current reporting quarter the Committee has met on two occasions. Main discussion was around finalising the Enterprise Risk Management actions identified for the Customer Service area as well as gaining a greater insight into the Enterprise Risk Management issues in relation to Enfield Aquatic Centre, Council's proposed amalgamation activities, and any current risk issues.  A number of presentations were given to the Committee members: Acting IT Manager gave a presentation on the introduction of Skype for Business and the CHSP CCSP Team gave a presentation about their structure, work responsibilities, operations and the services they provide to the community.



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Motor Vehicle and Public Liability claims are discussed at all meetings with particular emphasis on "at fault" motor vehicle accidents as well as any current risks issues that Committee members have
	Work, Health and Safety		Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.	●	On Track	<p>Safe Work Method Statements have all been reviewed and staff are being inducted into relevant Safe Work Method Statements.</p> <p>Safe Operating Procedures are in the process of being reviewed, once completed, staff will be inducted.</p> <p>All First Aid Kits in the Fleet cars, plant and trucks from Enfield Depot have all been restocked.</p>
				Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council.	●	On Track	<p>No investigations were conducted this quarter.</p> <p>Number of incidents (including near misses) for the this quarter were:</p> <p>2- Lost Time 0 - Dangerous Occurrences 7 - Notifications 0 - Contractor Notification 2 - Medical Treatments</p>
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	<p>All workers compensation claims continue to be effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frames.</p> <p>Council's Work Health and Safety Coordinator is responsible for ensuring that all Return to Work Programs (RTW) with injured workers, medical professionals and supervisors are monitored and reviewed to ensure suitable duties are provided to injured workers with a return to pre injury duties in a safe and timely manner.</p> <p>During this quarter there were 2 lost time injury claims lodged.</p>
				Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	<p>All new staff have been issued with Work Health &amp; Safety E-learning on line training videos.</p> <p>During this quarter there was a particular focus on dealing with aggressive people in the community and Safe Work Method Statements reviews and inductions.</p> <p>Work Health and Safety Coordinator attended the 2 Day StateCover Seminar in March 2017</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
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#### 2.4.1 - Maintain an Investment Strategy and Policy.

Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with Legislative requirements Investment Reports were tabled at each Council meeting held during the quarter.
	Financial Services	Investment Portfolio Management.	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
		Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	The December 2016 Budget review was undertaken in January 2017 and submitted to the February 2017 Council meeting in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The March Budget Review will be conducted during April 2017 and submitted to the May Council meeting.
		Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2016 were completed by 31 August 2016 and externally audited by 10 September 2016. Council lodged the audited Financial Statements with the Office of Local Government on 6 September 2016 within the prescribed legislative time frame. Council's audited Financial Statements were the 4th set of statements received by the Office of Local Government for the year ended 30 June 2016.
		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 an audit on Council's financials during March 2017 for the first six months of the financial year.  Council has not received an Audit Management Letter, once received a response will be formulated addressing any 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	Achieving zero vacancy in all Council's leased properties and rent increases are in line with the market rate.
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#### 2.5 - Efficient, effective, customer focused services

##### 2.5.1 - Monitor and review Council's customer service performance against other Councils.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	Benchmarking survey scheduled for next quarter.
<b>2.5.2 - Provide 'One Stop Shop' Customer Service.</b>							
	Lead: Customer Service & Records	Customer Service Improvement	Answer Council's incoming telephone calls in line with Customer Service standards.	80% of external telephone calls answered in less in forty seconds.		On Track	Of the 10165 calls received during the quarter 85.77% 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 2,907 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.		On Track	During the quarter 98% of the 244 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 845 Residential Parking Permits and 92 Prime Parking Permits were processed and issued on the same day.
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.		On Track	A total of 2,965 customers were served at the counter and 84% were served within five minutes.
<b>2.5.4 - Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.</b>							
	Lead: Customer Service & Records Secondary: Media, Communications & Events	Customer Satisfaction survey	Design, implement and report on biannual customer survey.	Survey to be undertaken in 2015 and 2017.		No Activity	The biannual survey has been deferred due to pending Council amalgamations.
<b>3 - A Sustainable Natural Environment</b>							
<b>3.1 - Maintain and enhance open green spaces and streetscapes</b>							
<b>3.1.1 - Implement strong planning controls to protect open green space.</b>							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.		On Track	Council's development control plan (DCP) requires the provision of green open space within new development. Provisions regarding rooftop gardens were inserted in Amendment No. 3 to Burwood DCP.
<b>3.1.2 - Provide adequate funding to maintain open space areas.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Review Contributions Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.		On Track	Council's Contributions Plans provide for capital works. The capital works program is reviewed annually in view of the contribution plans.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.		On Track	Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities will be determined and construction works will be staged as applicable .  Council has applied for Federal Government funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting . If funding is approved a timeline for the

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							<p>construction of the various park upgrade facilities will be determined and construction works will be staged as applicable.</p> <p>The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path and solar lights.</p> <p>Council has been successful with a small grant of \$2500 to repair and monitor the Sandakan Memorial in Burwood Park.</p> <p>Council will apply for further grant funding for suitable projects as opportunities arise.</p>
<b>3.1.3 - Pursue partnerships and opportunities to create new open spaces.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no VPA's entered into last quarter that related to open space.
<b>3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.</b>							
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches.	Parks cleaned weekly.	●	On Track	<p>Parks and reserves serviced daily/weekly depending on location and usage. Service activities include rubbish/litter removal, toilet and BBQ cleaning, paths sweeping, dog litter bin cleaning, playground inspections.</p> <p>Three coin free operating BBQ plate systems retrofitted to existing BBQ units in Henley Park.</p>
			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 flowering displays coincided with special events. at Burwood Park
			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	Fields assessed prior to start of winter season sporting activities and maintenance works scheduled accordingly in preparation.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Fields set up and line marked for beginning of soccer season at Henley, Blair and Flockhart Parks. Fields remarked on average of every 2 weeks depending on grass growth, weather conditions and wear usage
				Sporting fields fertilised during March-April period.	●	On Track	Autumn fertilising programmed for beginning of April at Blair and Henley Park sporting fields.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	No action required this quarter
				Fields aerated and fertilised where required annually in September-October.	○	On Track	This action not applicable this quarter.
			Worn down turfed areas re-turfed where required during the September-December period.	○	On Track	Additional turfing carried out at Blair Park. Both Henley and Blair Parks over-sowed with rye grass to protect fields from excessive wear.	
			Fields are sprayed for broad leaf weeds during August-October period and as required for crowsfoot infestations.	○	On Track	Field at Blair Park sprayed twice this quarter with preventative fungicide to protect from grass diseases. Notification was carried out as per	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PEFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							Councils Pesticide Notification Plan.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitched line marked as required.
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Fields at Henley and Blair Parks over-sowed with rye grass to provide some protection for excessive wear in high usage areas of the fields.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Playing fields mown on average of 1-2 weeks this quarter, Weather conditions promoted excessive growth..
				Fields set up for soccer season and during March-April period.	●	On Track	Fields at Henley, Blair and Flockhart Parks set up with goal posts and line marking prior to beginning of season competition 1 April 2017
			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 of some areas this quarter mainly carried out.  Blair Park playing field was sprayed again for Crows Foot this quarter
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Some dead frond removal of Phoenix palms in Burwood Park.  Two dead palm removals carried out in Burwood Park due to the incurable Fusarium fungal disease.
			Mowing of parks and playing fields.	Passive areas mown on a 2-4 week cycle, depending on season.	●	On Track	Passive areas of parks and reserves mown on average of three weeks this quarter. Some delays due to prolonged heavy wet weather conditions in February and March
			Provide playground equipment that comply with the relevant Australian Standards and undertake regular inspections.	Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required, and comprehensive inspection carried out quarterly.	●	On Track	Routine visual inspection carried out by Council staff on daily or weekly basis dependent on park location and usage.  Quarterly inspections carried out by consultant contractors.  Major repair of one of the fitness stations in Henley Park carried out  New playground upgrades for Russell St Reserve and both Henley Park playgrounds scheduled for the next quarter.
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The scheduled replacement of play equipment in Henley Park and Russell Street Reserve has been designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access.  The Wangal Park Masterplan has provisions for equal access throughout the Park. The recently completed path network throughout the park has been designed and constructed to provide equal access.  Other park's capital works will be considered according to the DDA Plan.








THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Community and Library Services Secondary: Parks		Identify recreation trends/issues in the population	ABS Census data and SSROC data analysed and trends identified every two years.	●	On Track	Trends and relevant data continued to be assessed during the quarter including collating data and surveying for the development of the Disability Inclusion Action Plan 2017.  The 2016 ABS Census will provide further useful information when the results are made available later in 2017.
<b>3.2 - Improve waste management</b>							
<b>3.2.1 - Better promote existing recycling services.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Recycling information such as a bin bay signage, bin stickers and multi lingual pamphlets were provided to residents in Multi Unit Dwellings (MUDs) as requested by Strata Managers, Body Corporates or tenants/residents during the reporting period.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	The 'Providing the Links' program continued during the reporting period and provided free presentations to primary schools and childcare centres throughout the Burwood LGA. Presentation topics included recycling, litter, composting and worm farming
				Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.	●	On Track	Regular e-waste drop off days occurred during the January - March reporting period. There were six drop off days held at Council's Depot in Croydon Park.
			Undertake bin contamination audits for recycling.	Conducted twice per year	○	On Track	The Single Unit Dwelling (SUD) Recycling Bin Inspection Program (BIP) was undertaken during November 2016. Two areas selected in the LGA had their recycling bins visually inspected over two consecutive recycling fortnights. Two hundred recycling bins were inspected on both the 8th & 22nd November 2016.
				Provide report from each audit as to trend in levels of contamination found.	○	On Track	The top contaminants identified in both areas inspected were soft plastics and bagged recycling. The proportion of contamination that is soft plastic has continued to decrease each year since 2014-15.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year.	○	On Track	Awards were presented to two households from the top performing area, as a result of the Recycling Bin Inspection Program.
<b>3.2.2 - Encourage a reduction in waste generation through community education.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming.	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events.	●	On Track	Information pamphlets on a range of topics to assist residents to reduce waste and improve diversion are available on Council's website and at Customer Services Centre.  Council's involvement in the Compost Revolution program continues to be heavily promoted. The program focuses on the diversion of organic matter from landfill through activities such as




THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							home composting and worm farming. Worm farms and compost bins are available to Burwood residents at a 50% discount through the Compost Revolution program.  The sales for January to March 2017 have been best since start of program.
			Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested.	○	On Track	Two Treading Lightly workshop was held during the reporting quarter:  1. Saturday 11 February 2017 - Eat better and Meal Planning 2. Saturday 4 March Plant propagation techniques  The workshops received positive feedback from attendees, who were confident they could apply what they had learnt during the workshop at home.
<b>3.3 - Educate the community on sustainable practices</b>							
<b>3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English.	●	On Track	Two workshops were delivered during the reporting quarter. Topics included Eat better and Meal Planning and New Plants from old - Propagation techniques. There were approximately 20 attendees at each of the workshops
<b>3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.</b>							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.	●	On Track	During this Quarter, twelve referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
<b>3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant Information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a Fact Sheet for Residential Development that is on Council's website.
<b>3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.</b>							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.	●	On Track	Council received 6 major development applications this quarter for designs with a 4 to 5 star rating.
<b>3.4 - Leadership in environmental sustainability</b>							
<b>3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	●	On Track	Event held on 5 March 2017. Local school group participated at Burwood Park. Council assisted with removal of bagged rubbish.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote Dob in a Dumper phone number.	●	On Track	The Dob in a Dumper program is promoted through letterbox drops in identified problem areas, media releases in local newspaper, featured in the residential newsletter and signage on depot vehicles and machinery.
				Trial use of CCTV cameras as a deterrent for illegal dumping.	●	On Track	CCTV cameras are being used on a rolling basis in hotspot areas. Resident advice is that cameras are successful. Council is currently in the process of purchasing 2 additional cameras.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	During the reporting period there were 139 reports of dumped materials on both Council and Public property.
<b>3.4.3 - Invest in green technology and seek opportunities to be a leader in this area.</b>							
	Lead: Information Technology	Green technologies & Alternative Energy Sources	Implement strategies to reduce power consumption from Council's equipment.	Report on reduction in power consumption on an annual basis.	○	Not Due	This item is due for completion in quarter 4.
<b>3.4.4 - Promote greater use of more efficient green technologies and alternative energy sources.</b>							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes.	Report take up of rebates by the community and recorded participation in schemes available through Government information services.	●	On Track	Currently there are no rebate schemes available to residents of a sustainable or resource recovery nature. Therefore no data available on rebate uptake in the Burwood Local Government Area
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	●	On Track	Earth Hour was observed on 25 March 2017.
<b>3.4.5 - Develop management plans that improve the performance of Council operations to address global warming.</b>							
	Lead: Environment & Health	Develop Management Plans	Monitor actions from: - Green Action Plan - Sustainability Action Plan - Water Savings Action Plan - Cities for Climate Protection program - Local Action Plan - Strategic Waste Action Plan - Litter and Illegal Dumping Plan	Annual report to Council.	●	On Track	The annual Environmental Management Plan was submitted and approved at the 28 February 2017 Council meeting.
<b>4 - Accessible Services and Facilities</b>							
<b>4.1 - Effective traffic management and adequate parking provision</b>							
<b>4.1.1 - Investigate an increase in bus priority lanes along local roads.</b>							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.	●	On Track	Consultation commenced with TfNSW regarding possible relocation of Bus Stop on Burwood Road north of Mitchell Street.
<b>4.1.2 - Investigate options for effective traffic management and increased public parking.</b>							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.	●	On Track	There were 14 DA's referred to Council's Traffic & Transport section for comment during this quarter with 3 DA's referred to Roads & Maritime Services for comment.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>4.1.3 - Develop a whole of LGA parking strategy.</b>							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Implement and review Burwood Public Parking Strategy.	Roll out Parking Strategy and undertake a review every 18-24 months to identify areas requiring improvement.	●	On Track	The next review of the Burwood Public Parking Strategy is under way, with consultation having been undertaken with residents of Murray Street with regards to on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for possible inclusion into the Parking Strategy.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs.	Traffic, transport and parking comments provided within 14 days.	●	On Track	During this Quarter, a total of twelve Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
<b>4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.</b>							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines.	●	On Track	Raised pedestrian crossings in Cheltenham Road and The Strand were constructed during the January School Holiday period. All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.
<b>4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.</b>							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA , NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.	●	On Track	The March 2017 Burwood Local Traffic Committee meetings was held successfully with a total of five items for consideration by committee members.
<b>4.1.6 - Expand the Burwood bike plan.</b>							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.	●	On Track	Burwood Council's cycleway network is complete and no new extensions are required to accommodate additional connectivity or demand. No grants have been applied for in this Quarter.
<b>4.2 - Accessible services and facilities that are well utilised</b>							
<b>4.2.1 - Explore options for funding new spaces and upgrading old facilities.</b>							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.	●	On Track	Continue to monitor the availability of the Grant funding program.
<b>4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.	●	On Track	During this quarter Council has upgraded ten (10) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
<b>4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.</b>							
	Lead: Traffic & Transport Secondary: Community Services	Cycleways	Improve access and connections between recreational facilities, open space, and linkages to neighbouring Councils' cycleways.	Regularly meet with local bicycle groups and neighbouring Councils to identify opportunities for new cycleway linkages.	●	On Track	Consultation with neighbouring LGA's has not identified any new requirements for cycleway linkages.
<b>4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Traffic & Transport	Road safety	Apply for funding and run targeted programs such as Kiss and Ride area, safety around schools, cyclists safety, child restraints, senior citizens safety, pedestrians safety, speeding, learners drivers.	Run a minimum of three programs per year, subject to funding.		On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs will be run throughout the 2016/17 financial year.
<b>4.2.7 - Deliver programs targeted to families and children aged 0-12 years.</b>							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children.	Six inter-agency network meetings held per annum.		On Track	The Child and Family Interagency meetings were held bi-monthly during the quarter, providing a key source of planning and coordination support to local services that work with families and children in the local area.
			Deliver Families and Children events.	One event held per annum.		On Track	The International Women's Day event was held on 8 March 2017 at Woodstock Community Centre. It was well attended with over 200 community members present, including high school students and community representatives from different backgrounds. There were a number of activities, including pampering sessions, yoga, mobile playvan, speeches and entertainment to acknowledge women's contributions and raise awareness about the need to increase gender equality across industries. Funds raised at the event went to support the Women and Girls' Emergency Centre (WAGEC), crisis accommodation in Burwood.  Workshops on Building Parenting Capacity were held during April at Burwood Library and Community Hub and were well attended by between 20 and 30 parents at each of the sessions. These sessions aimed to educate parents and provide them with strategies and tips to increase capacity to manage difficult child behaviours in a nurturing and positive way.
			Provide information, training and resources targeted to Families and Children.	Children's directory kept up to date.		On Track	The Child and Family Directory and Services Brochure were updated, with the online version available via Council's website.
<b>4.2.8 - Improve accessibility of Council owned community facilities.</b>							
	Lead: Community and Library Services Secondary: Assets, Landscape, Architecture, Urban Design & Contracts	Accessible Infrastructure and Services	Implement actions from Disability Action Plan including actions that are relevant to community facilities.	Annual progress report presented to Council by 30 June each year.		On Track	A number of activities were undertaken in accordance with Council's Disability Action Plan during the quarter. This included the renovation of the second floor of the Woodstock Community Centre, which was completed early in January with an accessible universal toilet. Further accessibility improvements to Council facilities will be included in the forthcoming Disability Inclusion Action Plan, due by the end of June 2017.
<b>4.3 - Safe facilities and services</b>							
<b>4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.</b>							



THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	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, Austrorads and Council.
<b>4.3.2 - Improve street lighting and lighting in public places.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Community Services	Street Lighting	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	Undertake regular night audits.		On Track	Following several successful public lighting trails of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and lower overall costs for Council. As of 31 March 2017, 251 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting which will further assist in reducing costs for Council but more importantly will create lighting consistency and contribute in decreasing greenhouse gas emissions.
<b>4.4 - Encourage active and healthy lives</b>							
<b>4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.</b>							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and wellbeing for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.		On Track	<p>Council's Seniors Festival in March 2017 offered a variety of activities for seniors.</p> <p>The main event was a High Tea prepared by students of the Southern Cross Catholic Vocational College and held at the school premises. It had rave reviews from the seniors as well as the students and the school authorities. The school also provided pampering sessions to seniors which included hand massage, manicure, shampoo, hair colouring and blow dry hair. These activities are all part of the students' course requirements. The pampering session was another "hit" with the seniors.</p> <p>There were exercise activities held at Fitzroy Hall such as Line Dancing, Yoga and Fitter and Stronger gentle exercises. Four recently released movies were also shown: "Lady in the Van", "Hello, My Name is Doris", "A Walk in the Woods" and "The Hundred Foot Journey". All these activities had very good attendance numbers.</p> <p>Council also continued to support health and well-being activities run by tutors who used to participate in Council's 'Have and Go' and 'Get Active' Programs through reduced room hire rates.</p>
<b>4.5 - Vibrant and clean streetscape</b>							
<b>4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.</b>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Compliance Secondary: Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council produce educational articles in local papers as well as target locations identified as developing rubbish dumping issues with leaflets placed in letter boxes seeking assistance and making the local area aware of the issue and council's involvement.
				Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council produce educational articles throughout the period focusing on key issues such as illegal dumping and Council's Dob in a Dumper" program. This approach aims at educating the broader community to participation in reporting crime and identifying offenders.
	Lead: Community and Library Services Secondary: Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Graffiti Line number maintained n Council's website, newsletters and publications.	●	On Track	The reporting of graffiti continued to be promoted to the community through Council's web page. Staff are also developing resources which will be sent to residents and businesses to encourage residents and businesses to report graffiti.
<b>4.5.2 - Activate streetscapes through local events.</b>							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	During the third quarter, Burwood Council delivered two events: Australia Day celebrations, including a Citizenship Ceremony on 26 January 2017 and Open Air Cinemas in the Park, and Lunar New Year on 11 February 2017. The Australia Day event was well attended with hundreds gathering in Burwood Park for a free movie screening and barbecue. Lunar New Year also had strong patronage with thousands attending during the day.
<b>4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.</b>							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	Council has prepared a planning proposal, part of which is to introduce a design excellence provision to enhance and promote aesthetically appealing buildings.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.	●	On Track	During this quarter Council applied the residential design quality planning controls to the assessment & determination of 2 major DA proposals and also referred a further 6 Major DA's to specialist Urban Design Architects to assist in providing high quality urban design outcomes.
<b>4.5.4 - Invest in upgrading the public area south of Burwood railway station.</b>							
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts	Capital Works	Investigate the upgrade of the area south of Burwood railway station.	Include in the future Capital Works Program.	●	On Track	During this Quarter, no capital improvement works undertaken in the CBD area south of Burwood Railway Station.
<b>4.5.5 - Provide Development Application assessment as per Environment and Planning Assessment Act.</b>							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.	●	On Track	The mean and median turnover figures for the last quarter were 109 & 90 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the determination of 2 Major DA's within that period. Council has engaged additional town planning resources to assist with

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
							the processing of development applications
				Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act.		● On Track	There was one request to review a determination pursuant to Section 82A of the Environmental Planning & Assessment Act 1979 and this matter has not been determined at this time.
<b>4.6 - Minimise risk and ensure continuity of critical business functions</b>							
<b>4.6.1 - Implement best practice records and risk management strategies.</b>							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.		● On Track	Required records were available within service level time frames.
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.		○ On Track	Preparations for the tests are under way which will be conducted in the fourth quarter.
<b>4.6.2 - Facilitate training and education awareness programs regarding risk management.</b>							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.		● On Track	In February 2017 the Risk Management Coordinator and relevant staff from Council attended the CivicRisk Mutual Risk Management training.  During this quarter the Risk Management Coordinator met with the staff of Enfield Aquatic Centre to identify any gaps in Council's Enterprise Risk Management approach to their business operations, in order to obtain a greater understanding of what issues need to be considered by the Risk Management Committee to avoid/mitigate any potential claims.
<b>4.6.3 - Maintain an appropriate insurance program.</b>							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.		● On Track	The Insurance portfolio is managed in accordance with and in consultation with the Civic Risk Mutual Board, brokers' and insurer's advice and is reviewed on annually basis.  In this quarter Council completed all forms and questioners for renewal for Casual Hirers and Volunteers and Events cover.
<b>4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.</b>							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.		● On Track	No major outages were reported for the quarter.
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.		● On Track	During quarter three there were no reportable outages of Council's Information Systems.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<b>5 - A Vibrant Economic Community</b>							
<b>5.1 - Support and manage Burwood's major centre status</b>							
<b>5.1.1 - Implement economic development strategies.</b>							
	Lead: Media, Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.	●	On Track	Council made preliminary contact with local Chambers groups with the intention of conducting a meeting in the upcoming quarters.
<b>5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.</b>							
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.	●	On Track	Submissions for 2018/19 National Black Spot Program are being considered.
<b>5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.</b>							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mix use.	●	On Track	Mixed use in town centres is permitted under the Burwood Local Environmental Plan 2012.
<b>5.2 - Support small business</b>							
<b>5.2.1 - Develop programs to strengthen and sustain small businesses.</b>							
	Lead: Environment & Health Secondary: Media, Communications & Events	Public Health	Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regulations	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	The registered premises inspection program is continuing. There were 49 inspections carried out during the reporting quarter.
			Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	Enforcement action has been taken where appropriate. There was one Improvement Notice and 16 Penalty infringement notices issued during the reporting period.
		Education	Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	Report due in July 2017
			Conduct two food handling, hygiene and safety workshops for food shop operators.	Conduct two workshops per year. One of the workshops is to be in a language other than English.	○	On Track	Workshops will be conducted in Q4
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Environmental Health officers maintain a supply of a range of fact sheets in multiple languages and distribute to premises as considered necessary.
			Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	There was a total of twenty five (25) development applications that required consideration and conditioning by the Environment and Health Team during the reporting quarter.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were thirty six (36) public health complaints received and investigated by the Environment and Health Team during the reporting quarter.
<b>5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.</b>							
	Lead: Strategic Planning	Planning Instruments	Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues.	As required.	●	On Track	Burwood Local Environmental Plan 2012 is reviewed with amendments made from time to time in response to emerging issues.
<b>5.2.3 - Explore opportunities to activate Burwood's economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.</b>							
	Lead: Media, Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.	●	On Track	Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The Lunar New Year event and Australia Day event both featured market-style sections.
			Develop civic events on weekends.	Majority of civic events held on weekends.	●	On Track	Council's Australia Day event was held on the Australia Day public holiday on Thursday, 26 January. Lunar New Year was held on Saturday, 11 February.
<b>5.3 - Increase employment and training opportunities</b>							
<b>5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.</b>							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.	●	On Track	<p>Council hosted one student from Southern Cross Vocational College during this quarter in administration. The administration student worked in various teams within the administration, records and organisation development areas of Council.</p> <p>Council continues to engage an apprentice in landscaping construction through a group training company and he has now successfully completed his last year of TAFE studies. There is also a Student/ Graduate Engineer employed as well as another on Work Placement during this quarter.</p> <p>The relationship with Southern Cross Vocational College will continue into 2017 with a commitment to place approximately 6 students throughout the year.</p> <p>Council has been again advertising Casual Library Shelving roles with the local high schools to encourage youth employment in the area,</p>
<b>5.4 - Economic centre growth and preserved residential areas</b>							
<b>5.4.1 - Preserve local heritage through relevant planning strategies.</b>							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.	●	On Track	24 heritage referrals for the quarter were received, 54% were responded to within 10 working days and 96% responded to within 10-15 working days.