

# *Burwood Council*

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## ORDINARY MEETING

Notice is hereby given that a meeting of the Council of Burwood will be held in the Council Chamber, Suite 1, Level 2, 1-17 Elsie Street, Burwood on Tuesday 24 July 2018 at 6.00 pm to consider the matters contained in the attached Agenda.

Bruce Macdonnell  
**GENERAL MANAGER**

### Our Mission

**Burwood Council will create a quality lifestyle for its citizens  
by promoting harmony and excellence in the delivery of its services**

## CONFLICT OF INTERESTS

**What is a "Conflict of Interests"** - A conflict of interests can be of two types:

**Pecuniary** - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person.

A person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in Section 448 of the Local Government Act.

**Non-pecuniary** – are private or personal interests the Council official has that do not amount to a pecuniary interest as defined in the Local Government Act. These commonly arise out of family, or personal relationships, or involvement in sporting, social or other cultural groups and associations and may include an interest of a financial nature.

**Who has a Pecuniary Interest?** - A person has a pecuniary interest in a matter if the pecuniary interest is the interest of:

- The person, or
- The person's spouse or de facto partner or a relative of the person, or a partner or employer of the person, or
- A company or other body of which the person, or a nominee, partner or employer of the person, is a member.

**No Interest in the Matter** - However, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative, partner, employer or company or other body, or
- Just because the person is a member of, or is employed by, a Council or statutory body or is employed by the Crown.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter so long as the person has no beneficial interest in any shares of the company or body.

N.B. "Relative", in relation to a person means any of the following:

- a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the person or of the person's spouse;
- b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

### Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
  - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or
  - (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

**No Knowledge** - A person does not breach the Act if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

### What interests do not have to be disclosed (S 448 Act)?

- (a) an interest as an elector,
- (b) an interest as a ratepayer or person liable to pay a charge,
- (c) an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to the public generally, or to a section of the public that includes persons who are not subject to this Part,
- (d) an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to a relative of the person by the council in the same manner and subject to the same conditions as apply to persons who are not subject to this Part,
- (e) an interest as a member of a club or other organisation or association, unless the interest is as the holder of an office in the club or organisation (whether remunerated or not),
- (f) an interest of a member of a council committee as a person chosen to represent the community or as a member of a non-profit organisation or other community or special interest group if the committee member has been appointed to represent the organisation or group on the committee,
- (g) an interest in a proposal relating to the making, amending, altering or repeal of an environmental planning instrument other than an instrument that effects a change of the permissible uses of:
  - (i) land in which the person or a person, company or body referred to in section 443 (1) (b) or (c) has a proprietary interest (which, for the purposes of this paragraph, includes any entitlement to the land at law or in equity and any other interest or potential interest in the land arising out of any mortgage, lease, trust, option or contract, or otherwise), or
  - (ii) land adjoining, adjacent to or in proximity to land referred to in subparagraph (i), if the person or the person, company or body referred to in section 443 (1) (b) or (c) would by reason of the proprietary interest have a pecuniary interest in the proposal,
- (h) an interest relating to a contract, proposed contract or other matter if the interest arises only because of a beneficial interest in shares in a company that does not exceed 10 per cent of the voting rights in the company,

- (i) an interest of a person arising from the proposed making by the council of an agreement between the council and a corporation, association or partnership, being a corporation, association or partnership that has more than 25 members, if the interest arises because a relative of the person is a shareholder (but not a director) of the corporation or is a member (but not a member of the committee) of the association or is a partner of the partnership,
- (j) an interest of a person arising from the making by the council of a contract or agreement with a relative of the person for or in relation to any of the following, but only if the proposed contract or agreement is similar in terms and conditions to such contracts and agreements as have been made, or as are proposed to be made, by the council in respect of similar matters with other residents of the area:
  - (i) the performance by the council at the expense of the relative of any work or service in connection with roads or sanitation,
  - (ii) security for damage to footpaths or roads,
  - (iii) any other service to be rendered, or act to be done, by the council by or under any Act conferring functions on the council or by or under any contract,
- (k) an interest relating to the payment of fees to councillors (including the mayor and deputy mayor),
- (l) an interest relating to the payment of expenses and the provision of facilities to councillors (including the mayor and deputy mayor) in accordance with a policy under section 252,
- (m) an interest relating to an election to the office of mayor arising from the fact that a fee for the following 12 months has been determined for the office of mayor,
- (n) an interest of a person arising from the passing for payment of a regular account for wages or salary of an employee who is a relative of the person,
- (o) an interest arising from being covered by, or a proposal to be covered by, indemnity insurance as a councillor or member of a council committee,
- (p) an interest arising from appointment of a councillor to a body as representative or delegate of the council, whether or not a fee or other recompense is payable to the representative or delegate.

A Councillor is not prevented from taking part in the consideration or discussion of, or from voting on, any of the matters/questions detailed in Section 448 of the Local Government Act.

**Non-pecuniary Interests** - Must be disclosed in meetings.

If you are a Council official, other than a member of staff of Council and you have disclosed that a significant non-pecuniary conflict of interests exists, you must manage it in one of two ways:

- a) Remove the source of the conflict by relinquishing or divesting the interest that creates the conflict, or reallocating the conflicting duties to another Council official;
- b) Have no involvement in the matter, by absenting yourself from and not taking part in any debate or voting on the issue as if the provisions in Section 451(2) of the Act apply.

If you determine that a non-pecuniary conflict of interests is less than significant and does not require further action, you must provide an explanation of why you consider that the conflict does not require further action in the circumstances.

**Disclosures to be Recorded** - A disclosure (and the reason/s for the disclosure) made at a meeting of the Council or Council Committee must be recorded in the minutes of the meeting.

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# AGENDA

FOR AN ORDINARY MEETING OF BURWOOD COUNCIL  
TO BE HELD ON TUESDAY 24 JULY 2018 IN THE COUNCIL CHAMBERS, 1-17 ELSIE STREET, BURWOOD  
COMMENCING AT 6.00 PM.

**I DECLARE THE MEETING OPENED AT (READ BY MAYOR)**

**ACKNOWLEDGEMENT OF COUNTRY (READ BY MAYOR)**

*"I would like to acknowledge the Wangal people who are the Traditional Custodian of this Land. I would also like to pay respect to the Elders both past and present of the Wangal Nation and extend that respect to other Aboriginals present".*

**PRAYER (READ BY MAYOR)**

*"Lord, we humbly beseech thee to vouchsafe thy blessing on this Council, direct and prosper its deliberations for the advancement of this area and the true welfare of its people."*

**TAPE RECORDING OF MEETING (READ BY MAYOR)**

*"Members of the Public are advised that Meetings of Council and Council Committees are audio recorded for the purpose of assisting with the preparation of Minutes.*

*The tape recordings will be subject to the provisions of the Government Information (Public Access) Act 2009 (GIPA).*

*Tapes are destroyed two (2) months after the date of the recording"*

**APOLOGIES/LEAVE OF ABSENCES**

**DECLARATIONS OF INTERESTS BY COUNCILLORS**

**OPEN FORUM ACKNOWLEDGMENT (READ BY MAYOR)**

*The Mayor to ask each speaker to confirm that they had read the guidelines about addressing the Council and acknowledge that they had been informed that the meeting was being recorded and that the Council accepts no responsibility for any defamatory comments made. Speakers should refrain from providing personal information unless it is necessary to the subject being discussed, particularly where the personal information relates to persons not present at the meeting*

**OPEN FORUM COMMENCES**

**CONFIRMATION OF MINUTES**

***Recommendation***

That the Minutes of the following Meeting of Burwood Council:

A. Council Meeting held on Tuesday, 26 June 2018

copies of which were previously circulated to all Councillors be and hereby confirmed as a true and correct record of the proceedings of that meeting.

**ADDRESS BY THE PUBLIC ON AGENDA ITEMS ACKNOWLEDGMENT (READ BY MAYOR)**

*The Mayor to ask each speaker to confirm that they had read the guidelines about addressing the Council and acknowledge that they had been informed that the meeting was being recorded and that the Council accepts no responsibility for any defamatory comments made.*

## **ADDRESS BY THE PUBLIC ON AGENDA ITEMS COMMENCES**

### **MAYORAL MINUTES**

#### **GENERAL BUSINESS**

|              |  |    |
|--------------|--|----|
| (ITEM 68/18) | GREEN WASTE - IMPROVED DISPOSAL SERVICES .....   | 6  |
| (ITEM 69/18) | ADOPTION - REVISED INVOLVEMENT OF COUNCIL IN JOINT PROJECTS<br>WITH GOVERNMENT DEPARTMENTS POLICY .....        | 8  |
| (ITEM 70/18) | ADOPTION - REVISED RECEIPT OF GIFTS AND BENEFITS POLICY .....  | 12 |
| (ITEM 71/18) | ADOPTION - REVISED ADVISORY COMMITTEES MEETINGS GUIDELINES.....  | 24 |
| (ITEM 72/18) | ADOPTION - REVISED LOBBYING POLICY .....   | 31 |
| (ITEM 73/18) | ADOPTION - REVISED COMMUNITY ADVISORY COMMITTEES<br>PROCEDURE FOR SELECTION OF COMMUNITY REPRESENTATIVES ..... | 41 |
| (ITEM 74/18) | INVESTMENT REPORT AS AT 30 JUNE 2018 .....   | 45 |
| (ITEM 75/18) | SYDNEY EASTERN CITY PLANNING PANEL - ALTERNATE MEMBER.....   | 50 |
| (ITEM 76/18) | DELIVERY PROGRAM 2013-2017 - QUARTERLY REPORT FOR THE<br>PERIOD ENDING 30 JUNE 2018 .....                      | 51 |

#### **REPORTS OF COMMITTEES**

|               |  |    |
|---------------|--|----|
| (ITEM RC6/18) | BURWOOD LOCAL TRAFFIC COMMITTEE MEETING - JULY 2018..... | 98 |
|---------------|--|----|

#### **INFORMATION ITEMS**

|                |  |     |
|----------------|--|-----|
| (ITEM IN24/18) | POWER OF ATTORNEY REPORT FOR THE GENERAL MANAGER - 24<br>APRIL 2018 TO 24 JULY 2018..... | 106 |
| (ITEM IN25/18) | SAFE & CLEAN TEAM - QUARTER 4 AND ANNUAL 2017-2018<br>PERFORMANCE REPORT .....           | 107 |
| (ITEM IN26/18) | MEDIA, EVENTS AND COMMUNICATION REPORT 2017-2018 .....                                   | 109 |
| (ITEM IN27/18) | ANSWERS TO QUESTIONS WITHOUT NOTICE - COUNCIL MEETING OF<br>26 JUNE 2018 .....           | 121 |
| (ITEM IN28/18) | PETITIONS .....  | 124 |

#### **QUESTIONS WITHOUT NOTICE**

*Councillors are requested to submit any Questions Without Notice in writing.*

**(ITEM 68/18) GREEN WASTE - IMPROVED DISPOSAL SERVICES**

File No: 18/24514

REPORT BY ACTING DIRECTOR, PLANNING &amp; ENVIRONMENTAL SERVICES

**Summary**

Council currently offers all residential properties a fortnightly bin collection for organic garden (green waste) material. The material is collected and delivered to a processing facility where it is converted into high value garden products.

The Mayor, by Mayoral Minute (MM7/17) dated 26 September 2017, requested that Council investigate the feasibility of introducing two free green waste drop-off per year at the Council Depot.

An investigation has been conducted into the possibility of improving the service by way of increasing the number of bins available for a fortnightly collection service from one bin to two bins, and to provide drop-off events to improve green waste recovery rates in the community.

**Operational Plan Objective**

3.2.3 Establish clear targets for recycling and reducing waste to landfill.

**Background**

Following community feedback, Council's residential green waste service has been reviewed with a view to improving the service. Residents currently have a green waste bin which is collected fortnightly and a once a year bulk green waste collection available by appointment.

**Proposal**

It is proposed to offer residents the option of having additional green waste bins. The resident would pay a one-off fee of approximately \$80.00 for the bin and then have ongoing fortnightly collections at no additional charge.

It is also proposed to have a twice a year green waste drop-off service at Council's Depot in Kingsbury Street Enfield to allow residents to deliver bulk green waste material.

**Planning or Policy Implications**

The initiative is linked to Council's Green Action Plan which includes the implementation of measures to reduce the amount of waste being delivered to landfill by diverting and reprocessing recoverable material.

**Financial Implications**

The cost for the Depot drop-off service would be approximately \$2,600.00 per event or \$5,200.00 per year.

The cost for the additional collection service would be \$28.00 per year per property that takes up the service. It is estimated that the total additional costs would be approximately \$10,000.00 per year. The cost would be recoverable through the annual domestic waste charge which is levied on all residential properties. It is suggested that Council bear the cost of the additional collections and that residents that wish to take up the service only be charged the initial one-off fee of approximately \$80.00 for the bin.

**Conclusion**

The proposed green waste service improvement will satisfy a community concern and contribute to improving Council's environmental and sustainability performance.

***Recommendations***

That Council offer the following improved green waste services:

- a. That residents be offered additional green waste bins on application. The resident will need to pay a one-off fee of approximately \$80.00 for a new bin as supplied by Council's collection contractor and an additional fortnightly collection service will be provided at no cost.
- b. The Council organise a supervised green waste drop-off event at Council's Depot in Kingsbury Street Enfield on two occasions per year.
- c. That the availability of the new and improved service be communicated via Council's Website and social media platforms and in a Mayoral column.

**Attachments**

There are no attachments for this report.

## **(ITEM 69/18) ADOPTION - REVISED INVOLVEMENT OF COUNCIL IN JOINT PROJECTS WITH GOVERNMENT DEPARTMENTS POLICY**

File No: 18/24392

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE & COMMUNITY

### **Summary**

To seek Council's endorsement of the revised Involvement of Council in Joint Projects with Government Departments Policy.

### **Operational Plan Objectives**

2.1.3 Ensure transparency and accountability in decision making.

2.2.2 Develop strategic partnerships that will benefit the area and the community.

### **Background**

The Involvement of Council in Joint Projects with Government Departments Policy was first adopted by Council in 1998, and subsequently reviewed in 2010 to reflect that involvement by Council in joint projects is on a voluntary basis and subject to endorsement by Council.

The last review in May 2014 included provisions around SSROC Partnerships and the relevant Sections of the *Local Government Act 1993* (the Act).

### **Proposal**

The Policy has now been reviewed in line with Council's Policy Review Program and the following amendments have been made:

1. under the heading "Scope" senior staff has been replaced with the Executive
2. Section 8A (1) (e) "Guiding Principles for Councils" has been included which directly relates to the purpose of the policy
3. under the section Council has resolved the words "other councils" has been included as it relates to the "Guiding Principles for Councils" under the Act
4. under the heading "Related Information" the Burwood2030 Community Strategic Plan and the Delivery Program has been included

The Policy is now submitted to Council for adoption.

### **Planning or Policy Implications**

Once adopted by Council, the Policy will be communicated to Council Officers via the staff intranet and published on Council's website.

### **Consultation**

The Policy has been endorsed by the General Manager and the Policy, Corporate Practice and Procedures Panel.

### **Financial Implications**

No Financial implications.



**Conclusion**

The Policy will ensure there is proper preparation, investigation, funding and accountability for any joint project with government departments and government agencies.

***Recommendation(s)***

That Council adopt the revised Involvement of Council in Joint Projects with Government Departments Policy.

**Attachments**

1 [↓](#) Revised - Involvement of Council in Joint Projects with Government Departments Policy



# Burwood Council

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TELEPHONE 9911 9911 FAX 9911 9900  
WEBSITE: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

## **REVISED - INVOLVEMENT OF COUNCIL IN JOINT PROJECTS WITH GOVERNMENT DEPARTMENTS POLICY**

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Public Document:  
Adopted by Council:  
Trim No. 18/21432  
Ownership: Governance

### **Purpose**

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To ensure there is proper preparation, investigation, funding and accountability for any projects with government departments and government agencies.

### **Scope**

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This policy is applicable to Councillors and ~~Senior-staff~~ the Executive involved in government projects.

### **Policy Wording**

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Section 8A (1) (e) "Guiding Principles for Councils" of the *Local Government Act 1993* states that:

1. Exercise of functions generally - The following general principles apply to the exercise of functions by councils:
  - e. Councils should work co-operatively with other councils and the State government to achieve desired outcomes for the local community.

Council has resolved that:

Involvement by Council in voluntary projects with **other councils**, government departments, government agencies, agencies that receive government funding, or any agency or service involved with Council will not occur unless the following are satisfied:

1. there are appropriate and clear guidelines for the project, including aims, objectives, target population, timing
2. clear details about funding, budget in consultation with Chief Finance Officer
3. Management details are clear. This must set out the role and responsibility of the Government Department etc and Council, how the project will operate e.g. co-ordination, role of Management Committee (if there is one)
4. suitable mechanisms for accountability and evaluation

### **Related Information**

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- State Plan

- *Local Government Act 1993* : Public - Private Partnerships Sections 400C and 400L
- **Burwood2030 Community Strategic Plan**
- Burwood Council **Delivery Program and** Operational Plan
- Southern Sydney Region of Councils (SSROC)

**Review**

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This policy will be reviewed every four years.

**Contact**

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Governance Co-ordinator on 9911 9910

## **(ITEM 70/18) ADOPTION - REVISED RECEIPT OF GIFTS AND BENEFITS POLICY**

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File No: 18/24394

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE & COMMUNITY

### **Summary**

To seek Council's adoption of the revised Receipt of Gifts and Benefits Policy. The Policy supplements the Code of Conduct by providing a common understanding of appropriate conduct expected in relation to the receipt of gifts, benefits and hospitality.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

### **Background**

The Receipt of Gifts and Benefits Policy was adopted by Council on 28 July 2014. The Policy has been reviewed in line with Council's Policy Review Program.

The Policy supplements the Code of Conduct by providing a common understanding of appropriate conduct expected in relation to the receipt of gifts, benefits and hospitality.

### **Proposal**

The Policy has been reviewed and the following amendments have been made:

1. under the heading "Scope" the Independent Hearing and Assessment Panel (Burwood Local Planning Panel) has been included
2. the title change for the Manager – Organisation Development has been amended to Executive Manager Organisation Development
3. to assist Council Officers the Governance Co-ordinator has been included for advice in relation to "Acceptance of gifts of gratitude or gifts of appreciation of nominal value" and "Restrictions on accepting cumulative gifts of nominal value".
4. the section on "Exemption of the Staff Awards program" has been deleted as this is no longer operational
5. other minor editorial changes

All amendments are in red within the Policy.

The Policy is now submitted to Council for adoption.

### **Consultation**

The Internal Ombudsman has been consulted during the revision process. The General Manager and the Policy, Corporate Practice and Procedures Panel have endorsed the Policy.

### **Resource/Financial Implications**

No financial or resource implication.

**Planning or Policy Implications**

Once approved, the Policy will be communicated to all Councillors and Council Officers. Quarterly reminders regarding responsibilities will be sent via email to both the Councillors and Council Officers and included in the Induction program for all new staff as part of the Code of Conduct training administered by the Internal Ombudsman.

**Conclusion**

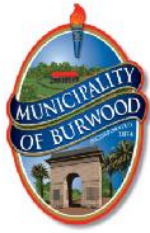
The Policy will supplement the Code of Conduct by providing a common understanding of appropriate conduct expected in relation to the receipt of gifts, benefits and hospitality. It is in order for Council to adopt the Policy.

***Recommendation(s)***

That Council adopt the revised Receipt of Gifts and Benefits Policy.

**Attachments**

1 [↓](#) Revised - Receipt of Gifts and Benefits Policy



# *Burwood Council*

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## **REVISED - RECEIPT OF GIFTS AND BENEFITS POLICY**

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*Based on ICAC Managing Gifts and Benefits in the Public Sector*

Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134  
PO Box 240, BURWOOD NSW 1805  
Phone: 9911-9911 - Fax: 9911-9900  
Email: [Council@burwood.nsw.gov.au](mailto:Council@burwood.nsw.gov.au)  
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Public Document  
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Purpose ..... 3

Scope ..... 3

Definitions ..... 3

Designated Persons - as defined in the *Local Government Act 1993* are: ..... 3

Types of Gifts ..... 4

    Ceremonial Gifts ..... 4

    Gifts of Gratitude ..... 4

    Cumulative Gifts ..... 4

    Gifts of Influence ..... 4

    Prizes ..... 5

    Token Gifts ..... 5

Principles ..... 5

Exemption ..... 8

What to do when you receive a Gift or Benefit? ..... 8

Recording the Receipt of a Gift or Benefit ..... 8

Requirements of Councillors and Designated Persons ..... 8

Disposal of Gifts ..... 8

Related Information/Glossary ..... 9

Review ..... 9

Contact ..... 9

Acknowledgements ..... 9

Appendix 1 ..... 10

### Purpose

To supplement the Code of Conduct by providing a common understanding of appropriate conduct expected in relation to the receipt of gifts, benefits and hospitality.

### Scope

Applies to all Councillors, Council Officers, **Independent Hearing and Assessment Panel (Burwood Local Planning Panel)**, and contracted employees.

### Definitions

**Benefit** – a non-tangible item of value (eg a new job or promotion, preferential treatment or access to confidential information etc) that one person or organisation confers on another

**Bribe** – a gift or benefit offered to or solicited by a public official to influence that person to act in a particular way

**Bribery** – for the purposes of this publication, the term 'bribery' also includes offences committed under Section 249B and associated sections of the *Crimes Act 1900*, involving acts of offering or soliciting a corrupt commission or reward to or by a public official to influence that person to act in a particular way

**Corruption** – the abuse of public office for private or personal advantage

**Designated Persons** - as defined in the *Local Government Act 1993* are:

- the General Manager
- other Senior Staff of the Council
- a person (other than a member of the Senior Staff of the Council) who is a member of staff of the Council or a delegate of the Council and who holds a position identified by the Council as the position of a designated person because it involves the exercise of functions under this or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the person's duty as a member of staff or delegate and the person's private interest
- a person (other than a member of the Senior Staff of the Council) who is a member of a committee of the Council identified by the Council as a committee whose members are designated persons because the functions of the committee involve the exercise of the Council's functions under this or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the member's duty as a member of the committee and the member's private interest

Designated Persons are determined by the General Manager each year.

**Executive Member** – General Manager, Deputy General Manager – Corporate, Governance and Community, Deputy General Manager – Land, Infrastructure and Environment, Executive Manager and **Executive** Manager – Organisation Development

**Gift** – an item of value (eg gift voucher, entertainment, hospitality, travel, commodity, property etc) which one person or organisation presents to another

**Gift register** – an official agency record that details gifts and benefits that have been offered to and/or received by staff and how they are managed

**Money** - includes cash, any form of credit or cash-like gift, such as, but not limited to gift vouchers, credit cards, debit cards with credit on them, prepayments such as phone or internal credit, memberships or entitlements to discounts, regardless of the amount or value.



**Nominal Value** – the monetary limit of acceptable gifts that conforms with industry/societal norms (eg an inexpensive pen, tie, scarf, plaque or bottle of wine). The nominal value for Burwood Council is \$30.

**Official Duties** – the work done by a public official as defined by relevant legislation, the official's position description or lawful directions given by a supervisor.

**Public Official** – an individual who carries out public official functions or acts in the capacity of a public official, including Councillors, Council staff and contracted employees.

### Types of Gifts<sup>1</sup>

#### Ceremonial Gifts

These are official gifts that are offered by one agency to another. Such gifts are often provided to a host agency when conducting official business with delegates from another organisation. Although, these gifts may sometimes be offered to express gratitude, the gratitude usually extends to the work of several people in Council, and therefore the gift is considered to be for the agency not a particular individual.

*Example: A plaque given by an overseas delegation to a public official to commemorate a visit.*

#### Gifts of Gratitude

These are gifts offered to an individual or agency in appreciation of specific tasks or for exemplary performance of duties. Gifts to public sector staff who speak at official functions as part of their duties would be considered gifts of gratitude. It is important to note that Council Officers should not require any additional rewards for performing their duties. However, such gifts are frequently offered, and in many circumstances it would be inappropriate to refuse them. Council's determination of the value of a gift of gratitude is \$30.00.

*Example: A modest bottle of wine given to a public official for giving a presentation to a community group.*

*Example: A public official working at a library receives a box of chocolates for assisting a library user.*

#### Cumulative Gifts

A series of small gifts or benefits, each of which is of minimal value, however may have an aggregate value that exceeds Council's nominal value.

*Example: A public official receives token value gifts from the same person/organisation which together are higher than Council's set nominal value.*

#### Gifts of Influence

These gifts are intended to generally ingratiate the giver with the recipient for favourable treatment in the future.

*Example: An applicant of a Development Application offers the Health & Building Surveyor making the determination a gift prior to the decision in relation to his application being made.*

**Prizes**

A prize won as a result of engaging in official duties.

*Example: A public official may win a raffle or lucky door prize drawn at a meeting.*

**Token Gifts**

A gift that is offered in a business situation to an agency or public official representing an agency. Such gifts are often small office or business accessories (eg pens, calendars, folders) that contain the company logo. They are usually products that are mass produced and not given as a personal gift.

*Example: A public official attends a seminar where each delegate is provided with a company pen.*

**Principles**

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**1. Acceptance of any gift or benefit intended to influence your duties is prohibited**

Public officials should never expect to get anything extra for undertaking their official duties. Accordingly, staff must not seek or accept any payment, gift or benefit intended or likely to influence, or that could reasonably be perceived by an impartial observer as intended or likely to influence staff to:

- act in a particular way (including making a particular decision)
- fail to act in a particular circumstance
- otherwise deviate from the proper exercise of our official duties

The following gifts are never to be accepted, regardless of the circumstances:

- Tickets to sporting events
- Jewellery
- Works of art
- Discounted products for personal use
- Use of facilities such as gym and holiday homes
- Free or discounted travel

**2. Any Public Official who is offered a bribe must refuse to accept the offer and immediately report the incident**

Public officials must refuse to accept any gift or benefit that is a bribe or is believed is being offered as a bribe to offer an inducement to act in a particular way. Any public official, who is offered a gift of money or other gift or benefit, which he or she believes is meant to be a bribe, must immediately report the incident as follows:

- Council **staff Officers** –Internal Ombudsman
- **Mayor and** Councillors – the General Manager
- General Manager - Mayor

Should a public official becomes aware that another public official is offered a gift of money or other gift or benefit, which he or she believes is meant to be a bribe, the person must immediately notify the General Manager. In the event that the incident involves the General Manager the public official should report their concerns to the Mayor.

The General Manager has an obligation under the *Independent Commission Against Corruption Act 1988* to inform the Commission about any matter that he or she suspects on reasonable grounds concerns or may concern corrupt conduct, including bribery. In the event that the report is made to the Mayor, he/she has the same obligations.

The ICAC, and where relevant the NSW Police Force, must be informed immediately.

### **3. Soliciting personal gifts or benefits is strictly prohibited under all circumstances**

If a public official becomes aware of a staff member soliciting gifts or benefits, he or she should immediately report it to the Internal Ombudsman. The General Manager should also inform the ICAC through a Section 11 report.

### **4. Accepting gifts of money is strictly prohibited in all circumstances**

Accepting offers of money and/or its equivalent is never acceptable regardless of the circumstances. Such a gift would almost definitely be perceived as an attempt at bribery. Money includes cash, any form of credit or cash-like gift, such as, but not limited to gift vouchers, credit cards, debit cards with credit on them, prepayments such as phone or internal credit, memberships or entitlements to discounts, regardless of the amount or value.

### **5. All gifts and benefits must be declared**

All gifts and benefits, apart from moderate hospitality, that could be associated in any way with the work of Council, need to be declared and recorded in the Gifts and Benefits Register. This includes gifts and benefits offered to you which you have refused. Any gift or benefit offered to a family member that arises in connection with your official duties should also be declared. This remains the case even if the gift might only be *perceived* to be connected to your official duties.

This policy applies at all times including Christmas and other cultural and religious occasions which involve the giving of gifts.

### **6. Approval must be obtained in order to keep any gift or benefit**

Once you declare a gift or benefit, the Deputy General Manager – Corporate, Governance and Community (for staff) or the General Manager (for Councillors) or the Mayor in the case of the General Manager receiving a gift will determine the action to be taken in relation to the gift. Gifts should not be consumed, transferred or disposed of until a determination has been made.

Once the determination has been made regarding the gift or benefit the decision must be abided by. The action taken in relation to the gift is to be included in the Gifts and Benefits Register as well as the approval of the following:

- General Manager – **Mayor**, Councillors and Executive Members
- Deputy General Manager – Corporate, Governance and Community – the General Manager and all other Council **staff Officers**

### **7. Acceptance of gifts of gratitude or gifts of appreciation of nominal value are generally permitted**

It is generally permissible for Council staff to accept gifts or benefits of nominal value given in gratitude or appreciation so long as the business relationship between you and the gift giver is finalised and you are unlikely to make any decision in the future that involves that person or organisation. Council's nominal value has been determined at \$30. Any such gift must be declared in the Gifts and Benefits Register.

Consideration must also be given to the intention of the gift (regardless of its nominal value) and if there is any doubt about the intention of the gift giver or the value of the gift, you should seek direction from the Deputy General Manager - Corporate, Governance and Community **or the Governance Co-ordinator**.

#### **8. Inadvertent acceptance of gifts of appreciation or gratitude above nominal value**

In circumstances where a gift or benefit with a value greater than the nominal value is inadvertently accepted by a staff member and cannot easily be returned, it must immediately be declared. These circumstances could arise for example:

- if a wrapped gift was received and not opened in the presence of the giver
- gifts accepted for cultural, protocol or other reasons where returning the gift would be inappropriate
- anonymous gifts
- gifts given in a public forum where attempts to refuse or return the gift would cause significant embarrassment or offence

#### **9. Restrictions on accepting cumulative gifts of nominal value**

If you are offered more than two gifts of appreciation or gratitude of nominal value within a six month period by the same person or organisation, they may be regarded as a cumulative gift that will need to be shared with other staff, donated or disposed of.

In such circumstances, consideration should also be given to whether the cumulative gifts are being given in an attempt to influence you. This should be discussed with the Deputy General Manager – Corporate, Governance and Community **or the Governance Co-ordinator**.

#### **10. Acceptance of prizes**

Any gift or benefit that is won as a result of engaging in official duties (e.g. lucky door prizes at seminars) must be declared. If the Council has a business relationship with the organisation that provided the prize or has, or is likely to, exercise any of its investigative or oversight powers in relation to that organisation, then acceptance of the prize may lead to a perception of improper influence. In such circumstances, the prize should be publicly declined. If refusal of acceptance is not possible or the circumstances are different to those outlined above, the prize becomes the property of Council and a decision as to its disposal will be made by the Deputy General Manager – Corporate, Governance and Community.

Note: Public officials are prohibited in participating in any surveys or competitions that have prizes provided as incentives for completion.

#### **11. Acceptance of gifts or benefits associated with procurement is prohibited**

Public Officials who make purchasing decisions **must** not accept any gift or benefit from potential suppliers and should refuse any such offers. This does not include modest hospitality such as tea, coffee or sandwiches offered during meetings.

#### **12. Accepting token gifts and hospitality at work related functions**

There is no requirement to declare receipt of modest hospitality that is provided by another agency or individual as part of normal work related activities including interviews, business meetings and conferences and seminars where hospitality is provided to all participants.

However, if the hospitality is significantly more than what Council would offer in similar circumstances, or if there is any suggestion or possible perception that an attempt is being made to influence you in the course of your duties, it must be declared.

Any offer of free or subsidised travel and accommodation to attend a meeting or conference either as a participant or presenter should be declared and approved by the Deputy General Manager – Corporate, Governance and Community for staff or the General Manager for **Mayor**, Councillors before being accepted.

### 13. Provision of gifts and benefits to others

It is acceptable practice for Public Officials to offer modest hospitality to individuals and representatives of other agencies who visit the office for work related activities. It is also acceptable to give tokens of appreciation to individuals who have given non-paid presentations to Council. Such gifts must be approved by the Deputy General Manager- Corporate, Governance and Community Services and should be of no more than the nominal value. It is also acceptable to give ceremonial gifts to visiting delegations from overseas and other agencies. These should generally be of no more than the nominal value or must be approved by the General Manager.

#### **Exemption**

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This policy does not apply to the ~~Staff Awards program~~, awards given to staff in recognition of long service or participation in internal surveys that may have an incentive program.

#### **What to do when you receive a Gift or Benefit?**

---

##### **Recording the Receipt of a Gift or Benefit**

All gifts received by public officials must be recorded on the Gifts Register form regardless of whether they are kept or rejected. The completed Gift Register form signed by the following:

- General Manager – **Mayor**, Councillors and Executive Members
- Deputy General Manager – Corporate, Governance and Community – the General Manager and all other Council **Staff Officers**

Any gift that exceeds the nominal value must be provided to the Governance Co-ordinator. The Gifts Register form can be found at Appendix 1 within this policy or can be found in Trim 12/48743.

##### **Requirements of Councillors and Designated Persons**

In addition to completing the Gift Register form, Councillors and Designated Persons must by Law disclose a description of any gift or gifts totalling a value exceeding \$500 made by the same person during a period of 12 months or less. This is required to be included in the Disclosures by Councillors and Designated Persons Return which is to be complete by 30 September each year under Section 449 of the *Local Government Act 1993*.

#### **Disposal of Gifts**

---

Gifts which have been handed in by a public official will be disposed of by the Governance Co-ordinator in one of the following methods:

- donated to a charity within the Local Government Area
- shared amongst all staff
- auctioned to Council Officers with the proceeds going to a charity
- retained and used as part of Council's operations
- returned to the giver

The disposal method will be recorded on the Gift Register form that was completed by the public official.

### **Gift Register**

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Governance will be responsible for the maintaining of an excel spreadsheet of all gifts received by Councillors and Staff. The Register will be provided to the General Manager on an annual basis.

### **Related Information/Glossary**

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- Burwood Council - Code of Conduct **and the Procedure for the Administration of the Code of Conduct**
- Burwood Council – Brides and Inducements – Fact Sheet
- ICAC – Managing Gifts and Benefits in the Public Sector
- ICAC Brochure – *Bribery, corrupt commissions and rewards*
- NSW Ombudsman – Gifts and Benefits

### **Review**

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To be reviewed every four years

### **Contact**

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Deputy General Manager – Corporate, Governance and Community on 9911 9849 – Approval of Gifts

Internal Ombudsman – Reporting of a Bribe or Inducement on 9911 9808

Governance Co-ordinator on 9911 9910 – Policy and Gift Register

### **Acknowledgements**

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ICAC Publication – Managing Gifts and Benefits in the Public Sector

Tasmanian Integrity Commission - Gifts and Benefits Policy

Appendix 1



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**GIFT REGISTER  
COUNCILLORS, COUNCIL OFFICERS, VOLUNTEERS & CONTRACTORS**

GIFT RECEIVED BY \_\_\_\_\_

POSITION HELD (TITLE): \_\_\_\_\_

| Date | Gift from (individual & organisation name & address) | Giver's relationship with Officer/Council & full description of current dealing with Council | Description of gift received and estimated value (\$) | Was the Gift or benefit accepted or refused<br>If accepted what was done with the gift or benefit? | Recipient's Signature | General Manager (Councillors)<br>DGM – Corporate, Governance & Community (staff)<br>Signature & Date |
|------|--|--|---|--|-----------------------|--|
|      |  |  |   |  |                       |  |

Disposal of Gifts (method of disposal): \_\_\_\_\_

Signature DGM – Corporate Governance & Community: \_\_\_\_\_ Date: \_\_\_\_\_

Item Disposed Signature Governance Co-ordinator: \_\_\_\_\_ Date: \_\_\_\_\_

## **(ITEM 71/18) ADOPTION - REVISED ADVISORY COMMITTEES MEETINGS GUIDELINES**

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File No: 18/24395

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE & COMMUNITY

### **Summary**

Council has various Community Advisory Committees and it is important that meetings are conducted following due process. These Guidelines have been prepared in accordance with the *Local Government Regulations 2005* and Council's Code of Conduct.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

### **Background**

Council endorsed the Councillor nominations for each of its Community Advisory Committees at the 24 October 2017 meeting.

These Guidelines provide committee members a useful resource on how meetings are to be conducted and what their obligations are as Committee Members.

The Guidelines have been reviewed as part of Council's the Policy Review Program.

Only minor amendments have been made and are marked in red within the Policy.

### **Proposal**

That Council adopt the Committee Advisory Meetings Guidelines and that the Guidelines are distributed to all Committee Members.

### **Consultation**

The General Manager and Council's Policy, Corporate Practice and Procedures Panel have both endorsed the Guidelines.

### **Planning or Policy Implications**

The Guidelines will be distributed to Advisory Committee Members and published on Council's website.

### **Financial Implications**

No financial implications.

### **Conclusion**

These Guidelines will ensure that the Advisory Committee Meetings will be conducted following due process.

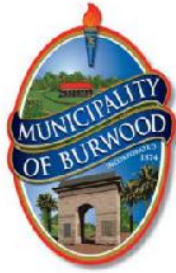


***Recommendation***

That Council adopt the revised Advisory Committee Meetings – Guidelines and that the Guidelines are distributed to all Committee Members.

**Attachments**

1 [↓](#) Revised Advisory Committee Meetings - Guidelines



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## **DRAFT - ADVISORY COMMITTEES MEETINGS - GUIDELINES**

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Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134  
PO Box 240, BURWOOD NSW 1805  
Phone: 9911-9911 - Fax: 9911-9900  
Email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

Public Document  
Adopted by Council:  
Trim No.: 18/22640  
Ownership: Governance

Advisory Committee Meetings - Guidelines

Committee Meetings .....2

Notice of Meetings .....2

Quorum.....2

Council Officer Present .....2

Presence at a Meeting .....2

Exchange of information .....2

Chairing of Meetings .....2

Conduct of Business .....3

Voting and voting entitlements .....3

Decisions .....3

Minutes .....3

Acts of Disorder by Members of a Committee .....3

Contact .....4

### **Committee Meetings**

---

The Committee at its first meeting held after endorsement of Council for the Committee Membership shall prepare a Schedule for Committee Meetings for a one year period and the following years for the term of Committee being four years.

### **Notice of Meetings**

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Notice of a meeting of a committee shall be sent to each member of the committee no later than three days before the meeting, subject to two days' notice being given of a meeting called in an emergency.

A notice of a meeting of a committee must include an agenda listing the items to be discussed at the meeting.

Failure to receive a notice on the part of any member of a committee shall not affect the validity of any meeting of the committee.

### **Quorum**

---

The quorum for a meeting of a committee shall be a simple majority of the members of the committee who hold office as such for the time being and are not otherwise disentitled from voting for whatever reason.

A meeting of a committee must be adjourned if a quorum is not present within half an hour after the time designated for the holding of the meeting or at any time during the meeting.

The committee's minutes must record the circumstances relating to the absence of a quorum (including the reasons for the absence of a quorum) at or arising during a meeting of the committee, together with the names of the members present.

### **Council Officer Present**

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Unless otherwise determined by Council, appropriate **staff Council Officer** must be present at any meeting of a committee for the meeting to be valid, who shall act as secretary to the committee as directed by the General Manager.

### **Presence at a Meeting**

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A member of a committee cannot participate in a meeting of a committee unless personally present at the meeting.

### **Exchange of information**

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A committee may request a member of **staff Council Officer** to attend a meeting of the committee to provide advice and information to it. This may be done by a request to the General Manager or relevant Deputy General Manager.

### **Chairing of Meetings**

---

In the absence of the Chairperson and the Councillor Alternate at a meeting, a member of the committee may be elected to chair the meeting by the members present.

### Conduct of Business

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The Committee must proceed with its business at a meeting in the order indicated on the agenda for the meeting. However, the Committee may, by decision of the meeting, alter the order in which it proceeds with the business for a particular meeting.

Committee members wishing to have matters considered and discussed at a meeting must provide details of the matter and supporting information to Council at least 10 days prior to the meeting so that the matter can be placed on the agenda.

### Voting and voting entitlements

---

Each member of a committee is entitled to one vote, with no proxies being accepted. However the person presiding at a meeting of the Committee has, in the event of an equality of votes, a second or casting vote.

A member of a committee who is present at a meeting of a committee but who fails to vote on a motion put to the meeting is taken to have voted against the motion.

### Decisions

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A decision of an advisory committee is a recommendation to Council.

### Minutes

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A committee must ensure that full and accurate minutes are kept of its proceedings, recording:

- The names of the members present at the meeting
- The recommendations made
- The proceedings conducted at the meeting

Minutes of a meeting of a committee must include a copy of any other documentary material necessary for a proper understanding of the proceedings of the meeting.

Minutes of a meeting of a committee shall be reported to the first or otherwise next available ordinary meeting of Council for approval and adoption prior to implementation.

### Acts of Disorder by Members of a Committee

---

A member of a committee commits an act of disorder at a meeting of the Committee if the member:

- a. Obstructs or interrupts the proper conduct of the meeting;~~or~~
- b. Uses indecent or offensive or insulting language;~~or~~
- c. Makes a statement reflecting adversely on the reputation of Council or the Committee;~~or~~
- d. Makes an intemperate statement reflecting adversely on the character or motives of a Councillor, staff, member of the Committee or member of the public;~~or~~
- e. Converses aloud or intentionally makes any noise or other disturbance whilst any other member is speaking;~~or~~
- f. Refuses or wilfully fails to comply with a lawful direction given by the chairperson of the meeting;

If a member of a committee has, in the chairperson's opinion, committed an act of disorder, the chairperson may direct the member to make a retraction or apologise without reservation.

Advisory Committee Meetings - Guidelines

If the member does not comply immediately with any such direction, the chairperson may immediately move a motion (an 'expulsion motion') that the member be expelled for the remainder of the meeting or a lesser time fixed by the chairperson.

If the chairperson moves an expulsion motion:

- a. The motion must be put to the vote immediately without discussion
- b. If the motion is passed, the member must immediately leave the meeting place and must remain away for the period of the expulsion

If after the passing of an expulsion motion, a member fails to leave the meeting place or fails to remain away for the period of the expulsion, the member vacates membership of the Committee.

If a member is expelled from a meeting on more than one occasion, then the Committee may submit a report to Council requesting further sanctions. Such sanctions may include suspension of the member from attendance at meetings for a period of time, or removal of membership.

**Correspondence by Committee**

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Except as otherwise permitted by the General Manager, a committee shall not correspond with any outside person or body except through the General Manager.

**Finance**

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A committee may only expend funds that have been budgeted by Council for use in promoting the activities and role of the Committee. These expenses must be reported to Council for endorsement.

**Contact**

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Governance Co-ordinator 9911 9910

## **(ITEM 72/18) ADOPTION - REVISED LOBBYING POLICY**

File No: 18/24398

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE & COMMUNITY

### **Summary**

Council's Lobbying Policy has been in place since 2013. The Policy has been reviewed in light of recent legislative amendments and changes in internal policies, and it is now submitted to Council for adoption.

### **Link to Operational Plan**

2.1.3 Ensure transparency and accountability in decision making.

### **Background**

The Policy was introduced as a result of the Mayoral Minute (Minute No. 129/12) on 26 September 2013 which stated that:

*"Recently ICAC undertook a public enquiry into lobbyists and the roles they play in government decision making. Even though Federal and State governments have a Lobbyist Register, it was noted that most Council do not. I believe it is important that Councils such as Burwood lead by example and I move that our Council investigate ways to implement a Lobbyist Register and provide a report to a future Council Meeting."*

The Policy was developed using the following documents:

- The Independent Commission Against Corruption (ICAC) publication "Lobbying Local Government Councillors"
- NSW Government – "Lobbyist Code of Conduct"
- Similar Policies and Procedures adopted by other Councils such as North Sydney, Ryde and Sutherland

Council adopted the Policy on 10 December 2013.

### **Proposal**

The Policy has now been reviewed with the following amendments:

1. inclusion of the Independent Hearing and Assessment Panel (Burwood Local Planning Panel)
2. the inclusion of the Part and Section numbers under the *Independent Commission Against Corruption Act 1988*
3. amendments to the *Environmental Planning and Assessment Act 1979* in particular the Section numbers
4. inclusion of Related Party Disclosures
5. the inclusion of the "Lobbyist Registration Form" in the document
6. reporting of breaches has been changed from the General Manager to Internal Ombudsman for consistency
7. other minor changes

All amendments are in red within the document.

The revised Lobbying Policy is submitted for Council's consideration and adoption.

**Consultation**

The revised Policy has been endorsed by the General Manager and the Policy, Corporate Practices and Procedures Panel.

**Planning or Policy Implications**

Once adopted by Council, the Policy will be published on Council's website, Councillor Portal and Council Officers will be advised via staff intranet.

**Financial Implications**

No financial implications.

**Conclusion**

The adoption of the draft Lobbying Policy is considered as "Best Practice" governance on Council's part. ICAC has suggested that Councils should have such a Policy in place to ensure there is no misunderstanding as to Council's position in relation to the practice of lobbying.

The Policy clearly addresses community expectations and ICAC guidelines and should be adopted by Council.

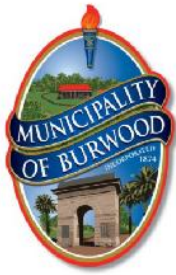
***Recommendation(s)***

That Council adopt the revised Lobbying Policy.

**Attachments**

1 [↓](#) Revised Lobbying Policy





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## **REVISED - LOBBYING POLICY**

PO Box 240, BURWOOD NSW 1805  
Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134  
Phone: 9911-9911 Fax: 9911-9900  
Email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

Corporate Document  
Adopted by Council:  
Trim No.: 18/22506  
Version No.: 2  
Ownership: Governance

Statement of Intent.....3  
Definitions .....3  
Provisions .....4  
    Transparency .....4  
    Tendering .....5  
    Council’s Lobbying Activities .....5  
Responsibility/Accountability .....5

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## Purpose

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To ensure that:

1. community expectations are met in relation to the conduct of ethical and transparent lobbying activities of Council Officials
2. there is no misunderstanding regarding Council's adopted position in relation to the engagement of lobbyists for its own purposes

## Scope

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This Policy applies to all ~~Officials of Burwood Council (Council Officials)~~ Burwood Council Officials (including the Independent Hearing and Assessment Panel (Burwood Local Planning Panel)).

## Policy

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### Statement of Intent

It is in the public interest that lobbying is fair and does not undermine public confidence in impartial decision-making.

The actions of Council Officials when lobbied must reduce the likelihood of perceptions of corrupt or inappropriate conduct and comply with appropriate probity principles.

### Definitions

**Council Officials** – includes Councillors, members of staff of Council, contractors, consultants, administrators, citizen members of Council's ~~Reference Groups advisory committees~~ and other special interest groups, conduct reviewers and delegates of Council.

### Inappropriate conduct –

1. on the part of someone lobbying a Council Official, this usually involves an attempt to obtain preferential consideration or treatment based on factors other than the merits of a matter
2. is also the engagement of professional Lobbyists on Council's behalf

### Lobbying –

1. representations made to a Council Official either by an individual or group with a direct interest in a matter; by an advocate acting on behalf of others
2. Council advocating on issues affecting Burwood Council, its Community, and Local Government as a whole

**Lobbyist** – is any person, body corporate, unincorporated association, partnership or firm whose business includes being contracted or engaged to represent the interests of a third party, but does not include:

- a. applicants or owners for a Development Application
- b. charitable, religious and non-profit organisations
- c. individuals making representations to inform the Council of their views on matters of public interest
- d. peak industry bodies and professional organisations who represent the interests of their members

- e. professionals, such as accountants, architects, engineers, private certifiers, lawyers, surveyors and town planners, where contact with Council on behalf of a client may be an incidental but necessary part of their usual work in order to provide their technical or professional services to their client
- f. Council Officials, such as the Mayor, General Manager and other senior officers, in the process of lobbying politicians, government officials and other relevant parties in relation to issues affecting Burwood Council, its Community, and Local Government as a whole.

**Lobbyist Register** – is a system of registering lobbyists as defined in this Policy for the purposes of transparency.

### Provisions

**Lobbyist Register** – all lobbyists, as defined by this Policy, are required to complete the Lobbyist Registration Form ([Attachment A](#)) for each matter on which they intend to lobby Council. The register will be published on Council's website.

**Improper Conduct** – attempts at inappropriate or unlawful conduct on the part of someone lobbying a Council Official may constitute corrupt conduct. Any attempts made to you or of which you become aware, that you believe to fall **under Part 3 Section 7 and 8 Independent Commission Against Corruption Act 1988** definition of corrupt conduct must be reported in accordance with the internal reporting policy for corrupt conduct, maladministration and waste.

Council Officials must avoid conduct during the lobbying process that would be considered inappropriate. Examples of inappropriate conduct include:

- a. accepting undisclosed payment or benefits whilst making a decision that affects the gift giver's interests
- b. accepting a political donation in return for the favourable exercise of discretion during decision-making. Ideally, Councillors should keep the lobbying and fundraising activities in which they are involved quite separate to avoid even the perception that a political donation could influence their decision-making
- c. granting or facilitating access to a particular individual or group while unreasonably denying similar access requested by another party
- d. fettering discretion by giving undertakings in any form, to an interested party prior to considering all the information relevant to a decision
- e. Councillors are under a particular obligation to give real and open consideration to all mandated matters when dealing with statutory powers such as Section **79C 4.15** of the *Environmental Planning and Assessment Act 1979*
- f. acting in a manner that exceeds the role of a Council Official as a result of being lobbied
- g. disclosing confidential information or information not in the public domain whilst being lobbied
- h. being influenced by factors that are irrelevant to the merits of the matter under consideration.
- i. Council Officials who are lobbied over Council matters by close friends, associates or relatives should also consider whether the nature of their relationship with the proponent and the impact of the matter on the proponent's interests give rise to a pecuniary or non-pecuniary interest. In such cases the matter should be managed in accordance with the provisions of the *Local Government Act 1993* **and**, Council's Code of Conduct **and Related Party Disclosures (Australian Accounting Standard Board 124)**

### Transparency

Council Officials should exercise judgement when deciding whether to be involved in private meetings with people seeking to influence a Council decision. Suspicions of inappropriate lobbying can occur when lobbying is not open to public scrutiny. Regardless of whether such suspicions are justified, they still have the potential to undermine public confidence in Council decision-making and adversely affect a person's reputation.

Transparency is a useful means of governing accountability and perceptions of fairness in lobbying processes. There are a number of ways Council Officials can help ensure transparency whilst being lobbied.

These include:

- a. ensuring that lobbyists are registered on Council's Lobbyist Register and publishing the details on Council's website
- b. documenting meetings and significant telephone conversations with lobbyists, development proponents, supporters and objectors and providing a copy to the General Manager prior to any subsequent Council Meeting where the matter may be reported
- c. generally, conducting meetings in official locations such as Council premises
- d. having other people present during meetings
- e. asking people who have requested a meeting to put their arguments in writing;
- f. inviting applicants, supporters or objectors and lobbyists who have approached them for a meeting to discuss a significant development to write to Council seeking a meeting with all Councillors and relevant **staff Council Officers**
- g. not discussing or negotiating on an individual basis, any possible compensatory conditions, or other development related matters. All such issues must be referred to the **General Manager Internal Ombudsman** for proper consideration and assessment
- h. providing copies of information presented during lobbying meetings to Council Officers for consideration and assessment, distributing to other Councillors and filing as part of Council's records prior to any subsequent Council meeting where the matter may be reported
- i. providing copies to the General Manager, of emails and correspondence to and from parties to a Development Application, or other significant matter, prior to any subsequent Council Meeting where the matter may be reported
- j. employees documenting and notifying their Manager about lobbying to them that is not part of Council's formal processes
- k. Councillors making a declaration at a Council Meeting about lobbying to them that is not part of Council's formal processes

### **Tendering**

The conditions which govern a tender process **are is** based on a request for tender (RFT). Burwood Council RFTs contain a statement prohibiting tenderers from approaching Council Officials, other than the nominated contact person, during a tender process.

### **Council's Lobbying Activities**

Burwood Council will not engage professional lobbyists to advocate on its behalf in any circumstances.

Council Officials, such as the Mayor, General Manager and other senior officers, will continue the practice of lobbying politicians, government officials and other relevant parties in relation to issues affecting Burwood Council, its Community, and Local Government as a whole.

### **Responsibility/Accountability**

All Councillors, **staff Council Officers** and contractors are responsible for complying with the provisions of this Policy.

All Councillors, **staff Council Officers** and contractors are responsible for reporting any inappropriate lobbying or efforts to unduly influence the decision-making process to the **General Manager Internal Ombudsman**.

Lobbying Policy

All lobbyists, as defined by this Policy, are responsible for registering with the Council and complying with the Registration Procedures and Protocols and Council's Code of Conduct – Contractors, their staff and business associates.

The General Manager is responsible for taking action as per the Council's Code of Conduct where breaches of the Policy are reported.

The General Manager is also responsible for reporting any suspected unlawful conduct to the ICAC.

Related Information/Glossary

The Policy should be read in conjunction with the following Council Policies and Corporate Practices:

- Access to Council Information Policy
- Code of Conduct **and the Administration of the Code of Conduct**
- Code of Meeting Practice
- Community Engagement Policy
- Councillor Access to Information and Interaction with Staff Policy
- **Related Party Disclosures Policy**
- **Public Interest Disclosures Act 1994 – Internal Reporting Policy**

The Policy should also be read in conjunction with the following documents/legislation:

- *Local Government Act 1993*
- *Environmental Planning and Assessment Act 1979*
- *Independent Commission Against Corruption Act 1988*
- Lobbying Local Government Councillors – A Guide for Councillors, Constituents and other interested parties, August 2006 (ICAC).
- **Australian Accounting Standard Board 124**

Review

This Policy will be reviewed every four years.

Contact

Deputy General Manager Corporate, Governance and Community on 9911 9849

Appendix A



**Burwood Council**  
heritage ▪ progress ▪ pride

SUITE 1, LEVEL 2,  
1-17 ELSIE STREET, BURWOOD, NSW 2134  
PO BOX 240, BURWOOD, NSW 1805  
TEL: 9911 9911 FAX: 9911 9900  
WEBSITE: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

|   |
|---|
| <p><b>OFFICE USE ONLY</b><br/>Reg. No.: .....<br/><br/>Date Received: .../.../.....</p> |
|---|

**LOBBYIST REGISTRATION FORM**

Use this form to register as a lobbyist with Burwood Council. The overleaf procedure will help you complete the application. Once we have registered your application, you will receive a written notice of acknowledgement.

**1. Details of the applicant (the person or organisation who will be lobbying Council)**

|                        |          |   |     |
|------------------------|----------|---|-----|
| Given Name (or A.C.N.) |          | Family Name (or Company Name)   |     |
| Unit/Street No.        |          | Street Name and Suburb  |     |
| State                  | Postcode | Contact Person/s (person/s who will be undertaking lobbying activities if different from above) |     |
| Mobile                 | Email    | Daytime Telephone   | Fax |

**2. Identify the issue or matter on which you will be Lobbying Council**

|  |
|--|
|  |
|  |
|  |

**3. Details of the individual, organisation or business who has engaged you to Lobby**

|                        |          |                               |  |
|------------------------|----------|-------------------------------|--|
| Given Name (or A.C.N.) |          | Family Name (or Company Name) |  |
| Unit/Street No.        |          | Street Name and Suburb        |  |
| State                  | Postcode | Contact Person/s              |  |

**4. Signature**

I certify that the above information is true and correct.

|                              |      |
|------------------------------|------|
| <b>Applicant's Signature</b> | Name |
|------------------------------|------|

|   |      |
|---|------|
|   | Date |
| <b>Additional Information</b>   |      |
| <p>Addresses, telephone number and email addresses may be used by Burwood Council Officials to contact Lobbyists but will not be published on the register.</p> <p>Lobbyists are reminded of their obligations under <del>s147</del> <b>Section 10.4</b> of the <i>Environmental Planning and Assessment Act 1979</i> to disclose certain gifts and political donations.</p> <p><i>For additional information and electronic copies of this form, please refer to Council's website at <a href="http://www.burwood.nsw.gov.au">www.burwood.nsw.gov.au</a></i></p> |      |



## **(ITEM 73/18) ADOPTION - REVISED COMMUNITY ADVISORY COMMITTEES PROCEDURE FOR SELECTION OF COMMUNITY REPRESENTATIVES**

---

File No: 18/24419

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE & COMMUNITY

### **Summary**

The Community Advisory Committees procedure for Selection of Community Representatives was introduced to ensure a consistent method and criteria are used for the selection of community representatives.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

### **Background**

The Procedure was introduced and adopted by Council on 7 October 2008 and has now been reviewed in line with Council's Policy Review Program.

### **Proposal**

The procedure has been reviewed with the following amendments:

- Council Officers are not members of Community Advisory Committees but only in the capacity to provide executive support
- The selection process has been reworded for better flow (i.e. process prior to and after the Local Government Elections)
- Other minor editorial changes

All amendments are in red within the procedure.

The Procedure is now submitted to Council for adopted.

### **Consultation**

The Procedure has been endorsed by the General Manager and the Policy, Corporate Practice and Procedures Panel.

### **Planning or Policy Implications**

Once, adopted by Council the Procedure will be published on Council's website and the new procedure followed for future call for nominations.

### **Financial Implications**

No Financial implications.

### **Conclusion**

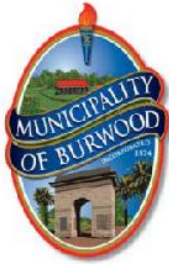
The Procedure provides clear direction and consistency when seeking nominations for Community Advisory Committee Members ensuring that selection is conducted in a consistent manner.

***Recommendation(s)***

That Council adopt the revised Community Advisory Committees Procedure for the Selection of Community Representatives.

**Attachments**

- 1 [↓](#) Revised - Community Advisory Committees Procedure for Selection of Community Representatives



# Burwood Council

heritage ▪ progress ▪ pride

Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134, PO Box 240, BURWOOD NSW 1805,  
Phone: 9911-9911 - Fax: 9911-9900  
Email: council@burwood.nsw.gov.au  
Website: www.burwood.nsw.gov.au

## REVISED - COMMUNITY ADVISORY COMMITTEES PROCEDURE FOR SELECTION OF COMMUNITY REPRESENTATIVES

---

Corporate Document  
Adopted by Council:  
Trim No:18/22673  
Ownership: Governance

### Tenure of Representatives

Members of the Committee shall hold office:

- a. In the case of the nominated Councillor(s), as determined by Council each year in accordance with the provisions of the *Local Government Act 1993*
- ~~b. In the case of Council staff, for one year~~ note Council Officers are present as executive support
- c. In the case of community representatives, for four years

### Selection Process

~~Following Council's Mayoral and Committee elections held in September 2008 and every four years thereafter, all relevant vacant community representative positions will be declared vacant and called for via media advertising and invitation.~~

After each local government election all relevant community representative positions will be declared vacant. Nominations will be called for after the new Elected Body determines Councillor Representation. Nominations will be advertised via media advertising and invitation. Interested parties must submit a written application addressing the selection criteria (refer below).

Recommendations for membership will be reported to Council and appointment will be made by resolution of Council.

Casual vacancies may be filled by nominations from the relevant Committee and appointment made by resolution of Council. The selection process shall be conducted by at least two appointed Committee members and a Council officer.

## ITEM NUMBER 73/18 - ATTACHMENT 1

### Revised - Community Advisory Committees Procedure for Selection of Community Representatives

---

#### Selection Criteria

Members shall be selected on the basis of the following selection criteria:

Members must:

- i. Reside, work (in a paid or voluntary capacity) or have an interest in the Burwood Local Government Area, and where relevant indicate the local body or community group they will be representing (please note – representatives of political parties are excluded);~~and~~
- ii. Demonstrate a level of interest , experience and/or expertise in dealing with community issues in the Burwood Local Government Area;~~and~~
- iii. Demonstrate a willingness to volunteer time to assist in identifying local issues;~~and~~
- iv. Participate in appropriate working parties to develop strategies and actions to address the local issues;~~and~~
- v. Be willing to support and work within the Committee Constitution, and be available to attend meetings.
- vi. Undertake to provide feedback to the sector of the community they represent.
- vii. Unsuccessful applicants will be advised as to how they may be able to have any future input to the activities of the Committee.

## **(ITEM 74/18) INVESTMENT REPORT AS AT 30 JUNE 2018**

File No: 18/25066

REPORT BY CHIEF FINANCE OFFICER

### **Summary**

In accordance with Clause 212 of the *Local Government (General) Regulation 2005*, this report details all money that Council has invested under Section 625 of the *Local Government Act 1993*.

### **Operational Plan Objective**

2.3.1 Identify and maintain additional revenue sources to ensure financial sustainability.

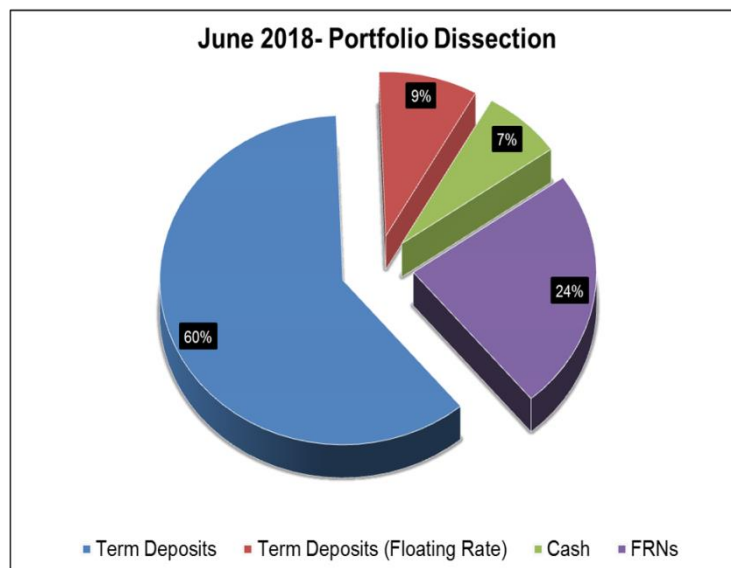
### **Background**

As provided for in Clause 212 of the *Local Government (General) Regulation 2005*, a report listing Council's investments must be presented to Council.

Council's investments are made up of a number of direct investments, some of which are managed or advised by external agencies.

### **Investment Portfolio**

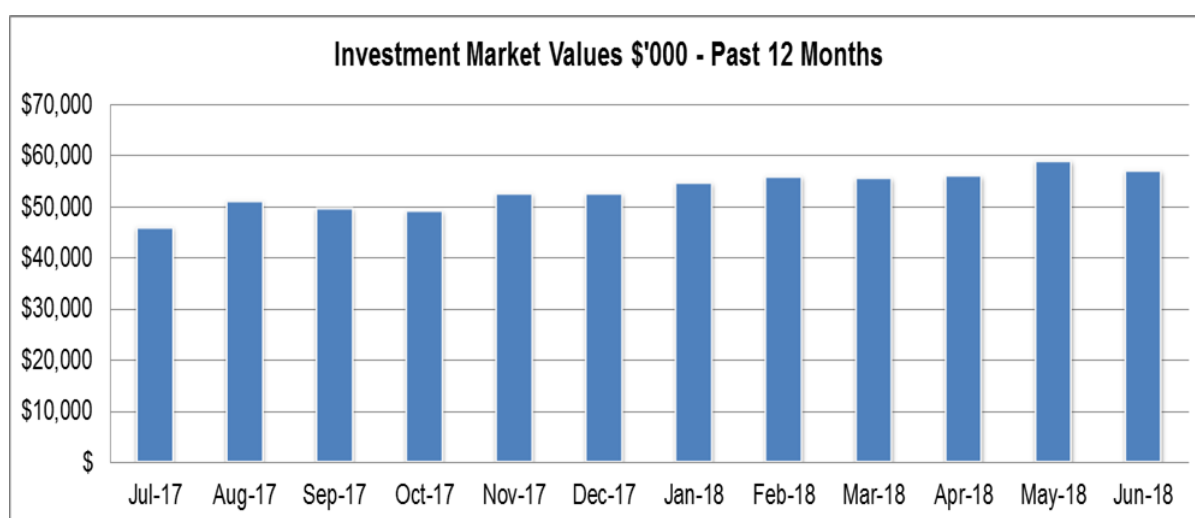
Council has a diversified investment portfolio and has a number of direct investments in term deposits. Its investment portfolio as at 30 June 2018 is:



As at 30 June 2018 Council held the following term deposits:

| Purchase Date | Financial Institution        | Principal Amount  | Interest Rate | Investment Days | Maturity Date |
|---------------|------------------------------|-------------------|---------------|-----------------|---------------|
| 17 May 18     | National Australia Bank      | 3,000,000         | 2.37%         | 55              | 11 Jul 18     |
| 24 Oct 17     | National Australia Bank      | 2,000,000         | 2.54%         | 273             | 24 Jul 18     |
| 31 Aug 17     | Westpac                      | 3,000,000         | 2.61%         | 365             | 31 Aug 18     |
| 23 May 18     | Bankwest                     | 3,000,000         | 2.60%         | 120             | 20 Sep 18     |
| 23 Feb 18     | Commonwealth Bank            | 2,500,000         | 2.57%         | 270             | 20 Nov 18     |
| 16 Jan 18     | Commonwealth Bank            | 2,000,000         | 2.64%         | 365             | 16 Jan 19     |
| 21 Mar 18     | Westpac - Quarterly Interest | 3,000,000         | 2.70%         | 365             | 21 Mar 19     |
| 01 Jun 18     | AMP Bank (Imperium)          | 3,000,000         | 2.75%         | 368             | 04 Jun 19     |
| 14 Jun 18     | National Australia Bank      | 3,000,000         | 2.80%         | 365             | 14 Jun 19     |
| 23 Oct 17     | ING Bank (Curve)             | 3,000,000         | 2.96%         | 730             | 23 Oct 19     |
| 30 Oct 17     | ING Bank (Imperium)          | 2,000,000         | 2.91%         | 730             | 30 Oct 19     |
| 07 Nov 17     | ING Bank (Imperium)          | 2,000,000         | 2.90%         | 730             | 07 Nov 19     |
| 07 Dec 17     | ING Bank (Imperium)          | 3,000,000         | 2.83%         | 732             | 09 Dec 19     |
| <b>Total</b>  |                              | <b>34,500,000</b> |               |                 |               |

The following graph highlights Council's investment balances for the past 12 months:



Council's investment portfolio is recognised at market value and some of its investments are based on the midpoint valuations of the underlying assets and are subject to market conditions that occur over the month.

Council's investment balances as at reporting date and for the previous two months are detailed in Attachment 1. Definitions on the types of investments are detailed in Attachment 2.

### **Investment Performance and Market Commentary**

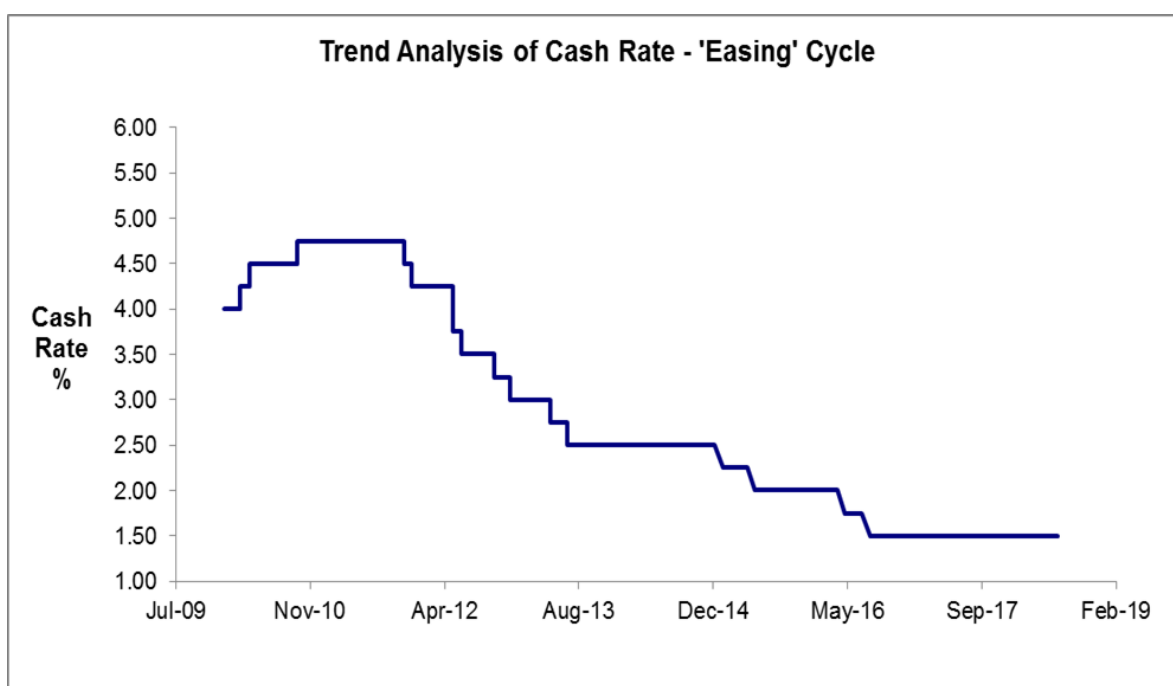
The Reserve Bank of Australia (RBA) at its 3 July 2018 Board Meeting kept the official cash rate unchanged at 1.50% per annum. According to the RBA Governor "...The global economy is continuing to expand with a number of advanced economies growing at an above-trend rate and unemployment rates are low. Growth in the Chinese economy continues to grow solidly, with authorities paying increased attention to the risks in the financial sector and the sustainability of growth.

Domestically, the recent data on the Australian economy has been consistent with the RBA forecast for GDP growth to pick up to average a bit above 3 per cent in 2018 and 2019 as business conditions are looking positive and non-mining business investment has improved, with increased public infrastructure investment also supporting the economy. One continuing source of uncertainty is the outlook for household consumption, household income is growing slowly while debt levels remain high.

The outlook for the labour market remains positive. The strong growth in employment has been accompanied by a significant rise in labour force participation, particularly by women and older Australians. Notwithstanding the improving labour market, wage growth remains low which is likely to continue for a while yet, although the stronger conditions in the labour market should see some lift in wage growth over time. Inflation remains low and is expected to pick up gradually as the economy strengthens.

The low level of interest rates is continuing to support the Australian economy, progress in reducing unemployment and having inflation return to target is expected, although this progress is likely to be gradual. The Board has judged that holding the stance of monetary policy unchanged at this meeting would be consistent with sustainable growth in the economy and achieving the inflation target over time....” Statement by Philip Lowe, Governor: Monetary Policy Decision – 3 July 2018.

The following graph provides information on the current RBA monetary policy:



### ***Recommendations(s)***

1. That the investment report for 30 June 2018 be received and endorsed.
2. That the Certificate of the Responsible Accounting Officer be received and noted.

### **Attachments**

- 1 [↓](#) Investment Register June 2018
- 2 [↓](#) Investment Types

Investment Register June 2018

BURWOOD COUNCIL  
INVESTMENT PORTFOLIO  
as at 30 June 2018

| Investment Advertiser                             | Issuer                               | ADI or N-ADI | Investment Name                       | Type  | Rating | SAP | Invested Amount   | Market Value as at 30 April 2018 | Market Value as at 31 May 2018 | Market Value as at Reporting Date | % of Total Invested |
|---|--------------------------------------|--------------|---------------------------------------|---|--------|-----|-------------------|----------------------------------|--------------------------------|-----------------------------------|---------------------|
| <b>Cash</b>                                       |                                      |              |                                       |   |        |     |                   |                                  |                                |                                   |                     |
| Council   | Commonwealth Bank                    | ADI          | Operating Account                     | Cash  | AA-    |     | 3,892,362         | 3,879,039                        | 3,915,411                      | 3,899,262                         | 7.06                |
| Council   | Commonwealth Bank                    | ADI          | Online Saver                          | At Call   | AA-    |     | 65,453            | 62,576                           | 63,399                         | 63,453                            | 6.94                |
| Council   | AMP Bank Limited                     | ADI          | AMP Business Saver - 5 Notice Account | At Call/Notice 30 days  | A      |     | 59,790            | 59,081                           | 59,133                         | 59,200                            | 0.10                |
| <b>Term Deposits</b>                              |                                      |              |                                       |   |        |     |                   |                                  |                                |                                   |                     |
| Council   | Commonwealth Bank of Australia       | ADI          | Commonwealth Bank of Australia        | Term Deposit  | AA-    |     | 2,500,000         | 2,556,689                        | 2,530,000                      | 2,500,000                         | 60.92               |
| Council   | ING Bank (Imperium)                  | ADI          | ING Bank                              | Term Deposit  | A-     |     | 2,000,000         | 2,010,000                        | 2,000,000                      | 2,000,000                         | 4.39                |
| Council   | Westpac                              | ADI          | Westpac                               | Term Deposit  | A-     |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 3.91                |
| Council   | ANZ Bank                             | ADI          | ANZ Bank                              | Term Deposit  | BBB+   |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 8.26                |
| Council   | ING Bank (Imperium)                  | ADI          | ING Bank                              | Term Deposit  | A-     |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | Commonwealth Bank of Australia       | ADI          | Commonwealth Bank of Australia        | Term Deposit  | AA-    |     | 2,000,000         | 2,000,000                        | 2,000,000                      | 2,000,000                         | 3.51                |
| Council   | ING Bank (Imperium)                  | ADI          | ING Bank                              | Term Deposit  | A-     |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | AMP Bank (Imperium)                  | ADI          | AMP Bank                              | Term Deposit  | AA-    |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | National Australia Bank              | ADI          | National Australia Bank               | Term Deposit  | AA-    |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | Westpac                              | ADI          | Westpac                               | Term Deposit  | AA-    |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | AMP Bank (Imperium)                  | ADI          | AMP Bank                              | Term Deposit  | A      |     | 2,000,000         | 2,000,000                        | 2,000,000                      | 2,000,000                         | 3.51                |
| Council   | National Australia Bank              | ADI          | National Australia Bank               | Term Deposit  | AA-    |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | Westpac                              | ADI          | Westpac                               | Term Deposit  | BBB+   |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| Council   | ING Bank (Imperium)                  | ADI          | ING Bank                              | Term Deposit  | A-     |     | 2,000,000         | 2,000,000                        | 2,000,000                      | 2,000,000                         | 3.51                |
| <b>Term Deposits - Fixed &amp; Floating Rates</b> |                                      |              |                                       |   |        |     |                   |                                  |                                |                                   |                     |
| Council   | Commonwealth Bank                    | ADI          | Commonwealth Bank                     | Fixed Rate Income Deposit (0.5 Yr) held at 4.4% (0.8500 BBSW - 0.80 bps)      | AA-    |     | 2,000,000         | 2,000,000                        | 2,000,000                      | 2,000,000                         | 3.51                |
| Council   | Westpac                              | ADI          | Westpac                               | Coupon Saver Deposit (2 Yr Fixed plus 3 Yr Floating) (0.8500 BBSW + 1.00 bps) | AA-    |     | 3,000,000         | 3,000,000                        | 3,000,000                      | 3,000,000                         | 5.26                |
| <b>Floating Rate Notes</b>                        |                                      |              |                                       |   |        |     |                   |                                  |                                |                                   |                     |
| Council   | Suncorp-Metway Limited               | ADI          | Suncorp-Metway Limited                | Floating Rate Notes (90 day BBSW mid + 94 bps)                                | A+     |     | 2,000,000         | 2,005,016                        | 2,004,160                      | 2,003,530                         | 23.65               |
| Council   | Bank of Queensland                   | ADI          | Bank of Queensland                    | Floating Rate Notes (90 day BBSW + 105 bps)                                   | A-     |     | 1,000,000         | 1,004,377                        | 1,003,825                      | 1,003,545                         | 3.51                |
| Council   | Bendigo-Adelaide                     | ADI          | Bendigo Bank & Adelaide Bank          | Floating Rate Medium Term Notes (90 day BBSW + 110 bps)                       | BBB+   |     | 1,000,000         | 1,005,347                        | 1,004,815                      | 1,004,865                         | 1.76                |
| Council   | Suncorp-Metway Limited               | ADI          | Suncorp-Metway Limited                | Floating Rate Notes (90 day BBSW mid + 94 bps)                                | A+     |     | 1,500,000         | 1,506,191                        | 1,503,623                      | 1,502,869                         | 2.84                |
| Council   | Bendigo-Adelaide                     | ADI          | Bendigo Bank & Adelaide Bank          | Floating Rate Notes (90 day BBSW mid + 105 bps)                               | BBB+   |     | 1,500,000         | 1,493,397                        | 1,492,224                      | 1,488,101                         | 2.81                |
| Council   | ANZ Group                            | ADI          | ANZ Group                             | Floating Rate Notes (90 day BBSW mid + 77 bps)                                | A+     |     | 2,000,000         | 1,992,576                        | 1,990,072                      | 1,988,414                         | 3.49                |
| Council   | Newcastle Permanent Building Society | ADI          | Newcastle Permanent Building Society  | Floating Rate Notes (90 day BBSW + 140 bps)                                   | BBB    |     | 1,250,000         | 1,246,385                        | 1,243,683                      | 1,242,821                         | 2.18                |
| Council   | AMP Bank Limited                     | ADI          | AMP Bank Limited                      | Floating Rate Notes (90 day BBSW + 110 bps)                                   | A      |     | 750,000           | 754,400                          | 753,596                        | 752,959                           | 1.32                |
| Council   | Members Equity Bank Pty Ltd          | ADI          | ME Bank                               | Floating Rate Notes (90 day BBSW mid + 127 bps)                               | BBB    |     | 2,500,000         | 2,500,395                        | 2,489,265                      | 2,488,465                         | 4.38                |
| <b>Grand Total</b>                                |                                      |              |                                       |   |        |     | <b>57,002,186</b> | <b>56,087,779</b>                | <b>56,053,295</b>              | <b>57,006,900</b>                 | <b>100.00</b>       |

| Credit Ratings | Meaning   |
|----------------|---|
| AAA            | Extremely strong capacity to meet financial commitments   |
| AA             | Highest Rating  |
| A              | Very strong capacity to meet financial commitments but somewhat susceptible to adverse economic conditions and changes in circumstances |
| BBB            | Adequate capacity to meet financial commitments, but more subject to adverse economic conditions  |
| CCC            | Business, financial or economic conditions to meet financial commitments  |
| D              | Payment default on financial commitments  |
| +              | Means that a rating may be raised   |
| -              | Means that a rating may be lowered  |

**Certificate of Responsible Accounting Officer**  
I hereby certify that the investments listed have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policies at the time of their placement.

*W. Armitage*  
Wayne Armitage

**Chief Finance Officer**



**Investment Types**

---

**Types of Investments**

Council's investment portfolio consists of the following types of investment:

1. **Cash and Deposits at Call** – Cash and Deposits at Call accounts are a flexible savings facility providing a competitive rate of interest for funds which are at call (available within 24hours). These accounts enable us to control Council's cashflows along with council's General Fund Bank account. Interest rates are updated in accordance with movements in market rates.

The following investments are classified as Cash and Deposits at Call:

- Commonwealth Bank of Australia – Operating Bank Account AA-
- Commonwealth Bank of Australia – Online Saver AA-
- AMP Business Saver and Notice – At Call/Notice A

2. **Floating Rate Notes (FRN)** - FRNs are a contractual obligation whereby the issuer has an obligation to pay the investor an interest coupon payment which is based on a margin above bank bill. The risk to the investor is the ability of the issuer to meet the obligation.

FRNs are either sub-debt or senior-debt which means that they are guaranteed by the bank that issues them with sub-debt notes rated a notch lower than the bank itself. The reason for this is that the hierarchy for payments of debt in event of default is:

- a. Term Deposits
- b. Global Fixed Income Deposits
- c. Senior Debt
- d. Subordinated Debt
- e. Hybrids
- f. Preference shares
- g. Equity holders

In the case of default, the purchaser of subordinated debt is not paid until the senior debt holders are paid in full. Subordinated debt is therefore more risky than senior debt.

## **(ITEM 75/18) SYDNEY EASTERN CITY PLANNING PANEL - ALTERNATE MEMBER**

---

File No: 18/25843

REPORT BY GENERAL MANAGER

### **Summary**

To seek Council's approval for the appointment of Tommaso Briscese, Deputy General Manager Corporate, Governance and Community, as an alternate member to the Sydney Eastern City Planning Panel.

### **Operational Plan Objective**

2.2.2 Develop strategic partnerships that will benefit the area and the community.

### **Background**

Council last endorsed the members to the Sydney Eastern City Planning Panel on Advisory Boards/Organisations on 27 October 2017.

At this meeting Council selected Councillors George Mannah and Joseph Del Duca as members, and the General Manager and the Deputy General Manager Land, Infrastructure and Environment as alternates. The position of Deputy General Manager, Land, Infrastructure and Environment is currently vacant.

### **Proposal**

It is proposed that the Tommaso Briscese, Deputy General Manager Corporate, Governance and Community be appointed as an alternate to replace the Deputy General Manager Land, Infrastructure and Environment until such time as the position is filled.

### **Financial Implications**

No financial implications.

### **Conclusion**

To ensure that Council has representation to the Sydney Eastern City Planning Panel, it is recommended that the Deputy General Manager Corporate Governance and Community be appointed as an alternate until such time as the position of Deputy General Manager Land, Infrastructure and Environment is appointed.

### **Recommendation**

That Council approves the appointment to the Sydney Eastern City Planning Panel the Deputy General Manager Corporate Governance and Community as an alternate until the position of Deputy General Manager Land, Infrastructure and Environment is appointed.

### **Attachments**

There are no attachments for this report.

## (ITEM 76/18) DELIVERY PROGRAM 2013-2017 - QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 2018

File No: 18/26078

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE &amp; COMMUNITY

### Summary

Following the introduction of the Integrated Planning and Reporting framework in 2009, Section 404(5) of the *Local Government Act 1993* requires that the General Manager provide progress reports to the Council, at least every six months, as to its progress with respect to the principal activities detailed in its Delivery Program.

As per Burwood Council's Delivery Program 2013-2017 (Strategic Goal 2.1.2), a review of the Program is to be presented to Council on a Quarterly basis.

### Background

The report reflects the structure of the Delivery Program 2013-2017 and Operational Plan 2017-2018, which in turn follow the targets identified by the Community in 2010 and 2013 as part of the Burwood2030 Community Strategic Plan.

The Operational Plan covers the period 1 July 2017 to 30 June 2018, and is a continuation of the sub-set of the Delivery Program 2013-2017, which was adopted at the June 2017 Council meeting.

The strategic goals are divided into five themes:

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

Each strategic goal is divided into actions, which represent the specific initiatives Council proposes to implement to achieve the identified targets. The Delivery Program includes a total of 256 actions, allocated into Quarters as part of the annual Operational Plan.

The reporting structure features:

- planned action
- identified performance measure
- target (indicating in which quarter Council plans to start or deliver the service)
- status (a management assessment of the project/activity)
- comment

### **Reporting Structure**

Key users are required to provide a rating (Status) and a comment for each strategic action they are responsible for. The rating 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  |

These requirements support and promote a continuous risk evaluation process for staff and management, which allows the identification of risks and opportunities at an early stage in the delivery of activities/projects.

### Measuring Our Success

For the period 1 April – 30 June 2018, Council has registered the following progress:

| Status       | Number     |
|--------------|------------|
| On Track     | 250        |
| Watch        | 1          |
| No Activity  | 1          |
| Not Due      | 4          |
| <b>Total</b> | <b>256</b> |

In addition to the full Quarterly Review report (see attached) the General Manager and Executive Team provide to Council and the public an exception report highlighting and explaining the top 5 actions that have been rated as “Watch” or “No Activity” based on a management risk assessment.

For the reporting period 1 April – 30 June 2018 there was one “No Activity” item, one “Watch” item and four “Not Due” items.

Below is a summary of the “Watch” item:

| Strategic Goal  | Action  | Target                                     | Comment  |
|---|---|--|--|
| 4.2.1<br>Explore options for funding new spaces and upgrading old facilities. | 4.2.1.1<br>Design and construct a community facility in Burwood Park, as part of the Stage 2 Burwood Park Pavilion project. | Works to be completed by 28 February 2018. | The construction of the proposed new community facility in Burwood park is anticipated to be completed by the end of September 2018. Delay of the original deadline was caused by negotiations in relation to the Burwood Park Community Centre lease, as well as by inclement weather once the project started. |

Below is a summary of the “No Activity” item:

| Strategic Goal                                      | Action  | Target                                       | Comment   |
|---|---|--|---|
| 3.2.1<br>Better promote existing recycling services | 3.2.1.3<br>Give awards to most improved recyclers for each bin audit program. | Award presentation organised twice per year. | The award and prizes for recycling performance were carried out in conjunction with previous recycling collection contractor. That contract has now expired and as such the program has been temporarily deferred.<br><br>It is proposed to reintroduce the award system when the new collection contract commences in July 2019. |

**Consultation**

Once the Plan is endorsed by Council, the Delivery Program Quarterly Report will be made available to the public on Council's Website, and in hard copy at the Library and Community Hub, and at the Customer Service Centre.

**Planning or Policy Implications**

In accordance with Section 404(5) of the *Local Government Act 1993* the General Manager must provide progress reports to the Council, at least every six months, as to its progress with respect to the principal activities detailed in its Delivery Program. Burwood Council's Delivery Program 2013/17 (Strategic Goal 2.1.2) requires that a review of the Program is to be presented to Council on a quarterly basis.

**Financial Implications**

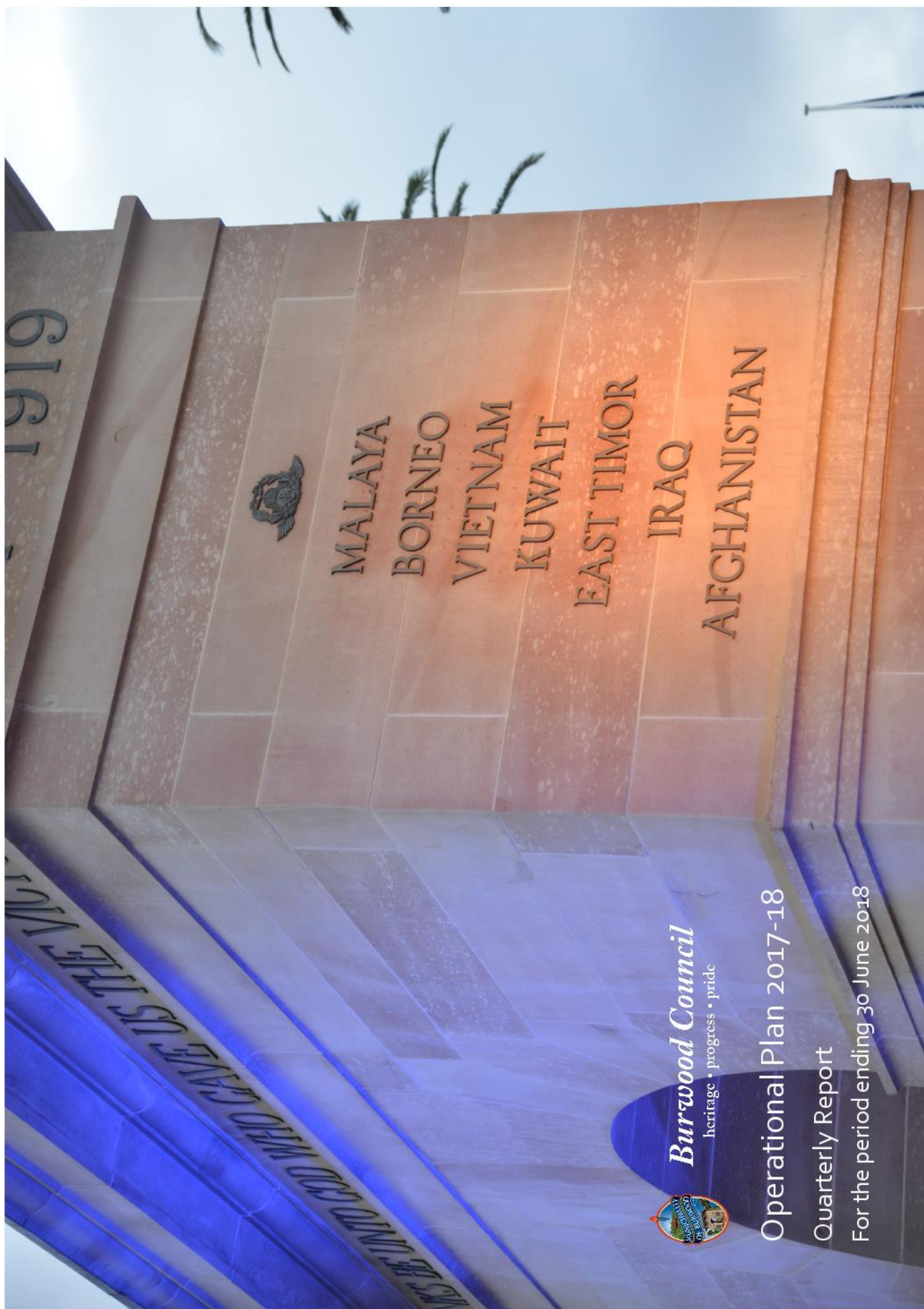
No Financial implications.

***Recommendation(s)***

That Council endorse the Delivery Program 2013-2017 Quarterly Report for the period ending 30 June 2018.

**Attachments**

1 [↓](#) Delivery Program 2013-2017 Quarterly Report - 30 June 2018



**Burwood Council**  
heritage • progress • pride

Operational Plan 2017-18

Quarterly Report

For the period ending 30 June 2018

HOW TO READ THE OPERATIONAL PLAN 2017-18 – QUARTERLY REPORT FOR THE PERIOD ENDING 30 JUNE 2018

**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 is 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  |
|--|---|---------------------------|---|---|--------|----------|--|
| <p><b>1 - A Sense of Community</b></p> <p><b>1.1 - A safe community for residents, workers and visitors</b></p> <p><b>1.1.1 - Maintain clean and attractive streets and public spaces.</b></p> |   |                           |   |   |        |          |  |
|  | <p>Lead: Assets, Landscape, Architecture, Urban Design &amp; Contracts</p> <p>Secondary: Works, Operation &amp; Parks</p> | <p>Capital Works</p>      | <p>Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb &amp; gutter and stormwater - 95% Completed</p> | <p>95% Completed.</p>   | ●      | On Track | <p>Capital Works completed during this quarter include: Road reconstruction at Wenworth Rd from Angel St to Nicholson St; Road reconstruction at Moseley St from Cooper St to Cowdery Lane; Kerb and Gutter, Footpath and Road reconstruction at Fitzroy St from Post Office Lane to Reed St; Footpath reconstruction at Fitzroy St from Reed St to Brady St; Footpath Reconstruction at Liverpool Rd from Kelso St to Culdees Rd; Footpath, Kerb and gutter, storm water drainage and road reconstruction at Wyalong Ave from Wallace St to Shaftesbury Rd; Construction of new pedestrian refuge island at Appian Way corner Burwood Rd; Kerb and Gutter and storm water drainage upgrade at Shaftesbury Rd from Wyalong St to Brooklyn St; Lighting of palm trees at the corner of Dums Lane and Victoria St; Installation of new under awning lighting at the shops at Hennessy St and The Strand; Railway Pde centre island planting.</p> |
|  | <p>Stormwater Drainage Network</p>  |                           | <p>Maintain, clean stormwater drainage network.</p>   | <p>Inspect pits in critical locations (hot spots) twice a year.</p>   | ●      | On Track | <p>Council actively inspects pits identified as being drainage hot spots or critical location and schedules the cleaning of these pits as required.</p>  |
|  | <p>Lead: Works, Operation &amp; Parks</p> <p>Secondary: Works, Operation &amp; Parks</p>                                  |                           | <p>Blocked drainage pits cleaned.</p>   | <p>Within seven working days after being reported.</p>  | ●      | On Track | <p>Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and are scheduled for cleaning either as required or routinely.</p>  |
|  | <p>Lead: Assets, Landscape, Architecture, Urban Design &amp; Contracts</p> <p>Secondary: Works, Operation &amp; Parks</p> | <p>Shopping Precincts</p> | <p>Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.</p>   | <p>Daily.</p>   | ●      | On Track | <p>Footpaths in all CBD areas are cleaned with a combination of mechanical and manual sweeping techniques, these activities are carried out on a daily basis.</p>  |
|  | <p>Lead: Works, Operation &amp; Parks</p> <p>Secondary: Works, Operation &amp; Parks</p>                                  |                           | <p>Remove dumped rubbish from shopping precincts, carparks and streets.</p>   | <p>Collected within two working days from request.</p>  | ●      | On Track | <p>All dumped rubbish is collected within 2 days of request in accordance with agreed levels of service. There has been a change in the process for illegal dumping with the new illegal Waste Officer carrying out thorough investigations. While it may take a little longer to remove illegal dumping in some cases, it has proven worthwhile with the decrease in areas where this illegal activity was prevalent.</p>   |
|  |   |                           | <p>Maintain planter boxes along footpaths in CBD areas.</p>   | <p>Monthly.</p>   | ●      | On Track | <p>Planter boxes maintained and replanted as required. New planter boxes were installed in some areas. We are presently reviewing maintenance schedules for these type of streetscape areas.</p>   |
|  | <p>Street Cleaning</p>  |                           | <p>Street sweeping.</p>   | <p>Streets swept within a three week cycle with urgent requests responded to within three working days.</p> | ●      | On Track | <p>Burwood's road network, of 01 lineal km is swept over a 3 week sweeping cycle. 30 lineal km are completed every week of the 3 week cycle on a set routine. In addition to the weekly average, an additional 13 lineal km of reactive sweeping activities e.g. CRM's, known hotspots and resident requests is also undertaken.</p>   |



| THEMES AND STRATEGIC GOALS | RESPONSIBILITY   | SERVICE                | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|----------------------------|--|------------------------|--|---|--------|----------|---|
|                            |  | Carpark Cleaning       | Provide clean and safe parking areas and landscaped areas.   | Major carparks, Wynne Ave, Parnell St, Elizabeth St, Fitzroy St, Mevyla St) cleaned daily.                  | ●      | On Track | Council utilises a combination of mechanical and manual sweeping techniques for cleaning of major and minor car parks on a 5 days a week basis, 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 for removal of graffiti from Council owned infrastructure and any other offensive graffiti within the stipulated timeframes. Pro-actively, Council's Graffiti Team inspects hot-spots and cleans as required.  |
|                            | Lead: Parks, Secondary: Works, Operation & Parks   | Carpark Cleaning       | Weed spraying of streets and carpark areas   | Four times per year.  | ●      | On Track | Mainly spot weed spraying and weed removal carried out by Council staff this quarter.<br>Contractor spraying is scheduled for the first quarter of next year.   |
|                            |  | Street Cleaning        | Mowing of nature strips based on eligibility.  | Every six weeks.  | ●      | On Track | Council provides a nature strip mowing service to residents that are aged pensioners or have medical conditions preventing them from carrying out mowing activities. This service is provided on a six week cycle by mowing contractors.<br><br>Residents need to apply to Council and provide proof of eligibility to receive this service such as an aged pension card or letter from their doctor.   |
|                            | Lead: Assets, Landscape, Architecture, Urban Design & Contracts<br>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 has been imported into Council's New Asset Management Software ASSETIC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans. |
|                            | Lead: Parks, Secondary: Works, Operation & Parks   | Tree Maintenance       | Respond to tree maintenance requests.  | Requests addressed within 28 days.  | ●      | On Track | Tree trimming requests generally attended to within service standard time frames.<br>Council has now purchased new plant including a wood chipper, EWP and truck which will improve service standards, operations and customer service.   |
|                            | Lead: Works, Operation & Parks<br>Secondary: Works, Operation & Parks                                  | Street Cleaning        | Clean area around bus shelters.  | Daily in Bunwood, Croydon and Stratfield CBD areas.<br><br>Twice weekly outside CBD areas.                  | ●      | On Track | All bus shelters within all CBD areas cleaned on a daily basis.<br><br>Approximately 110 bus shelters are located outside the CBD areas and are cleaned twice a week.   |
|                            | Lead: Assets, Landscape, Architecture, Urban Design & Contracts<br>Secondary: Works, Operation & Parks | Asset Management Plans | Undertake inspections of footpaths in high pedestrian areas.   | 100% of footpaths in high pedestrian areas assessed annually ie Town Centre, schools, commercial areas etc. | ●      | On Track | Council 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 has been 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.<br><br>This will assist Council to strategically manage its civil assets and provide real time condition data for these   |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY   | SERVICE                         | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|----------------------------|--|---------------------------------|---|---|--------|----------|---|
|                            |  |                                 |   | 10% of drainage system assessed annually via CCTV inspections.  | ●      | On Track | 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.<br><br>Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH) to carry out Overland Flow Flood Studies for all its stormwater drainage catchments. All of these draft overland flow flood studies have now concluded and a Council report to place these draft overland flow studies on public exhibition, amend the S149 (2) certificates for flood identified properties and amend Clause 6.2(5) of the BLEP and submit a Planning Proposal to the Department of Planning and Environment for a Gateway Determination was prepared and adopted by Council at the Council meeting of 26 June 2018.<br><br>These studies will ultimately provide Council with flood and drainage assessment information on the storm water system for those catchment areas. Further to the above, Council regularly investigates and undertakes a number of CCTV inspections throughout the year of its storm water 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 as defined 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 less than 8 days.   |
|                            |  |                                 | Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.   | 100% of resident queries / complaints investigated and attended to within fourteen days including response.   | ●      | On Track | Street lighting investigations as well as night audits have been undertaken for the following locations within the Burwood LGA: Baker Street, Reed Street, Russell Street, Wentworth Road, The Strand, Malvern Street, Shaftesbury Road, Lyons Street, Waratah Street, Argyffe Street, Burwood Road and Burwood Park. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of less than 8 days.   |
|                            | Lead: Works, Operation & Parks<br>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 scheduled area clean ups are up to date. All booked clean ups are also 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 within all the CBD areas emptied on a 7 day a week basis.  |
|                            |  |                                 |   | Wash public waste bins monthly.   | ●      | On Track | All stainless steel be-tidy surrounds are high pressure washed on a monthly basis and/or as required.   |
|                            | Lead: Assets, Landscape, Architecture, Urban Design & Contracts<br>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 | In 2015 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 has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and   |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY  | SERVICE                        | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)                               | TARGET | STATUS   | COMMENT  |
|----------------------------|---|--------------------------------|--|--|--------|----------|--|
|                            | Lead: Works, Operation & Parks<br>Secondary: Works, Operation & Parks | Burwood Safe and Clean Program | Road and footpath Repairs – Low Risk Condition Notification.                                       | 100% investigated, assessed and programmed within two working days.  | ●      | On Track | maintenance works programs.<br>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. Proactively, 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  |
|                            | Lead: Compliance<br>Secondary: Works, Operation & Parks               | Burwood Safe and Clean Program | Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets            | Daily  | ●      | On Track | The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.  |
|                            |   |                                | Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts | Weekly   | ●      | On Track | The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main businesses streets and report any safety issues to the relevant Council Team for action.  |
|                            |   |                                | Removal of illegal advertising material in the Burwood CBD and surrounding streets                 | Daily  | ●      | On Track | Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officers investigate and enforce unlawful advertising in the LGA.     |
|                            |   |                                |  | Weekly   | ●      | On Track | Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). The Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officers investigate and enforce unlawful advertising in the LGA. |
|                            |   |                                | Assist with management of outdoor seating regulations in CBD areas                                 | Daily  | ●      | On Track | Council's Safe & Clean Team and Law Enforcement Teams patrol all streets on a daily basis where the activity of outdoor eating/dining occurs in the Local Government Area. The patrols ensure that the activity is approved and/or in compliance with any such approval. Council's Law Enforcement Team enforce any party not acting in compliance with their approval or acting without approval.   |
|                            |   |                                |  | As required  | ●      | On Track | Council's Safe & Clean Team patrol all main businesses streets in the Burwood Local Government Area (LGA) on a daily basis to ensure that all planter boxes are maintained and any damage is reported to   |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY  | SERVICE                                  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT  |
|----------------------------|---|--|--|--|--------|----------|--|
|                            |   |  |  |  |        |          | the appropriate Team for repair.   |
|                            |   |  | Identify and report any risks (such as trip hazards and obstruction of footpaths) in highly pedestrian areas   | As required  | ●      | On Track | Council's Safe & Clean Team patrol all main business streets in the Burwood Local Government Area on a daily basis reporting any damage to council property to the appropriate department. The Safe & Clean Team also report all sighted risk hazards including footpath damage or other trip and fall hazards.  |
|                            |   |  | <b>1.1.2 - Work with key partners and the community to reduce crime and improve community safety.</b>  |  |        |          |  |
|                            | Lead: Compliance<br>Secondary: Compliance                     | City Safe Program                        | Maintain a strategic CCTV capability   | Authorised requests for footage completed within two working days.               | ●      | On Track | Council's City Safe Program works closely with the Local Police to ensure that public domain areas with CCTV camera coverage are monitored during crime times and all crime activity that occurs within this location is enforced by Police.   |
|                            |   | Community Development (Community Safety) | Meet and discuss crime activity and trends with Police.  | Meet on a monthly basis.   | ●      | On Track | Council Officers meet with Local Police on a weekly basis to discuss crime trends and patterns to develop strategies to combat any increases in crime. Council and Police have a good and active working relationship.   |
|                            | Lead: Community and Library Services<br>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 | <p>1. Monthly meetings between Council staff and the NSW Police are held to identify any crime trends in the area and inform appropriate prevention strategies. Malicious damage has been identified as a potential issue in the Burwood LGA and the Police and Council are monitoring the crime statistics.</p> <p>2. Resources for the Preventing Personal Theft in the Library campaign are being utilised to educate customers to be more vigilant about and responsible for their belongings. Resources include:</p> <ul style="list-style-type: none"> <li>* Posters in English and Chinese</li> <li>* Pull up banner in the entrance foyer</li> <li>* Mouse pads</li> </ul> <p>3. Commenced working with the Police and the Work Health &amp; Safety Co-ordinator to deliver workshops to Depot and Pool staff on how to handle aggressive customers.</p> <p>4. The Super Hero project, which aims to educate children on personal safety and their role in protecting the environment, was piloted prior to the project the launch scheduled for September.</p> <p>5. Commenced working on the project Stronger Mind Stronger Youth which will educate young people on mental health.</p> <p>6. Attended the Liquor Accord meeting in June 2018.</p> |
|                            | Lead: Compliance<br>Secondary: Compliance                     | Networking                               | Attend SSROC Compliance meetings to promote networking between Councils.   | Attend all scheduled meetings.   | ●      | On Track | Councils within the Southern Sydney Region Of Councils (SSROC) meet on a quarterly basis to discuss issues and ways for improvement to the quality of service provided by each Council.  |
|                            |   |  | <b>1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.</b>   |  |        |          |  |
|                            | Lead: Community and Library Services<br>Secondary: Compliance | Crime & Safety                           | Implement recommendations from Council's Crime Prevention Plan and Graffiti Management Strategy.   | Recommendations adopted by Council are implemented.                              | ●      | On Track | The ongoing graffiti awareness campaign continues to assist business owners with strategies to remove graffiti from their premises.  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE                                | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)       | TARGET | STATUS   | COMMENT   |
|---|---|--|---|--|--------|----------|---|
| <p><b>1.2 - High quality activities, facilities and services</b></p> <p><b>1.2.1 - Engage the community in decision making processes about activities, facilities and services.</b></p>     |   |  |   |  |        |          |   |
|   | 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 ran a series of successful youth week events with the support of the Burwood Youth Advisory Group (BYAG).</p> <p>1. On Friday 13 April 2018 the Know Your Standards Pop Up Mocktail Bar Event took place. Over 600 mocktails were served at the event to over 500 people. Young people also engaged in the 'Walk the line beer goggles' activity, and the 'know your standards spin the wheel game', with over 130 young people successfully entering in the gift card competition. Youth health information was also provided to young people from over 10 services.</p> <p>2. On Saturday 14 April during Youth Week Council staff ran an Engaging Adolescents Seminar in partnership with Prosper Australia and Metro Assist. Two full day workshops took place with 90 parent registrations and 35 youth registrations achieving the projects full capacity. Key themes were explored such as building trust, fostering a safe environment, independence and maintaining open communication in a hyper-connected media-saturated world. 100% of participants from the parent seminar found the workshop 'useful and enjoyable'. Leadership and teamwork were listed as the top skills learned by young people at the workshops.</p> <p>3. On Saturday 14 April Council staff ran First Aid Training for volunteer members of the Burwood Youth Advisory Group and Community Soccer, with all attendees successfully completing the course and attaining their certificate.</p> |
|   | Lead: Community and Library Services<br>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 \$1,000,000 funding 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 has been determined and construction works were staged as applicable. The construction of the half basketball court, installation of the five bbq picnic shelters, construction of the new playground, skate park and exercise equipment have all been completed. A 2/3 completed progress payment has been requested of the funding organisation.</p> <p>Council has been successful in receiving Federal Government grant funding of \$1,300,000 for the upgrade of facilities in Blair Park. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works have been staged as applicable. The supply and installation of new sports field floodlighting, repair and upgrade to the workers shed, new perimeter fencing, new 5m high fencing at the eastern end of the soccer field, installation of a picnic shelter and the construction of</p>   |
| <p><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></p> |   |  |   |  |        |          |   |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY                   | SERVICE                          | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT  |
|--|----------------------------------|----------------------------------|---|--|--------|----------|--|
|  |                                  |                                  | Actively apply for grants to support and enhance delivery of community development and community services programs. | Number and value of grants approved.   | ●      | On Track | <p>new playground is now completed. A 33% progress payment has been issued to the grant funding organisation and \$435,000 payment has been received by Council.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program.</p> <p>Design options for the solar lights around the pathway network at Wangal Park have been investigated and a design commissioned.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new fitness equipment in Henley Park valued at \$48,551.00 with a total project cost of \$97,000.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new cricket practice nets in Henley Park valued at \$34,000 with a total project cost of \$68,000.</p> <p>Council will apply for further grants as the opportunities arise.</p> <p>The Community Development team has applied for a number of grants over this period with outcomes due in the next quarter.</p> |
| <b>1.2.3 - 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 | Community facilities were available for use during the reporting period.   |
|  | Lead: Parks                      |                                  | Offer parks for hire.   | Parks available for hire.  | ●      | On Track | <p>Parks prepared for activities required and requested, and park hire fees applied as per Councils adopted Fees and Charges for 2017-18.</p> <p>Sports field bookings are generally at full capacity. Fields at Henley Park are in use seven days a week during the winter season by sporting clubs and schools. Henley Park is also keenly sought for inter school carnivals and gala days.</p>  |
| <b>1.2.4 - 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 | <p>The construction of the Russell Street Reserve, Portland Street and now Mitchell Street playgrounds in Henley Park are all now completed.</p> <p>The design, supply and installation of new play equipment with rubber soft fall in Blair Park is now completed. New paths, a drinking fountain, a picnic shelter, fencing and seating have also been installed.</p> <p>Staff are now seeking quotations for future capital works in Henley Park which include play equipment, fitness equipment, cricket practice nets, picnic facilities, fencing and lighting. Council has commissioned the construction of the weather canopy off the amenities building.</p> <p>In Sanders Reserve staff have requested quotations to design, supply and install new play equipment and fencing.</p>   |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY  | SERVICE  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)                                   | TARGET   | STATUS   | COMMENT  |  |
|--|---|--|--|--|----------|--|--|--|
| 1.2.5 - Upgrade existing playground areas and park structures to cater for wider community   | Lead: Landscape & Urban Design<br>Secondary: Community Services | Park Equipment Upgrading   | Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.  | Replace play equipment according to Playground Replacement Schedule.     | ●        | On Track   | The construction of the Russell Street Reserve, the Pontand Street and now Mitchell Street playgrounds in Henley Park are all now completed.<br><br>At Blair Park the supply and installation of new play equipment with rubber soft fall is now completed. Paths, a new drinking fountain, a picnic shelter, fencing and sports field lighting have also been installed.<br><br>Staff are now seeking quotations for capital works in Henley Park and Sanders Reserve. New play equipment and fencing will be installed in Sanders Reserve. Henley Park will see a double cable ride, new fitness equipment, new cricket practice nets, sports field flood lighting upgrades, the amenities block canopy shelter and new picnic shelters. The Henley Park path network is being upgraded in stages. Currently paths are being upgraded along Portland Street. |  |
|  | 1.2.6 - Develop and encourage volunteer opportunities           |  |  |  |          |  |  |  |
|  | Lead: Community and Library Services                            | Community Development (Volunteering)   | Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background. | Strategic partnerships established and CALD volunteer members increased. | ●        | On Track   | During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to not for profit organisations in the Inner West Area. Council received 76 enquiries regarding volunteering specifically in the Burwood LGA.<br><br>Strategic partnerships were established and maintained during the quarter with Inner West Council and STARS to increase the number of volunteers from CALD backgrounds. This will lead to an increase in CALD volunteer numbers over time.   |  |
| 1.2.7 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support Programme/Community Care Support Program) capacity across the Inner West area.  |   |  |  |  |          |  |  |  |
| Lead: Community and Library Services   | Home and Community Care (HACC) Services                         | Work with CHSP/CCSP-funded service providers across the Inner West area on training and development. | Number of volunteers within the Burwood Local Government area increased annually.  | ●  | On Track | During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to not for profit organisations in the Inner West Area. Council received 76 enquiries regarding volunteering specifically in the Burwood LGA.<br><br>Volunteer Network continued to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertised volunteering through the local media. |  |  |
| The Sector Support Development Officer in partnership with Burwood Library and Ethnic Communities Council NSW provided information to the Vietnamese, Arabic, Korean, Chinese, Italian and Greek Communities regarding the Australian Aged Care System.<br><br>In addition, three Community Care Forums were facilitated where information regarding the Aged Care system and Government reforms were discussed with 40 aged service providers.<br><br>Training sessions were facilitated for Aged Care Service providers and their boards on Wellness and Re-ablement Approaches, Advocacy, Mental Health First Aid, the Aged Care Road Map workshops with 120 service providers in attendance. |   |  |  |  |          |  |  |  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY                                   | SERVICE  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE) | TARGET   | STATUS   | COMMENT |
|---|--|--|--|--|----------|--|---------|
| <b>1.2.8 - 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 | The Inner West Home & Community Podiatry Service was running at about 95% capacity during the quarter and has room for a small number of new clients.  |         |
| <b>1.2.9 - 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 the Library and Community Hub available as per service standard.   |         |
| <b>1.2.10 - 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 | Water tests were monitored internally and also independently tested. Water quality was maintained to NSW Health Standards.   |         |
| <b>1.2.11 - Provide new learn-to-swim and life saving 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 | Average attendance during the quarter was five swimmers per session. Program changes have been implemented to enhance and develop the program.   |         |
| Lead: Enfield Aquatic Centre  | Enfield Aquatic Centre                           | Introduce new Life Saving initiatives aimed at teaching children basic life saving skills. | Increase participation in the Learn-to-Swim Program by 5% per year.  | ●                                      | On Track | Learn to Swim enrolments for Term 2 2018 were up 12% from same term 2017. Programme has been reviewed against Royal Life Saving Society criteria and changes made to program layout and assessment format to ensure alignment with national standards and improve outcomes for students. |         |
| <b>1.2.12 - 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 | Customer feedback has been continually obtained and reviewed to assist in the development of services and programmes.  |         |
| <b>1.2.13 - Implement five hectares of new open space facilities in Wangal Park.</b>                      |  |  |  |  |          |  |         |
| Lead: Landscape & Urban Design  | Wangal Park - Implement Federal Government Grant | Picnic Shelters and Barbeque Areas   | Works completed by October 2017  | ●                                      | On Track | Wangal Park embellishment works are now completed and are being maintained by Council's parks and gardens staff. During this quarter, a new fit for purpose ride-on lawn mower was procured by Council to allow staff to undertake all mowing activities at Wangal Park.                 |         |
|   |  | Basketball Half Court  | Works completed by October 2017  | ●                                      | On Track | The Half Basketball Court was completed and opened to the public in time for the October 2017 long weekend.  |         |
|   |  | Shared bicycle pedestrian paths with solar lighting  | Works completed by November 2017   | ●                                      | On Track | The shared bicycle path was completed in December 2016. The detailed design for the solar lights is currently in progress. Five Solar Lights have been installed to date.  |         |
|   |  | Playground   | Works completed by December 2017   | ●                                      | On Track | Construction of the children's playground was completed in December in time for the Christmas New Year holidays.   |         |
|   |  | Planting plan, implemented where possible  | Works completed by December 2018   | ●                                      | On Track | The Wangal Park planting plan is being progressively rolled out in conjunction with the completion of the various stages of the embellishment works. A number  |         |



| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE                                   | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|---|---|---|--|---|--------|----------|---|
|   |   |   |  |   |        |          | of mature trees have now been planted.  |
|   |   |   | Commission and construct a skate park facility.  | Works completed by February 2018  |        | On Track | The skate park facility was completed and commissioned in January 2018.   |
| <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 | Profile ID remains up to date with the current 2016 Census data. The data has been used in grant applications, including a successful application to the Department of Social Services. It is used to inform strategies and plans, including those to be developed over the coming financial year such as Council's Community Strategic Plan.   |
|   | Lead: Media, Communications & Events<br>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. This quarter, Council continued to improve accessibility and functionality by updating various sections of the website with large icons directing customers to relevant information.   |
|   |   |   | 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 239 views on translation service pages this quarter, an increase of 25%.  |
|   |   |   | Improve interaction between Council and stakeholders through the web.  | Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community. |        | On Track | Council's website had 136,620 views during the quarter. Council's social media audience continues to grow with an increase across Facebook, Twitter, Instagram and LinkedIn this quarter. In particular, Council had a 100% response rate within two hours for all enquiries on Facebook. Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives. 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. The homepage has also been updated to improve accessibility and functionality with a new 'quick links' icon section making it easier for customers to find what they're after. This information is incorporated in a monthly report which is presented to the Executive Team and Councillors. |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY | SERVICE             | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|----------------------------|----------------|---------------------|---|--|--------|----------|---|
|                            |                |                     | Notify residents of important decisions via media, notice boards, newsletters and other communications tools.                                   | As required.   | ●      | On Track | Council disseminates news and information to residents through media releases, fortnightly Mayoral Columns, mail outs and advertisements in local papers. Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on Anzac Day, the Nashos Service, Budget 2018-19, Community Strategic Plan review and exhibition, and Enfield Aquatic Centre upgrades. |
|                            |                | Media Communication | Prepare media releases for all major events and initiatives of Council.   | Number of releases   | ●      | On Track | Council prepared five media releases on key issues and initiatives, including the 2018-19 Budget, Anzac Day Service, Nashos Service, abandoned trolleys and Burwood Park Pavilion upgrades. Media releases were uploaded onto the Council website after distribution.   |
|                            |                |                     |   | Number published.  | ●      | On Track | Council prepared five media releases on key issues and initiatives, including the 2018-19 Budget, Anzac Day Service, Nashos Service, abandoned trolleys and Burwood Park Pavilion upgrades. Media releases were uploaded onto the Council website after distribution.   |
|                            |                |                     |   |  | ●      | On Track | Records that are required to be retained as long term records have been identified and approved for digitisation.   |
|                            |                |                     | Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.                       | As per Records Monitoring and Maintenance Program.   | ●      | On Track |   |
|                            |                |                     |   |  | ●      | On Track | Burwood Library and Community Hub services and programs are promoted through the library website. Promotional flyers are distributed within the Library and Community Hub and through relevant organisations, such as local primary schools and high schools. Library Services staff also used Twitter and Instagram to reach their diverse audiences. At the end of June 2018, the Library Service had 696 Twitter and 348 Instagram followers.  |
|                            |                |                     |   |  | ●      | On Track |   |
|                            |                |                     | Undertake actions to increase membership of the Library.  | Number of new members measured and reported every six months.  | ●      | On Track | Between January and June 2018, a total of 1,431 patrons registered as new members of the Library Service. The total number of new members for the 2017/18 year was 2,833, a slight increase on 2016/17 (2,826 new members).   |
|                            |                |                     |   |  | ●      | On Track | Mobile Play Van was held as scheduled during this quarter other than five cancellations due to wet weather. New families attended every week that the activity was held. Mobile Play Van held an additional session at Woodstock Community Centre to celebrate Neighbour Day.   |
|                            |                |                     | 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 | With regard to top the youth event, a Know Your Standards pop up mocktail bar was held in Burwood Park to celebrate Youth Week with activities aimed at helping young people understand alcohol and its attendant risks.  |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY  | SERVICE  | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)                                   | TARGET | STATUS   | COMMENT   |
|--|---|--|---|--|--------|----------|---|
|  |   |  |   | Customer satisfaction measured annually and evaluation reports prepared. |        | On Track | This activity has been completed for the current financial year and a high level of satisfaction with the service was reported overall.<br>A new customer satisfaction survey will be rolled out in 2018/2019.  |
| <b>1.4 - A community that celebrates diversity</b>                                   |   |  |   |  |        |          |   |
| <b>1.4.1 - Celebrate the achievement of community leaders.</b>                       |   |  |   |  |        |          |   |
|  | Lead: Media, Communications & Events<br>Secondary: Community Services | Community Leadership Achievements              | Acknowledge and celebrate achievements of community leaders/groups.   | Number of nominations received for community leader awards.              |        | On Track | Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2018. |
|  |   |  | Promote community and community leaders' achievements through media articles and Council's publications.      | In conjunction with Council's initiatives and awards programs.           |        | On Track | Council celebrated the achievements of local community organisations who were successful in receiving funding as part of Council's Community Grants program. These achievements were promoted through a media release and social media. Council also celebrated the achievements of local veterans and National Servicemen as part of the Anzac Centenary and Nashos services and local businesses by supporting the Inner West Local Business Awards 2018. |
| <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 360 views.                                      |
|  | Lead: Community and Library Services                                  | Community Development (Library)                | Identify government information sources and provide access through library information systems and databases. | Computer terminals available for access.                                 |        | On Track | The Library Service maintains 30 public access PCs and a Wi-Fi network providing access to the internet. In the fourth quarter, there were 7,581 PC logins and 16,194 Wi-Fi logins.<br><br>The total number of hours of connectivity was 24,407 and 8,703 devices were connected to the Wi-Fi network.<br><br>1,822 guest passes were issued for internet access during the quarter. The yearly total stood at 7,769 passes.                                |
| <b>1.4.3 - Develop strategic relationships with multicultural service providers.</b> |   |  |   |  |        |          |   |
|  | Lead: Community and Library Services                                  | Community Development (Multicultural Services) | Develop appropriate approaches to linking with the Multicultural Community                                    | New relationships established with multicultural groups.                 |        | On Track | Library Services continues to actively engage with the local multicultural communities, including well-attended workshops provided in Cantonese and Mandarin focusing on seniors' rights, waste management and health. The English conversation groups run by volunteers also remain popular and well attended. In conjunction with Council's Community Services  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY                       | SERVICE  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|---|--------------------------------------|--|--|---|--------|----------|--|
|   |                                      |  | Engage with and develop relationships with multicultural service providers.  | Increase the percentage of community cultural groups that participate and engage with the Library.    | ●      | On Track | <p>team, the Library staff hosted a series of My Aged Care information sessions in community languages, including English, Mandarin, Cantonese, Arabic, Greek and Vietnamese.</p> <p>Residents from multicultural community groups in Burwood have been active participants in programmes run or supported by Library Services staff, including Burwood Babies, Pre-school Storytime, the School Holiday Programme and the Wrap with Love knitters group. Many residents from culturally and linguistically diverse backgrounds continued to access the library's core collections in Chinese and Korean as well as accessing other language resources from the State Library of New South Wales.</p> <p>The well attended Burwood Better Beginnings programme was delivered in Mandarin throughout May and early June. The five week programme focused on early literacy through play, reading and interaction and was jointly run by the Library and Council's Families NSW Officer.</p> |
| <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 well being and active ageing.                                      | Deliver a minimum of one initiative per annum.  | ●      | On Track | Well attended community programmes were held in Council's community centres during the period April to June 2018, offering low-cost healthy ageing activities, including Zumba, line-dancing and a range of art and craft activities.  |
| <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. | Create a designated area for local artists and groups at Council's civic events.                      | ●      | On Track | <p>Local artists, community groups and schools are invited to participate in Council's civic events in the capacity of participants, contributors and volunteers.</p> <p>During the fourth quarter Burwood Council held the Anzac Day Commemorative March and Dawn Service which local schools and local community groups participated in. This included Symphonia Jubilate who provided the band for the Service and Trinity Grammar School who provided the Catalaïque Party and Honour Guard.</p> <p>The National Servicemen's Commemorative Service was also held during this quarter and was participated in by Trinity Grammar School who provided carrels for the Catalaïque Party, the Honour Guard and the bugler, two pipers from the Burwood RSL sub-Branch Pipes and Drums band and ministers from four local church groups.</p>   |
| <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 | <p>A total of 318 items in Korean, Hindi, Italian and Chinese were added to the library's collections during the quarter. This included books, DVDs, CDs and magazines for both adults and children.</p> <p>As at 30 June, a total of 1,250 LOTE (languages other than English) items had been acquired in the financial year 2017-18. This represents 16.8 % of the total acquisitions for the year (7,425).</p>  |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY  | SERVICE  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|--|---|--|--|--|--------|----------|---|
| 1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability. | Lead: Community and Library Services<br>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 Inclusion Action Plan, including for Council staff who work with people with disabilities. | ●      | On Track | Council co-managed the Disability Expo event Making Links with the Kircheala Boys Home. The event was held at Woodstock Community Centre and a number of agencies were on hand to promote their services, respond to questions and provide direct assistance.   |
|  | Lead: Media, Communications & Events<br>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 42% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved readability, with a simplified view for visually impaired users.   |
| 1.4.8 - Continue the publication of Council news in local media including local newspapers.  | Lead: Media, Communications & Events  | Media  | Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications. | Mayoral column published in the local newspapers a minimum of once a month.  | ●      | On Track | The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information:<br>- Mayor's Message<br>- Latest news and information on events and initiatives<br>- Development Applications received and approved by Council<br>- Times and dates of upcoming Council Meetings<br>- Contact information<br>- Council's values<br>- Link to social media pages |
|  |   |  |  | Burwood Update Residents Newsletter produced quarterly.  | ●      | On Track | The Burwood Update is distributed to 16,000 households and businesses across the LGA. The Update includes the latest news and information on Council's services and initiative.   |
|  |   |  |  | Newsletter made available in electronic format.  | ●      | On Track | The Burwood Update is made available online on Council's website.   |
| 1.4.9 - Promote volunteering opportunities.  | Lead: Community and Library Services  | Community Development (Volunteering)             | 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.   |
|  |   |  | Advertise volunteering opportunities on multimedia formats.  | The number of enquiries, interviews and recruitments increases annually.   | ●      | On Track | The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to non 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. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills.   |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE             | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|---|---|---------------------|---|--|--------|----------|---|
| <p><b>1.5 - A sense of community pride</b></p> <p><b>1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.</b></p> |   |                     |   |  |        |          |   |
|   | Lead: Strategic Planning  | Heritage            | Provide comment/input on heritage-related Development Applications (DAs).                               | 100% of DA referrals responded to within fifteen working days.<br>80% responded to within ten working days.                                    | ●      | On Track | During the quarter, Volunteer Network had 80 enquiries regarding volunteering, conducted eight volunteer interviews and referred 74 volunteers to not for profit organisations in the Inner West Area.  |
|   |   |                     | 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 | The heritage information on Council's website is current and updated when required.   |
| <p><b>1.5.2 - Provide leadership on community values.</b></p>   |   |                     |   |  |        |          |   |
|   | 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 Myoral Column, quarterly newsletter Burwood Update, Website and on selected advertisements. | ●      | On Track | Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Myoral 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.  |
| <p><b>1.5.3 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</b></p>   |   |                     |   |  |        |          |   |
|   | Lead: Media, Communications & Events<br>Secondary: Strategic Planning             | Heritage            | Promotion through Heritage Week   | Participation in Heritage Week.  | ●●     | On Track | Council participated in Heritage Festival through the following initiatives:<br>- Council supported the Burwood & District Historical Society to deliver a Historical Walk at Woodstock and the surrounding area on Saturday, 21 April.<br>- An author talk by renowned author Gabrielle Kovac was held at the Library & Community Hub on Saturday, 5 May to celebrate the Heritage Festival theme 'My culture, my story'.<br>These events were promoted through several channels including the quarterly Community Program Calendar and on social media. |
| <p><b>1.5.4 - Develop campaigns designed to facilitate community and neighbour interaction.</b></p>   |   |                     |   |  |        |          |   |
|   | Lead: Community and Library Services<br>Secondary: Media, Communications & Events | Events              | Deliver Neighbourhood Week initiative.  | One activity held per year.  | ○      | On Track | A community event was held in June 2018 to celebrate Neighbour Day. Around 250 people attended and participated in activities including Mobile Play Van, Tai Chi and a drawing demonstration. There were opportunities for local residents to meet each other and break down social isolation, as well as join Council's Have a Go programmes.  |
| <p><b>1.5.5 - Promote interaction between different groups in the community.</b></p>  |   |                     |   |  |        |          |   |
|   | Lead: Media, Communications & Events<br>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 | During the fourth quarter Burwood Council delivered two Commemorative Services: the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In the lead up to both of these Services promotional DL flyers were letter box dropped to local residents and businesses in the Burwood LGA. Personalised letters were also sent to local schools, other local groups   |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| 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 | inviting them to participate in the service. Media releases about the two Services were also created and information was included in the Mayoral Column. Digitally, the Services were promoted on the Burwood Council website and via Council's social media channels, including Facebook, Twitter and Instagram. The website was also updated with images after each Service. A letter was sent to residents and businesses around Burwood Park and along Burwood Road to notify them of possible disruptions due to the Anzac Day March, as well as a courtesy notice.<br><br>During the fourth quarter, Burwood Council delivered two Commemorative Services; the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service.<br><br>The Anzac Day Commemorative March and Dawn Service held on Wednesday, 25 April 2018 was attended by over 2,000 people with an increase in attendance from the prior service.<br><br>The Service is also achieving its objective of educating the younger generation to continue honouring the Anzac Legend, as the majority of the crowd were younger families and couples.<br><br>The National Servicemen's Commemorative Service was held on Sunday, 3 June 2018. |
| <b>1.6 - Improved interactions between young and older people</b>  |                                      |                 |   |   |        |          |   |
| <b>1.6.1 - Establish regular interaction between young people and councillors eg. 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 | Following the closure of the Burwood PCYC, Council staff have worked closely with the Glebe-Leichhardt PCYC to coordinate a new Burwood Youth Outreach Programme. The programme includes free soccer, personal training and boxing sessions for young people in the local area. The programme launched in February 2018 and the weekly sessions have been well attended since that time.<br><br>Planning is under way for a youth and family fun day to be held on Wednesday 4 July 2018 combining young people from the youth league program and children and parents from the Community Soccer Program. Children and youth services information, bubble soccer, inflatable games and food will be available on the day.<br><br>Planning has also commenced for a Stronger Minds Stronger Youth Project. This is a grant-funded mental health project which will run from July 2018 to October 2020.   |
| <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 quarterly information sessions are conducted quarterly in line with the Computer Club terms.  |
| <b>1.6.3 - 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 | Seniors' Festival took place in April 2018. The main event of the festival was a high tea with entertainment for local seniors. This event was hosted by staff and  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY                                       | SERVICE             | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|---|--|---------------------|--|---|--------|----------|---|
| <p>students from Southern Cross technical college and 100 seniors attended. Southern Cross also hosted a pampering session for seniors offering students from their beauty course an opportunity to also be involved in intergenerational activities.</p> |  |                     |  |   |        |          |   |
| <p><b>2 - Leadership through Innovation</b></p> <p><b>2.1 - Community confidence in Council's decision making</b></p> <p><b>2.1.1 - Report decisions back to the community through open forums.</b></p>   |  |                     |  |   |        |          |   |
|   | Lead: Executive Team                                 | Executive Functions | Conduct workshops, special meetings and/or forums on major initiatives.  | Conduct a minimum of four workshops, special meetings and/or forums per annum.  | ●      | On Track | Council conducted two community focus groups as part of its review of the Burwood2030 Community Strategic Plan (CSP) in the previous quarter. Both focus groups were conducted on Tuesday, 27 February 2018 with a total of 24 participants. Participants were recruited from an earlier phone survey conducted by an independent research company in December 2017 as part of the CSP review. Three Council Meetings were held during the quarter, including an open forum session:<br>- 24 April 2018<br>- 22 May 2018<br>- 26 June 2018<br>In addition, two IHAP Meetings were held during the quarter.<br>- 10 April 2018<br>- 8 May 2018 |
| <p><b>2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.</b></p>   |  |                     |  |   |        |          |   |
|   | Lead: Executive Team<br>Secondary: Executive Manager | Executive Functions | Council's commitments and responsibilities under the Delivery Program, Operational Plan, Budget are met and relevant Acts are complied with.                                       | Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis. | ●      | On Track | Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2017-18. This document represents the quarterly report in relation to the period 1 April - 30 June 2018.  |
|   |  | 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 2016/17 was adopted by Council at the October 2017 meeting and referred to the Office of Local Government. It was also sent to the State Library for their records.   |
|   |  |                     | 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 2017-18 was adopted by Council at its 27 June 2017 meeting and is currently being implemented.<br>The Operational Plan for 2018-19 was adopted by Council at its 26 June 2018 meeting and will be effective from 1 July 2018.  |
| <p><b>2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.</b></p>   |  |                     |  |   |        |          |   |
|   | 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   |



ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY                     | SERVICE | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)                                 | TARGET | STATUS   | COMMENT   |
|---|------------------------------------|---------|--|--|--------|----------|---|
|   |                                    |         |  |  |        |          | 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.<br>The revised Community Strategic Plan, Delivery Program 2018-21, Operational Plan 2018-19 and associated budgets were adopted by Council in its meeting on 26 June 2018.   |
|   |                                    |         |  |  |        |          | The following documents were published on Council's website:<br>Loan Borrowing and Overdraft Policy<br>Privacy Management Plan<br>Councilors' Expenses and Facilities Policy<br>Out of Pocket Expenses<br>Public Interest Disclosures Act 1994 - Internal Reporting Policy<br>Public Interest Act 1994 - Procedure for Assessing Disclosures and Investigations<br>Councilor Induction, Briefings and Workshops Policy<br>Adoption - Revised Agency Information Guide - Government Information (Public Access) Act 2009<br>Internal Ombudsman Policy  |
|   |                                    |         |  |  |        |          | All Council/Committee Meeting Agendas and Minutes have been published on Council's website for the quarter.   |
|   |                                    |         |  |  |        |          | During the quarter Council Meetings were held on 24 April, 22 May and 26 June 2018.   |
|   |                                    |         |  |  |        |          | Cultural groups are invited to participate in Council events where relevant and appropriate.<br>Two major civic events took place during the fourth quarter, the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service with local schools and community groups participating in the services.<br>Burwood Council also supported the Buddhist Vesak Day Celebration event in Burwood Park to celebrate Buddha's birthday. This event was organised by three community groups including the Chinese Buddhist Association of NSW Inc., the Boni Korean Buddhist Society of NSW, and the Vinh Nghiem Pagoda Vietnamese Temple. |
|   |                                    |         |  |  |        |          | The Library Service offered a diverse range of programmes for all age groups and interests throughout 2017/18. Staff hosted over 360 activities with more than 9,000 attendees at events including:<br>- Holiday activities   |
| <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 |   |
|   |                                    |         | Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website. |  | ●      | On Track |   |
| <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 |   |
| <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 |   |
| 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 |   |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY  | SERVICE   | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|----------------------------|---|---|--|---|--------|----------|---|
|                            |   |   |  |   |        |          | - Storytime for children<br>- Author talks<br>- Wrap with Love knitting group for adults<br>- Tech Savvy programme to bridge the digital divide for seniors<br>- English Conversation group<br>- Information talks with interpreters for the CALD community   |
|                            | Lead: Governance<br>Secondary: Governance                                     | Open Forums   | Conduct 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<br>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. |
|                            | 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 Policy Register is maintained after each Panel Meeting, on a monthly basis.   |
|                            |   |   | Review Policies/Procedures/Corporate Practices/Plans.                                    | Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.                                       | ●      | On Track | The following Panel Meetings were conducted in the quarter:<br>5 April 2018<br>3 May 2018<br>6 June 2018  |
|                            | Lead: Governance  | 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 | As the NSW Government has abandoned the amalgamation proposal for Burwood, Canada Bay and Strathfield Councils, no further action is required in relation to the LG Independent Review Panel Report.  |
|                            |   |   | 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 following policies have been amended or rescinded due to the amendments made to Section 8A of Local Government Act 1983:<br>Councillor Inductions, Briefings and Workshops Policy<br>- Rescinded<br>Decision - Making to be Within the Local Government Charter - Amended   |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY   | SERVICE                  | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|--|--|--------------------------|---|---|--------|----------|---|
| 2.1.11 - Implement best practice governance strategies.            | Lead: Executive Team   | Legislative Requirements | Ensure that new Division of Local Government Guidelines Practice Notices and Model Codes are compiled 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 updates of legislation and circulars from the Office of Local Government.  |
|  | Lead: Executive Manager<br>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. Details are brought to the attention of the Executive Team. Matters that require escalation to the Internal Ombudsman are brought to his attention under the Complaints Management Policy and any improvements in the handling of complaints are addressed accordingly, including the management of unreasonable complainant conduct. All complainants are advised, following any frontline complaint handling action or management review, that they have the services of the Internal Ombudsman at their disposal if they believe that the actions of Council or Council officers has been applied unfairly, discriminatingly or partially.<br><br>Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks. |
| 2.1.12 - Maintain an effective, open complaint handling processes. |  |                          | Investigate complaints made.  | Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.   | ●      | On Track | All complaints received by Council are treated in accordance with Council's Complaints Handling Policy. Complaints are entered into Council's corporate database to allow for reporting and trend analysis. Should complaints require escalation, they are referred to the Internal Ombudsman and for his assessment and any subsequent investigation in accordance with the Internal Ombudsman Policy.   |
|  |  |                          | 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 by Customer Services. An assessment is undertaken and if necessary the Executive Team has the option to recommend 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. In accordance with Council's Complaints Management Policy, complaints are actions accordingly, and will either be referred or escalated to the Internal Ombudsman if required.<br><br>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.  |

| THEMES AND STRATEGIC GOALS                                    | RESPONSIBILITY   | SERVICE  | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)                                      | TARGET   | STATUS  | COMMENT  |   |  |   |
|---|------------------|--|---|---|--|---|--|---|--|---|
| 2.1.13 - Monitor and manage personal and private information. | Lead: Governance | Privacy & Personal Information and Government Information Public Access (GIPA) Act | 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  | All applications have been responded to within the statutory time frame. |   |  |   |
|   |                  |  | 2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.                                    | Records Maintenance   | Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.                 | Within one day.   | ●  | On Track  | During the quarter 44 Development Applications, 53 Complying Development Applications and seven Pre Development Applications were submitted to Building Development. 83% of applications were delivered within the Service Standard. |   |
|   |                  |  |   |   | 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, sentenced and appraised folders for disposal in accordance with the General Retention and Disposal Authority, Local Government Records.  |   |
|   |                  |  |   |   | Scan, process and distribute incoming daily mail.  | Within one day.   | ●  | On Track  | Daily mail processed, scanned, registered and distributed.   |   |
|   |                  |  | 2.1.15 - Provide an efficient Electronic Document Management System.  | Lead: Customer Service & Records  | Records Maintenance  | Increase user uptake of Electronic Document Management System.              | Monthly training and reporting.  | ●   | On Track   | Content Manager (Council's Electronic Document Management System) has been upgraded and training has been provided to new and existing staff on the new system. |
|   |                  |  |   |   |  | 2.1.16 - Undertake efficient and transparent procurement and purchasing.    | Procurement and Purchasing   | To coordinate Council's Tender Process in accordance with: <ul style="list-style-type: none"> <li>- Local Government Regulation 2005</li> <li>- Local Government Act 1993</li> <li>- Tendering Guidelines for NSW Local Government 2009</li> <li>- Burwood Council Tendering Procedure</li> </ul> | Number of Tenders successfully delivered.  | ●   |
|   |                  |  | 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 and will be reviewed this year.   |   |

| 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 | Due to the intensive Councillor Induction Sessions in February and March 2018 no training sessions were conducted in this quarter.  |         |
| <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:<br>- The General manager at the delegates meeting in conjunction with the elected Councillors<br>- General Managers Meeting which meets each month<br>- Community, Recreation and Culture Network<br>- Environmental Managers' Group<br>- Waste Management Group<br>- Human Resources Managers' Group<br>- Public Works Management Group<br>- Records Management Group<br>- Regulatory Work Group<br>- Supply Management Group<br>- Shared Services Senior Managers' Group<br>- 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 | All circulars and new policies/guidelines are made available for Councillors through a dedicated online portal.   |         |
| <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 | All new employees to Council, permanent, temporary, contract, agency, volunteer, casual and student placements are provided with comprehensive information on their commencement regarding their employment conditions and Council policies, Procedures and Corporate practices.<br>In addition, Managers meet personally with all their new employees to discuss the specific requirements and expectations of the role.<br>Council also uses an online business training system whereby new employees are required to successfully complete online training modules relative to their employment at Council.<br>The Organisation Development Coordinator prepares a tailored individual Induction Kit for each new employee and provides a personal one-on-one induction on the morning of their commencement.<br>Work is currently underway to revise and update the |         |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| 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>in-house group induction programme to ensure it meets with best practice standards and is tailored to cover the various legislative requirements and workplace conditions that apply to employment at Burwood Council.</p> <p>During the reporting year the Consultative Committee met on nine (9) occasions.</p> <p>Council maintains strong professional working relationships with all employee associations and industry stakeholders.</p> <p>During this quarter the Consultative Committee met on 2 occasions, dealing with the issues of CAP Performance Reviews, Review of Committee Constitution, draft Drug and Alcohol Corporate Practice, election of new employee representatives and the Community Strategic Plan Focus Groups.</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>Council's Vision includes the commitment to the growth of knowledge, and this is supported in the ongoing development and training opportunities provided to all staff.</p> <p>During this quarter a variety of internal and external training was provided to staff in areas such as:</p> <ul style="list-style-type: none"> <li>Social Media for Councils, Rates - Financial and Property Controls, Learn to Swim Refresher, Recognising and Responding to Elder Abuse, Wellness Training, Exploring Family and Local History</li> <li>Gould Genealogy and History, Creative Communities Professional Development, From Dependence to Independence Model of Service Delivery Training, MAC and DEX Training, Implement Traffic Control, Use of Drones, Development Assessment Training, Australian Sustainable Business Group Recycling Crisis, Impacts, Issues and Solutions.</li> </ul> <p>Additionally there was attendance at Conferences such as the Assetic User Conference, Annual Waste Conference, Association of Accredited Certifiers Annual Conference, NSW Heritage Forum.</p> <p>Staff undertaking Tertiary qualifications are also supported by way of reimbursement in line with policy for the successful completion of studies relative to their job responsibilities; these currently include an Undergraduate Certificate in Local Government, Cert IV in Business Administration, Diploma of Building Surveying, Cert IV in Community Services Work, Graduate Certificate in Local Government Leadership, Masters Degree in Local Government and Company Directorship.</p> <p>The Organisation Development Learning &amp; Development Plan continues to be revised in line with the needs and requirements of staff to ensure learning and skill development opportunities are resulting in the skill sets required to strengthen our workforce capability.</p> |
|                            |                |         | Manage payroll process.  | Delivery of pays on a fortnightly basis .   | ●      | On Track | <p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system.</p>  |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY                   | SERVICE   | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|--|----------------------------------|---|---|---|--------|----------|--|
|  |                                  |   |   | Ensure that payroll reports meet operational needs and audit requirements by undertaking regular upgrades and reviews.  | ●      | On Track | All required updates of the TechOne system for compliance to the Australian Tax Office 'Single Touch Payroll' reporting requirements will be finalised and implemented in July 2018.<br><br>Payment of wages and salaries completed on fortnightly basis.<br><br>CAP Performance Review adjustments were completed during this quarter.<br><br>All leave recorded accurately on TechOne system.  |
| <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 | Council's 2018 -2022 Workforce Management Plan was finalised during this quarter and is the third of the workforce plans for Council as part of the resourcing strategy.<br><br>The four (4) strategy areas the 2018 -2022 Workforce Management focus's on are : - Learning and Development; Employee and Workforce Relations; Injury Prevention and Risk Management; People Planning.<br><br>This plan builds on and reinforces existing good practices workforce planning strategies outlined in Council's Workforce Plan 2011-2015 and 2015-2019, and continues the focus on people as one of the three integral strategic resources to actively assess its current and forecasted capacity and capability ensuring the right people are in the right place at the right time to deliver the Delivery Program.<br><br>Burwood Council's workforce issues include: <ul style="list-style-type: none"> <li>an ageing workforce</li> <li>succession planning</li> <li>how to provide opportunities to create and recruit positions for young people</li> <li>incentives and other programs that will support the council to be an employer of choice</li> <li>learning and development</li> <li>performance management</li> <li>recruitment strategies to fill skills gaps</li> <li>workforce diversity</li> </ul> |
|  |                                  |   |   | Consolidate and implement strategies for: <ul style="list-style-type: none"> <li>Succession Planning</li> <li>Employee Reward and Recognition</li> <li>Performance Management System</li> </ul> | ●      | On Track | Council's 2018 -2022 Workforce Management Plan was finalised during this quarter and is the third of the workforce plans for Council as part of the resourcing strategy.<br><br>The four (4) strategy areas the 2018 -2022 Workforce Management focus on are : - Learning and Development; Employee and Workforce Relations; Injury Prevention and Risk Management; People Planning.<br><br>This plan builds on and reinforces existing good practices workforce planning strategies outlined in Council's Workforce Plan 2011-2015 and 2015-2019, and continues the focus on people as one of the three integral strategic resources to actively assess its current and forecasted capacity and capability ensuring the right people are in the right place at the  |

| THEMES AND STRATEGIC GOALS               | RESPONSIBILITY                   | SERVICE         | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|--|----------------------------------|-----------------|---|--|--------|----------|---|
| 2.3.3 - Provide a safe work environment. | Lead: Organisational Development | Risk Management | Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims. | Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement. | ○      | On Track | right time to deliver the Delivery Program. Existing policies and procedures will be reviewed and updated to reflect the requirements of the 2018 - 2022 Workforce Management Plan.<br><br>The insurance portfolio is managed in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on an annually basis.<br><br>CivicRisk Mutual Insurance Portfolio was reviewed from June till October every year. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.<br><br>In June 2018 the cover has been placed for the following policies for the period from 30 June 2018 to 30 June 2019, all as applicable to each member Council:<br><ul style="list-style-type: none"> <li>▪ Community Support Liability;</li> <li>▪ Workers Compensation Top Up</li> <li>▪ Fine Arts;</li> <li>▪ Pollution Liability;</li> </ul> |
|  |                                  |                 |   | 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 this quarter the Executive Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matter.<br><br>The Executive are provided with comprehensive Yearly Risk & Insurance Report from the Risk Management Coordinator at the end of the financial year.<br><br>The Executive Management Organisation Development and Risk Management Coordinator provide monthly updates to the Risk Management Committee & Fleet Management Committee on any major risk management or significant insurance matter or any vehicle accidents/incidents.   |
|  |                                  |                 |   | Conduct and report annually on risk management self audit and prepare action plan.   | ○      | On Track | Draft Business Continuity Plan (BCP) for Depot Library and Pool has been developed and submitted for review. Relevant staff from each Department have participated in the development of the BCP undertaken training sessions during this quarter.<br><br>In the 3rd Quarter the Risk Management Action plan for 2018/2019 was approved by the Risk Management Committee.   |
|  |                                  |                 |   | Risk Management Committee to meet at least six times each year.  | ●      | On Track | During the reporting year the Committee met on seven (7) occasions.<br><br>For this current reporting quarter the Committee has met on two occasions addressing the following issues and topics: review of claims of interest, discussion of IAG as Council's Property underwriter inspection of Library, commencement of Business Continuity Plans for the Chambers and finalisation of draft BCP for Library, Pool and Depot.   |



ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY | SERVICE                 | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|----------------------------|----------------|-------------------------|--|--|--------|----------|---|
|                            |                | 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>The draft Drug and Alcohol in the Workplace Corporate Practice was submitted to the Policy Panel this quarter and there are a few minor amendments to be made prior to it being submitted to the General Manager for approval.</p> <p>The Return To Work Guidelines &amp; Procedure Corporate Practice commenced being reviewed this quarter to incorporate a revised Injury Management Program to comply with the following pieces of legislation:</p> <ul style="list-style-type: none"> <li>Workers Compensation Act 1987</li> <li>Workplace Injury Management and Workers Compensation Act 1998</li> <li>Workers Compensation Regulation 2017 (2016 Regulation)</li> </ul>   |
|                            |                |                         | Report risks, hazards, near miss and incidents to ensure appropriate remedial and corrective actions are undertaken by relevant sections of Council. |  |        | On Track | <p>All Accidents, Incidents and Near Misses are reported to the Work Health and Safety Coordinator and recorded for reporting purposes with actions that need to be implemented to eliminate the risk of another injury occurring.</p> <p>Number of incidents (including near misses) for the fourth quarter were:</p> <ul style="list-style-type: none"> <li>1 - Lost Time</li> <li>1 - Medical Treatment</li> <li>2 - Near Misses</li> <li>5 - Notifications</li> </ul> <p>Number of incidents (including near misses) for the 4 quarters were:</p> <ul style="list-style-type: none"> <li>11 - Lost Time</li> <li>9 - Medicals</li> <li>67 - Notifications</li> <li>15 - Near Misses</li> <li>2 - First Aid</li> <li>2 - Contractor Notifications</li> </ul>           |
|                            |                |                         | 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 a timely return to work of the injured employees.</p> <p>All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame.</p> <p>Council's Work Health and Safety Co-ordinator is responsible for ensuring that all Return to Work Programs (RTWP) with the injured worker, medical professional and supervisor are monitored and reviewed to ensure suitable duties are provided to the injured worker with a return to pre-injury duties in a safe and timely manner.</p> <p>During this quarter there were 2 Lost time injuries claim.</p> <p>For the 4 quarters there were 11 Lost time injury claims.</p> |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY | SERVICE   | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|---|----------------|---|---|---|--------|----------|---|
|   |                |   |   | Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs. | ●      | On Track | <p>Claims Review Meeting with StateCover held in May 2018.</p> <p>All Council First Aid Kits were restocked during June 2018.</p> <p>Council staff who have registered for Fitness Passport have received their passes for Fitness Passport</p> <p>The following health and well-being issues were published in the weekly staff newsletter (The FUSE)</p> <p>Creating a Healthy Workplace - Suggestions requested from Staff for a Health and Wellness program</p> <p>Keep your memory in good shape</p> <p>Get Moving</p> <p>Heart Week - Knowing the risks to avoid a heart attack or stroke</p> <p>Knowing your plate - food group quiz</p> <p>Workplace Mindfulness</p> <p>7 Healthy Winter Tips</p> <p>November Foundation - staff were asked to participate in a survey to assist the foundations to create a new set of revolutionary tools to help men tackle the tough stuff in life.</p> <p>Healthy Recipes have also been included in the FUSE weekly staff newsletter</p> <p>Heart Checks were conducted throughout Council in May 2018</p> <p>Flu Vaccinations were administered in April 2018</p> <p>Biggest Morning Tea and Go Pink Fund Raising days were organised during this quarter.</p> |
| <p><b>2.4 - Ensure Burwood Council is financially sustainable</b></p> <p><b>2.4.1 - Maintain an Investment Strategy and Policy.</b></p> |                |   |   |   |        |          |   |
|   | 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 March 2018 Budget Review was undertaken in April 2018 and submitted to the May 2018 Council meeting, in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines.   |
|   |                |   | Audited annual financial reports lodged with DLG in accordance with Local Act 1993 (amended).               | Annual financial reports to be lodged with DLG by November each year.   | ○      | On Track | Annual Financial Statements for the year ended 30 June 2017 were completed by 31 August 2017 and externally audited during September 2017.  |
|   |                |   | 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.   |

**ITEM NUMBER 76/18 - ATTACHMENT 1**

**Delivery Program 2013-2017 Quarterly Report - 30 June 2018**

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY   | SERVICE                      | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   |
|---|--|------------------------------|---|---|--------|----------|
|   |  |                              | 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 |
| <b>2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.</b> |  |                              |   |   |        |          |
|   | Lead: Assets, Property & Building Services<br>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 |
| <b>2.5 - Efficient, effective, customer focused services</b>  |  |                              |   |   |        |          |
| <b>2.5.1 - Monitor and review Council's customer service performance against other Councils.</b>  |  |                              |   |   |        |          |
|   | Lead: Customer Service & Records                                 | Customer Service Improvement | Participate in an external benchmarking program.  | Program conducted annually and completed by December.                         | ○      | On Track |
| <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 |
|   |  |                              | Enter Customer Request into CRM System and forward to appropriate team for action.  | 100% daily.   | ●      | On Track |
|   |  |                              | 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 |
|   |  |                              | Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.  | Within one day.   | ●      | On Track |
|   |  |                              | Attend to Customers arriving at Council in line with Customer Service Standards.  | 80% within five minutes of arrival.   | ●      | On Track |
| <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<br>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 |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE                       | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|---|---|-------------------------------|---|---|--------|----------|--|
| 3.1.2 - Provide adequate funding to maintain open space areas.  | Lead: Strategic Planning<br>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 | Contributions collected from Section 94A Contributions Plans are used to fund open space capital works.  |
|   | Lead: Landscape & Urban Design<br>Secondary: Strategic Planning | Grant Funding                 | Apply for Grant funding for open space.   | Number and value of grant received.   | ●      | On Track | <p>Council has been successful in receiving \$1,000,000 funding 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 has been determined and construction works were staged as applicable. The construction of the hall basketball court, installation of the five bbq picnic shelters, construction of the new playground, skate park and exercise equipment have all been completed. A 2/3 completed progress payment has been requested of the funding organisation.</p> <p>Council has been successful in receiving Federal Government grant funding of \$1,300,000 for the upgrade of facilities in Blair Park. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works have been staged as applicable. The supply and installation of new sports field floodlighting, repair and upgrade to the workers shed, new perimeter fencing, new spin high fencing at the eastern end of the soccer field, installation of a picnic shelter and the construction of new playground is now completed. A 33% progress payment has been issued to the grant funding organisation and \$435,000 payment has been received by Council.</p> <p>The works for the construction of the main shared path and other ancillary paths are now completed at Wangal Park under the \$354,962.50 grant from the Metropolitan Greenspace Program.</p> <p>Design options for the solar lights around the pathway network at Wangal Park have been investigated and a design commissioned.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new fitness equipment in Henley Park valued at \$48,551.00 with a total project cost of \$97,000.</p> <p>Council has recently applied for grant funding for the design, supply and installation of new cricket practice nets in Henley Park valued at \$34,000 with a total project cost of \$68,000.</p> <p>Council will apply for further grants as the opportunities arise.</p> |
| 3.1.3 - Pursue partnerships and opportunities to create new open spaces.  | Lead: Building & Development<br>Secondary: Strategic Planning   | Open Space                    | Negotiate with developers upon redevelopment of sites for additional open space.              | Number of planning agreements and/or conditions of consent that provide additional public open space. | ●      | On Track | There were no planning agreements and/or conditions of consent that provided additional public open space last quarter.  |
| 3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community. |   |                               |   |   |        |          |  |

| THEMES AND STRATEGIC GOALS      | RESPONSIBILITY   | SERVICE   | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|---------------------------------|------------------|---|---|---|--------|----------|---|
| Lead: Parks<br>Secondary: Parks | Park Maintenance | Maintenance of parks: including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches. | Maintenance of flower bed displays in Burwood Park. | Parks cleaned weekly.   | ●      | On Track | Parks and reserves serviced daily or weekly depending on location and usage. Works carried out include toilet, BBQS, picnic area facilities cleaning and servicing. Rubbish and litter removal, emptying of bins including dog litter bins done daily or weekly depending on location.<br>Mowing and garden bed maintenance carried out as per service standard cycles.   |
|                                 |                  |   |   | Annual flower beds will have three to four displays per year that coincide with Council Events.                 | ●      | On Track | Annual flower bed displays were prepared to coincide with the ANZAC Service and the National Servicemen's Association memorial services in Burwood Park. Both events were very successful.  |
|                                 |                  |   |   | Comprehensive inspections completed one month prior to relevant sporting seasons commencement.                  | ○      | On Track | Fields were assessed for works required prior to the beginning of the winter sporting season. Irrigation systems were checked and field set up requirements implemented for the new season.<br>Blair Park also required some additional turf works due to the installation of the new floodlighting system.<br>All problems were treated to enable successful commencement of the football season at those parks. |
|                                 |                  |   |   | Line marking of sporting fields maintained at minimum of 4 weeks cycles.  | ●      | On Track | Fields on sporting fields are generally marked on 1-2 week cycle depending on the growth of the grass and the wear on the lines as the season progresses.   |
|                                 |                  |   |   | Sporting fields fertilised during March-April period.   | ●      | On Track | Fields at both Henley and Blair Parks were fertilised at the beginning of April.  |
|                                 |                  |   |   | Soil analysis test for turf nutrient requirements undertaken annually in July and August.                       | ○      | On Track | No action this quarter. Soil samples will be taken and sent for analysis towards the end of the season.<br>The results from the testing guide the fertiliser and nutrient amendment program that is implemented at the end of the season in spring.   |
|                                 |                  |   |   | Fields aerated and fertilised where required annually in September-October.                                     | ○      | On Track | Additional aerating was carried out this year in June at Blair and Henley and Blair Parks to relieve compaction to try and improve drainage as the wet weather conditions started.<br>Verti- draining aeration system was used to cause minimal ground surface disturbance.   |
|                                 |                  |   |   | Worn down turfed areas re-turfed where required during the September-December period.                           | ○      | On Track | Additional turfing was carried out at Henley Park and Blair Park prior to the season starting due to grass disease at both parks and surface damage caused by machinery at Blair Park during the installation of the new floodlights.   |
|                                 |                  |   |   | Fields are sprayed for broad leaf weeds during August-October period and as required for crowfoot infestations. | ○      | On Track | No action required during this quarter. Weed spraying program commences at the end of winter on beginning of spring.  |
|                                 |                  |   |   | Crickets pitches line marked on regular basis.  | ●      | On Track | Crickets pitches marked at Burwood, Flockhart and Henley Park for the winter cricket competitions as required.  |
|                                 |                  |   |   | Sporting fields oversowed for high traffic areas where required during March-April period.                      | ●      | On Track | Sporting fields at Henley Park and Blair Park were over-sowed in autumn with ryes grass to try and provide protection against the excessive wear that these fields receive.   |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY                                     | SERVICE          | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|----------------------------|--|------------------|---|---|--------|----------|--|
|                            |  |                  |   | Fields mown on a 1-4 weeks cycle subject to season and sporting activities.   | ●      | On Track | Sports field are generally mown on a weekly basis during the winter season but may reduce to two week cycles as the weather becomes colder and grass growth slows down.  |
|                            |  |                  |   | Fields set up for soccer season and during March-April period.  | ●      | On Track | All sport fields were set up and ready for the beginning of the winter season. This includes goal post installations, line marking set outs, grass over sowing, mowing and fertilising   |
|                            |  |                  | Herbicide/Insecticide spraying.   | Major parks (Henley, Wangal, 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 | No broad scale weed spraying of parks was required this quarter. Programmed for late winter or early spring.   |
|                            |  |                  | Pruning of park trees and Phoenix palms.  | Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.   | ●      | On Track | Palms along the Burwood Road frontage of Burwood Park were pruned back this quarter.   |
|                            |  |                  | Mowing of parks and playing fields.   | Passive areas mown on a 2-4 week cycle, depending on season.  | ●      | On Track | Sports field are generally mown on a weekly basis during the winter season but may reduce to two week cycles as the weather becomes colder and grass growth slows down.  |
|                            |  |                  |   | 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 | Passive grass areas of parks and reserves are mown on a 1-4 week cycle depending on grass growth and seasonal maintenance requirements.  |
|                            |  |                  |   | Capital Works Plan to consider the actions of the Plan.   | ●      | On Track | Average mowing cycle is approximately 3 weeks.   |
|                            | Lead: Landscape & Urban Design<br>Secondary: Parks | Open Space       | Identify actions from Disability Discrimination Action Plan that are relevant to open spaces. |   | ●      | On Track | Routine visual inspections carried out by Council staff on a daily or weekly basis depending on location and usage of equipment.<br>Quarterly inspections carried out by playground contract consultants.<br>New playground was installed at the Portland St side of Henley Park this quarter.   |
|                            |  |                  |   |   | ●      | On Track | The completed replacement of play equipment in Henley Park, Russell Street Reserve and Blair Park include some equal access play equipment. Access to the play equipment is the park's path network which are graded for equal access. New equal access into Blair Park from the corner of Action Street and Blair Avenue is currently under construction. |
|                            |  |                  |   |   | ●      | On Track | The design of the new playground in Wangal Park is now completed to include equal access and some equal access play equipment. The installation of picnic shelters at Wangal Park have been completed with equal access from the main shared path network.   |
|                            |  |                  |   |   | ●      | On Track | The recently completed path network throughout Wangal Park has been designed and constructed to provide equal access. Other park's capital works will be considered according to the DDA Plan.   |
|                            |  |                  |   |   | ●      | On Track | Equal access path improvements are currently being installed in Henley Park with upgrades to the path network on Portland Street.  |
|                            |  |                  |   |   | ●      | On Track | New play equipment is currently being designed for Sanders Reserve which will include new equal access pathways.   |
|                            | Lead: Parks  | Park Maintenance | Maintain methane system to EPA Standard in  | As required.  | ●      | On Track | The Gas Lateral Migration Abatement System is operating as designed. Routine testing results indicate  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE   | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS      | COMMENT  |
|---|---|-----------|---|--|--------|-------------|--|
|   | Secondary, Parks  |           | Wangal Park<br>Maintain leachate system to Sydney Water Standard in Wangal Park.  | As required.   | ●      | On Track    | the system is operating successfully.<br><br>The Leachate System is operating as designed. Routine testing results indicate the system is operating successfully. Following the new Tradewaste Agreement with Sydney Water, routine testing as stipulated in the agreement has shown compliance with acceptable standard levels.   |
| <b>3.2 - Improve waste management</b>   |   |           |   |  |        |             |  |
| <b>3.2.1 - Better promote existing recycling services.</b>                            |   |           |   |  |        |             |  |
|   | Lead: Environment & Health<br>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    | Council has recently completed two projects to tackle recycling contamination in multi-unit developments. The results show improved engagement and provisions of suitable signs are effective in reducing contamination rates.<br><br>New stickers and bin bay signs have been produced and are being distributed for residential and commercial customers.  |
|   |   |           | Offer free environmental workshops for schools on waste and sustainability.   |  | ●      | On Track    | A School education program recommenced in 2018. Workshops and tutorials are being offered to schools and pre-schools.  |
|   |   |           | Facilitate diversion of e-waste from waste stream through promotion of e-waste drop off centres and e-waste collection events.  |  | ●      | On Track    | E-waste drop off events continue to be provided at the depot. The events are held twice per month with six events provided during the reporting quarter.   |
|   |   |           | Undertake bin contamination audits for recycling.   | Conducted twice per year   | ●●     | On Track    | Bin audits being undertaken as part of CDS introduction. A comprehensive audit is to be conducted in Q2 of 2018-2019.  |
|   |   |           | Give awards to most improved recyclers for each bin audit program.  | Provide report from each audit as to trend in levels of contamination found.   | ●●     | On Track    | CDS audit results are with the NSW EPA and have not been passed on at this time. A comprehensive report will be provided following the September/October audit.  |
|   |   |           | Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology. | Award presentation organised twice per year.   | ●●     | No Activity | Program currently deferred.  |
|   |   |           |   | Conduct audit every two years.   | ●      | On Track    | Audit to be conducted Q2-3 of 2018-19  |
| <b>3.2.2 - Encourage a reduction in waste generation through community education.</b> |   |           |   |  |        |             |  |
|   | Lead: Environment & Health<br>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    | Council continued the compost revolution program during the reporting quarter. Formal EPA funding for the program ceased in December 2017 however additional funding was secured to continue the program until June 2018.<br><br>Compost bins and worm farms are available for sale to residents at discounted prices. Program details are included in Council's website with how to purchase options. |
|   |   |           | Conduct free workshops for residents on composting and organic gardening.   | Conduct two workshops per year for residents as requested.   | ●      | On Track    | The workshops are delivered through reading lightly program and will be continued throughout the year. There was one workshop held in the reporting quarter  |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE                 | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|---|---|-------------------------|--|---|--------|----------|---|
| 3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.  | Lead: Environment & Health  | Waste                   | Develop a Strategic Waste Action Plan to achieve 70% diversion of waste from landfill to reprocessing facilities by 2021 as required by the Waste Avoidance and Resource Recovery Act. | Achieve 70% diversion rate by 30 June 2021. Subject to the provision of reprocessing facilities.  | ●      | On Track | Council has entered into a contract with Veolia Environmental Services (VES) for the treatment of household waste through a Mechanical Biological Treatment plant (MBT).<br>The contract commenced on 1 July 2017 and guarantees a diversion of 53% from Council's residual waste stream, which when added to other recycling services will achieve the 70% diversion rate.<br>This is to be confirmed when tonnages for the 2017/2018 year are reconciled. |
| <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<br>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 | Council has partnered with Southern Sydney Region of Councils to conduct a number of workshops in Chinese in the 2018 Calendar year. Two environment and waste management workshops were held in April (6th and 13th) one in English and one in Chinese.  |
| <b>3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.</b>   |   |                         |  |   |        |          |   |
|   | Lead: Traffic & Transport<br>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, 14 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 (eg. Concrete yards).</b>  |   |                         |  |   |        |          |   |
|   | Lead: Building & Development<br>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 on Council's web site  |
| <b>3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.</b>  |   |                         |  |   |        |          |   |
|   | Lead: Building & Development<br>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 4 major development application last quarter for a building design with a 4 to 5 star rating.  |
| <b>3.4 - Leadership in environmental sustainability</b>   |   |                         |  |   |        |          |   |
| <b>3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.</b>  |   |                         |  |   |        |          |   |
|   | Lead: Works, Operation & Parks  | Clean Drainage Network  | Stencil labelling of all Council's drainage pits.  | Major drainage pits completed by December 2017.   | ●      | On Track | Council is routinely updating and reviewing our network data to determine the exact locations of critical pits.   |
| <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<br>Secondary: Media, Communications & Events | Environmental education | Encourage Community ownership of our Council.  | Participate in annual 'Clean up Australia Day'.   | ●      | Not Due  | Clean up Australia day is held in March of each year (previous quarter).  |



| 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 Doh in a Dumper phone number.  | ●      | On Track | Councils waste investigations officer continues to investigate dumped rubbish incidents. The position has now been made permanent. New cigarette butt containers with signage have been placed at strategic locations around town centres  |
|   |   |   |  | Use CCTV cameras as a deterrent for illegal dumping.  | ●      | On Track | The use of CCTV cameras as a deterrent for illegal dumping continues to be utilised across the Burwood Council area. Mobile cameras are moved around to "hot spot" locations as considered necessary.  |
|   |   |   |  | Report quarterly on levels on illegal dumping, including tonnage and number of incidents.   | ●      | On Track | There were 148 incidents of dumped rubbish in the reporting period.  |
|   |   |   | <b>3.4.3 - Promote greater use of more efficient green technologies and alternative energy sources.</b>  |   |        |          |  |
|   | Lead: Environment & Health<br>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 | There are no rebate schemes currently being offered by either the Federal or State Governments via Councils,   |
|   |   |   | Promote to the community and participate in the annual Earth Hour event.   | Participate in Earth Hour.  | ○      | Not Due  | Earth hour is held annually in March each year (previous quarter).   |
|   |   |   | <b>3.4.4 - Develop management plans that improve the performance of Council operations to address global warming.</b>  |   |        |          |  |
|   | Lead: Environment & Health  | Develop Management Plans                        | Monitor actions from:<br>- Green Action Plan<br>- Sustainability Action Plan<br>- Water Savings Action Plan<br>- Chief of Climate Protection program - Local Action Plan<br>- Strategic Waste Action Plan<br>- Litter and Illegal Dumping Plan | Annual report to Council.   | ○      | Not Due  | The Annual Report to Council is due in Q3 2018-2019.   |
| <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 | Approval received for review of Bus Stops in Queen Street for rationalising of multiple stops adjacent to Blair Park to one safer stop. Works to be carried out in 2018/19 financial year.   |
| <b>4.1.2 - Investigate options for effective traffic management and increased public parking.</b> |   |   |  |   |        |          |  |
|   | Lead: Building & Development<br>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 30 referrals made to Council's Traffic & Transport section for comment during this quarter with 3 applications also being referred to RMS for comment.  |
| <b>4.1.3 - Develop a whole of LGA parking strategy.</b>   |   |   |  |   |        |          |  |
|   | Lead: Traffic & Transport<br>Secondary: Compliance                            | Parking Strategy                                | Undertake review of Burwood Public Parking Strategy.   | Undertake a review every 18-24 months to identify areas requiring improvement.  | ●      | On Track | A review of the Burwood Public Parking Strategy is currently under way, with consultation having been undertaken with residents of Murray Street regarding on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY | SERVICE  | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT   |
|----------------------------|----------------|--|--|---|--------|----------|---|
|                            |                | 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 | possible inclusion into the Parking Strategy.<br>During this Quarter, a total of 27 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>           | Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.   | Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines. | ●      | On Track | Designs were completed and approved via Local Traffic Committee for the following projects:<br>- Appian Way pedestrian refuge island<br>- Railway Crescent traffic island<br>Design commenced for new pedestrian crossing and traffic calming device in Arthur street, Croydon.<br>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> | 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 April and June Local Traffic Committee meetings were successfully held with a total of 11 items presented for consideration. All items were subsequently endorsed by Council.   |
|                            |                | <b>4.1.6 - Expand the Burwood bike plan.</b>   | Apply for grant funding for cycling facilities from external sources   | Number and value of grants received.  | ●      | On Track | Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenity Improvement Project for additional cycleways to growth areas along the Parramatta Road Corridor.<br>The Federally funded black spot project at the intersection of Travisstock Street and Tullimbar Street was completed.<br>Investigations have commenced to determine nominations for the 2019/20 National Black Spot Program.   |
|                            |                | <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>              | Identify appropriate spaces for expansion to include leisure activities.   | Submit grant applications.  | ●      | Not Due  | Council continues to explore opportunity when there is funding program available.   |
|                            |                | Accessible Infrastructure and Services   | Design and construct a community facility in Burwood Park, as part of the Stage 2 Burwood Park Pavilion project  | Works to be completed by 28 February 2018.  | ●      | Watch    | The construction of the proposed new community facility in Burwood park is anticipated to complete by the end of September 2018. Delay from original deadline was caused by negotiations in relation to the Burwood Park Community Centre lease, as well as by inclement weather once the project started.  |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY  | SERVICE  | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|--|---|--|---|---|--------|----------|--|
| 4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.            | Lead: Assets, Landscape, Architecture, Urban Design & Contracts.<br>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 eight (8) new pram ramps across the LCA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.  |
|  | Lead: Traffic & Transport<br>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 | Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenity/Improvement Project for additional cycleways to growth areas along the Parramatta Road corridor. Part of this will include links across Parramatta Road into Canada Bay Council.  |
| 4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West. | Lead: Traffic & Transport<br>Secondary: Community Services  | 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 completed all grant funding projects including "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were run throughout the 2017/18 financial year.   |
| 4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.  | 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 Families Interagency Network meetings were delivered by the Families NSW Coordinator with the assistance of the Children, Families and Cultural Development Officer.<br>A child and families sector seminar is currently being planned and will take place in July.  |
| 4.2.5 - Deliver programs targeted to families and children aged 0-12 years.  | Lead: Community and Library Services  | Community Development (Children and Families Services) | Deliver Families and Children events.   | One event held per annum.   | ●      | On Track | Mobile Playvan held it's annual animal farm during April/2018 at both Henley and Burwood Park. Over 80 families were in attendance and thoroughly enjoyed the experience along with the usual playvan services of toys, books, crafts and sports equipment appropriate for 0-6 year olds.<br>First aid training was provided by St John Ambulance on Saturday 14 April 2018 at the Burwood Library and Community Hub for volunteers that attend Community Soccer. All successfully completed the course.   |
| 4.2.6 - Improve accessibility of Council owned community facilities.   | Lead: Community and Library Services.<br>Secondary: Assets, Landscape, Architecture, Urban Design & Contracts | Accessible Infrastructure and Services                 | Provide information, training and resources targeted to Families and Children.  | Children's directory kept up to date.   | ●      | On Track | The Children's Directory is updated on an ongoing basis and can be downloaded from Burwood Council's website.  |
|  | Lead: Community and Library Services.<br>Secondary: Assets, Landscape, Architecture, Urban Design & Contracts | Accessible Infrastructure and Services                 | Implement actions from Disability Inclusion Action Plan including actions that are relevant to community facilities.  | Annual progress report presented to Council by 30 June each year.   | ●      | On Track | Council coordinated a National Disability Insurance Scheme (NDIS) community information expo at Woodstock Community Centre on 17 May 2018 in partnership with the Kinchela Boys Home, Ability Links and other local service providers. Ability Links Local Area Coordinators act as the vital link between a person with a disability and the package of services that he or she is entitled to under the NDIS. This event was held to inform the community about the NDIS transition that is taking place as many clients have yet to move to their new service providers to meet their individual needs. |

ITEM NUMBER 76/18 - ATTACHMENT 1

Delivery Program 2013-2017 Quarterly Report - 30 June 2018

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY   | SERVICE                        | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)              | TARGET | STATUS   | COMMENT   |
|---|--|--------------------------------|--|---|--------|----------|---|
| <b>4.3 - Safe facilities and services</b>   |  |                                |  |   |        |          |   |
| <b>4.3.1 - Design footpaths to increase pedestrian only spaces for improved pedestrian access and safety.</b> |  |                                |  |   |        |          |   |
|   | Lead: Assets, Landscape, Architecture, Urban Design & Contracts                                  | Civil Footpath Design          | To delineate between pedestrian only and shared footpaths.   | Clearly identify shared paths.                      | ●      | On Track | As part of the Parramatta Road Urban Amenity Improvement Program (PRUIAP), Council has received grant funding from the Greater Sydney Commission (GSC) to formalise some existing informal cycle routes and incorporate new cycle routes through the Burwood LGA. These upgrades will include the implementation of a number of shared paths that will be constructed in accordance with all relevant guidelines and standards such as RMS, Austroads and Council.  |
|   | Lead: Assets, Landscape, Architecture, Urban Design & Contracts<br>Secondary: Community Services | Street Lighting                | Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.                                      | Undertake regular night audits.                     | ●      | On Track | Following several successful public lighting trials of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and reduce overall costs for Council. As of 30 June 2018, 319 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting and an accelerated replacement program 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 well-being for seniors, people with disabilities and their carers, as per Council's Ageing Strategy. | Agreed number of programs and activities delivered. | ●      | On Track | Council's Seniors Festival 2018 ran for two weeks in April 2018. The main event was held on Thursday 5 April 2018 and was another successful "High Tea" with catering was prepared by students through the school's Southern Cross Vocational Enterprises. Just to note, Southern Cross provides students with a training environment that has opportunities to gain practical experience alongside industry professionals, engage in work activities aligned to their own competencies and employability skills and to supplement minimum course requirements for industry experience.<br><br>The other activities offered during the Seniors Festival were "Fitter and Stronger" gentle exercise, yoga and line dancing". There were also four movies shown that had interesting themes which provoked active discussion after each screening.<br><br>The month of May saw two new programs introduced. "Stay Standing - Falls Prevention Program" was held for six sessions on Wednesdays from 17 May to 20 June for over 65 years old. The other program was "Make Your Move" dance program which ran for eight weeks from 17 May to 4 July for people with mobility issues or a disability. These two programs were well received and attendance was high.<br><br>A variety of health and wellness activities continued to |

| THEMES AND STRATEGIC GOALS   | RESPONSIBILITY  | SERVICE                | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|--|---|------------------------|--|---|--------|----------|--|
|  |   |                        |  |   |        |          | be offered for seniors at the Woodstock Community Centre and Fitzroy Hall.   |
| <b>4.5 - Vibrant and clean streetscape</b>   |   |                        |  |   |        |          |  |
| <b>4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.</b> |   |                        |  |   |        |          |  |
|  | Lead: Compliance Secondary: Media, Communications & Events                    | Education              | Promote Council's "Dob in a Dumpster" program targeting littering in the LGA.  | Leaflets to be distributed on known offending streets highlighting littering trend increases.   | ●      | On Track | Council takes a proactive stance against unlawful dumping of rubbish with programs such as Council's "Dob in a Dumpster" Program developed to target the people causing the issue. The program encourages residents to report unlawful rubbish dumping offenders to Council for prosecution.   |
|  | Lead: Community and Library Services Secondary: Media Communications & Events |                        | Promote information and phone numbers for the Graffiti Line.   | Two articles per year to be posted in local media papers educating the community of the program.  | ●      | On Track | Council takes a proactive stance against unlawful rubbish dumping with the development of the "Dob in a Dumpster" program. The program is enforced by Council's Compliance Team with any person identified dumping unlawfully being prosecuted. Articles are also developed to provide communication of the program.   |
|  | Lead: Community and Library Services Secondary: Media Communications & Events |                        | Promote information and phone numbers for the Graffiti Line.   | Graffiti Line number maintained in Council's website, newsletters and publications.   | ●      | On Track | Council continued to promote information on how to deal with graffiti, including the Graffiti Line number.   |
| <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 fourth quarter, Burwood Council delivered two major civic events: the Anzac Day Commemorative March and Dawn Service and the National Servicemen's Commemorative Service. In addition, Council supported the Buddha Vesak Day celebrations in Burwood Park.   |
| <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, including Parramatta Road Urban Transformation Strategy, 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 | Amendment No. 12 to Burwood Local Environmental Plan (BLEP) 2012 came into force on 17 November 2017. The BLEP now contains Clause 6.5 Design Excellence in Zones B2 and B4.<br><br>The Burwood Development Control Plan contains more detailed provisions to promote architectural integrity and aesthetically appealing buildings. This Development Control Plan was amended in June 2018 to incorporate additional provisions on building articulation and materials. |
|  | 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 residential design quality planning controls to the assessment & determination of 2 major development, referred a further 2 major development applications to urban design architects for specialist advice to assist in providing high quality urban design outcomes.   |
| <b>4.5.4 - 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 & median figures for the last quarter were 89 and 65 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the assessment and determination of a major development within that time. Council has also   |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE  | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT   |
|---|---|--|---|--|--------|----------|---|
| 4.6 - Minimise risk and ensure continuity of critical business functions                | Lead: Customer Service & Records<br>Secondary: Information Technology | Management of Council's records systems in accordance with the State Records Act | Monitor Records Management Plan.  | engaged additional resources to assist with the assessment of development applications.  |        |          |   |
|   |   |  |   | Number of requests for review of determination of Development Applications pursuant to Section 82A of the Environment and Planning Assessment Act. | ●      | On Track | There were no requests for a review of a development application pursuant to S82A of the Act during this quarter.   |
|   |   |  |   | Required records are available.  | ●      | On Track | Required records were available within service level time frames.   |
| 4.6.1 - Implement best practice records and risk management strategies.                 | Lead: Information Technology<br>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 | Business Continuity and Disaster Recovery Procedures reviewed and tested.   |
|   |   |  |   | All staff are informed and understand risk as it relates to their position and responsibilities.   | ●      | On Track | Draft Business Continuity Plan (BCP) for Depot, Library and Pool has been developed and submitted for review. Relevant staff from each Department have participated in the development of the BCP undertaken training sessions during this quarter.<br><br>In the first quarter of 2018/2019 the review and update of the BCP for the Chambers will be completed, then a consolidated Council wide PCP will be implemented.<br><br>In the 3rd Quarter the Risk Management Action Plan for 2018/2019 was approved by the Risk Management Committee.<br><br>During this quarter, nominated staff attended training organised by CivicRisk Mutual on 'How to Manage and Successfully defend Claims'  |
| 4.6.2 - Facilitate training and education awareness programs regarding risk management. | Lead: Organisational Development                                      | Risk Management  | Develop training and education program in strategic risk management   |  |        |          |   |
| 4.6.3 - Maintain an appropriate insurance program.                                      | Lead: Organisational Development                                      | Insurance  | Manage Council's insurance portfolio.   | Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.              | ○      | On Track | The insurance portfolio is managed in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on an annually basis.<br><br>CivicRisk Mutual Insurance Portfolio was reviewed from June till October every year. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.<br><br>In June 2018 the cover has been placed for the following policies for the period from 30 June 2018 to 30 June 2019, all as applicable to each member Council:<br><ul style="list-style-type: none"><li>▪ Community Support Liability;</li><li>▪ Workers Compensation Top Up</li><li>▪ Fine Arts;</li><li>▪ Pollution Liability;</li></ul> |
|   |   |  |   |  |        |          |   |

| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY          | SERVICE              | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET | STATUS   | COMMENT  |
|---|-------------------------|----------------------|---|---|--------|----------|--|
| <b>4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.</b>      |                         |                      |   |   |        |          |  |
| Lead: Information Technology  | Hardware Infrastructure | Information Systems  | 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 | Service has been provided to standard.   |
|   |                         |                      | 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 | Service has been provided to standard.   |
| <b>5 - A Vibrant Economic Community</b>   |                         |                      |   |   |        |          |  |
| <b>5.1 - Support and manage Burwood's major centre status</b>   |                         |                      |   |   |        |          |  |
| 5.1.1 - Implement economic development strategies.  |                         |                      |   |   |        |          |  |
| Lead: Media, Communications & Events  | Economic Development    | Economic Development | Cooperate and identify partnership opportunities with all local Chambers of Commerce.   | Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents. | ●      | On Track | The Local Chambers of Commerce were invited and encourage to participate in discussion by providing their feedback as part of the Community Strategic Plan consultation.   |
|   |                         |                      | Apply for grant funding for transport facilities.   | Number and value of successful grants.  | ●      | On Track | A successful submission was made for 2018/19 National Black Spot Program to treat the length of Everton Road Strathfield between Mosely Street and Wentworth Road due to the number of accidents recorded in this area. This work will be fully funded as part of the program. |
| 5.1.2 - Pursue funding for infrastructure that supports commercial activities such as public transport.             |                         |                      |   |   |        |          |  |
| Lead: Traffic & Transport   | Grant Funding           | Grant Funding        | Apply for grant funding for transport facilities.   | Number and value of successful grants.  | ●      | On Track | A successful submission was made for 2018/19 National Black Spot Program to treat the length of Everton Road Strathfield between Mosely Street and Wentworth Road due to the number of accidents recorded in this area. This work will be fully funded as part of the program. |
|   |                         |                      | 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 | All business zones in the Burwood Local Government Area allow mixed use developments under the Burwood Local Environmental Plan.   |
| 5.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre. |                         |                      |   |   |        |          |  |
| Lead: Strategic Planning  | Planning Instruments    | Planning Instruments | Review the Comprehensive LEP every five years, in accordance with NSW Government requirements.  | Review to commence by 1 June 2020.  | ●      | On Track | A major review of the Burwood LEP is tied to the District Plan which has recently been released and will be undertaken under the guidance of the Department of Planning & Environment.   |
|   |                         |                      | Implement an inspection program for premises that present a potential public health risk to ensure compliance with requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regpl | Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.   | ●      | On Track | Registered premises are inspected to ensure compliance with relevant health regulations. The inspection program is undertaken by Council's environmental health officers. There was a total of 244 inspections carried out in the reporting quarter.                           |
| <b>5.2 - Support small business</b>   |                         |                      |   |   |        |          |  |
| 5.2.1 - Develop programs to strengthen and sustain small businesses.  |                         |                      |   |   |        |          |  |
| Lead: Environment & Health Secondary: Media, Communications & Events  | Public Health           | Public Health        | 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 | Regulation of food shops by way of enforcement action is taken as considered necessary. During the reporting quarter the following were issued: 10 Improvement notices, 28 Penalty notices and 1 Prohibition Notice.   |

| THEMES AND STRATEGIC GOALS | RESPONSIBILITY | SERVICE   | ACTION   | SERVICE STANDARD (PERFORMANCE MEASURE)  | TARGET                                       | STATUS  | COMMENT   |
|----------------------------|----------------|-----------|--|---|--|---|---|
|                            |                | Education | <p>Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.</p> <p>Conduct two food handling, hygiene and safety workshops for food shop operators.</p> <p>Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.</p> <p>Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.</p> <p>Respond to and investigate public health complaints.</p> | <p>Submit Annual Food Activity report to the NSW Food Authority by end of July each year.</p> <p>Conduct two work shops per year. One of the workshops is to be in a language other than English.</p> <p>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.</p> <p>Examine and condition development applications as necessary.</p> <p>Report number of complaints investigated and actioned as part of quarterly reporting process.</p> | <p>○</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> | <p>On Track</p> <p>On Track</p> <p>On Track</p> <p>On Track</p> <p>On Track</p> | <p>The Annual Food Activity Report will be completed in July for the preceding year's activity.</p> <p>A Food Safety and Hygiene workshop was held on 8 June 2018. Further workshops are being scheduled.</p> <p>Council's Environmental Health Officers maintain and have available fact sheets in a variety of languages and on a range of specific public health topics for distribution to shopkeepers as necessary.</p> <p>Development applications that are referred are reviewed as required and appropriate conditions relating to environment and health concerns are included in consents. There were 23 development applications assessed by the Environment and Health Team during the reporting quarter.</p> <p>Public Health complaints are investigated and appropriate action taken where warranted to rectify matters. There were 12 public health complaints received and investigated by the environment and health team during the reporting quarter.</p> |
|                            |                |           | <p><b>5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.</b></p> <p>Lead: Strategic Planning<br/>Planning Instruments</p> <p>Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues, including but not limited to: - The Greater Sydney Commission District Plan - Parramatta Road Urban Transformation Strategy - Merged Council Entity</p>  | <p>As required.</p>   | ●  | On Track  | <p>Burwood LEP is reviewed as required and in response to emerging issues. There have been over 12 amendments since the LEP came into force in 2012.</p> <p>The Eastern City District Plan has been recently released. The Parramatta Road project is pending Urban Design and Traffic and Transport studies. It is expected that the District Plan and the Parramatta Road project will lead to further amendments to the Burwood LEP.</p>   |
|                            |                |           | <p><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></p> <p>Lead: Media, Communications &amp; Events<br/>Events</p> <p>Investigate opportunity to hold markets in conjunction with other civic events.</p>   | <p>Inclusion of market-type sections at Council's major civic events.</p>   | ●  | On Track  | <p>Burwood Council incorporates market-type sections in its major civic events where relevant and appropriate. The two major civic events held during the fourth quarter were Commemorative Services and due to the nature of these events, they were not suitable for the inclusion of market-type sections. Council supported the externally organised Buddha's Vesak Day Celebration event which took place this quarter and included a market-type section with stalls offering a range of food, arts and crafts and information.</p> <p>The next event to include market-type sections will be Council's largest civic event, Burwood Festival to be held in October 2018.</p>   |



| THEMES AND STRATEGIC GOALS  | RESPONSIBILITY  | SERVICE                | ACTION  | SERVICE STANDARD (PERFORMANCE MEASURE)   | TARGET | STATUS   | COMMENT  |
|---|---|------------------------|---|--|--------|----------|--|
| <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 continues to support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work.</p> <p>Council currently has Student Graduate Engineers in Civil Engineering and more than 10 Volunteer workers in our Records, Depot and Community Life areas.</p> <p>A successful one week placement was completed by two students from Southern Cross Vocational College during this period, providing valuable working experience and exposure to a variety of Council areas. Council is committed to supporting these young people with their requirements to successfully complete their schooling and chosen vocational courses.</p> <p>The Community Services area is currently hosting a TAFE Student to assist with their mandatory requirements for industry placement as part of their Certificate IV in Community Services.</p> <p>Additionally suitable candidates for the roles of Casual Library Shelvers have been sourced and filled by local high school students providing local meaningful paid employment opportunities.</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 | <p>There were 24 heritage referrals received in the period, around 70% dealt with within 10 days and 80% within 15 working days.</p>   |
| <b>5.4.2 - Ensure compliance with State Government Planning System Reform.</b>  |   |                        |   |  |        |          |  |
|   | Lead: Strategic Planning & Secondary Building & Development | Planning Instruments   | Review implications and implement reviews of Burwood Council's plans according to reform's outcomes.  | As State Government Planning System Reform reports are published.  | ●      | On Track | <p>There has not been any State Government Planning System Reform report. Council is aware of the implications of the recent updates to the planning legislation and is in the process of implementing actions required as a result of these updates.</p>  |

## **(ITEM RC6/18) BURWOOD LOCAL TRAFFIC COMMITTEE MEETING - JULY 2018**

File No: 18/26909

REPORT BY ACTING DIRECTOR, ENGINEERING & OPERATIONAL SERVICES

### **Summary**

Attached are the Minutes of the Burwood Local Traffic Committee from its meeting of July 2018. The Minutes are hereby submitted to the Ordinary Council Meeting for consideration and adoption by Council.

### **Operational Plan Objective**

4.1.3 - Work with key stakeholders to ensure an integrated transport plan.

### ***Recommendation(s)***

That the minutes of the Burwood Local Traffic Committee of July 2018 be noted and the recommendations of the Committee as detailed below be adopted as a resolution of the Council.

## **(ITEM LTC13/18) COMER STREET, BURWOOD - CHANGES TO PARKING RESTRICTIONS**

### ***Recommendations***

1. That Council approve the installation of the following modifications to signposting along the Comer Street frontage of the Childs Care Centre at 2 Comer Street subject to the development application (BD.2017.176) being approved:
  - Convert 5 existing '1/2P 8:30am-6:00pm Mon-Fr, 8:30am-12:30pm Sat' to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am-4pm Mon-Fri, 8:30am-12:30pm Sat'
  - Convert 7 of the 10 existing '2P 8am-6pm Mon-Fr, 8am-1pm Sat & Public Holidays to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am- 4pm Mon-Fri, 8:30am-12:30pm Sat'
  - Convert 4 of the 10 existing '2P 8am-6pm Mon-Fr, 8am-1pm Sat & Public Holidays to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am- 4pm Mon-Fri, 8:30am-12:30pm Sat Permit Holders Excepted'
2. That the amendments to the parking restrictions be undertaken at the applicant's cost.

### **Attachments**

1 [↓](#) Agenda - Burwood Local Traffic Committee July 2018

2 [↓](#) Minutes - Burwood Local Traffic Committee July 2018



*Burwood Council*

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## **NOTICE OF BURWOOD LOCAL TRAFFIC COMMITTEE MEETING**

The extra ordinary July meeting of the Burwood Local Traffic Committee will be held electronically with the Agenda emailed to members for review. All comments are requested to be returned to Council by 5.00pm Friday 13 July 2018.

Bruce Macdonnell  
**GENERAL MANAGER**

**Our Mission**

**Burwood Council will create a quality lifestyle for its citizens  
by promoting harmony and excellence in the delivery of its services**

Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW 2134, PO Box 240 Burwood NSW 1805  
phone: 9911 9911 facsimile: 9911 9900  
email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

**AGENDA**

**GENERAL BUSINESS**

(ITEM LTC13/18) COMER STREET, BURWOOD - CHANGES TO PARKING RESTRICITONS..... 3

**(ITEM LTC13/18) COMER STREET, BURWOOD - CHANGES TO PARKING RESTRICTITONS**

File No: 18/26206

REPORT BY MANAGER TRAFFIC & TRANSPORT

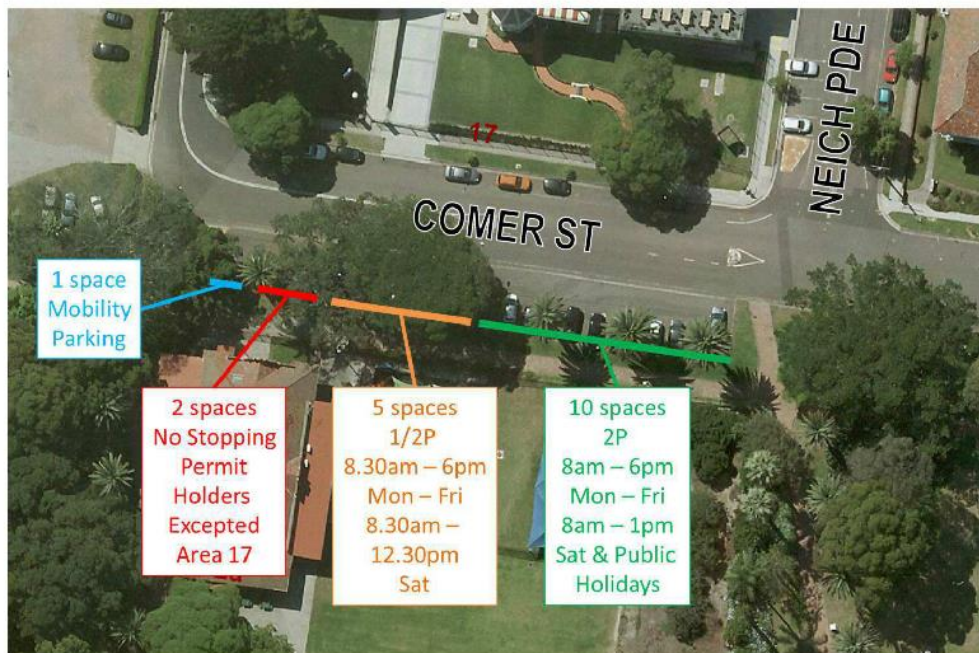
**Summary**

A Development Application (BD 2017/176) has been received for 2 Comer Street, Burwood which seeks to increase the capacity of the existing child care centre from 48 children to 90 children with an increase of staff from 14 to 18 staff. No off-street parking exists or is being proposed as part of the development application and it is not possible to provide on-site parking.

**Background**

A development application (BD 2017/176) has been received for 2 Comer Street, Burwood which seeks to increase the capacity of the existing child care centre from 48 children to 90 children with an increase of staff from 14 to 18 staff. No off-street parking exists or is being proposed as part of the development application and it is not possible to provide on-site parking.

Existing on-street parking restrictions on the southern side of Comer Street directly fronting the childcare centre are shown on the plan below.



A traffic impact assessment report accompanied the Development Application. The report provided a detailed parking occupancy survey recorded at 10 minute intervals between 7:30am-10:00am and 2pm-6pm on Thursday 12<sup>th</sup> April 2018 in and around the site.

The data indicates that there are the following vacant spaces on the southern side of Comer Street:

- 11 to 36 vacant spaces available for drop off between 7:30am-9:00am
- 9 to 15 vacant spaces available for pick up between 4:00pm-6:00pm

Council staff undertook an in house parking survey at various times/days during the drop off/pick up times which yielded the following results;

| Comer Street  | Capacity | Vacancy                |                        |                         |                                     |                                    |
|---------------|----------|------------------------|------------------------|-------------------------|-------------------------------------|------------------------------------|
|               |          | 3:30pm<br>Wed 30th May | 4:50pm<br>Wed 30th May | 2:50pm<br>Thur 31st May | 4:00pm<br>Thur 31 <sup>st</sup> May | 9:00am<br>Mon 4 <sup>th</sup> June |
| Southern side | 37       | 7                      | 7                      | 3                       | 5                                   | 5                                  |

Council's DCP states that the parking requirements are as determined case-by-case on the basis of a Transport, Traffic and Parking Impact Report and Management Plan prepared by the applicant, taking into account the following guidelines noting that the development is located in an RE2 Private Recreation area.

| ADDITIONAL PARKING DEMAND |                            | Rate  | Requirement | Provided |
|---------------------------|----------------------------|---|-------------|----------|
| <b>Child Care Centre</b>  | 4 additional staff members | 1 space per staff member  | 4           | 0        |
|                           | 42 additional children     | Adequate access for and turning facilities for short stay set down and pick up of children based on 1 space per 4 licensed children | 10.5 (11)   |          |
| <b>TOTAL</b>              |                            |   | <b>15</b>   | <b>0</b> |

The development's proposed additional off-street parking provisions (zero) does not satisfy Council's requirements and is deficient by 15 spaces.

Noting the outcome of the parking surveys, most importantly that there is generally a significant amount of parking availability in the surrounding area to cater for the additional parking demand associated with the proposal, however this parking demand cannot be catered for on the southern side of Comer Street under current parking signposting, the DA is considered acceptable on traffic and parking grounds subject to modifications to the on-street parking signposting along the frontage of the site to provide safe drop off/pick up for the child care centre. Should support be provided for these signposting changes they will form a condition of consent.

**Proposal**

It is proposed that the following modifications to signposting on the southern side of Comer Street along the entire site frontage be made:

- Convert the existing 5 x '1/2P 8:30am-6:00pm Mon-Fr, 8:30am-12:30pm Sat' to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am-4pm Mon-Fri, 8:30am-12:30pm Sat'
- Convert 7 of the existing 10 x '2P 8am-6pm Mon-Fr, 8am-1pm Sat & Public Holidays to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am- 4pm Mon-Fri, 8:30am-12:30pm Sat'
- Convert 4 of the existing 10 x '2P 8am-6pm Mon-Fr, 8am-1pm Sat & Public Holidays to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am- 4pm Mon-Fri, 8:30am-12:30pm Sat Permit Holders Excepted'



The proposed changes will impact parking restrictions during the peak drop off and pick up times of 7am-9am and 4pm-6pm on weekdays. Outside of these hours the parking will revert to back to 2P during 9:00am-4pm Mon –Fri and 8:30am-12:30pm Sat, providing more suitable parking conditions for non-child care related activities including shopping, school visitors and park users.

**Consultation**

The child care centre is the only site directly impacted hence no further consultation has been undertaken.

**Financial Implications**

The cost of modifying and installing signs will be at no cost to Council and will be funded by the applicant should the development proceed.

**Recommendations**

1. That Council approve the installation of the following modifications to signposting along the Comer Street frontage of the Childs Care Centre at 2 Comer Street subject to the development application (BD.2017.176) being approved:

- Convert 5 existing '1/2P 8:30am-6:00pm Mon-Fr, 8:30am-12:30pm Sat' to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am-4pm Mon-Fri, 8:30am-12:30pm Sat'
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2. That the amendments to the parking restrictions be undertaken at the applicant's cost.

**Attachments**

There are no attachments for this report.



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## EXTRA ORDINARY BURWOOD LOCAL TRAFFIC COMMITTEE MEETING

MINUTES OF THE EXTRA ORDINARY MEETING OF THE BURWOOD LOCAL TRAFFIC COMMITTEE held electronically with all comments submitted by 13 July 2018.

### ATTENDANCE

Cr John Faker (Mayor) Chairperson  
Sgt Trudy Crowther, NSW Police Service  
Mr Nicolas Cocoski, Roads and Maritime Services  
Ms Jodi McKay, State Member for Strathfield

Mr Bruce Macdonnell, Burwood Council, General Manager  
Mr John Inglese, Burwood Council, Acting Director - Engineering & Operational Services  
Mr Roberto Di Federico, Burwood Council, Manager Traffic and Transport  
Mr Henry Huynh, Burwood Council, Traffic Engineering Officer  
Ms Megan Pigram, Burwood Council, Road Safety Officer

### GENERAL BUSINESS

#### (ITEM LTC13/18) COMER STREET, BURWOOD - CHANGES TO PARKING RESTRICTONS

##### Summary

A Development Application (BD 2017/176) has been received for 2 Comer Street, Burwood which seeks to increase the capacity of the existing child care centre from 48 children to 90 children with an increase of staff from 14 to 18 staff. No off-street parking exists or is being proposed as part of the development application and it is not possible to provide on-site parking.

##### **Recommendations**

1. That Council approve the installation of the following modifications to signposting along the Comer Street frontage of the Childs Care Centre at 2 Comer Street subject to the development application (BD.2017.176) being approved:
  - Convert 5 existing '1/2P 8:30am-6:00pm Mon-Fr, 8:30am-12:30pm Sat' to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am-4pm Mon-Fri, 8:30am-12:30pm Sat'
  - Convert 7 of the 10 existing '2P 8am-6pm Mon-Fr, 8am-1pm Sat & Public Holidays to '1/4P 7:00am-9:00am, 4:00pm-6:00pm Mon-Fri, 2P 9:00am- 4pm Mon-Fri, 8:30am-12:30pm Sat'
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2. That the amendments to the parking restrictions be undertaken at the applicant's cost.



This concluded the business of the meeting.

Confirmed this

**MAYOR  
CHAIRPERSON**

**DEPUTY GENERAL MANAGER - LAND,  
INFRASTRUCTURE & ENVIRONMENT**

## **(ITEM IN24/18) POWER OF ATTORNEY REPORT FOR THE GENERAL MANAGER - 24 APRIL 2018 TO 24 JULY 2018**

File No: 18/24571

REPORT BY GENERAL MANAGER

### **Summary**

At the Council Meeting of 24 October 2017, Council resolved to delegate to Bruce Gordon Macdonnell, then Acting General Manager, a prescribed Power of Attorney. The prescribed Power of Attorney remains in place since Council appointed Bruce Gordon Macdonnell the General Manager at the Council Meeting of 27 March 2018.

The resolution included a request for a report to Council every three months on all documents signed under the prescribed Power of Attorney.

Council notes that the following documents were signed under Power of Attorney between 24 April 2018 and 24 July 2018:

1. Voluntary Planning Agreement (VPA) for 2A-8 Burwood Road Burwood between BRD Apartments Pty Ltd and Burwood Council on 12 March 2018. Presented to Council on 12 December 2017, Item 136/17.
2. Voluntary Planning Agreement (VPA) for 2-14 Elsie Street Burwood between Atlas Property Holdings Pty Ltd and Burwood Council on 13 March 2018. Presented to Council on 24 October 2017, Item 98/17.
3. Voluntary Planning Agreement (VPA) for 29 George Street Burwood between Stewards Foundation of Christian Brethren and Burwood Council on 12 March 2018. Presented to Council on 25 October 2016, Item 61/16.
4. Addendum to Voluntary Planning Agreement (VPA) for 2A-8 Burwood Road Burwood between BRD Apartments Pty Ltd and Burwood Council on 19 April 2018. Presented to Council on 12 December 2017, Item 136/17.
5. Voluntary Planning Agreement (VPA) for 6 Railway Parade Burwood between Nascon Asset Pty Ltd and Burwood Council on 20 April 2018. Presented to Council on 23 October 2016, Item 110/16.
6. Voluntary Planning Agreement (VPA) for 8-14 Lyons Street Strathfield between ARM Holdings Pty Ltd ATF The Albert Metledge Family Trust and Burwood Council on 29 May 2018. Presented to Council on 28 November 2017, Item 118/17.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

### **No Decision – Information Item Only**

### **Attachments**

There are no attachments for this report.

## (ITEM IN25/18) SAFE & CLEAN TEAM - QUARTER 4 AND ANNUAL 2017-2018 PERFORMANCE REPORT

File No: 18/25071

REPORT BY ACTING DIRECTOR, PLANNING &amp; ENVIRONMENTAL SERVICES

### Summary

This report provides performance information on the Safe & Clean Team (the Team) for the fourth quarter of the 2017/2018 period.

The Team operates on a daily basis between the hours of 10.00am and 6.00pm and patrols all main business streets in the Burwood Local Government Area as defined in the contract including Burwood Road, Liverpool Road, The Boulevarde, The Strand and Georges River Road.

The Team focuses on ensuring that the main business streets are always clean by removing light litter and cleaning infrastructure, as well as reporting all crime activity to Police and all local law breaches to Council. The Team provides a key visual presence for Council along the main commercial streets during the abovementioned hours. The table below highlights performance for the quarter as well as an annual summary.

| Activity   | April 2018                    | May 2018                      | June 2018                     | Quarter Total                         | Annual Total                            |
|--|-------------------------------|-------------------------------|-------------------------------|---------------------------------------|---|
| Rubbish removed from roadway                             | 1874 litres<br>(16 120L bins) | 2023 litres<br>(17 120L bins) | 2152 litres<br>(18 120L bins) | <b>6049 litres<br/>(51 120L bins)</b> | <b>22467 litres<br/>(187 120L bins)</b> |
| Advertising posters removed                              | 35                            | 23                            | 20                            | <b>78</b>                             | <b>491</b>                              |
| Shopping Trolleys reported and removed from main streets | 151                           | 148                           | 121                           | <b>420</b>                            | <b>2228</b>                             |
| Report Graffiti on Council Property                      | 8                             | 4                             | 5                             | <b>17</b>                             | <b>62</b>                               |
| Report Road Obstructions                                 | 2                             | 3                             | 1                             | <b>6</b>                              | <b>22</b>                               |
| Report Crime   | 0                             | 0                             | 0                             | <b>0</b>                              | <b>0</b>                                |
| Small Spill clean ups                                    | 19                            | 50                            | 43                            | <b>112</b>                            | <b>154</b>                              |
| Distribute information leaflets                          | 0                             | 0                             | 0                             | <b>0</b>                              | <b>95</b>                               |
| Report maintenance issues                                | 0                             | 0                             | 0                             | <b>0</b>                              | <b>4</b>                                |

Rubbish removal from roadways – Burwood Road continues to attract the most dumped light litter on the roadway due to the high level of pedestrian traffic.

Advertising posters – this relates to small personal ads on poles left by residents. These are removed straight away by the Safe & Clean Team.

Shopping trolleys – this relates to the abandoned shopping trolleys reported for collection and removed from the main streets. All trolleys were removed by the trolley owners prior to Council impounding process time frames. Council officers have impounded many trolleys and fined the trolley owners during the year a total of nearly \$20,000 (roughly half in fines and half in impounding collection fees). However, trolleys are still being left on roadways and Council is exploring legislative changes to resolve this issue as well as meeting with shopping centre owners seeking assistance.

Graffiti – these matters are reported to the appropriate team via the app.

Road obstructions – these matters are reported to the Compliance Team and enforced through formal action. Most matters related to items left on the roadway outside a shop including the placement of a fruit stall and shop signage.

Small spills – the fourth quarter highlighted a spike in small spills on the roadway especially on Burwood Road. The small spills were cleaned up by the Safe & Clean Team.

Overall, the above data clearly highlights the improvements the Safe & Clean Team have made to the Burwood Local Government Area in terms of beautification and safety.

### **Operational Plan Objective**

3.1.3 Ensure regular cleaning and maintenance of local areas to prevent damage to the environment.

### **No Decision – Information Item Only**

### **Attachments**

There are no attachments for this report.

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**(ITEM IN26/18) MEDIA, EVENTS AND COMMUNICATION REPORT 2017-2018**

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File No: 18/25317

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE &amp; COMMUNITY

**Summary**

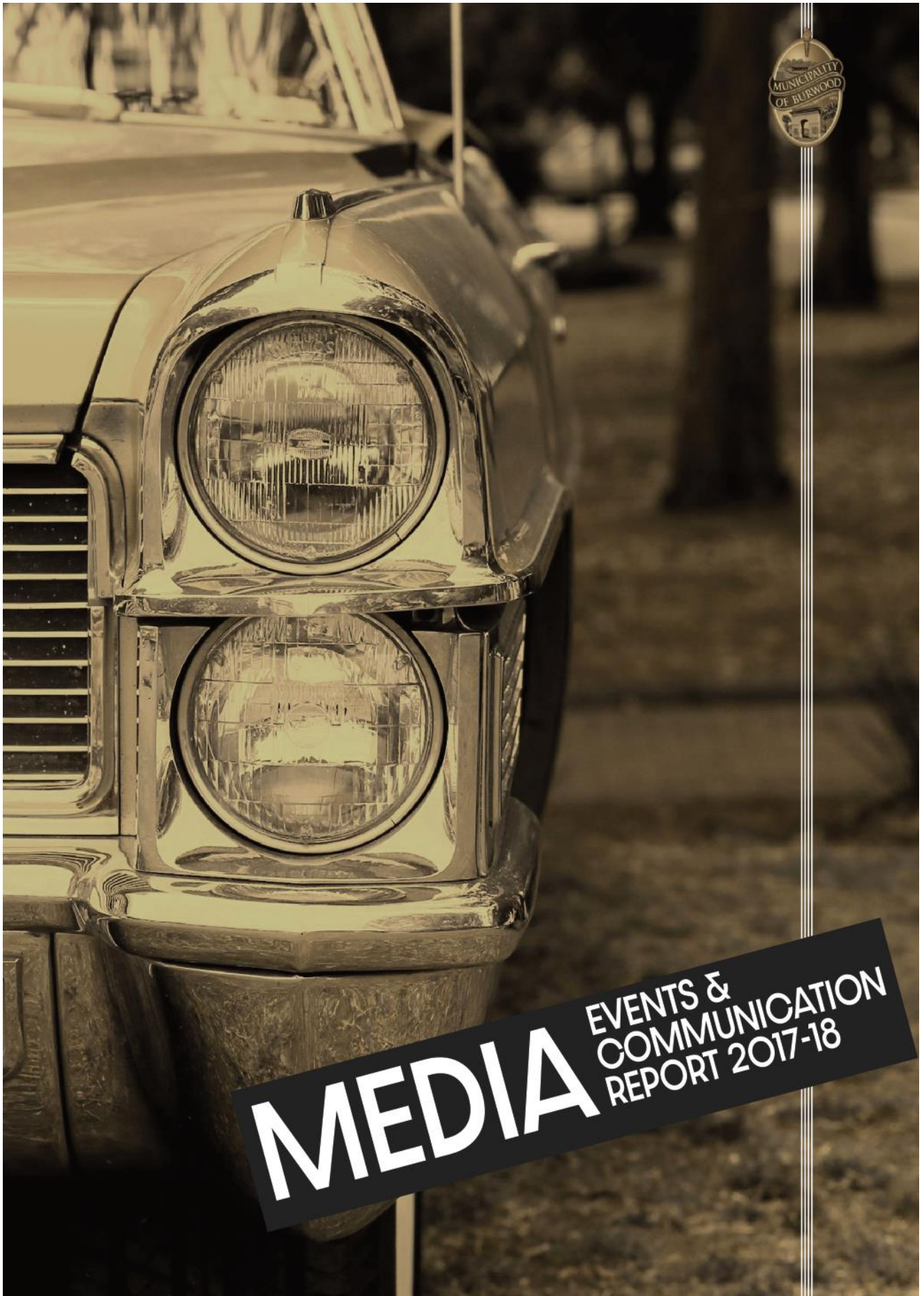
The Media, Communications and Events Report 2017-2018 outlines key achievements, milestones and highlights of Council's media, events and engagement activities over the last twelve months.

Throughout the Financial Year, Council conducted media relations, marketing and publicity, community and business engagement, civic and memorial events, website, social media and digital media management.

These functions are delivered in line with the goals of Council's Community Strategic Plan (Strategic Objective 1.3.2) in order to promote a sense of community, provide leadership through innovation, accessible services and facilities and a vibrant economic community.

**No Decision – Information Item Only****Attachments**

1 [↓](#) Media, Events & Communication Report 2017-18



Cover Image:  
Burwood Festival 2017

# OVERVIEW

The Media, Events & Communication Report 2017-18 outlines the functions performed by Burwood Council throughout the financial year and includes key achievements, milestones and highlights.

Throughout the year, Council undertakes media relations, marketing and publicity, community and business engagement, and hosts civic and commemorative events.

These functions are delivered in line with the goals of Council's Burwood2030 Community Strategic Plan in order to promote a sense of community, provide leadership through innovation, accessible services and facilities, and a vibrant economic community.

In addition to the annual report, media reports are presented to the Executive and Councillors on a monthly basis to provide ongoing updates on Council's media and communication activities.





Mark Ferguson  
White Ribbon Day 2017

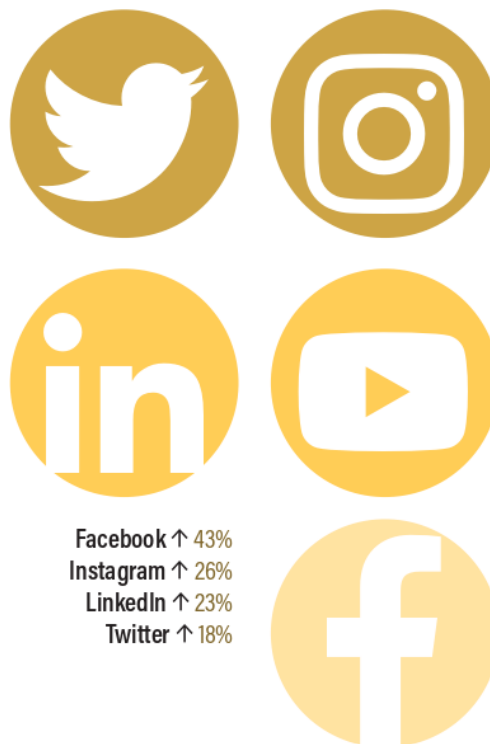
## MEDIA

Council has a proactive media strategy providing information to the public through numerous methods of communication.

There were several key issues which garnered significant media coverage for Burwood Council in 2017-18 including regional transport and infrastructure projects and planning.

On a local scale, Council received media coverage for the Community Strategic Plan review, numerous events and memorial services.

During the financial year, Council distributed 25 media releases which generated hundreds of news items in local and metropolitan publications.



# SOCIAL MEDIA

Council continues to increase its digital media presence to reach the wider community while harnessing new technology to ensure it remains an innovative and progressive organisation. Social media was used extensively to promote the Burwood Festival, Carols in the Park, Community Strategic Plan review, road safety initiatives and various other events. The fast paced nature of social media allows Council to disseminate news and information during emergencies.



# MULTIMEDIA

Council continues to increase its multimedia production through its digital channels with a range of videos created and published online. During the year, Council produced a range of video content including Sandakan Memorial Service, Burwood Festival, Carols in the Park, Year in Review, White Ribbon Day and Lunar New Year.





**540,000** views on Council's website



**Mandarin**, Korean and Japanese were the top languages used for viewing Council's website (other than English)



**42.5%** of views on Council's was from a mobile or tablet device



**Library**, Enfield Aquatic Centre and Where to Find Us were the most viewed pages.



**Additions** to Council's website included enhanced usability through icon landing pages and updated forms.

## WEBSITE

Council's website is maintained daily to provide current news and information on Council's services, policies, events and meetings. A range of services are also available on Council's website including payments and online tracking for DAs and capital works projects.



# ENGAGEMENT

*Council undertakes a range of community engagement initiatives throughout the year to build on its relationship with local business, residents and key community groups. This financial year, Council undertook extensive community consultation as part of the review of the Burwood2030 Community Strategic Plan.*

# EVENTS

Throughout the year, Council oversees numerous civic events which are held within the Burwood LGA. These events range from large scale, Sydney-wide celebrations such as the Burwood Festival, to somber and significant commemorative services including Sandakan, National Servicemen's Memorial and Anzac Day.

These civic events help to create a sense of pride in the community, celebrate diversity, recognise and remember local achievements, promote Burwood as a destination and provide high quality activities for residents and the wider community.

Civic events make a significant contribution to Burwood economically, attracting more than 350,000 visitors to the area each year.



## BURWOOD FESTIVAL

A crowd of over 50,000 experienced a sensory journey in Burwood Park with live art installations, entertainment and tantalising food at the Burwood Festival. The event featured a performance by X-Factor winner Cyrus, acrobatic fire and music display by Strings of Fire and numerous artworks across the park.



Sunday,  
8 October 2017  
Burwood Park



## COMMEMORATIVE SERVICES

Burwood has a strong connection to its heritage and those who have helped the area become the place it is today. Council's memorial services allow our community to come together to pay their respect to our brave local heroes. These events include Anzac Day, National Servicemen's Commemorative Service and Sandakan Remembrance Service.



Sandakan Service  
6 August 2017

Anzac Day  
25 April 2018

Nashos Service  
3 June 2018



## CIVIC EVENTS

Council's civic events program celebrates the area's diversity and promotes Burwood as a cosmopolitan hub of Sydney's inner west. These events include Australia Day, Carols in the Park, Easter in the Park, Lunar New Year and Greek National Day.



Clockwise:  
Lunar New Year,  
Greek National  
Day,  
Australia Day



## OTHER EVENTS

Council hosts a range of community focused events such as White Ribbon Day and International Women's Day and provides support to numerous events that are held by external organisations including Buddha's Birthday and TVB Jeweworld Carnival.





## (ITEM IN27/18) ANSWERS TO QUESTIONS WITHOUT NOTICE - COUNCIL MEETING OF 26 JUNE 2018

File No: 18/24505

REPORT BY GENERAL MANAGER

### Summary

At the Council Meeting of 26 June 2018 the following Questions without Notice (QWN) were submitted by Councillors. Council Officers responded to the QWN and Councillors were notified on 3 June 2018 of the outcome of the QWN.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

These are now submitted as part of the Council Agenda for Public Notification:

| <b>QUESTIONS WITHOUT NOTICE – COUNCIL MEETING OF 26 June 2018</b>   |   |
|---|---|
| <b>Question</b>   | <b>Response</b>   |
| <p><b><u>Cr Heather Crichton</u></b></p> <p><b>Question 1</b></p> <p>Has Council adopted a policy or guidelines for the use of “flying drones/remotely piloted aircraft” in our LGA?</p>  | <p><b><u>Senior Manager Compliance</u></b></p> <p>Guidelines and enforcement for the use of drones is provided by Civil Aviation Safety Authority (CASA). All inquiries relating to the use should be directed to CASA.</p>   |
| <p><b><u>Cr Heather Crichton</u></b></p> <p><b>Question 2</b></p> <p>Within our DCP (Page 42) under “Roof Gardens”, is there any requirement for the engagement of a landscape architect to undertake garden design for roof top gardens?</p> | <p><b><u>Acting Manager Strategic Planning</u></b></p> <p>While not specific to roof gardens, Council’s DCP does state that any Landscape Plan for Multi Dwelling Housing, Residential Flat Buildings (in R1 zone), and Child Care Centres must be undertaken by a suitably qualified landscape professional.</p> <p>Council’s Landscaping Code requires that a Landscape Plan must be prepared by a qualified Landscape Professional or Landscape Designer. This Code would apply to major developments in the Town Centre, where roof gardens are most likely to occur.</p> |
| <p><b><u>Cr Heather Crichton</u></b></p> <p><b>Question 3</b></p> <p>The recent State Government’s budget has reduced funding to public libraries. How will this affect/impact services offered at Burwood Library?</p>                       | <p><b><u>Senior Manager Community and Library Services</u></b></p> <p>The following information was recently released by the State Library of NSW:</p> <p><b><i>Public Library Funding 2018-19</i></b><br/> <i>The State Budget was announced on 19 June 2018. The 2018/19 allocation will total \$23.528M.</i></p> <p><i>The funding has reduced from the \$28.8M provided in 2017/18, due to the expiry of the 4-year Public Library Infrastructure Grants program, and the \$1.3M</i></p>  |

| <b>QUESTIONS WITHOUT NOTICE – COUNCIL MEETING OF 26 June 2018</b>   |  |
|---|--|
|   | <p><i>adjustments provided for 2016/17 and 2017/18 only.</i></p> <p><i>The distribution model for the 2018/19 public library funding will be discussed with the PLCC on 23 July.</i></p> <p>Until the distribution model is decided in conjunction with the Public Libraries Consultative Committee (PLCC), it is not possible to accurately predict how the change in budget allocation will directly affect our service levels. A further report can be provided once more information comes to hand.</p>  |
| <p><b><u>Cr Lesley Furneaux-Cook</u></b></p> <p><b>Question 1</b></p> <p>How many times do residents receive information on recycling initiatives and use of our green/yellow bins to minimise co-mixing?</p> | <p><b><u>Manager Environment and Health</u></b></p> <p>When recycling and green waste bins are initially issued to a residence they include a sticker attached to the bin which explains what material goes in each of the bins. The sticker is a permanent reminder of what is allowed and what is not allowed in each of the bins.</p> <p>Council's website does contains specific information as to the type of material that can be placed in each of the bins and there is also printed information available at the Customer Services Centre which can also be posted out on request or as required.</p> <p>There is no set education / publicity distribution schedule. Information is more targeted at problem area or premises and, from time to time, there will be an insert which is included in annual rate notices.</p> <p>Council also provides large signs which are mainly pictorial which can be placed in bin rooms and bays in multi-unit dwellings. The signs show what particular material should be placed in each of the bins.</p> |
| <p><b><u>Cr Lesley Furneaux-Cook</u></b></p> <p><b>Question 2</b></p> <p>Do we have a copy of a video called "This is Burwood", created by Steven Loe from Precedent Productions in the 80s/90s?</p>          | <p><b><u>Senior Manager Community and Library Services</u></b></p> <p>Library Services holds a copy of the VHS video "This is Burwood" as part of its Local Studies collection.</p>  |
| <p><b><u>Cr Lesley Furneaux-Cook</u></b></p> <p><b>Question 3</b></p> <p>What are the initiatives that Burwood Council undertakes to promote the Inner West Business Awards (apart from funding)?</p>         | <p><b><u>Acting Executive Manager</u></b></p> <p>The Inner West Business Awards are promoted primarily by the event production company. The main promotional drivers are voting forms made available at the participating businesses. Council typically receives promotional collateral which is displayed at Council facilities. If additional information, such as the names of finalists from the Burwood area, is received in time, social media posts / press releases are generated to highlight the achievements of local businesses in the</p>   |

| <b>QUESTIONS WITHOUT NOTICE – COUNCIL MEETING OF 26 June 2018</b>  |   |
|--|---|
|  | lead-up to the Awards night.  |
| <p><b><u>Cr George Mannah</u></b></p> <p><b>Question 1</b></p> <p>Can Council investigate buses speeding in both directions in Devonshire Street at all hours (day and night)?</p> | <p><b><u>Manager Traffic and Transport</u></b></p> <p>Traffic counts have been organised to be placed within the street to monitor bus speeds. The counters will be in place for a period of 7 days and any evidence of speeding will be reported to Transport for NSW and the Police for action.</p> |

**No Decision – Information Item Only**

**Attachments**

There are no attachments for this report.

**(ITEM IN28/18) PETITIONS**

File No: 18/24508

REPORT BY DEPUTY GENERAL MANAGER, CORPORATE, GOVERNANCE &amp; COMMUNITY

**Summary**

Petitions received are reported to Council on a monthly basis. Council has received three Petitions since the last Council Meeting.

**Operational Plan Objective**

2.1.1 Provide opportunities for discussions and report decisions back to the community.

**Background**

| <b>Date Received</b> | <b>Petition Subject</b>  | <b>No. of Households and Businesses within the LGA</b> | <b>No. of Households outside the LGA</b> | <b>Responsible Council Division</b>  |
|----------------------|--|--|--|--------------------------------------|
| 18 June 2018         | Planning Proposal for Flower Power Site – 27 Mitchell Street Enfield                                     | 124  | 0  | Land, Infrastructure and Environment |
| 21 & 25 June 2018    | Residents against installation of mobile phone base station on verge adjacent to 14 Ivanhoe Road Croydon | 18   | 0  | Land, Infrastructure and Environment |

**Comments**

That Council notes that the Petitions have been referred to the appropriate Council Officers for attention.

**No Decision – Information Item Only****Attachments**

There are no attachments for this report.