

# Auburn City Council Operational Plan 2015/16



## Progress Report for the Quarter ending in December 2015



# About This Report

In 2009, the NSW Government introduced a new framework guiding local government in a new approach to planning for and reporting on their activities. This new framework is known as Integrated Planning and Reporting.

Auburn City Council adopted its first ever suite of documents within the Integrated Planning framework on 16 May 2011. Overarching this suite of interrelated plans is the Community Strategic Plan which identifies the aspirations of the community. This Plan was reviewed and updated in June 2013.

The Delivery Program is informed by the Community Strategic Plan and prioritises the programs and activities Council will commit to providing during the four year term of the Council. At the beginning of each year, Council prepares an Operational Plan which outlines the actions Council will undertake to work towards achieving the outcomes in the four year Delivery Program.

Council is required to report progress on the Operational Plan to the community at least every six months. Council intends to report on progress throughout the year on a quarterly basis.

The attached report is a summary of our achievements during the December quarter of the Operational Plan 2015/16 and covers the three month period ending 31 December 2015.

Auburn City Council



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**Christmas Tree Lighting Ceremony**

# Measuring Our Progress

Auburn City's 2013/23 Community Strategic Plan centres around four major themes.



**Our Community - Diverse and Inclusive**



**Our Places - Attractive and Liveable**







**Our Environment - Healthy and Green**



**Our Leadership - Visionary and Responsible**

In 2015/16 Council committed to 276 actions focused on achieving the community's vision within these four themes. Those actions are detailed in the Operational Plan 2015/16.

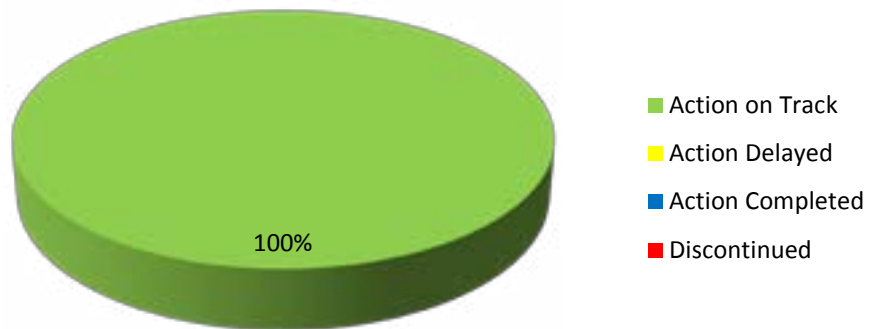
In this report, our progress in meeting the community's vision within Council's Operational Plan 2015/16 is illustrated by the following coloured symbols:

	Service is ongoing and provided as per planned service level delivery.
	Project delayed but expected to be completed as planned in 2015/16.
	Project incomplete in 2015/16. Project discontinued.
	Project completed as planned in 2015/16.

# Our Community



In the December quarter 52 ongoing services were provided. The successful delivery of these projects and services accounted for 100% of what we planned to achieve this quarter.



## Highlights

- Council successfully delivered 3 civic education sessions for 72 newly arrived residents. The sessions included a bus tour of Council facilities and the services delivered by Council. (1a.1.1.3)
- Council commenced delivering programs at Berala Community Centre with 24 sessions conducted. (1b.3.3.2)
- Council mapped accessible bathrooms in public facilities throughout Auburn Local Government Area. The information will contribute to a national register administered by the spinal cord injury association and will be available on Council's website. (1b.4.7.1)
- 6 more CCTV cameras became operational this quarter in an effort to improve public safety. Council also moved 5 cameras in response to Council and Police location assessments. (1d.1.1.2)

## Delayed Projects

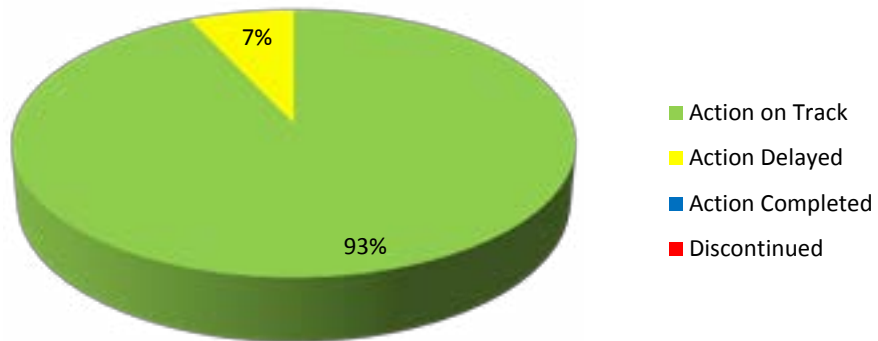
- The Section 94 Developer Contributions Plan has been delayed due to ongoing negotiations with Urban Growth. (1b.4.1.1)



# Our Places



In the December quarter, 71 projects and services were provided with 66 of these completed or ongoing and meeting their target. 5 projects were delayed this quarter.



## Highlights

- Over the December Quarter Council determined 153 Development Applications with a total value of \$142,575,725. This was consistent with last quarter. (2a.1.1.3)
- Council undertook sportsground renovations at Guilfoyle Park, Auburn Park, Progress Park, Phillips Park, Lidcombe Oval and Wyatt Park as well as fertilising and topdressing all fields. (2b.1.2.1)
- Council's community bus service has been extended to 6 days per week. (2d.1.1.1)
- The Draft Tree Policy was completed. (2g.1.1.1)

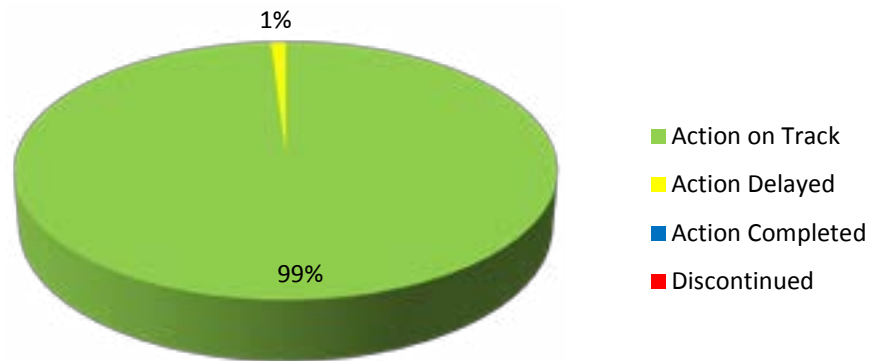
## Delayed Projects

- The Regents Village Study will be reported to Council following a review by management. Delays are due to the need to prioritise planning proposals and the LEP review. (2a.2.1.1)
- Berala Public Domain works were not completed by the target date; however the design has been completed in preparation of tender specifications. (2c.1.1.3)
- Façade upgrade business case is on hold due to prioritisation of the LEP review. (2c.1.3.1)
- The recommendations of the City-wide Traffic and Transport Study have not been implemented as yet as agreement with Transport for NSW has not been reached on the improvements nor the funding required. However Council staff will be updating this study as part of the LEP Review which will help progress this. (2d.2.1.1)

# Our Places



In the December quarter, there were 48 projects and services were provided with 47 of these were ongoing and meeting their target. 1 project was delayed this quarter.



## Highlights

- 75 Mercury Vapour street lights were replaced with energy efficient LED lamps in the Newington area. (3b.1.2.1).
- Council has begun tracking CO2 emissions for its fleet of vehicles. These results will be reported quarterly and trend analysis will be carried out. (3b.2.1.1)
- 6,000 plants were planted along the banks of Duck River at the Golf Course. (3b.4.1.1)

## Delayed Projects

- Council was unsuccessful for a funding grant application for overland flow analysis of Duck River Catchment. (3a.4.1.2)

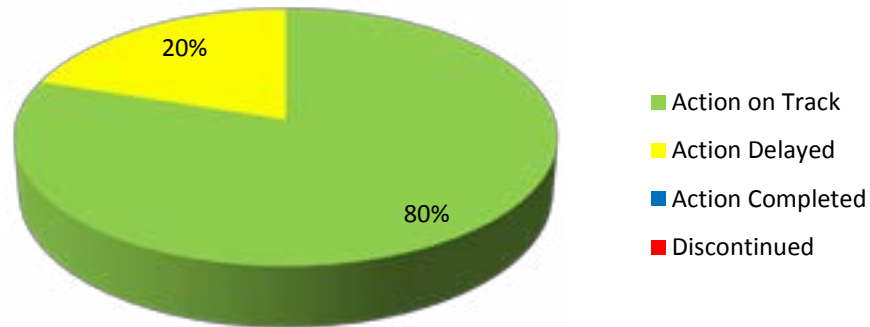


Duck River

## Our Leadership



In the December quarter, there were 69 projects and services were provided with 55 of these were ongoing and meeting their target. 14 projects were delayed this quarter.



### Highlights

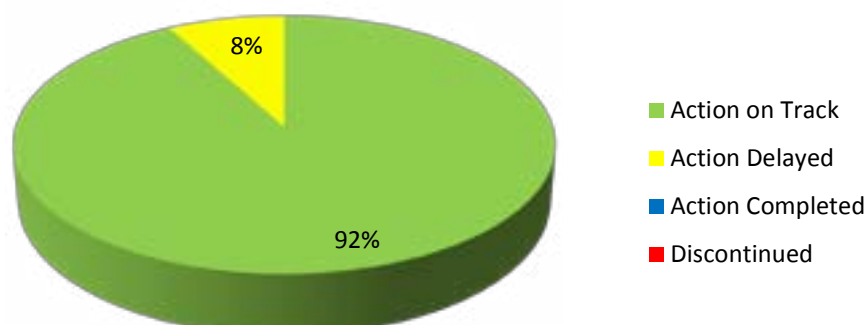
- Council's 2014-15 Annual Report was lodged with the Office of Local Government, along with the Audited Financial Statements. (4a.6.1.1)
- Council has implemented delivery of rate notices by email. There are currently 357 ratepayers subscribed to these services. (4b.2.1.4)
- Council conducted the 'Address Your Stress' and a Health Expo for staff. (4d.1.6.1)

### Delayed Projects

- The Communication Plan is currently on hold. (4a.3.1.1).
- The Enterprise Risk Management Policy is delayed, waiting for a report from a consultant. (4a.4.6.1).
- The Information Security Policy is delayed but will be completed by the end of the current financial year. (4e.1.4.1)

## Review of all Themes

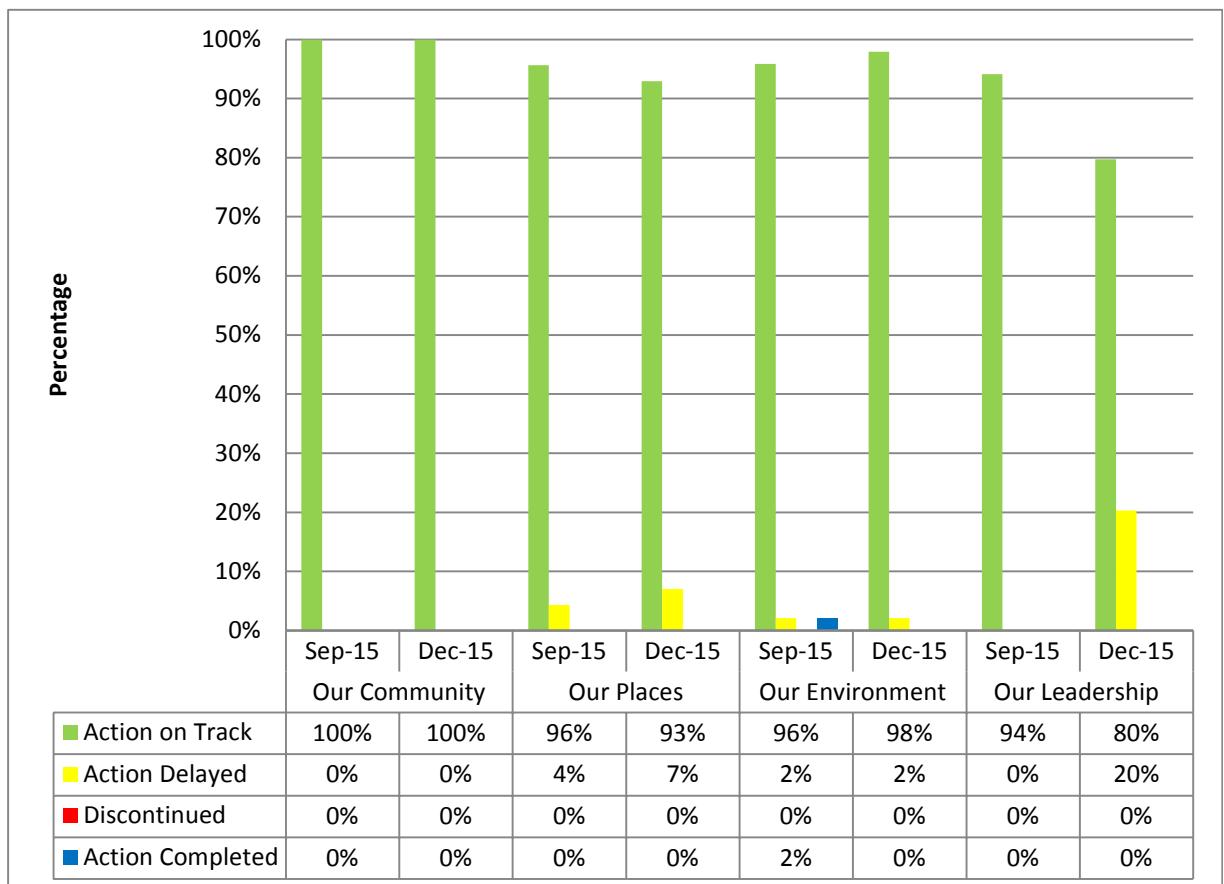
During the three months to December, 240 ongoing services were provided. Progress on 20 actions has not been as advanced as we hoped for this quarter.





# A Comparison to last Quarter

## Quarter 1 - 2015/16 compared to Quarter 2 - 2015/16



### Brief Analysis

From Quarter 1 2015/16 to Quarter 2 2015/16 there has been a slight increase in delayed actions, particularly in the 'Our Leadership' section. This is due to a number reports being unavailable. There has been no discontinued or completed actions so far but an increase in these areas is expected as we approach the completion of this financial year. Overall Council projects and on going actions are tracking well for the second quarter in 2015/16.



Cooee March - 2016

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**OUR COMMUNITY:  
DIVERSE AND INCLUSIVE**



## 1a A well informed community (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1a.1 Communicate strategies, policies and plans to the Auburn Community	1a.1.1 Enhance community participation, collaboration and engagement	1a.1.1.1	Implement communication plans for planning proposals, policies and projects to engage the community	<ul style="list-style-type: none"> <li>Engagement activities through mail out/letter box drop</li> <li>Letters posted</li> <li>Engagement activities through Council newsletter</li> <li>Engagement activities through translated material</li> <li>Engagement activities through information on Council's website</li> <li>Engagement activities through Mayor's column</li> <li>Engagement activities through Ad in newspaper</li> <li>Engagement activities through Councillor bulletin</li> <li>Engagement activities through Councillor briefing</li> <li>Engagement activities through Community workshop/ information session</li> <li>Engagement activities through exhibition of documents</li> <li>Other engagement activities</li> </ul>	Manager Strategic Planning	Over the December quarter, Council communicated its strategies, policies and plans to the community using a range of mediums such as local newspapers, Council's website and letters to residents. These included: <ul style="list-style-type: none"> <li>Auburn Village Planning Proposal Application (October)</li> <li>Eric Crescent and Manchester Road Planning Proposal Application (October-November)</li> </ul>	
		1a.1.1.2	Develop and implement community engagement program to ensure ongoing opportunities for community involvement in major projects, planning and decision making processes	<ul style="list-style-type: none"> <li>Engagement activities held per annum</li> <li>'Council in the community' activities delivered per annum</li> <li>Participants engaged</li> </ul>	Manager Community Development	During the December quarter, Council undertook 5 engagement activities and one Council in the Community Stall.  The consultation program for the Wentworth Point Community Centre and Library was completed on 18 December with findings to be reported to Council in February. The Council in the Community stall was delivered at Auburn Central on 3 December 2015.	

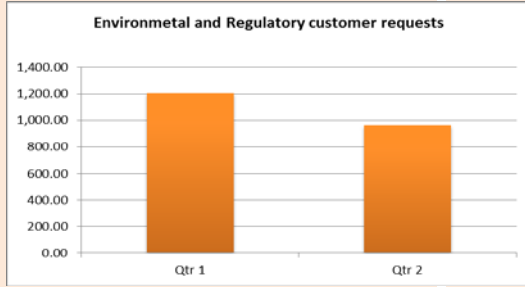


1a A well informed community (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1a.1 Communicate strategies, policies and plans to the Auburn Community	1a.1.1 Enhance community participation, collaboration and engagement	1a.1.1.3	Initiatives to support new arrivals	<ul style="list-style-type: none"> <li>• Initiatives to support new arrivals delivered per annum</li> <li>• Auburn Welcomes You participants</li> <li>• Annual Auburn Welcomes You program delivered</li> </ul>	Manager Community Development	<p>During the December quarter, Council supported the Asylum Seeker Visa Support Program with 13 people assisted to complete their visa applications.</p> <p>A partnership between Council and TAFE SWSi Community Service students resulted in a trial of a form filling support program at Auburn Library in late November. The program provided trained bi-lingual Community Service students to help community members complete Centrelink forms, Citizenship forms and other general forms. 5 people were assisted during the trial, with Centrelink, Opal Card and Citizenship forms. The program will be continued in 2016 with potential to expand to Auburn Centre for Community and Berala Community Centre.</p> <p>Council delivered 3 civic education sessions for 72 newly arrived residents. The sessions included a bus tour of Council facilities and the services delivered by Council.</p>	



1a A well informed community (Outcome)

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Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status						
1a.2 Investigate and respond to customer requests and complaints	1a.2.1 Investigate and respond to customer requests and complaints	1a.2.1.1	Investigate all enquiries and complaints about the environment and regulatory matters to ensure compliance with relevant legislation	<ul style="list-style-type: none"> <li>• Infringement and enforcement customer requests actioned</li> <li>• Environmental matter (overgrown vegetation, backyard burns and water restrictions) customer requests actioned</li> <li>• Illegal dumping requests actioned</li> <li>• Animal matters customer requests actioned</li> <li>• Total requests received</li> </ul>	Manager Outdoor	<p>This quarter, Council received overall slightly less customer requests than last quarter. The only increase was in environmental matters reported to Council (37 compared to 25 last quarter).</p>  <table border="1"> <caption>Environmental and Regulatory customer requests</caption> <thead> <tr> <th>Quarter</th> <th>Number of Requests</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>1,200</td> </tr> <tr> <td>Qtr 2</td> <td>950</td> </tr> </tbody> </table>	Quarter	Number of Requests	Qtr 1	1,200	Qtr 2	950	
		Quarter	Number of Requests										
Qtr 1	1,200												
Qtr 2	950												
1a.2.1.2	Number of actioned enquiries and complaints about the environment and regulatory matters to ensure compliance with relevant legislation	<ul style="list-style-type: none"> <li>• Public Health customer requests actioned</li> <li>• Environmental matter (air, water and noise pollution) customer requests actioned</li> </ul>	Manager Development Assessment	<p>During the reporting period Council's EHO's attended a Hazmat pollution incident involving the discharge of a large quantity of the waste water into Duck river. The investigation resulted in the spill being cleaned up and penalties for water pollution offences being issued.</p> <p>38 public health customer requests were actioned this quarter compared to 45 in the September quarter.</p>									



1a A well informed community (Outcome)

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Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status						
1a.3 Provide accessible information on a range of areas and services	1a.3.1 Enhance Council's website capabilities and promote as a key communication method	1a.3.1.1	Manage and maintain content of website	<ul style="list-style-type: none"> <li>Web pages updated during the month</li> <li>Auburn City Council website home page visitor hits</li> <li>Auburn City Council website all pages visitor hits</li> </ul>	Manager Community Development	<p>The December quarter saw slower than usual traffic to the Council's web pages due to the holiday season.</p> <table border="1"> <caption>Hits to Council website pages</caption> <thead> <tr> <th>Quarter</th> <th>Hits</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>~320,000</td> </tr> <tr> <td>Qtr 2</td> <td>~180,000</td> </tr> </tbody> </table>	Quarter	Hits	Qtr 1	~320,000	Qtr 2	~180,000	
	Quarter	Hits											
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1a.3.2 Provide, maintain and communicate key demographic and economic/business information	1a.3.2.1	Provide and promote the availability of current demographic data	<ul style="list-style-type: none"> <li>Demographic data provided</li> </ul>	Manager Community Development	<p>During the December quarter, community demographic information was presented to a Japanese delegation visiting on a Multiculturalism Study Tour, at 2 Community Grants Information Sessions, 2 settlement consultations and during civic education programs for new arrivals to the area.</p>								



## 1a A well informed community (Outcome)

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Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1a.3 Provide accessible information on a range of areas and services	1a.3.3 Enhance Council's communication by providing accessible information	1a.3.3.1	Promote Council's services, programs and events through appropriate media forums	<ul style="list-style-type: none"> <li>• Number of media releases</li> <li>• Number of Mayoral Columns</li> <li>• Number of Radio Segments</li> </ul>	Manager Community Development	Council actioned 29 media releases this quarter which was an increase of 3 on last quarter.	
		1a.3.3.2	Provide information in community languages and accessible formats where appropriate	<ul style="list-style-type: none"> <li>• Council publications incorporating community languages and/or accessible formats (excluding Mayoral Column)</li> </ul>	Manager Community Development	This quarter, Council published 12 publications about key Council events programs and policies in community languages and accessible formats.	



## 1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.1 Provide support opportunities for employment and community participation	1b.1.1 Co-ordinate and promote Council's volunteer program	1b.1.1.1	Manage the Volunteers program	<ul style="list-style-type: none"> <li>• Volunteer hours contributed per month</li> <li>• Individuals volunteering per month</li> <li>• Active volunteers per annum</li> <li>• New volunteer applications from people with a disability per annum</li> <li>• New volunteer applications received from seniors per annum</li> <li>• New volunteer applications received per month</li> <li>• Volunteer information/ training workshops conducted per annum</li> <li>• Volunteer recognition initiatives conducted per annum</li> </ul>	Manager Community Development	During the December quarter, 219 volunteers contributed hours to assist Council in a number of different activities.	





1b Promotion of community wellbeing and social inclusion (Outcome)

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Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.1 Provide support opportunities for employment and community participation	1b.1.2 Implement awards program to recognise and reward community achievement	1b.1.2.1	Develop and manage the Citizen of the Year Awards, Mayoral Art and Photographic Awards and Sports Awards	<ul style="list-style-type: none"> <li>• Stage Mayoral Art and Photographic Awards by Aug 2015</li> <li>• Stage Sports Awards by Nov 2015</li> <li>• Stage Staff Awards by Dec 2015</li> <li>• Stage Citizen of the Year Awards by Jan 2016</li> </ul>	Manager Community Development	<p>The Auburn City Sports Awards was staged on Friday 13 November 2015 with all targets met in relation to the Awards program. Two new awards categories were implemented for the first time for people with disability, which was also a focus of the evening with Sam Bramham OAM/ Paralympian acting as guest presenter on the night. The Sports Awards also attracted increased sponsorship support from SNAP, DOOLEY's and Phil Gilbert. Other civic events delivered the December Quarter included support for the Co-ee March Morning Tea on 10 November 2015 and a Citizenship Ceremony on 17 November 2015.</p> <p>Nominations for the Australia Day Awards were extensively promoted and closed in December to be judged on 13 January. The Awards Ceremony will be conducted on 26 January 2016 as part of Council's Australia Day event at Cathy Freeman Park, Sydney Olympic Park.</p>	



1b Promotion of community wellbeing and social inclusion (Outcome)

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1b.2 Represent Auburn Council and promote collaboration and partnerships	1b.2.1 Represent Council and the community at peak bodies/reference groups and statutory authorities	1b.2.1.1	Convene, promote and participate in interagency networks	<ul style="list-style-type: none"> <li>• Interagency networks convened or supported by Council per month</li> <li>• 2016 Auburn Interagency Calendar produced by Feb 2016</li> </ul>	Manager Community Development	This quarter, Council convened and/or supported 14 interagency/network meetings including Auburn Artists Network, Auburn Youth Advisory Collective, Auburn Children Services Network, Auburn Community Access Committee and Auburn Small Community Organisation Network, HACC Forum and, Auburn Youth Interagency and well as the Auburn Community Sector Networking Forum which focused on 'Developing Sustainable Programs', the Stop Domestic Violence Action Group DV Forum and Festival of All Abilities Steering and the Auburn Employment Working Group. The 2016 Interagency Calendar was also finalised and promoted to local service providers.	
1b.3 Deliver a range of public education initiatives to address Council and community identified issues	1b.3.1 Promote children's rights and child protection	1b.3.1.1	Deliver a range of parenting education programs	<ul style="list-style-type: none"> <li>• Triple P programs conducted per annum</li> <li>• Participants completing Triple P program per annum</li> <li>• Stepping Stone sessions conducted per annum</li> <li>• Participants completing Stepping Stones program per annum</li> <li>• Parenting seminars conducted</li> <li>• Participants completing Parenting seminars</li> </ul>	Manager Community Development	2 Triple P seminars were delivered at the Berala Community Centre and Auburn Girls High School. New programs are planned for term 1 2016.	



1b Promotion of community wellbeing and social inclusion (Outcome)

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Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.3 Deliver a range of public education initiatives to address Council and community identified issues	1b.3.2 Deliver capacity building initiatives to support service delivery to the community	1b.3.2.1	Deliver training and support programs to community based agencies and voluntary groups	<ul style="list-style-type: none"> <li>• Programs delivered per annum</li> <li>• Participants per annum</li> <li>• New Partnership Agreements developed per annum</li> </ul>	Manager Community Development	<p>This quarter, Council delivered 2 Food Safety Supervisor Certificate training sessions for 30 people from local not for profit organisations. The training will assist them in ensuring they abide by food safety handling requirements.</p> <p>A two part 'Preparing a Successful Grant' workshop was delivered to assist applicants in Council's Community Grants Program. A total of 18 people participated in the training session.</p>	



1b Promotion of community wellbeing and social inclusion (Outcome)

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1b.3 Deliver a range of public education initiatives to address Council and community identified issues	1b.3.3 Prepare/Implement a public education program	1b.3.3.1	Develop new public education and outreach programs	<ul style="list-style-type: none"> <li>New public education and outreach programs developed</li> </ul>	Manager Library Services	<p>Programs at Berala Community Centre have commenced during the December Quarter.</p> <p>Public education and outreach programs delivered this quarter included:</p> <ul style="list-style-type: none"> <li>Baby Bounce &amp; Rhyme - 4 sessions, 43 participants</li> <li>Storytime - 4 sessions, 47 participants</li> <li>JP - 4 sessions</li> <li>Homework Help - 4 sessions, 34 participants</li> <li>English Conversation Classes - 4 sessions, 34 participants</li> <li>Trial of a Visa Support Program has commenced at Auburn</li> <li>Conducted pilot of Form Filling program with Granville TAFE</li> </ul>	



1b Promotion of community wellbeing and social inclusion (Outcome)

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1b.3 Deliver a range of public education initiatives to address Council and community identified issues	1b.3.3 Prepare/Implement a public education program	1b.3.3.2	Implement public education and outreach programs	<ul style="list-style-type: none"> <li>Public education and outreach programs implemented</li> <li>Participants in public education and outreach programs</li> <li>Supervision of others undertaking work experience</li> </ul>	Manager Library Services	This quarter Council commenced delivering programs at Berala Community Centre with 24 sessions. All Library programs continue to be popular. Numbers of participants are slightly below last quarter as most programs cease over the holiday period. In total, 11,573 people participated which was 402 below last quarters total. In addition, 5 people undertook work experience, compared to 8 last quarter.	
		1b.3.3.3	Implement community education programs to address Council and community identified issues	<ul style="list-style-type: none"> <li>Civic education workshops delivered per annum</li> <li>Civic education participants</li> <li>Annual Auburn Welcomes You Program delivered</li> </ul>	Manager Community Development	During the December quarter, Council delivered 7 civic education workshops with 175 participants. This was 1 more workshop and around half the number of participants compared to last quarter.	

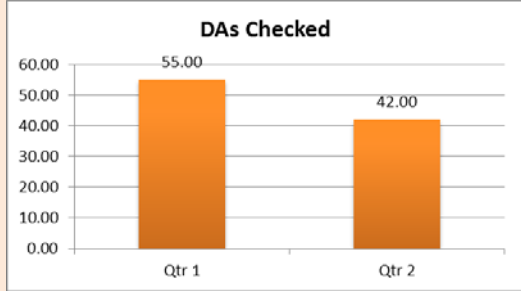
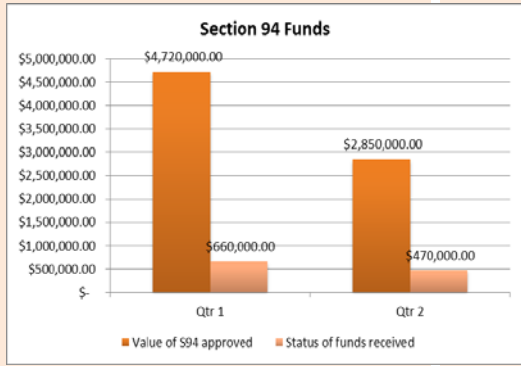



## 1b Promotion of community wellbeing and social inclusion (Outcome)

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1b.4 Plan and Support service provision in response to community needs	1b.4.1 Review and prepare contributions plan to include community infrastructure based on expressed needs	1b.4.1.1	Prepare new Section 94 Developer Contributions Plan	<ul style="list-style-type: none"> <li>New Section 94 Developer Contributions Plan prepared by Jun 2016</li> </ul>	Manager Strategic Planning	Project has been delayed, by on-going negotiations with Urban Growth for the Wentworth Point Urban Activation Precinct, the current review of the Parramatta Road Urban Transformation Strategy on exhibition, and the finalisation of statutory plans by the Department of Planning and Environment of the Carter Street Priority Precinct. In addition, a number of key studies have commenced or are underway which will inform the on-going review of the S94 Plan. Most recently, a preliminary re-assessment may be required in light of the recent Council amalgamation announcement.	



1b Promotion of community wellbeing and social inclusion (Outcome)

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1b.4 Plan and Support service provision in response to community needs	1b.4.1 Review and prepare contributions plan to include community infrastructure based on expressed needs	1b.4.1.2	Provide technical advice on Section 94 calculations from DA referrals	<ul style="list-style-type: none"> <li>• DAs checked</li> <li>• Value of Section 94 approved (\$ million)</li> <li>• Status of funds received (reported quarterly)</li> </ul>	Manager Strategic Planning	<p>All three KPI's for this Action were down on last quarter due to the holiday period in December.</p>  	
		1b.4.1.3	Provide technical advice on Section 94 acquisitions	<ul style="list-style-type: none"> <li>• Advice provided on property feasibility and valuation</li> <li>• % completed within 14 working days</li> </ul>			
1b.4 Plan and Support service provision in response to community needs	1b.4.1 Review and prepare contributions plan to include community infrastructure based on expressed needs				Manager Strategic Planning		



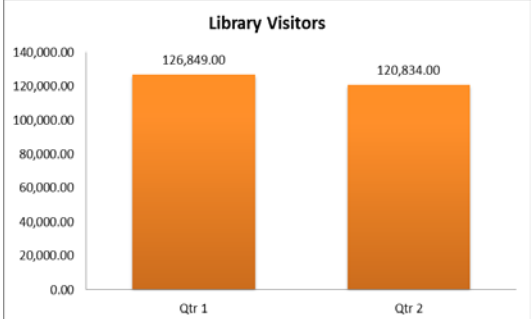
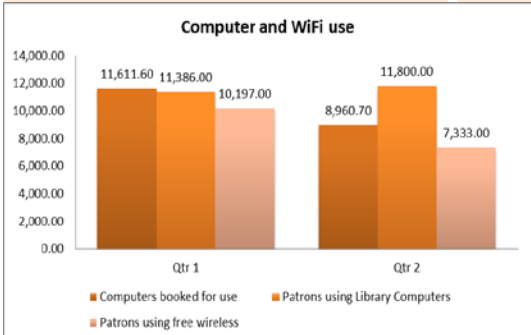


1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
		1b.4.1.4	Manage the Section 94 component of the Long Term Financial Model	<ul style="list-style-type: none"> <li>Income and expenditure data updated by Jun 2016</li> </ul>	Manager Strategic Planning	Consultation with Finance was completed during December Quarter.	
		1b.4.1.5	Acquire properties for community purpose	<ul style="list-style-type: none"> <li>Properties acquired</li> </ul>	Manager Finance	No new properties were acquired during the Quarter.	





1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16					ACTION STATUS AT END DECEMBER 2015
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.2 Deliver a customer focused Library service	1b.4.2.1	Manage and operate libraries	<ul style="list-style-type: none"> <li>• Visitors</li> <li>• New memberships</li> <li>• Computers booked for use</li> <li>• Patrons using Library Computers</li> <li>• Patrons using free wireless</li> <li>• New stock added</li> <li>• Budget expended on collection development</li> <li>• Loans</li> </ul>	Manager Library Services	<p>Numbers for visitors and computer use (both in-house and wireless connections) were largely consistent with last quarter.</p>  	
	1b.4.3 Provide affordable and quality Council Units for seniors	1b.4.3.1	Manage applications and occupancies for Seniors' Units	<ul style="list-style-type: none"> <li>• Occupancy rate</li> <li>• Waiting list</li> <li>• Annual inspections conducted and tenancy agreements renewed</li> <li>• Tenants notified of annual rental increase</li> </ul>	Manager Community Development	<p>In the December quarter, the occupancy rate of 97.33% and waiting list of 51 remained consistent with last quarter.</p>	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.4 Manage and operate Auburn long day care centre	1b.4.4.1	Coordinate Long Day Care Centre operations	<ul style="list-style-type: none"> <li>Regular compliance audits (1 per quarter) conducted</li> <li>Occupancy rate maintained</li> <li>Number on waiting list</li> <li>Parent committee meetings held per annum</li> <li>Annual policy and procedure review for Executive completed</li> </ul>	Manager Community Development	Over the December quarter, the occupancy rate remained at 100% however the waiting list increased from 407 to 689.	
	1b.4.5 Partner with local agencies prepare proposals and implement projects that address major community service gaps	1b.4.5.1	Provide support to local agencies to develop grant submissions for community development projects	<ul style="list-style-type: none"> <li>Grant applications (submitted by community groups with Council support) per annum</li> <li>Grant funding received by community groups (with Council support) per annum</li> <li>Grant funding received by community groups (with Council support) per annum</li> </ul>	Manager Community Development	<p>This quarter, 4 organisations received funding for 5 projects to the value of \$34189 with the support of Council. Projects include delivery of seniors week activities (health talks and an intergenerational sports carnival), assistance for local residents aged 14 - 18 to find their first job, mentoring and performance development opportunities for young people.</p> <p>2 local volunteer organisations were assisted to apply for the Federal Governments Volunteer Grants Program. Applications were submitted for equipment purchase and delivery of training programs.</p>	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.5 Partner with local agencies prepare proposals and implement projects that address major community service gaps	1b.4.5.2	Deliver Park Reach Program	<ul style="list-style-type: none"> <li>• Programs delivered per annum</li> <li>• Partners engaged per program</li> <li>• Participants per program</li> </ul>	Manager Community Development	<p>The final Berala Park Reach Program was delivered on the 9th October. Activities included Volley Ball, Cricket, Basketball, Table Tennis, Parachute Games and Zumba. Partners who attended included the Berala Public School P&amp;C and the Salvation Army. Participants have been diverted to the Berala Community Centre programs, and only the Regents Park Program will now continue until June 2016.</p> <p>Regents Park Reach Program was held on 20 November. During the program temperatures reached 42 degrees which affected participation and the types of activities delivered.</p>	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.6 Prepare/Implement Auburn Youth Strategy	1b.4.6.1	Implement the Auburn Youth Strategy 2013 - 2017	<ul style="list-style-type: none"> <li>• Initiatives implemented to support and develop the youth sector/youth leadership</li> <li>• Quarterly school holiday program of activities developed per annum</li> <li>• Annual Youth Week program activities delivered</li> <li>• Annual Youth Week program participants</li> </ul>	Manager Community Development	<p>During the December quarter, Council developed the following initiatives to engage the Auburn Youth:</p> <ul style="list-style-type: none"> <li>• The implementation of School Holiday Program October activities</li> <li>• Youth Week 2016 planning and offer of funding signed</li> <li>• The successful delivery of a youth led event aimed at raising awareness of mental health</li> <li>• White Ribbon Day Festival at Wyatt Park and other stop DV themed youth activities</li> <li>• Intergen Project</li> <li>• Auburn Youth Advisory Collective Consultations and School Holiday Program promotion.</li> </ul>	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.7 Prepare/Implement Community Access Plan	1b.4.7.1	Implement the Community Access Plan 2013 - 2017	<ul style="list-style-type: none"> <li>• Initiatives implemented to support people with disability and carers</li> <li>• Annual Carers Week activity participants</li> <li>• Annual Expression of Interest process for Auburn Community Access Committee completed</li> <li>• One new Town Centre Mobility Map completed by June 2016</li> </ul>	Manager Community Development	<p>This quarter, Council mapped accessible bathrooms in public facilities throughout the Auburn LGA. The information is for the national public toilet register which is administered by the spinal cord injury association, and the information will also be made available on the Council website.</p> <p>Council, ADSI and My Choice Matters partnered to deliver 2 NDIS information sessions in October for the Turkish speaking community and the Arabic speaking community.</p> <p>Following the access audits of local businesses in each town centre of Auburn LGA in May – a sticker was produced and has started to be displayed on the shop front of businesses deemed to have 'Outstanding Customer Service and Accessibility'.</p> <p>Council worked with its partners to coordinate the Festival of All Abilities – a program of events which marks Social Inclusion Week and International Day for people with Disability.</p>	



## 1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.7 Prepare/Implement Community Access Plan	1b.4.7.3	Implement Community Access Plan 2013-2017	<ul style="list-style-type: none"> <li>People with a disability undertaking work experience placements within Council</li> </ul>	Manager Finance	Please refer to action 4d.1.1.2 for further information.	
	1b.4.8 Prepare/Implement strategic plan for library services and programs	1b.4.8.1	Implement new programs identified in the Strategic Plan for Library Services	<ul style="list-style-type: none"> <li>New programs implemented</li> <li>Number of Welcome Programs implemented</li> </ul>	Manager Library Services	This quarter the Homework Help Program was expanded to include 2 sessions for High School students.	
	1b.4.9 Co-ordinate and administer local grant giving programs	1b.4.9.1	Coordinate and administer the Auburn City Council Community Grants Program	<ul style="list-style-type: none"> <li>Grant applications received</li> <li>Grant applications funded</li> <li>Guidelines reviewed and updated by Sep 2015</li> <li>Recommendations reported to Council by Mar 2016</li> </ul>	Manager Community Development	The 2016/17 Community Grants Program opened on 12 October 2015. Two information sessions were held on 13 and 14 October with 15 participants. 26 applications were received for Council's Community Grants Program which closed on 16 November 2015.	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.10 Prepare/Implement Auburn Aging Strategy	1b.4.10.1	Implement the Auburn Ageing Strategy 2013 - 2023	<ul style="list-style-type: none"> <li>• Annual Seniors Week Program activities delivered</li> <li>• Annual Seniors Week Program participants</li> <li>• Annual Seniors Week Program partners</li> <li>• Resources/initiatives implemented to support seniors/aged care support services</li> <li>• Respondents to annual survey of seniors support services</li> <li>• Annual Expression of Interest process for Auburn Community Access Committee completed by Dec 2014</li> <li>• Age-friendly assessment of Auburn City &amp; Action Plan completed by Jun 2015</li> <li>• Review Meals on Wheels partnership arrangement completed by Jun 2015</li> </ul>	Manager Community Development	<p>During the December quarter, Council carried out a range of services and events for seniors. Some notable examples include :</p> <ul style="list-style-type: none"> <li>• Council partnered with The Aged Care Rights Service and Granville TAFE to deliver a symposium in Auburn Town Hall 'A Human Rights Approach to Elder Abuse'. 200 people attended including services, advocates, academics and Councillors. Keynote speaker was the Commonwealth Commissioner for Ageing Susan Ryan - who used the forum as a platform to call for a federal enquiry into elder abuse.</li> <li>• Council organised the third bi-annual Auburn City Bocce Tournament in Wentworth Point Piazza on Sunday November 15.</li> <li>• Taking care of our seniors' morning tea delivered - 12 seniors attended a presentation about positive ageing followed by morning tea at Berala Community Centre.</li> </ul>	



1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.11 Manage community facilities	1b.4.11.1	Coordinate community use and deliver Council programming at the Auburn Centre for Community	<ul style="list-style-type: none"> <li>Hirers/user groups using the Centre per month</li> <li>Visitors per month</li> <li>Number of wireless users per month</li> </ul>	Manager Community Development	<p>Over the December quarter, 106 user groups utilised the space with over 35,852 visitors. This is consistent with last quarters' numbers of 107 user groups and 32,019 visitors. A notable use of the Centre included:</p> <ul style="list-style-type: none"> <li>The Friendship Garden opened its doors for a Spring Party, celebrating community, sustainability and the environment along with over 200 community members. Flavours of Auburn was a great success with excellent attendance and participation.</li> </ul>	
		1b.4.11.2	Coordinate Regents Park Community Hub operations	<ul style="list-style-type: none"> <li>Organisations granted annual Hub Lease per annum</li> <li>Number of wireless users per month</li> <li>Visitors per month</li> <li>Annual Hub Lease Expression of Interest process completed by August 2015</li> </ul>	Manager Community Development	<p>During the December quarter, 2 Organisations were granted annual Hub Lease. The number of visitors (1,816) was consistent with the number from last quarter. The Number of wireless users dropped from 3,529 last quarter to 1,349 this quarter. This can be attributed to the holiday period through December.</p>	





1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.11 Manage community facilities	1b.4.11.3	Coordinate Peacock Gallery programming and operations	<ul style="list-style-type: none"> <li>• Number of visitors</li> <li>• Number of New Exhibitions per annum</li> <li>• Number of Public Program activities conducted per annum</li> <li>• Number of participants in Public Program activities per annum</li> <li>• Number of New Artist Residencies per annum</li> <li>• Wireless users per month</li> <li>• Annual Exhibition and Residency Expression of Interest process completed</li> </ul>	Manager Community Development	<p>During the quarter, Another Country- an Aboriginal Art exhibition by well-respected curator Djon Mundine OAM received good media and social media coverage and interest from visitors across Sydney. Djon Mundine gave two talks that were well attended and two schools (over 200 children) participated in guided tour and workshops.</p> <p>Visitor number dropped during the quarter due to the closure of the Gallery for 3 weeks of November. All works were completed according to budget and time frame resulting in additional exhibition space and a number of onsite improvements. Activities delivered in the week of operation included regular programs (the Makers' Circle and Auburn Artists Network), Beaumont Road Public School Visit (56 attendees). A Korean Flag Raising event was also held onsite during the close down period attracting 100 visitors to the site.</p> <p>Since reopening, the following events have been held at the Gallery:</p> <ul style="list-style-type: none"> <li>• Artists Network (annual exhibition)</li> <li>• Makers Circle (market stalls)</li> <li>• Auburn Writers and Poets Group (launch of Poetry Anthology book)</li> <li>• Auburn and Newington Community Choirs (performance).</li> </ul>	



## 1b Promotion of community wellbeing and social inclusion (Outcome)



10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.4 Plan and Support service provision in response to community needs	1b.4.11 Manage community facilities	1b.4.11.4	Coordinate community use and deliver Council programming at the Berala Community Centre	<ul style="list-style-type: none"> <li>Hirers/user groups using the Centre per month</li> <li>Visitors per month</li> <li>Wireless log-ons</li> <li>Council events and new programs delivered onsite (excluding Lifelong Learning programs)</li> </ul>	Manager Community Development	In December quarter, the Berala Community Centre completed the final handover process and programs at the centre began. There were over 2,900 visitors, with a small downturn in December due to holidays. Feedback from visitors was taken into account for the 2016 program and the staff continues to encourage the community use the facility to its fullest capacity.	
1b.5 Develop and coordinate a range of lifelong learning activities and programs	1b.5.1 Develop and co-ordinate a range of recreational and leisure focused lifelong learning activities and programs	1b.5.1.1	Develop and coordinate a range of lifelong learning programs, including a regular school holiday program	<ul style="list-style-type: none"> <li>Term 3 Courses in operation</li> <li>Term 3 Participants</li> <li>Term 4 Courses in operation</li> <li>Term 4 Participants</li> <li>Term 1 Courses in operation</li> <li>Term 1 Participants</li> <li>Term 2 Courses in operation</li> <li>Term 2 Participants</li> </ul>	Manager Community Development	<p>In total 33 courses ran during Term 4 (excluding Environment &amp; Sustainability and Arts Programs). 2 courses were cancelled due to insufficient enrolments. Over 400 members of the community participated in the courses offered during Term 4.</p> <p>New Term 1 Lifelong Learning Program 2016 has been distributed via letterbox drop to all households in the Auburn LGA and bookings have commenced for Term 1, with programs already booked to maximum capacity. The School Holidays Program will be delivered by Council across 4 locations, including Auburn, Lidcombe, Regents Park, Newington and Peacock Gallery.</p>	




1b Promotion of community wellbeing and social inclusion (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1b.6 Provide and support opportunities for employment and participation	1b.6.1 Undertake employment initiatives and projects	1b.6.1.1	Implement employment initiatives	<ul style="list-style-type: none"> <li>Partners involved in Expo</li> <li>Expo participants</li> <li>Employment initiatives supported/delivered per annum</li> <li>Organise annual Careers Pathway Expo by Jun 2016</li> </ul>	Manager Community Development	During the December quarter, a connection was established with an employer and 10 people were placed in employment in via the Connect to Work Program. 111 clients also attended to seek resume services. In addition, the program successfully assisted 1 client in securing employment with the Science Teacher Association of NSW as an Administration Assistant.	
1b.7 Provide access to community facilities to enable participation in a range of social and recreational opportunities	1b.7.2 Provide licensing agreements to local organisations for use of sports grounds, amenity buildings and community facilities	1b.7.2.1	Standardise license agreements	<ul style="list-style-type: none"> <li>Total licenses/lease standardised</li> <li>Licenses/lease standardised for sporting groups</li> <li>Licenses/lease standardised for community facilities users</li> <li>Licenses/lease standardised for commercial purposes</li> </ul>	Manager Finance	This quarter, numerous license agreements were standardised for the Chisolm Road Tennis Courts, Auburn Lidcombe Lions Club, PCYC Wyatt Park, Shop 5/1 Susan Street and Carnarvon Golf Course.	
		1b.7.2.3	Provide facility booking services	<ul style="list-style-type: none"> <li>Bookings processed</li> <li>Total number of individual Council facility uses</li> <li>Income received</li> <li>Botanic Gardens events booked</li> </ul>	Manager Outdoor	This quarter, Council processed 110 bookings representing 17,872 individual uses which generated \$63,177 in profit.	
	1b.7.3 Develop opportunities for the community to take part in nature based leisure activities	1b.7.3.1	Implement nature based workshop programs	<ul style="list-style-type: none"> <li>Workshops held</li> <li>Participants</li> </ul>	Manager Outdoor	Workshop programs currently in development and will commence in 2016.	
		1b.7.3.2	Conduct Autumn and Spring festivals in the Botanic Gardens	<ul style="list-style-type: none"> <li>Income received</li> <li>Number of visitors</li> </ul>	Manager Outdoor	The Festival was a success there were no staff or public issues. Traffic controls were implemented.	

 1c A community that embraces cultural expression and promotes community pride (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1c.1 Implement strategies that achieve intercultural connection and promote cultural expression	1c.1.1 Prepare/Implement Public Art Program	1c.1.1.1	Implement Council's Public Art program	<ul style="list-style-type: none"> <li>Number of public artworks completed per year</li> </ul>	Manager Community Development	Ruth Everuss Aquatic Centre public art project work completed during the December Quarter includes: Collection of key facts and images via desktop research and community engagement (including interview with Ruth Everuss) by researcher Kimberly O'Sullivan. The information to be finalised for handover to designers in January 2016.	
	1c.1.2 Prepare/Implement the Cultural Plan	1c.1.2.1	Implement strategies identified in the 2007-2017 Cultural Plan	<ul style="list-style-type: none"> <li>Performances developed or supported</li> <li>Deliver a skills development program for local artists per annum</li> <li>Complete project documenting Auburn's history and culture</li> </ul>	Manager Community Development	<p>This quarter, local artists were provided with access to talks by academic and experienced curator Djon Mundine OAM. Development activities for local groups including Auburn Community Choir, Newington Community Choir, Auburn Poets and Writers Group, Auburn Artists</p> <p>Local artists were supported to develop, present and perform their work at Council events during the December Quarter. This included: Christmas Tree lighting event, Seniors Concert and "Celebrating the Arts in Auburn" event at the Peacock Gallery on 5 December.</p>	

 1c A community that embraces cultural expression and promotes community pride (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1c.1 Implement strategies that achieve intercultural connection and promote cultural expression	1c.1.3 Deliver Council community events that promote social inclusion and wellbeing	1c.1.3.1	Develop calendar of Council events and coordinate their staging	<ul style="list-style-type: none"> <li>• Events staged (excluding those reported elsewhere)</li> <li>• Number of Participants</li> <li>• Sustainability initiatives implemented</li> <li>• Calendar reported to Council by Dec 2015</li> </ul>	Manager Community Development	<p>Flavours of Auburn were staged at full capacity this year. With the addition of celebrity SBS chef Heather Jeong appearing for cooking displays, we are building the event into a relevant part of the Sydney Good Food Month calendar.</p> <p>The 2016 Auburn City Council Events Strategy and Program was drafted and included in the December business paper. The Strategy includes a new approach to Council's events in preparation for amalgamation.</p> <p>Council staged a total of 5 events in the quarter which was consistent with the target and last quarter.</p>	
		1c.1.3.3	Provide event management support to external agencies in the planning and staging of community events	<ul style="list-style-type: none"> <li>• Events Supported</li> </ul>		<p>During the December quarter, 10 events were staged which was consistent with the target and last quarter. In addition, planning and preparation was carried out to prepare for upcoming events.</p>	

 1c A community that embraces cultural expression and promotes community pride (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1c.1 Implement strategies that achieve intercultural connection and promote cultural expression	1c.1.3 Deliver Council community events that promote social inclusion and wellbeing	1c.1.3.4	Develop and deliver a trial event management training program to community organisations	<ul style="list-style-type: none"> <li>Events management training sessions delivered</li> </ul>	Manager Community Development	One on one community training and support to community groups was ongoing this quarter.	
		1c.1.3.6	Deliver Cultural Food Project	<ul style="list-style-type: none"> <li>Cultural and food tours delivered per annum</li> <li>Cultural tourism activity participants</li> <li>Satisfaction rating by participants</li> </ul>	Manager Community Development	<p>During October, Food Safety Supervisor training was completed with 29 participants. 10 chefs completed the Flavours of Auburn chef training. The Flavours of Auburn food tasting event was also held on 31 October with 300 people attending.</p> <p>During November, an Iranian cooking class was delivered and attended by 7 people.</p> <p>During December, Council undertook promotion of the upcoming food tour and cooking classes to be held in January and February 2016.</p>	



1d A community that feels safe (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1d.1 Implement community safety and crime prevention initiatives	1d.1.1 Prepare/Implement Crime Prevention Plan	1d.1.1.1	Implement Auburn Crime Prevention Plan 2013-2017	<ul style="list-style-type: none"> <li>• Community safety initiatives implemented per annum</li> <li>• Annual Community Safety Survey respondents</li> <li>• Community safety audits completed per annum</li> <li>• Safety survey findings reported to Council by Feb 2016</li> </ul>	Manager Community Development	<p>During the December quarter, Council and its partners delivered a number of education and awareness raising activities as part of its '16 days of action against violence towards women' program which launched on White Ribbon Day (25th November) and concluded on the 10th December. Council continued to promote the Community Safety Survey and encourage responses from residents, particularly those from diverse communities.</p> <p>Council also continued to promote the Community Safety Survey and encourage responses from residents, particularly those from diverse communities with the Winner drawn on 9th December.</p> <p>Also during the quarter, Council conducted a number of lighting audits within the LGA to enhance the effectiveness of Council's CCTV Program.</p>	



1d A community that feels safe (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1d.1 Implement community safety and crime prevention initiatives	1d.1.1 Prepare/Implement Crime Prevention Plan	1d.1.1.2	Deliver and monitor the mobile CCTV in Public Spaces program	<ul style="list-style-type: none"> <li>• Footage requests per quarter</li> <li>• Camera re-locations per quarter</li> <li>• Quarter 1 (Sept) review of evaluation tools/impact of CCTV completed</li> <li>• Annual Audit Team review completed by Jun 2015</li> <li>• Quarter 2 (Dec) review of evaluation tools/impact of CCTV completed</li> <li>• Quarter 3 (Mar) review of evaluation tools/impact of CCTV completed</li> <li>• Quarter 4 (Jun) review of evaluation tools/impact of CCTV completed</li> </ul>	Manager Community Development	During the December quarter, the status of relocatable cameras improved from 30 to all 36 cameras being operational across Auburn City. Some cameras were moved and 5 additional cameras installed in response to Council and Police location assessments, known dumping and crime hotspots and investigation outcomes. 1 camera was upgraded with a larger solar panel for increased performance.	





1d A community that feels safe (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1d.1 Implement community safety and crime prevention initiatives	1d.1.3 Prepare/Implement Road Safety Action Plan	1d.1.3.1	Conduct a community road safety education campaign	<ul style="list-style-type: none"> <li>• Community engagement activities conducted regarding speeding</li> <li>• Community engagement activities conducted regarding school zone safety</li> <li>• Community engagement activities conducted regarding road rules</li> <li>• Child restraints vouchers issued</li> </ul>	Manager Engineering	<p>During the December quarter, the following activities took place to implement the Council's community safety and crime prevention initiatives:</p> <ul style="list-style-type: none"> <li>• A Roadwatch articles on motorcycle safety, young drivers and drink driving were published in the Auburn Review in October 2015.</li> <li>• 37 "Child Restraint" vouchers were used.</li> <li>• Over 4,700 fact sheets were printed and delivered to EDC locations.</li> <li>• All school zones were audited.</li> <li>• Seniors Pedestrian presentation given for Cantonese seniors group at Auburn Community Health Centre.</li> <li>• Over 1,500 fact sheets were printed and delivered to EDC locations.</li> <li>• Graduated Learning Scheme (GLS) workshop was held in November 2015 and 13 people attended.</li> <li>• A Road Safety Stall was displayed in Sydney Olympic Park during the three day V8 Supercar Race.</li> </ul>	



1d A community that feels safe (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
1d.1 Implement community safety and crime prevention initiatives	1d.1.4 Regulate safety barriers surrounding private swimming pools	1d.1.4.1	Prepare and implement compliance inspection program of swimming pool safety barriers	<ul style="list-style-type: none"> <li>• Number of pool inspections undertaken</li> <li>• Review swimming pool safety barrier inspection program by June 2016</li> </ul>	Manager Development Assessment	Inspections of pool barriers are currently being undertaken on a reactive basis (in response to applications/requests submitted to Council). The requirement for premises that are for sale or lease to have a current certificate of compliance is schedule to commence from 29 April 2016.	



**2**

**OUR PLACES:  
ATTRACTIVE AND  
LIVEABLE**



## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.1 Promote better design	2a.1.1 Assess and determine development applications, construction and building certificates and produce section 149 certificates	2a.1.1.1	Prepare and issue section 149 certificates	<ul style="list-style-type: none"> <li>Electronic s149 Certificates issued (monthly)</li> <li>Paper s149 Certificates issued (monthly)</li> <li>Paper s149 Certificates issued within 5 days</li> <li>Electronic s149 Certificates issued within 2 days</li> <li>Total number of S149</li> </ul>	Manager Development Assessment	This quarter the total number of s149 Certificates was down due to the Christmas shut-down period, however target numbers were generally met or exceeded.	
		2a.1.1.2	Manage contaminated lands information for currency	<ul style="list-style-type: none"> <li>Number of updates to contaminated land register</li> </ul>	Manager Strategic Planning	One update to the contaminated land register was done in the quarter.	
		2a.1.1.3	Assess development applications complying development and construction certificates	<ul style="list-style-type: none"> <li>DAs determined</li> <li>Value of DAs determined</li> <li>DAs determined within 40 working days (ex days Council awaiting applicant information)</li> <li>Council CDCs determined</li> <li>Value of Councils CDCs determined</li> <li>Councils CDCs determined within 10 days (ex days Council awaiting applicant information)</li> <li>CCs determined (Council)</li> <li>Value of CCs determined</li> <li>Subdivision Certificates issued</li> <li>Unauthorised Building Certificates issued</li> <li>Unauthorised Building Certificates issued within 90 days</li> <li>Building Certificates issued</li> <li>Building Certificates determined within 10 days</li> </ul>	Manager Development Assessment	During the December quarter, there were 153 DAs determined with a total value of \$142,575,725. There was 1 CDC determined with a value of \$482,235 and 9 CCs determined with a value of \$1,381,000.	



## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.1 Promote better design	2a.1.1 Assess and determine development applications, construction and building certificates and produce section 149 certificates	2a.1.1.4	Manage Council's s149 information for currency	<ul style="list-style-type: none"> <li>Number of updates to Council's s149 Checking Manual</li> </ul>	Manager Strategic Planning	Council was able to issue section 149 certificates on time with accuracy during this quarter.	
		2a.1.1.5	Assess Pre-lodgement Applications	<ul style="list-style-type: none"> <li>Pre-lodgements completed</li> <li>Pre-lodgements completed within 14 days</li> </ul>	Manager Development Assessment	The majority of the pre-lodgement applications were finalised within reasonable time frames during the December Quarter.	
		2a.1.1.6	Assess Voluntary Planning Agreements	<ul style="list-style-type: none"> <li>VPAs received</li> <li>VPAs actioned</li> <li>VPAs finalised</li> </ul>	Manager Development Assessment	This quarter a Voluntary Planning Agreement (VPA) was submitted by Fairmead Developments for Wentworth Point. The VPA is currently under assessment.	
	2a.1.2 Investigate and regulate unauthorised building works and land use	2a.1.2.1	Conduct proactive investigations relating to all illegal building works and land use	<ul style="list-style-type: none"> <li>Report town centre awning program proposal to Executive by Dec 2015</li> </ul>	Manager Development Assessment	Report progressing, any emergency matters attended to by Development Control as needed.	



## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.1 Promote better design	2a.1.2 Investigate and regulate unauthorised building works and land use	2a.1.2.2	Commence formal regulatory actions where non-compliance in building works is detected	<ul style="list-style-type: none"> <li>Fines issued</li> <li>Notices and Orders issued</li> <li>% of notices/orders finalised</li> </ul>	Manager Development Assessment	During the December quarter, 4 fines were issued and 70 Notices and Orders were issued. This was consistent with last quarter when taking into account the holiday break period.	
		2a.1.2.3	Commence legal action in relation to unauthorised works/ activity where appropriate	<ul style="list-style-type: none"> <li>Legal action commenced</li> </ul>	Manager Development Assessment	A high level of compliance was achieved by Development Control for the quarter; accordingly the engagement of solicitors was not required.	
	2a.1.3 Provide advice on development, construction and planning issues	2a.1.3.1	Provide technical advice on drainage, roads and traffic related matters	<ul style="list-style-type: none"> <li>Total number of DA referrals completed</li> <li>90% of technical advice on drainage, roads and traffic related matters provided within 14 days</li> </ul>	Manager Engineering	During the December Quarter a total of 184 DA referrals were completed with 90% of these completed within 14 days.	



## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.1 Promote better design	2a.1.3 Provide advice on development, construction and planning issues	2a.1.3.2	Pre-paid vehicle crossing constructed as requested	<ul style="list-style-type: none"> <li>Crossings constructed</li> </ul>	Manager Outdoor	This quarter, a total of 9 pre-paid crossings were constructed in, Matthew Road, Gordon Road, Kibo Road, Swete Street, Harrow Road, Phillips Avenue and Gibbs Street.	
		2a.1.3.3	Provide technical advice on urban design, heritage, land use and planning matters	<ul style="list-style-type: none"> <li>Technical advice provided</li> <li>Internal referrals completed within 14 days</li> </ul>	Manager Strategic Planning	Technical advice was provided internally for 4 matters during the December Quarter.	
		2a.1.3.5	Provide technical advice on landscape and trees	<ul style="list-style-type: none"> <li>Technical advice (development application referrals) provided</li> <li>90% of technical advice provided with 14 days</li> </ul>	Manager Strategic Planning	This quarter, Council completed 14 tree referrals in a timely manner.	
		2a.1.3.6	Prepare suburb boundary amendment applications with Geographical Names Board	<ul style="list-style-type: none"> <li>Complete suburb boundary amendments</li> </ul>	Manager Strategic Planning	No suburb boundary requests were received for the 2nd quarter of the year.	



## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.1 Promote better design	2a.1.3 Provide advice on development, construction and planning issues	2a.1.3.7	Provide technical advice on planning, development and land use	<ul style="list-style-type: none"> <li>Requests for technical advice</li> <li>Internal referrals completed within 14 days</li> <li>Duty planner enquiries</li> <li>Requests for Technical advice on environmental health matters</li> <li>Internal referrals completed within 14 days</li> </ul>	Manager Development Assessment	This quarter, there were 1,026 duty planner enquiries which was consistent with last quarter.	
		2a.1.3.8	Public meetings for large scale development applications	<ul style="list-style-type: none"> <li>Number of meetings</li> </ul>	Manager Development Assessment	During the December quarter, there were 3 public meetings for Wentworth Point and Lidcombe development proposals.	
		2a.2.1.1	Prepare Regents Park Village Study	<ul style="list-style-type: none"> <li>Report Study to Council for adoption by May 2016</li> </ul>	Manager Strategic Planning	The draft study will be reported to Council following review by management. Delays are due to the need to prioritise planning proposals and the LEP review.	
2a.2 Prepare strategic land use plans and policies that improve the urban environment	2a.2.2 Amend Auburn Development Control Plan 2010 (DCPs)	2a.2.2.1	Prepare draft DCPs amendments as required	<ul style="list-style-type: none"> <li>Number of DCP amendments reported to Council</li> <li>Number of DCPs made effective (public notice) (by Planning and Infrastructure Agency)</li> </ul>	Manager Strategic Planning	The Marsden Street Precinct Development Control Plan was made effective on 22 December 2015.	





## 2a High quality urban development (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2a.2 Prepare strategic land use plans and policies that improve the urban environment	2a.2.2 Amend Auburn Development Control Plan 2010 (DCPs)	2a.2.2.2	Assess Applicant-initiated Planning Proposals for Council determination	<ul style="list-style-type: none"> <li>Pre-lodgement meetings</li> <li>Number of draft PPs reviewed prior to lodgement</li> <li>Number of applications reported to Council</li> </ul>	Manager Strategic Planning	During the December Quarter: <ul style="list-style-type: none"> <li>2 draft planning proposals were reviewed in October and one proposal was reported to Council.</li> <li>One pre-lodgement task was undertaken and a rescission motion was received for a planning proposal.</li> <li>One applicant initiated proposal was reported to Council.</li> </ul>	
		2a.2.2.3	Prepare Planning Proposals and amend the LEP	<ul style="list-style-type: none"> <li>Gateway determinations issued</li> <li>PPs exhibited</li> <li>PPs notified (gazetted)</li> </ul>	Manager Strategic Planning	In the December quarter, work progressed on four planning proposals following Gateway Determinations and five prior to any Gateway Decision.	
		2a.2.2.4	Complete Post-Notification (gazetta) administrative tasks for Planning Proposals	<ul style="list-style-type: none"> <li>Number of Amendments</li> </ul>	Manager Strategic Planning	No post notification tasks were required in the quarter.	



## 2b Inviting and well used open spaces (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2b.1 Manage and maintain public open space	2b.1.1 Prepare/Implement maintenance standards and schedules for managing open spaces	2b.1.1.1	Renew and upgrade pathway network within the Japanese Garden	<ul style="list-style-type: none"> <li>Construction completed by Dec 2015</li> </ul>	Manager Outdoor	Design submitted and reviewed with Architect by Council. Minor details being corrected and added to design. Ready for tender documents early 2016.	
	2b.1.2 Manage and maintain sports facilities	2b.1.2.1	Undertake annual sportsground renovations	<ul style="list-style-type: none"> <li>Complete Spring sportsground renovations by Nov 2015</li> </ul>	Manager Outdoor	During the December quarter, Council undertook the following sportsground renovations: <ul style="list-style-type: none"> <li>Turfing all Sports Grounds complete.</li> <li>Top-dressed Guilfoyle Pk, Auburn Pk.</li> <li>Progress Pk, Phillips Pk Lidcombe Oval and Wyatt Pk for the seasons ahead.</li> <li>Fertilising of all sporting fields completed and topdressing completed</li> </ul>	
	2b.1.3 Reduce public liability and risk and protect community assets	2b.1.3.1	Review the Asset Management Plan for parks	<ul style="list-style-type: none"> <li>Updated Asset Management plan completed by June 2016</li> </ul>	Manager Outdoor	No action this quarter.	



## 2b Inviting and well used open spaces (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2b.1 Manage and maintain public open space	2b.1.4 Prepare/Implement Botanic Gardens Master Plan	2b.1.4.1	Prepare a master plan and explore uses for Botanic Gardens	<ul style="list-style-type: none"> <li>Brief prepared and botanic specialist consultant engaged by Dec 2015</li> <li>Report draft Plan to Council for adoption by Jun 2016</li> </ul>	Manager Outdoor	No action this quarter.	
	2b.1.5 Prepare/Implement Guillfoyle Park and Webbs Ave Master Plans	2b.1.5.2	Prepare preliminary scope for staged implementation of the Webbs Ave Master Plan	<ul style="list-style-type: none"> <li>Prepare design for car park and new road connection by June 2016</li> <li>Engage architectural consultant for clubhouse design by June 2016</li> </ul>	Manager Strategic Planning	Preliminary scope for staged implementation of the Webbs avenue Masterplan was prepared during the quarter.	
2b.2 Provide safe and updated play equipment	2b.2.1 Maintain and renew playgrounds in consultation with the community	2b.2.1.2	Construct new district playground, exercise and picnic facilities at Auburn Park	<ul style="list-style-type: none"> <li>Install new playground and associated facilities by July 2015</li> </ul>	Manager Outdoor	During the quarter, a report was submitted to Council requesting approval to proceed with the Auburn and Bardo Park Upgrades.	



## 2b Inviting and well used open spaces (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2b.2 Provide safe and updated play equipment	2b.2.1 Maintain and renew playgrounds in consultation with the community	2b.2.1.3	Plan and Design new playground and picnic facilities at Auburn Community Picnic Area	<ul style="list-style-type: none"> <li>Design new playground and associated facilities by April 2016</li> <li>Construction commenced June 2016</li> </ul>	Manager Strategic Planning	A brief was prepared for the engagement of Consultants for a new Playground at Auburn Botanic Gardens Precinct.	
2c.1 Deliver public domain improvement programs	2c.1.1 Prepare public domain plans	2c.1.1.3	Undertake Berala Public Domain improvement works	<ul style="list-style-type: none"> <li>Berala Construction complete by Dec 2015</li> </ul>	Manager Engineering	Design has been completed and preparation of tender specification is in progress.	
	2c.1.3 Prepare guidelines for facade upgrade program	2c.1.3.1	Prepare draft business case for facade upgrade	<ul style="list-style-type: none"> <li>Draft business case completed by Jun 2016</li> </ul>	Manager Strategic Planning	Project on hold due to prioritisation of LEP Review.	
	2c.1.4 Maintain nature strips, verge mowing	2c.1.4.1	Implement standards and schedules for delivery of improved service for maintenance of nature strips (verge mowing)	<ul style="list-style-type: none"> <li>Number of times each zone completed</li> <li>Customer requests</li> </ul>	Manager Outdoor	Delivery of the mowing service was slow this quarter due to wet weather and staff leave arrangements over the Christmas break.	



## 2c Attractive public spaces and town centres (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2c.1 Deliver public domain improvement programs	2c.1.5 Provide street furniture	2c.1.5.2	Street furniture constructed	<ul style="list-style-type: none"> <li>Street furniture constructed</li> <li>Budget expended</li> </ul>	Manager Outdoor	During the December quarter, 17 items of street furniture were constructed including waste bins, smoke bins, seats and cameras.	
2c.2 Undertake street cleaning program	2c.2.1 Maintain a comprehensive litter control and street cleaning program	2c.2.1.1	Maintain the service level of town centre cleansing of street litter at seven days per week	<ul style="list-style-type: none"> <li>Weight of litter collected from open space (street and park) bins</li> <li>Incidence of graffiti recorded</li> <li>Graffiti removed (monthly target)</li> <li>Hours spent litter picking</li> <li>Number of staff litter picking</li> </ul>	Manager Outdoor	Auburn City Council is committed to providing clean and safe public places and spaces for all their residents to use and enjoy. As such, 10,000kg of litter was collected from street and park bins over the December quarter. This was consistent with last quarter; however the incidences of graffiti recorded grew from 20 last quarter to 31 over the December Quarter.	
2c.3 Promote commercial activities in public spaces	2c.3.1 Manage the provision of outdoor dining	2c.3.1.1	Assess and determine applications for outdoor dining	<ul style="list-style-type: none"> <li>Outdoor dining applications determined</li> <li>Technical advice on outdoor dining provided</li> </ul>	Manager Finance	No new Outdoor Dining Licenses were processed during the quarter.	



## 2d Good transport and traffic management (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2d.1 Advocate for better transport services	2d.1.1 Advocate for better transport services	2d.1.1.1	Deliver a community bus service	<ul style="list-style-type: none"> <li>• People using the service per month</li> <li>• Service operating 6 days per week by Aug 2014</li> </ul>	Manager Community Development	<p>Council extended the community bus service to six days per week in November. The weekday 'Access Loop' service operates on Tuesday, Wednesday, Thursday and Friday, with priority given to seniors and people with disability. The 'Rivers and Gardens Loop' operates Saturday and Sunday.</p> <p>2,181 people utilised the service over the December period which was down from 3,799 during the September quarter.</p>	
		2d.1.1.2	Prepare submissions for improved traffic and transport services	<ul style="list-style-type: none"> <li>• Number of submissions prepared</li> </ul>	Manager Engineering	<p>This is an ongoing activity. Council's Engineering and Strategy Sections jointly provide submissions on traffic and transport issues.</p>	



## 2d Good transport and traffic management (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2d.2 Commission and manage traffic and transport studies	2d.2.1 Commission and manage traffic and transport studies	2d.2.1.1	Implement recommendations of Auburn LGA wide traffic study	<ul style="list-style-type: none"> <li>• Number of recommendations implemented</li> <li>• Study reported to Council</li> <li>• Implementation of recommendations reported to Council</li> </ul>	Manager Strategic Planning	The recommendations of the City-wide Traffic and Transport Study have not been implemented as yet as agreement with Transport for NSW has not been reached on the improvements nor the funding required. However Council staff will be updating this study as part of the LEP Review which will help progress this.	



## 2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.1 Manage car parking to maximise economic development and public safety	2e.1.1 Monitor and regulate availability of car spaces in key business, retail and residential areas	2e.1.1.1	Undertake daily parking patrol of all business and retail areas within the LGA	<ul style="list-style-type: none"> <li>Reduction in illegal parking instances - All Town Centre parking PINs (excluding car parks and school zones)</li> </ul>	Manager Outdoor	There was a large reduction in illegal parking instances over the December quarter.	
		2e.1.1.2	Regulate and enforce local regulation and restrictions	<ul style="list-style-type: none"> <li>Number of abandoned vehicles</li> <li>Number of road and footpath obstructions</li> </ul>	Manager Outdoor	The number of abandoned vehicles in Auburn remained consistent with last quarter however the number of road and footpath obstructions was reduced.	
	2e.1.2 Regulate parking in car parks	2e.1.2.1	Undertake daily parking patrols of car parks	<ul style="list-style-type: none"> <li>PINs issued</li> </ul>	Manager Outdoor	There was a large increase in PINs issued during the month of November. This saw the number for the December quarter to be well above average.	
2e.2 Design and implement traffic controlling devices	2e.2.1 Implement the traffic black spot program pending successful federal grant application	2e.2.1.1	Design traffic facilities under the Blackspot program	<ul style="list-style-type: none"> <li>Design traffic facilities</li> </ul>	Manager Engineering	Plans for the proposed roundabout at the intersection of Mt Auburn Road & Harrow Road have been completed and approved by Auburn Traffic Committee. Preparation of final construction plans is in progress.	
		2e.2.1.2	Construct traffic facilities under the Blackspot program	<ul style="list-style-type: none"> <li>Facilities constructed</li> <li>Budget expended</li> </ul>	Manager Outdoor	No traffic facilities were constructed under this program in the December quarter.	





## 2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.3 Prepare/Implement traffic management schemes	2e.3.1 Wentworth Point Traffic Management Scheme	2e.3.1.1	Review Traffic Management Scheme to reflect new development at Wentworth Point	<ul style="list-style-type: none"> <li>Submission of Preliminary review of Hill Road Traffic Management Scheme by Dec 2015</li> <li>community consultation held by March 2016</li> <li>Update and report Hill Road Traffic Management Scheme to Council by June 2016</li> </ul>	Manager Engineering	<p>This quarter, Council identified 5 intersection improvements along Hill Road and Bennelong Parkway. Council and SOPA are liaising with Urban Growth to provide intersection upgrade designs to cater for the potential development needs.</p> <p>Council has initiated consultation with SOPA to upgrade the Bennelong Parkway and Hill Road intersection.</p>	
	2e.3.3 Investigate options to improve traffic movements over Regents Park railway line	2e.3.3.1	Manage the design and construction of the Regents Park Railway Overbridge and associated works	<ul style="list-style-type: none"> <li>Commence construction by July 2015</li> <li>Complete construction by July 2016</li> </ul>	Manager Direct	<p>Design has been completed and all documentation has been submitted to Sydney Trains for approval. Sydney Trains have recommended several minor changes which are currently being negotiated between Sydney Trains and Abergeldie. Sydney Trains will be carrying out their works in their first possession date of mid-January 2016 however the second position date in early March has been cancelled. The information in relation to the reshuffling of those possession dates is still dynamic and should be resolved mid-January 2016.</p>	



## 2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.3 Prepare/Implement traffic management schemes	2e.3.4 Implement traffic management schemes	2e.3.4.1	Design traffic facilities (Council Funded)	<ul style="list-style-type: none"> <li>Design traffic facilities</li> </ul>	Manager Engineering	Activities to implement traffic management schemes throughout the December Quarter included: <ul style="list-style-type: none"> <li>Final construction plans have been prepared for the intersection treatment at Bombay Street and Nicholas Street and treatment at the Woodburn Road/Tilba Street roundabout.</li> <li>Concept plan has been prepared to modify the Queen Street/Marion Street roundabout to facilitate Auburn Town Centre bypass traffic.</li> </ul>	
	2e.3.4 Implement traffic management schemes	2e.3.4.2	Construct traffic facilities (Council Funded)	<ul style="list-style-type: none"> <li>Projects completed</li> <li>Budget expended</li> </ul>	Manager Outdoor	No Council funded traffic facilities were constructed in the December quarter.	



## 2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.4 Promote bicycle transport	2e.4.1 Prepare/Implement Auburn City Bicycle Plan	2e.4.1.1	Prepare draft Auburn City Bicycle Plan	<ul style="list-style-type: none"> <li>Draft Bike Plan reported to Council by Jun 2016</li> </ul>	Manager Engineering	<p>The four quotations received for the Review and Update of Auburn Local Government Area Bike Plan have been evaluated and a consultant has been approved to undertake the study.</p> <p>Council officers had the inception meeting with the Consultant to discuss various issues and to hand over relevant material required for the study.</p>	
2e.5 Manage roads, footpaths and car parks for safety, accessibility and efficiency	2e.5.1 Monitor and manage the condition of local and regional roads and footpaths	2e.5.1.1	Repair regional and local roads and traffic facilities as identified	<ul style="list-style-type: none"> <li>Number of repairs undertaken</li> <li>Budget expended</li> </ul>	Manager Outdoor	<p>In the December quarter, major pavement repair works including major patching has been carried out at Hill Road, Bennelong Parkway, Park Road, Union Road, Weeroona Road, The Boulevards, Harrow Road, Clyde Street, Northcote Street, St Johns Avenue, Fourth Avenue, Church Street, Avenue of Asia, Avenue of Europe, Dartbrook Road, Cumberland Road, Harrow Road, Vaughan Street, Swete Street, Phillips Avenue, Spotted Gum Avenue, Pine Road, Nottinghill Road, Gordon Road and Gibbs Street.</p>	



2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.5 Manage roads, footpaths and car parks for safety, accessibility and efficiency	2e.5.1 Monitor and manage the condition of local and regional roads and footpaths	2e.5.1.2	Implement Capital Works Program for local and regional roads as identified for 2015/16	<ul style="list-style-type: none"> <li>• Projects completed</li> <li>• Budget expended</li> </ul>	Manager Outdoor	<p>Road pavement reconstruction works were completed in Lakeview Crescent between both ends at Betty Cuthbert Drive.</p> <p>Pavement reconstruction works were completed at:</p> <ul style="list-style-type: none"> <li>• John Street between Yarram Street and Noora Street.</li> <li>• John Street between Noora Street and Calool Street.</li> <li>• Calool Street between John Street and Nyrang Street.</li> </ul> <p>Road pavement reconstruction works were completed in:</p> <ul style="list-style-type: none"> <li>• Bridge Street between Olympic Drive and Samuel Street.</li> <li>• Hampstead Road between Rawson Street and Belimla Street.</li> <li>• Holker Street between Silverwater Road and western end.</li> </ul>	



## 2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.5 Manage roads, footpaths and car parks for safety, accessibility and efficiency	2e.5.1 Monitor and manage the condition of local and regional roads and footpaths	2e.5.1.3	Develop concept plan for a pedestrian walkway and cycleway on Haslams Creek bridge, Bennelong Parkway	<ul style="list-style-type: none"> <li>Submission of Preliminary review of Haslams Creek and bridge, Bennelong Parkway</li> <li>Community consultation held</li> <li>Commence construction of pedestrian walkway and cycleway on Haslams Creek bridge, Bennelong Parkway by June 2016</li> </ul>	Manager Engineering	Consultancy has been elected to undertake geo-technical investigation on the Haslams Creek bridge approaches of Bennelong Parkway. Preliminary assessment has been undertaken to short-list the consultants.	
		2e.5.1.4	Repair signs and line markings on roads as identified	<ul style="list-style-type: none"> <li>Number of signs and markings repaired</li> <li>Signs and markings repaired within 14 days of notification</li> </ul>	Manager Outdoor	Over the December quarter, 82 signs and markings were repaired with 66% of these repaired within 14 days of notification.	



2e Movement of people that is safe, accessible and efficient (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2e.5 Manage roads, footpaths and car parks for safety, accessibility and efficiency	2e.5.1 Monitor and manage the condition of local and regional roads and footpaths	2e.5.1.5	New and reconstructed footpath as per rolling works program	<ul style="list-style-type: none"> <li>Projects completed</li> <li>Budget expended</li> </ul>	Manager Outdoor	Footpath reconstruction works were carried out at the following locations: <ul style="list-style-type: none"> <li>On the northern side of Church Street between Martin Street and Bachell Avenue.</li> <li>On the on the southern side of Victoria Street West between Olympic Drive and Beatrice Street.</li> <li>On the southern side of Wellington Road between Park Road and Renshaw Street.</li> <li>A new footpath was constructed on the southern side of Derby Street between Churchill Street and Vore Street.</li> </ul>	
		2e.5.1.6	Repair damaged footpaths as identified	<ul style="list-style-type: none"> <li>Number of hazards repaired</li> <li>Hazards repaired within 15 days of notification</li> </ul>	Manager Outdoor	This quarter, 28 hazards were repaired with most of these being repaired within 15 days of notification.	
	2e.5.2 Prepare/Implement the Pedestrian Access and Mobility Plan	2e.5.2.1	Prepare a new Pedestrian Access and Mobility Plan (PAMP)	<ul style="list-style-type: none"> <li>Consultant engaged by Dec 15</li> <li>New PAMP reported to Council by Jun 2016</li> </ul>	Manager Engineering	On-line funding submission has been successful for \$35,000 and RMS has approved funding under the Active Transport Program in the current financial year. The Request For Quotation has been prepared and internal consultation is in progress	



## 2f Community assets managed for current and future generations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2f.1 Plan for new assets and manage existing infrastructure in response to demographic trends	2f.1.1 Manage Community Assets	2f.1.1.1	Develop proposals for Lidcombe RSL into a new library and community facility	<ul style="list-style-type: none"> <li>Report submitted to Council by Sept 2015 (Jun 2016)</li> </ul>	Manager Corporate	Matter under review.	
		2f.1.1.2	Review and update Open Space Strategy	<ul style="list-style-type: none"> <li>Report Open Space Strategy to Council for adoption by Dec 2015</li> </ul>	Manager Strategic Planning	Council is awaiting the Draft Open Space Strategy from Consultants for review. This is anticipated to be delivered in January 2016.	
	2f.1.2 Develop and manage asset knowledge	2f.1.2.2	Update asset management plans	<ul style="list-style-type: none"> <li>Asset Management plans updated by Dec 2015</li> </ul>	Manager Outdoor	Draft roads and transport plan completed and ready for comment.	



## 2f Community assets managed for current and future generations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2f.2 Prepare/Implement capital works program	2f.2.1 Implement Capital Works Program	2f.2.1.1	Implement Capital Works Program for properties	<ul style="list-style-type: none"> <li>Number of projects completed</li> <li>Budget expended</li> </ul>	Manager Outdoor	<p>During the December quarter, the following activities have taken place during the implementation of the Capital Works Program:</p> <ul style="list-style-type: none"> <li>Brief and Tender documents have been completed for the design extension of the Auburn Basketball Centre.</li> <li>Modification fit out works of the Ranger's area is complete.</li> <li>Quotes have closed for the refurbishment works of the depot amenities building.</li> </ul>	
2f.4 Maximise return on investment for Council properties	2f.4.1 Rationalise Council operational and community land	2f.4.1.1	Identify operational and community land for potential sale	<ul style="list-style-type: none"> <li>Number of properties for potential sale identified</li> </ul>	Manager Finance	<p>This quarter, the following closures/sales and surplus land sales were identified:</p> <ul style="list-style-type: none"> <li>Fraser Street Reserve, Auburn (Sale). Contaminated Soil (Remediation costs determined) and sale price of individual lots given further consideration.</li> <li>Board Street, Lidcombe (Closure/Sale). Title issue progressed. Valuation sought.</li> <li>Dawn Crescent, Regents Park (Part Closure/ Sale). Contaminated Soil (Remediation costs determined) and sale price of individual lots given further consideration.</li> </ul>	





## 2f Community assets managed for current and future generations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2f.5 Continue to maintain and update Council Community facilities	2f.5.1 Enhance sportsground and community facilities to cater for local demand	2f.5.1.2	Undertake Capital projects in parks and reserves	<ul style="list-style-type: none"> <li>Upgrade of Bardo Park completed</li> <li>Upgrade of Auburn Park completed</li> </ul>	Manager Outdoor	This quarter, the tender design was completed and report submitted to Council requesting approval to proceed with the Auburn and Bardo Park Upgrades. In addition, design work for Japanese Gardens is nearing completion.	
		2f.5.1.3	Maintain the golf course	<ul style="list-style-type: none"> <li>Social Income</li> <li>Member Income</li> <li>Total Income</li> <li>Social Golf Players</li> <li>Member Golf Players</li> <li>Total Golf Players</li> </ul>	Manager Outdoor	During the December quarter, there were 9,742 golf players that generated \$170,630 worth of income. These figures were consistent with the September Quarter.	
	2f.5.2 Prepare/Implement Plans of Management for Community Lands	2f.5.2.1	Review and update Sports Grounds Plan of Management	<ul style="list-style-type: none"> <li>Report Sports Grounds Plan of Management to Council for adoption by Dec 2015</li> </ul>	Manager Outdoor	There was no action this quarter.	
	2f.5.4 Enhance recreational/sporting use at sites currently underutilised	2f.5.4.1	Develop a master plan and explore uses for the Oriole Park precinct	<ul style="list-style-type: none"> <li>Prepare Oriole Park master plan brief by Apr 2016</li> </ul>	Manager Strategic Planning	Council is awaiting feedback from Open Space Strategy to determine potential uses for Oriole Park.	



2f Community assets managed for current and future generations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2f.5 Continue to maintain and update Council Community facilities	2f.5.4 Enhance recreational/sporting use at sites currently underutilised	2f.5.4.2	Develop a master plan and explore uses for the Progress Park precinct	<ul style="list-style-type: none"> <li>Progress Park master plan brief prepared by Nov 2015</li> <li>Specialist contamination consultant engaged by Feb 2016</li> <li>Draft Plan reported to Council by Jun 2016</li> </ul>	Manager Strategic Planning	Council is awaiting feedback from Open Space Strategy to determine potential additional uses for Progress Park.	
		2f.5.4.3	Review and update Auburn Playground Strategy	<ul style="list-style-type: none"> <li>Report Playground Strategy to Council for adoption by April 2016</li> </ul>	Manager Strategic Planning	Preliminary Review has been completed; Council is awaiting feedback from Open Space Strategy.	
		2f.5.4.4	Undertake upgrades and renew park and garden facilities and signage	<ul style="list-style-type: none"> <li>Number of facilities, furniture and signage updated</li> </ul>	Manager Outdoor	During the December quarter, there were 15 items updated which was consistent with the number from the September Quarter.	
		2f.5.4.5	Consult community regarding upgrading of existing and provision of new dog off leash areas	<ul style="list-style-type: none"> <li>Consultation events held</li> </ul>	Manager Outdoor	No action this quarter.	



## 2f Community assets managed for current and future generations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2f.5 Continue to maintain and update Council Community facilities	2f.5.5 Redevelop the Ruth Everuss Aquatic Centre	2f.5.5.1	Manage the Ruth Everuss Aquatic Centre redevelopment works	<ul style="list-style-type: none"> <li>Commence construction</li> <li>Completed construction works by Oct 2016</li> </ul>	Manager Direct	The works continue to be built within budget and smoothly notwithstanding that 80% of the site has proven to be contaminated. Council at the moment is assessing the cost and the time loss due to such contamination and will table a report by mid-January 2016. In summary Council is confident that the project remains to be on program and within budget.	
	2f.5.6 Maintain property in a serviceable condition	2f.5.6.1	Undertake repairs and upgrades to maintain Council properties in serviceable condition	<ul style="list-style-type: none"> <li>Number of projects completed</li> <li>Budget expended</li> </ul>	Manager Outdoor	All planned and reactionary repairs and upgrades that were undertaken on Council properties were performed on time, on budget, and to the expected level of quality.	



## 2g A place that celebrates cultural diversity (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
2g.1 Manage our natural and cultural heritage	2g.1.1 Prepare/Implement policies to manage our natural and cultural heritage	2g.1.1.1	Implement weed management strategy	<ul style="list-style-type: none"> <li>Number of noxious weed inspections</li> <li>Actions completed</li> </ul>	Manager Outdoor	<p>The quarterly Sydney weeds committee was held at Marrickville and discussion focused around the proposed new Local Land Services weed committee structure.</p> <p>Routine maintenance activities continue no additional inspections or actions carried out this quarter.</p>	
		2g.1.1.2	Review and update Tree Policy and Development Control Plan (DCP)	<ul style="list-style-type: none"> <li>Tree Preservation guidelines in DCP reviewed and updated by May 2016</li> </ul>	Manager Strategic Planning	Draft Tree Policy completed.	

3

OUR ENVIRONMENT:  
HEALTHY AND GREEN



## 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3a.1 Prepare/Implement biodiversity study	3a.1.1 Prepare/Implement Biodiversity Study	3a.1.1.2	Prepare a Biodiversity Plan project outline	<ul style="list-style-type: none"> <li>• Draft brief prepared by April 2016</li> <li>• Business case prepared by June 2016</li> </ul>	Manager Strategic Planning	No action this quarter.	
3a.2 Collaborate with regional partners to protect and maintain our rivers and waterways	3a.2.1 Prepare/Implement Plans of Management for protecting and maintaining our rivers and waterways	3a.2.1.1	Participate in Parramatta River Catchment Group	<ul style="list-style-type: none"> <li>• Number of meetings attended</li> <li>• Participation in PRCG projects</li> <li>• Uniform catchment indicators and monitoring program developed in conjunction with PRCG by June 2016</li> <li>• Develop environmental improvement projects by Jun 2016</li> </ul>	Manager Strategic Planning	<p>Council has supported the PRCG in submitting an application to the Local Land Services and Landcare NSW to host a 0.5FTE Local Landcare Coordinator for the Parramatta River catchment for the next 3.5 years.</p> <p>The PRCG has drafted an RFQ to implement and expand the Our Living River social media campaign. The purpose is to increase the number of votes for swimmable spots along the river as the key engagement tool for the project.</p> <p>Council has also contributed to development of the Annual Report of the PRCG, detailing the achievements of the year, including the announcement of the catchment Masterplan for the river.</p>	



### 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3a.2 Collaborate with regional partners to protect and maintain our rivers and waterways	3a.2.1 Prepare/Implement Plans of Management for protecting and maintaining our rivers and waterways	3a.2.1.2	Implement Plan of Management for Duck River	<ul style="list-style-type: none"> <li>Meetings coordinated with Parramatta City Council</li> <li>Actions implemented</li> </ul>	Manager Outdoor	Restoration works continuing. Contractors have been carrying out regular follow up work through the Duck River Corridor.	
3a.3 Manage Auburn City Golf Course in a sustainable way	3a.3.1 Monitor and manage storm water detention and drainage easements within private properties	3a.3.1.1	Audit On-Site Stormwater Detention systems	<ul style="list-style-type: none"> <li>Number of OSD systems inspected</li> <li>OSD systems requiring rectification works</li> </ul>	Manager Engineering	18 detention systems have been inspected, which was in line with last quarter.	
	3a.3.2 Monitor and manage storm water drainage facilities	3a.3.2.1	Design Drainage Systems in conjunction with Works Program	<ul style="list-style-type: none"> <li>Drainage systems designed</li> </ul>	Manager Engineering	Surveying has been completed for Cambridge Road drainage works. Preliminary designs for both Ettalong Street and Cambridge Street drainage works have been completed.	



### 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3a.3 Manage Auburn City Golf Course in a sustainable way	3a.3.2 Monitor and manage storm water drainage facilities	3a.3.2.4	Undertake bank stabilisation works along Duck River adjacent to Princes Road, Auburn	<ul style="list-style-type: none"> <li>Design completed by Dec 2015</li> </ul>	Manager Engineering	Surveying work has been completed and design work has commenced.	
		3a.3.2.5	Collect condition data and analyse drainage system	<ul style="list-style-type: none"> <li>Complete condition rating and update GIS maps</li> </ul>	Manager Engineering	Contract has been awarded and physical work has commenced. Preliminary assessment of 90% of the area has been completed and approximately 8200 pit data has been captured.	
		3a.3.2.6	Undertake bank stabilisation works along Duck River adjacent to Peter Hislop Park	<ul style="list-style-type: none"> <li>Design completed by Dec 2015</li> </ul>	Manager Engineering	Surveying work has been completed and design work has commenced.	
		3a.3.2.7	Remove pollutants from gross pollutant traps	<ul style="list-style-type: none"> <li>Pollutants removed</li> </ul>	Manager Engineering	12 Gross Pollutants Traps have been cleaned during the quarter.	





### 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3a.3 Manage Auburn City Golf Course in a sustainable way	3a.3.3 Prepare/Implement Stormwater Management Plans	3a.3.3.1	Design Gross Pollutant Traps	<ul style="list-style-type: none"> <li>GPT design completed by September 2015 in accordance with prioritised assessment report</li> </ul>	Manager Engineering	Gross Pollutant trap design for the Notting Hill Road was completed. Tender specification was completed during the quarter.	
		3a.3.3.2	Construct Gross Pollutant Traps	<ul style="list-style-type: none"> <li>Construct GPT by June 2016 in accordance with prioritised assessment report</li> </ul>	Manager Outdoor	No gross pollutant traps were constructed in the December Quarter.	
3a.4 Monitor and manage stormwater	3a.4.1 Prepare/Implement Floodplain Risk Management Plans	3a.4.1.1	Update Haslams Creek Floodplain Risk Management Plan	<ul style="list-style-type: none"> <li>Submission of preliminary report</li> <li>Community consultation held</li> <li>Update and report Haslam Creek Floodplain Risk Management Plan to Council by Jun 16</li> </ul>	Manager Engineering	Haslams Creek Flood Modelling work is in progress.	
		3a.4.1.2	Undertake overland flow analysis of Duck River catchment	<ul style="list-style-type: none"> <li>Funding received by Oct 2015</li> <li>Tender by March 2016</li> <li>Engage consultant by June 2016</li> </ul>	Manager Engineering	Council was unsuccessful in the grant application this quarter.	



## 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3a.4 Monitor and manage stormwater	3a.4.2 Undertake water quality monitoring of Duck River	3a.4.2.1	Monitor water quality in Duck River	<ul style="list-style-type: none"> <li>Number of sites tested</li> <li>Number of sites exceeding ANZECC guidelines on secondary contact</li> </ul>	Manager Development Assessment	Water quality testing was undertaken throughout the quarter and all results were in line with the baseline targets.	
3a.5 Monitor and manage Floodplain Risk	3a.5.1 Protect and enhance Auburn tree canopy	3a.5.1.1	Develop Street Tree Master Plan	<ul style="list-style-type: none"> <li>Street Tree Master plan Reviewed</li> <li>Draft Street Tree Master plan reported to Council for public exhibition</li> </ul>	Manager Strategic Planning	Street Tree Masterplan progressed during the December Quarter.	
	3a.5.3 Prepare/Implement policies and procedures for managing private tree assessments	3a.5.3.1	Implement Auburn Tree Policy and Framework Plan	<ul style="list-style-type: none"> <li>Tree Applications received (per month)</li> <li>Applications completed within 14 days</li> <li>% of Tree Applications completed within 14 days</li> <li>Outstanding applications (per month)</li> <li>Applications determined (per month)</li> </ul>	Manager Outdoor	This quarter saw 32% of the 38 tree applications received completed within 14 days. This was below average but consistent with last quarter.	
3a.6 Maintain safe and attractive parks and street trees	3a.6.1 Monitor building sites for sediment erosion	3a.6.1.1	Monitor building sites for public safety and environmental compliance	<ul style="list-style-type: none"> <li>Number of hording, construction zones, skip bins on footpaths, pumping over footpaths during general duties inspections</li> </ul>	Manager Outdoor	There were below average numbers this quarter with 40 inspections.	



### 3a A sustainable natural environment (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.1 Prepare/Implement Energy Savings Action Plan	3b.1.1 Prepare/Implement Energy Savings Action Plan	3b.1.1.3	Research renewable energy solutions at Council facilities and buildings	<ul style="list-style-type: none"> <li>Number of renewable energy solutions researched (reported quarterly)</li> <li>Number of renewable energy solutions implemented (reported quarterly)</li> </ul>	Manager Strategic Planning	Council has met with a number of solar energy providers, to discuss the opportunities for solar energy to replace non-renewable electricity on Council facilities which, operate predominantly throughout the day.	
	3b.1.2 Install energy efficient street lighting	3b.1.2.1	Report street lights for upgrade to AUSGRID as identified	<ul style="list-style-type: none"> <li>Reported to AUSGRID within 14 days</li> </ul>	Manager Outdoor	<p>75 street lights were replaced this quarter in the Newington area as follow:</p> <ul style="list-style-type: none"> <li>20 of the old 125W Mercury Vapour lamps on the main roads were replaced with the new 42W energy efficient LED lamps.</li> <li>55 of the old 80W Mercury Vapour lamps on the minor roads were replaced with the new 22W energy efficient LED lamps.</li> <li>Street lighting upgrade works were requested for Jay Street, Lidcombe.</li> <li>No requests for street light upgrade were lodged with Ausgrid in December 2015.</li> <li>Confirmation relieved from Ausgrid that the street lighting upgrade works in Day Street North have now been completed.</li> </ul>	




### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.1 Prepare/Implement Energy Savings Action Plan	3b.1.2 Install energy efficient street lighting	3b.1.2.2	Facilitate the Streetlighting Improvement Program (SLIP)	<ul style="list-style-type: none"> <li>Energy efficient streetlights installed</li> </ul>	Manager Strategic Planning	During the December quarter, 3 performance reports were received showing that 2663 of the 5294 luminaries have been highlighted as "to be replaced" and using MapInfo, Council has worked with Ausgrid to replace 597 luminaries with LED lamps. During the quarter 28 lamps were upgraded.	
		3b.2 Implement sustainable practice in Council operations	3b.2.1 Investigate sustainable management opportunities	3b.2.1.1	Improve the environmental performance of Council's Fleet	<ul style="list-style-type: none"> <li>Q1 CO2 equivalent emissions</li> <li>Q2 CO2 equivalent emissions</li> <li>Q3 CO2 equivalent emissions</li> <li>Q4 CO2 equivalent emissions</li> </ul>	Manager Strategic Planning
3b.2.1.3	Operate/manage Green Bank Fund			<ul style="list-style-type: none"> <li>Money invested into the Fund (cash in during the month)</li> <li>Projects expended from Fund (cash out during the month)</li> <li>Fund Balance at end of month</li> </ul>	Manager Strategic Planning	A Request for Tender has been made public for the retrofit of the lighting within the Susan St Car Park. The evaluation panel has received tender applications and specified the criteria with which to determine the most cost and energy efficient option. Funds from the Green Bank have been allocated to partially fund this energy efficiency upgrade to stimulate further savings in the future.	




### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.2 Implement sustainable practice in Council operations	3b.2.3 Prepare/Implement Sustainability Action Plan	3b.2.3.1	Implement water and energy audit recommendations at Council facilities	<ul style="list-style-type: none"> <li>• Energy usage Jun Qtr 2016</li> <li>• Water consumption Jun Qtr 2016</li> <li>• Electricity usage Sep Qtr 2015</li> <li>• Water consumption Sep Qtr 2015</li> <li>• Electricity usage Dec Qtr 2015</li> <li>• Water consumption Dec Qtr 2015</li> <li>• Electricity usage Mar Qtr 2016</li> <li>• Water consumption Mar Qtr 2016</li> </ul>	Manager Strategic Planning	<p>Energy usage summary:</p> <p>Energy usage has dropped significantly during the September Qtr 2015 (4826 GJ) compared to the same time last year (September Qtr figure of 6075 GJ). This is due predominantly to the closure of the Ruth Everuss Aquatic Centre.</p> <p>Water usage summary:</p> <p>The September Qtr 2015 is significantly down on the September Qtr 2014 figure of 37687 kL (down by 15108 kL) due to reductions in usage at Auburn Community Picnic Area, Ruth Everuss Aquatic Centre and Wyatt Park Sports Facility.</p>	



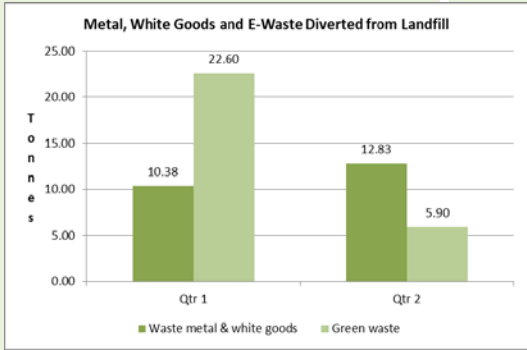
### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.2 Implement sustainable practice in Council operations	3b.2.3 Prepare/Implement Sustainability Action Plan	3b.2.3.2	Monitor and measure utility use	<ul style="list-style-type: none"> <li>• Number of tailored usage reports distributed</li> <li>• Number of Planet Footprint briefings held</li> <li>• Real time interval data reports compiled</li> </ul>	Manager Strategic Planning	<p>Tailored usage reports have been sent to the Manager for Outdoor Staff, Chief Financial Officer, Depot Supervisor, Procurement Coordinator and other members of staff to maintain awareness of energy and water usage levels.</p> <p>December's weekly utility use monitoring through Webgraphs data has found a spike in electricity usage at the Council Civic Centre attributed to the poor performance of the Heating, Ventilation and Air Conditioning (HVAC) system. Council has organised for a specialised HVAC contractor to perform an energy audit of the Civic Centre facility.</p> <p>Planet Footprint held training courses in lieu of the normal quarterly report. This quarter was "Delve into your data" and covered Pivot tables, Creating 'Calculated Fields', Keyboard shortcuts, Combination graphs, Business as Usual scenarios and Refreshing data/graphs.</p>	



### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.3.1.1	Provide domestic waste collection services	<ul style="list-style-type: none"> <li>Domestic waste collected</li> <li>Bulky waste collected</li> </ul>	Manager Outdoor	During the December quarter, Council collected 4,092t of domestic waste and 425.5t of bulky waste which was slightly below the amount collected last quarter.	
		3b.3.1.2	Provide recycling collection services including bi-annual e-waste recycling events	<ul style="list-style-type: none"> <li>Co-mingled domestic recycling diverted from landfill</li> <li>Waste metal and white goods diverted from landfill</li> <li>Green waste collected and diverted from landfill</li> <li>Percentage of contamination of recyclable material</li> <li>E-waste diverted from landfill</li> </ul>	Manager Outdoor	This quarter, Council diverted 650t of recycling from landfill, 12.8t of waste metal and white goods, 641.6t of green waste and 6t of E-waste.	






### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.3.1.3	Manage Recycling Contract	<ul style="list-style-type: none"> <li>• Tonnes of recycled material collected</li> <li>• Risk income</li> </ul>	Manager Outdoor	Tonnes of recycling material collected were well below last quarter. Only 650t compared to 925t during the September Quarter.	
		3b.3.1.4	Manage Waste Less Recycle More (WLRM) program and grants	<ul style="list-style-type: none"> <li>• % of the 15/16 budget expended</li> <li>• Amount of budget expended</li> <li>• WLRM program acquittal submission by Sept 15</li> </ul>	Manager Strategic Planning	The expense of the BWaR projects was monitored. Following the popularity of the E-Waste events, Council will introduce an additional event in 2016, making it three in total. In addition, a container was purchased to store illegally dumped e-waste until the next E-waste event for appropriate disposal.	






### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.3.1.5	Develop a Waste Plan	<ul style="list-style-type: none"> <li>• Draft of Waste Plan to Executive by Nov15</li> <li>• Draft of Litter Plan by Dec 2015</li> <li>• Draft asbestos collection program by June 2016</li> <li>• Draft Illegal Dumping Plan by Dec 2015</li> <li>• Proposal for bin audit approval by Dec 2015</li> </ul>	Manager Strategic Planning	<p>Illegal Dumping Plan:</p> <p>Council is in the process of developing a new and concise waste guide for strata managers and real estate agents, as well as ways to effectively capture the baseline illegal dumping data.</p> <p>Other initiatives:</p> <p>9 CCTV cameras have been allocated for illegal dumping. A new Illegal dumping request form has been drafted to help save time and increase the efficiency of RID investigators.</p> <p>Waste Plan - Work on the background research for the waste plan is continuing, and Council's targets in line with state and regional targets have been defined</p>	



### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16					ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status	
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.3.1.6	Promote Council special waste collections and environmental events	<ul style="list-style-type: none"> <li>• Number of events</li> <li>• Newspaper advertisements</li> <li>• Flyers</li> <li>• Website updates</li> <li>• Other</li> </ul>	Manager Strategic Planning	<p>This quarter Council promoted and conducted pre- launch survey for the new Mobile Special Waste Collection Program, promoted Garage Sale Trail, a national one day event through Council's various media channels. A total of 14 Garage Sale group registered for Garage Sale Trail of which Auburn Council held two events. Approximately 100 people participated at Council's Garage Sale Trail that occurred at Spring Garden Party at the Friendship Garden.</p> <p>The EPA has requested the partner Councils to conduct a pre-launch survey of the Special Waste Collection Service to get an indication of how residents are currently disposing of their household problem waste. This data will help us evaluate the project after its completion.</p> <p>Council promoted Bower's collection and rehoming service and Council's free household waste collection service via Facebook boost. The post is expected to reach more than 35000 Facebook users in Auburn area within 7 days. This will help divert significant amount of waste that would otherwise end up in landfill.</p>		



### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16					ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status	
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.3.2.1	Collect disused mattresses under the WaSIP scheme	<ul style="list-style-type: none"> <li>Number of mattresses diverted from landfill</li> </ul>	Manager Outdoor	During the December quarter, only 310 mattresses were diverted from landfill compared to 623 during the September Quarter.		
		3b.3.2.2	Collect disused mobile phones under the Mobile Muster Program and used toner cartridges	<ul style="list-style-type: none"> <li>Phones collected (per quarter)</li> <li>Toner cartridges collected (per quarter)</li> </ul>	Manager Strategic Planning	In the second quarter ending December, 24.7 kg of cartridges, 1.5kg mobile phones and 4.5kg household batteries were collected and diverted from landfill.		
		3b.3.2.3	Participate in Office of Environment and Heritage (OEH) Chemical Clean Out (including motor oil) Collection Program and collect other illegally dumped hazardous material	<ul style="list-style-type: none"> <li>Hazardous waste from Chemical Cleanout diverted from landfill</li> <li>Asbestos contaminated material collected</li> </ul>	Manager Outdoor	During the December quarter, the amount of hazardous waste and Asbestos contaminated material collected was consistent with last quarter.		



### 3b Minimise our ecological footprint (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3b.3 Implement strategies to implement better recycling practices	3b.3.1 Ensure efficient and timely collection of waste matter and implement strategies to achieve better recycling practices	3b.4.1.1	Maintain a volunteer program that will assist to restore the Duck River corridor	<ul style="list-style-type: none"> <li>Volunteers participating</li> </ul>	Manager Outdoor	The De-Vine Duck River group had 15 regular attendees this quarter. The bushcare connections workshops continued with a group of 20 Arabic participants undertaking planting activities and an introductory workshop was held with 12 participants from the Chinese community.	
3b.4 Deliver programs to improve bushland corridor	3b.4.2 Protect and enhance the Duck River bushland corridor	3b.4.2.1	Restore Duck River bushland	<ul style="list-style-type: none"> <li>Grant applications submitted</li> <li>Meetings attended for the Duck River Corridor Rehabilitation and stabilisation project</li> <li>Meetings attended for the Native habitat recovery in the Parramatta River Catchment</li> <li>Wyatt Park stormwater channel weed control inspections completed</li> <li>Grants received</li> </ul>	Manager Outdoor	Revegetation and stabilisation works have escalated along the banks of the Golf Course with 16,000 plants planted during the quarter.	



3c An environmentally aware and active community (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3c.1 Provide environmental education	3c.1.1 Develop and deliver Environmental Education Program	3c.1.1.2	Prepare and deliver a Sustainability Awareness program for Auburn residents	<ul style="list-style-type: none"> <li>• Initiatives/programs delivered</li> <li>• Participants</li> </ul>	Manager Strategic Planning	During the December Quarter Council delivered and/or supported a Spring Garden Party, the ACEEP Project, one Lifelong learning program on food, the Community Pride Taskforce in a "Native Bee Hive" initiative and a new civic education program for newly settled migrants.	
		3c.1.1.5	Prepare and deliver a Sustainability Awareness and environmental education programs for schools and early childhood centres	<ul style="list-style-type: none"> <li>• Initiatives/programs delivered</li> <li>• Participants</li> </ul>	Manager Strategic Planning	Council's delivered the following programs this quarter: <ul style="list-style-type: none"> <li>• After school recycling craft sessions during National Recycling Week.</li> <li>• Two Sustainable Living and Gardening workshops for the youth between the ages of 11-15. This workshop aims to educate the local youth on waste reduction and saving money on energy and water. The workshop will also include hands on gardening activities.</li> </ul>	



### 3c An environmentally aware and active community (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3c.1 Provide environmental education	3c.1.1 Develop and deliver Environmental Education Program	3c.1.1.6	Prepare Annual Waste Calendar	<ul style="list-style-type: none"> <li>Prepare Draft Waste Calendar 2016 by Oct 2015</li> <li>Finalise Waste Calendar 2016 by Nov 2015</li> <li>Distribute Waste Calendar 2016 by Jan 2016</li> </ul>	Manager Strategic Planning	The printing and distribution of Council's Annual Waste and Community Calendar was completed in the December Quarter. A total of 32,500 copies of the calendar were printed, of which 30,000 copies have been distributed to Auburn residents. A soft copy of calendar is also available on Council's website for easy access.	
		3c.1.1.7	Support Keep Australia Beautiful Environmental Programs for schools	<ul style="list-style-type: none"> <li>Programs delivered</li> </ul>	Manager Strategic Planning	Council's Sustainability Unit confirmed the topics for EnviroMentors program for the year 2016. The unit also provided the number of schools, days and time for the EnviroMentors session for 2016.	
	3c.1.2 Deliver Environmental Sustainability Events	3c.1.2.2	Provide management and technical advice for Council's community gardens	<ul style="list-style-type: none"> <li>Requests received</li> <li>Requests resolved</li> </ul>	Manager Strategic Planning	The management plan for the Friendship Garden has been further developed over the December Quarter.	



### 3c An environmentally aware and active community (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3c.1 Provide environmental education	3c.1.2 Deliver Environmental Sustainability Events	3c.1.2.3	Deliver Community Pride events including Clean Up Australia Day	<ul style="list-style-type: none"> <li>Community pride events held</li> <li>Participants</li> </ul>	Manager Strategic Planning	A Community Pride Taskforce meeting was held in October. Volunteers supported the Spring Garden Party at the Auburn Council stall and ran a Native Bee demonstration to promote the essential role of bees in the environment.	
3c.2 Prepare and enforce strategy to address illegal waste dumping	3c.2.1 Implement illegal waste dumping strategy and undertake waste education	3c.2.1.1	Undertake patrols within LGA to reduce illegal waste dumping	<ul style="list-style-type: none"> <li>Illegal waste dumping sites</li> <li>Offenders identified</li> </ul>	Manager Outdoor	During the December quarter, there were 354 illegal dumping sites recorded and 43 offenders identified. This was consistent with last quarter.	



### 3d Compliance with public and environmental health standards (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3d.1 Regulate and enforce environmental and public health regulations	3d.1.1 Implement food premises inspection program	3d.1.1.1	Carry out inspections of food handling premises	<ul style="list-style-type: none"> <li>• Number of inspections</li> </ul>	Manager Development Assessment	This quarter, Council carried out 121 inspections which was more than double last quarter.	
	3d.1.2 Implement public health inspection program	3d.1.2.1	Carry out inspections of public health premises	<ul style="list-style-type: none"> <li>• Number cooling tower inspections</li> <li>• % of satisfactory cooling towers</li> <li>• Number of public swimming pool inspections</li> <li>• % of satisfactory public swimming pools</li> <li>• Number of boarding house inspections</li> <li>• % of satisfactory boarding houses</li> <li>• Number of skin penetration facility inspections</li> <li>• % of satisfactory skin penetration facility</li> <li>• Number of temporary food outlet inspections</li> <li>• % of satisfactory temporary food outlet</li> </ul>	Manager Development Assessment	During the reporting period Council's Environmental Health Officers, in conjunction with officers from NSW Health, undertook water quality inspection of splash parks within the Local Government Area as part of NSW health splash park review.	





### 3d Compliance with public and environmental health standards (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3d.1 Regulate and enforce environmental and public health regulations	3d.1.3 Prepare/Implement fire safety program	3d.1.3.1	Monitor and administer compliance with Clause 177 EP & A Act (Fire Safety Standards)	<ul style="list-style-type: none"> <li>Number of required fire safety certificates received</li> </ul>	Manager Outdoor	94 owners of buildings within our LGA have declared that all fire safety measures on the premises have been maintained to the appropriate standards and that paths of travel to and within the required exits are kept clear of any obstructions to allow a safe exit from the premises in the event of a fire or other emergency. 178 required safety certificates were received during the quarter.	
3d.2 Undertake animal control to ensure public safety	3d.2.1 Undertake animal control in accordance with Companion Animals Management Plan	3d.2.1.1	Undertake Companion Animals management	<ul style="list-style-type: none"> <li>Notices issued to register animals</li> </ul>	Manager Outdoor	Companion animals are an integral part of Auburn's community, culture and society. Being a pet owner is serious business and brings responsibilities for the animals, the rest of the community and the environment. Auburn Council promotes the ownership of pets in a socially and animal welfare responsible manner. 3 notices were issued to register animals this quarter which was less than the previous quarter.	



### 3d Compliance with public and environmental health standards (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
3d.2 Undertake animal control to ensure public safety	3d.2.1 Undertake animal control in accordance with Companion Animals Management Plan	3d.2.1.2	Undertake patrols within LGA to impound stray and dangerous animals	<ul style="list-style-type: none"> <li>• Number of dogs impounded</li> <li>• Number of cats impounded</li> <li>• Number of other animals impounded</li> <li>• Number of animals returned</li> </ul>	Manager Outdoor	During the December quarter, the number of dogs, cats and other animals impounded were below average while the number of animals returned also decreased slightly.	
		3d.2.1.3	Regulate and enforce local animal regulations and restrictions	<ul style="list-style-type: none"> <li>• Number of customer requests on animals (non companion cats and dogs) received and actioned</li> </ul>	Manager Outdoor	This quarter, there was a sharp increase in the number of customer requests on animals from 10 last quarter to 22 during the December Quarter.	

4

OUR LEADERSHIP:  
VISIONARY AND  
RESPONSIBLE



4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.1 Represent Council at state, agency workshops, information sessions and forums	4a.1.1 Represent Council at state, agency workshops, information sessions and forums	4a.1.1.1	Represent Council at state, agency workshops, information sessions and forums	<ul style="list-style-type: none"> <li>• Workshops, information sessions and forums attended</li> <li>• Submissions made on key issues</li> </ul>	Manager Strategic Planning	<p>This quarter, 13 workshops, information sessions and forums were attended which met the target. 4 submissions were made on key issues concerning:</p> <ul style="list-style-type: none"> <li>• Gateway review process for making LEPs</li> <li>• A Proposed Standard Instrument (LEP) Amendment Order 2015 objecting to proposed mandating of “places of public worship”.</li> <li>• Draft Western Sydney Airport Environmental Impact Statement concerning rail links, aircraft noise, traffic, transport, and employment was prepared and submitted</li> <li>• One submission on the Draft Parramatta Road Corridor Strategy was reported to Council in December and then submitted.</li> </ul>	


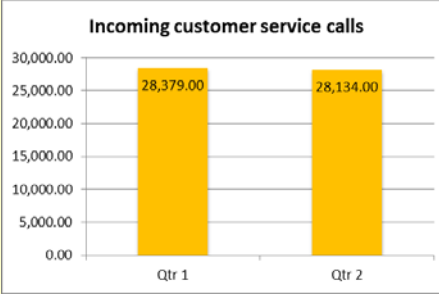

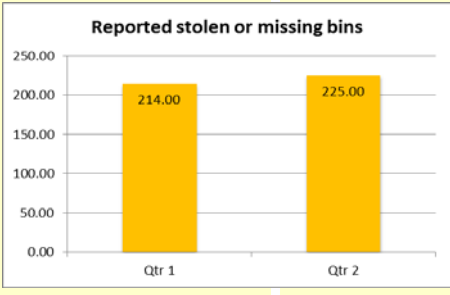
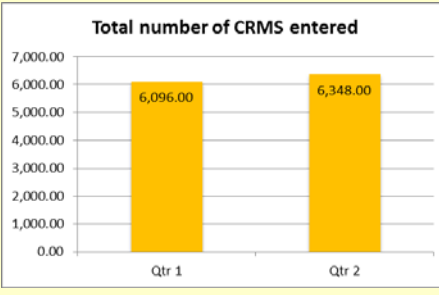


## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.2 Provide highest standards of customer service	4a.2.1 Deliver excellence in customer services	4a.2.1.1	Provide TRIM Training/ Support to ensure that corporate standards are met by organisation	<ul style="list-style-type: none"> <li>All new staff provided training in Records Management system &amp; procedures within 3 weeks of commencement</li> <li>Records Management staff provided with refresher training in TRIM (biannually)</li> <li>Random audits of compliance with Records Management procedures &amp; standards (quarterly)</li> </ul>	Manager Corporate	TRIM training and support on target for the quarter.	
		4a.2.1.3	Provide a facility for the lodgement of Development Applications and Construction Certificates	<ul style="list-style-type: none"> <li>New Development Applications (DAs) lodged entered into system by 9am next business day</li> <li>New CCs processed entered into system by 9am next business day</li> </ul>	Manager Corporate	This quarter, the amount of DAs and CCs processed into the system by 9am the next business day was in line with last quarter and the target.	
		4a.2.1.4	Report on corporate correspondence flows	<ul style="list-style-type: none"> <li>Report on overdue workflows provided to Executive/ Management</li> </ul>	Manager Corporate	Over the December quarter, there were 4,603 overdue workflows which was an increase of 281 on the September Quarter.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.2 Provide highest standards of customer service	4a.2.1 Deliver excellence in customer services	4a.2.1.5	Report on customer service enquiries and requests	<ul style="list-style-type: none"> <li>Incoming customer service calls</li> <li>Total number of CRMS entered</li> <li>Pre-book waste collections requests received</li> <li>Reported stolen or missing bins</li> </ul>	Manager Corporate	 <p><b>Incoming customer service calls</b></p>  <p><b>Pre-book waste collections requests received</b></p>  <p><b>Reported stolen or missing bins</b></p>  <p><b>Total number of CRMS entered</b></p> 	
4a.2 Provide highest standards of customer service							



4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
	4a.2.2 Manage Council's records in accordance with the State Records Act	4a.2.2.1	Respond to Government Information (Public Access) applications (GIPA)	<ul style="list-style-type: none"> <li>Informal applications processed within 5 working days</li> <li>Formal applications processed (annual target) within 21 working days</li> <li>Number of Formal GIPA applications received</li> </ul>	Manager Corporate	During the December quarter, 47% of informal applications were processed within 5 working days. All 3 formal applications received were processed within 21 days.	
4a.3 Prepare/Implement a communication plan	4a.3.1 Prepare/Implement Communication Plan	4a.3.1.1	Prepare Communication Plan	<ul style="list-style-type: none"> <li>Communication Plan reported to Executive</li> </ul>	Manager Human Resources	Action on hold.	
4a.4 Prepare/Implement processes to enhance governance	4a.4.2 Continue to identify systems and processes to support the pursuit of competitive customer service provision costs	4a.4.2.1	Review and update Contracts Register	<ul style="list-style-type: none"> <li>Contract Status Reviews this month</li> <li>Contractor Performance Reviews this month</li> </ul>	Manager Finance	<p>Procurement and contract reviews are resulting in council selecting the best performing contrasts from our panels and meeting the best practise guidelines</p> <p>This quarter, there were 15 contract reviews and 14 contractor performance reviews.</p>	



4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.4 Prepare/Implement processes to enhance governance	4a.4.3 Review and manage Emergency Risk and local disasters	4a.4.3.1	Review and update Disaster Plan document	<ul style="list-style-type: none"> <li>Number of Enhancements implemented</li> <li>Local emergency plan by June 2016</li> </ul>	Manager Direct	The Auburn Local Emergency Management Committee convened on Thursday 12 November 2015. The Committee was advised that the reviewing of Disaster Plan documents including Consequence Management Plans have been put on hold due to various reasons including uncertainty about amalgamations. It was recommended that the process be put on hold otherwise any further works could become redundant. The next meeting of the LEMC is scheduled for Thursday 10 March 2016.	
		4a.4.3.2	Chair local Emergency Management Committee and provide engineering resource management	<ul style="list-style-type: none"> <li>Reports prepared for Regional Emergency Management Committee (REMC)</li> <li>DEMC Meetings attended</li> </ul>	Manager Direct	The Auburn Local Emergency Management Committee convened on Thursday 12 November 2015. The next meeting of the Local Emergency Management Committee is scheduled for next Thursday 10 March 2016. The Chair of the LEMC also attended the Regional Emergency Management Committee Meetings.	





## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.4 Prepare/Implement processes to enhance governance	4a.4.3 Review and manage Emergency Risk and local disasters	4a.4.3.3	Develop an effective Disaster Recovery (DR) plan and procedures	<ul style="list-style-type: none"> <li>Complete annual DRP test in the first quarter in June 2016</li> </ul>	Manager Information Services	<p>A complete Disaster Recovery (DR) test has been planned for January 2016. All required steps have been taken in preparation for this DR test.</p> <p>This test will focus on technical DR processes; a whole of business DR test will be conducted before end of the financial year.</p>	
	4a.4.5 Prepare/Implement workers compensation insurance model	4a.4.5.2	Monitor and review trends in injury management of the Workers Compensation Insurance model	<ul style="list-style-type: none"> <li>Number of new injury claims</li> <li>Number of open injury claims</li> <li>Cost of claims</li> <li>Premium target not to exceed premium paid (\$'000)</li> <li>Premium impacting claims per 100000 wages</li> <li>Claims reported within 5 days</li> <li>Average GIC for all claims</li> <li>Claims closed within 12 weeks</li> <li>Reduction in number of muscular stress claims</li> </ul>	Manager Finance	During the December quarter, there were 3 new injury claims and 25 open injury claims which equates to 12 claims being closed over the last 3 months.	
	4a.4.6 Reduce public liability and risk and protect community assets	4a.4.6.1	Review Enterprise Risk Management Framework	<ul style="list-style-type: none"> <li>Review Enterprise Risk Management policy/strategy</li> </ul>	Manager Corporate	Ongoing review - Test of Council's Business Continuity Plan was carried out. Waiting on report from Consultant.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.4 Prepare/Implement processes to enhance governance	4a.4.6 Reduce public liability and risk and protect community assets	4a.4.6.2	Hold Risk Management Panel meetings	<ul style="list-style-type: none"> <li>Conduct 4 Risk Panel meetings</li> </ul>	Manager Corporate	No report available.	
		4a.4.6.3	Increase Manager usage of Guardian (ERM) System	<ul style="list-style-type: none"> <li>Managers using ERM system</li> <li>Number of Manager training sessions</li> </ul>	Manager Corporate	No report available.	
		4a.4.6.4	Assess self-insured risk through the Guardian system	<ul style="list-style-type: none"> <li>High risk items in Guardian reviewed biannually</li> </ul>	Manager Corporate	No report available.	
	4a.4.7 Prepare/Implement processes to enhance governance	4a.4.7.1	Resolutions of Council actioned in timely manner	<ul style="list-style-type: none"> <li>Council resolutions distributed within 2 days of Council meetings</li> <li>Outstanding actions (monthly target)</li> <li>Completed actions</li> </ul>	Manager Corporate	All actions arising from Council resolutions allocated to responsible officers within 2 working days of Council Meeting. As at the end of the month (excluding resolutions from the latest Meeting) there were 17 outstanding actions in progress and 13 actions arising from Council Meeting resolutions were completed.	



4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.4 Prepare/Implement processes to enhance governance	4a.4.7 Prepare/Implement processes to enhance governance	4a.4.7.2	Co-ordinate Governance Committee meetings	<ul style="list-style-type: none"> <li>Meetings held (annual target)</li> </ul>	Manager Corporate	No report available.	
4a.5 Provide support to civic leadership	4a.5.1 Provide support to civic leadership	4a.5.1.1	Prepare, publish and distribute business papers and minutes of Council Meetings	<ul style="list-style-type: none"> <li>Business papers and minutes of Council Meetings distributed in accordance with established standards</li> </ul>	Manager Corporate	Agreed service standards for preparation and distribution of Business Papers and Minutes of Council Meetings met.	
		4a.5.1.4	Prepare statutory and monthly reports for the consideration and determination of the Council	<ul style="list-style-type: none"> <li>Statutory Reports Prepared</li> </ul>	Manager Corporate	All information reports prepared in accordance with Council's agreed standards.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.6 Comply with all statutory reporting requirements	4a.6.1 Provide high quality, accurate and timely financial information that meets all legislative requirements	4a.6.1.1	Prepare and distribute Annual Financial Statements	<ul style="list-style-type: none"> <li>Annual Financial Statements lodged with OLG by Oct 2015</li> </ul>	Manager Finance	Action completed	
		4a.6.1.2	Prepare Annual budget	<ul style="list-style-type: none"> <li>Budget adopted in accordance with the legislative timeframes</li> </ul>	Manager Finance	Budget's progress is on track and in accordance with the Budget timetable.	
		4a.6.1.4	Coordinate and compile the Schedule of Fees	<ul style="list-style-type: none"> <li>Draft FY16/17 Schedule reported to Executive by Mar 2016</li> </ul>	Manager Finance	Process will commence early February 2016	
		4a.6.1.3	Coordinate budget quarterly review across business service units	<ul style="list-style-type: none"> <li>Q1 review adopted by Council by Nov 2015</li> <li>Q2 review adopted by Council by Feb 2016</li> <li>Q3 review adopted by Council by May 2016</li> </ul>	Manager Finance	Quarter 2 Quarterly Budget Review report was prepared for Council's review and adoption at the first Council meeting in February.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.7 Implement Integrated Planning and Reporting Framework	4a.7.1 Review Community Strategic Plan and Resourcing Strategy	4a.7.1.1	Conduct workshops of staff residing in LGA	<ul style="list-style-type: none"> <li>Conduct 2 workshops</li> </ul>	Manager Strategic Planning	No workshops were conducted this quarter.	
	4a.7.2 Produce Integrated Planning and Reporting (IP&R) documents	4a.7.2.1	Produce and publish Operational Plan performance reports	<ul style="list-style-type: none"> <li>June Qtr review reported to Council for adoption by Aug 2015</li> <li>September Qtr review reported to Council for adoption by Nov 2015</li> <li>December Qtr review reported to Council for adoption by Feb 2016</li> <li>March Qtr review reported to Council for adoption by May 2016</li> </ul>	Manager Strategic Planning	The data for the December quarterly review was being entered by staff and is due to go to the February Council meeting.	
	4a.7.3 Investigate opportunities to adapt procedures to sustainable and integrated solutions	4a.7.3.2	Update staff position descriptions to align with organisational structure and Integrated Planning and Reporting Framework	<ul style="list-style-type: none"> <li>Complete position description check by Jun 2016</li> </ul>	Manager Strategic Planning	Forms part of Council's Integrated Planning Legislative Framework.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.7 Implement Integrated Planning and Reporting Framework	4a.7.3 Investigate opportunities to adapt procedures to sustainable and integrated solutions	4a.7.3.3	Seek staff input in relation to internal culture and climate	<ul style="list-style-type: none"> <li>Complete analysis of council wide survey by Mar 2015</li> </ul>	Manager Strategic Planning	A working group has been created in order to progress some of the high priority outcomes identified in the Council wide survey. Communication of the executive to the staff has been continuous, concerning the Council amalgamations. These communications have also included presentations on the progress of each business unit.	
		4a.7.3.6	Improve use and effectiveness of performance reporting	<ul style="list-style-type: none"> <li>Number of staff trained</li> <li>Report FY16/17 Operational Plan to Council for adoption by May 2016</li> </ul>	Manager Strategic Planning	Four staff members were trained during the quarter, and the review of the Operational Plan is due to begin in January.	
4a.8 Safeguard and enhance Council's corporate image	4a.8.1 Safeguard Council's corporate image in the media	4a.4.8.1	Manage Code of Conduct complaints	<ul style="list-style-type: none"> <li>Complaints coordinated within 15 working days</li> </ul>	Manager Corporate	Code of Conduct complaints are processed within the corporate and statutory requirements.	



## 4a Effective and accountable governance (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4a.8 Safeguard and enhance Council's corporate image	4a.8.1 Safeguard Council's corporate image in the media	4a.8.1.1	Undertake projects to improve Council branding and communication	<ul style="list-style-type: none"> <li>Number of Auburn Town Centre banner rotations</li> <li>New communications initiatives implemented</li> </ul>	Manager Community Development	Christmas banners and decorations were rolled out across all Town Centres within the Auburn LGA. Council also finalised its Communications Plan 2016 and briefed Council's Management and Leadership Teams on key elements of the Plan. New communications guidelines and a more integrated/coordinated approach will be rolled out across the organisation in the coming months with a number of tangible outcomes including a monthly Council Newsletter from February 2016 to all households.	
4b.1 Implement Auburn City Council's financial management and operations	4b.1.1 Review and update Long Term Financial Plan	4b.1.1.2	Review Long Term Financial Plan and funding model to provide for renewal of infrastructure	<ul style="list-style-type: none"> <li>Financial strategy reviewed and updated Q1 by Nov</li> <li>Financial strategy reviewed and updated Q2 by Feb</li> <li>Financial strategy reviewed and updated Q3 by May</li> <li>Financial Sustainability issues identified and reported to Council by Jun 2015</li> </ul>	Manager Finance	Long Term Financial Plan for Quarter 1 has been reviewed and updated.	



4b Financially sustainable council (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4b.1 Implement Auburn City Council's financial management and operations	4b.1.1 Review and update Long Term Financial Plan	4b.1.1.3	Prepare Asset Long Term Works Program	<ul style="list-style-type: none"> <li>Revised long-term works program by Dec15</li> </ul>	Manager Outdoor	Following the completion of the asset management plan a forward working program will be established. This will be due for adoption early 2016.	
	4b.1.3 Monitor and manage payroll systems	4b.1.3.1	Perform payroll operations on time	<ul style="list-style-type: none"> <li>Staff paid in accordance with agreed payroll cycle</li> </ul>	Manager Finance	Payroll for the quarter completed on-time and staff were paid in accordance with agreed pay cycle.	
4b.2 Continue to develop sound financial management policies and practices that help ensure Council's long term financial sustainability	4b.2.1 Manage and maintain revenue	4b.2.1.1	Maintain and monitor revenues according to Revenue Policy	<ul style="list-style-type: none"> <li>Review completed monthly</li> </ul>	Manager Finance	Revenue figures for the December quarter are not yet available and will be included in next month report.	
		4b.2.1.3	Ensure the rates are managed in accordance with statutory and organisational requirements	<ul style="list-style-type: none"> <li>Fair and equitable rating structure applied to all rating categories</li> <li>The Rates Statement of Compliance return to DLG by Nov 2015</li> </ul>	Manager Finance	The Rates Statement of Compliance return to the Office of Local Government for 14-15 has been submitted to the Office of Local Government in October as part of the Annual Financial Statement.	





## 4b Financially sustainable council (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4b.2 Continue to develop sound financial management policies and practices that help ensure Council's long term financial sustainability	4b.2.1 Manage and maintain revenue	4b.2.1.4	Implement electronic rate notices	<ul style="list-style-type: none"> <li>Number of electronic rates notices</li> <li>To achieve 5% take up in the financial year 2015/16</li> </ul>	Manager Finance	Council has implemented delivery of rate notices by electronic email. There are 2 methods of delivery via BPAY View and Australia Post Digital Mailbox. This service was implemented in the 2015/2016 rating period. To date there are currently 357 ratepayers subscribed to these services.	
	4b.2.2 Seek sponsorship to support Council events and programs	4b.2.2.1	Implement sponsorship strategy	<ul style="list-style-type: none"> <li>Sponsorship funding committed (annual target)</li> <li>Events sponsored (annual target)</li> </ul>	Manager Community Development	Over the December quarter, Council committed \$6,900 in sponsorship funding to 2 events.	
4b.3 Effectively manage Council's commercial properties	4b.3.1 Effectively manage Council's commercial and residential properties	4b.3.1.1	Management of Council properties using external real estate services	<ul style="list-style-type: none"> <li>Net income received</li> </ul>	Manager Finance	Council's (8) residential properties and (5) commercial properties were successfully managed by Council's Real Estate Agent during the December Quarter. The Net income received was \$38,196.	



4c Successful partnerships (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4c.1 Develop, facilitate and support productive partnerships with community, business and all tiers of government	4c.1.1 Develop, facilitate and support productive partnerships with community, business and all tiers of government	4c.1.1.1	Facilitate Auburn Sports Advisory Panel	<ul style="list-style-type: none"> <li>Two meetings held</li> </ul>	Manager Outdoor	Next meeting scheduled for Feb/ March 2016.	
	4c.1.2 Prepare grant submissions	4c.1.2.1	Seek external funding for projects from State and Federal Government agencies	<ul style="list-style-type: none"> <li>Number of grants submitted</li> <li>Successful grants</li> </ul>	Manager Strategic Planning	1 grant was submitted for Auburn Youth Week 2016, there were no successful grants determined this quarter.	
	4c.1.3 Project co-ordinate grant-funded projects and programs	4c.1.3.1	Manage the Waste and Sustainability Improvement Program (WaSIP) Project Delivery Program	<ul style="list-style-type: none"> <li>% of 13/14 WaSIP budget expended</li> <li>Amount of WaSIP budget expended YTD</li> <li>WaSIP program acquittal submission by Sep 2015</li> </ul>	Manager Strategic Planning	All WaSIP funds have been expended and the final report was drafted.	



4d Attract and retain quality workforce (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4d.1 Review and implement Workforce Management Plan	4d.1.1 Develop and implement recruitment and retention branding to ensure person-organisation fit	4d.1.1.1	Review recruitment policies and practices	<ul style="list-style-type: none"> <li>Recruitment practices, policies and forms reviewed</li> </ul>	Manager Finance	Internal policy.	
		4d.1.1.2	Implement Recruitment Strategy	<ul style="list-style-type: none"> <li>Number of total full-time equivalent employees</li> <li>Number of resignation/retirements/redundancies</li> <li>Number of new employees</li> <li>People with a disability employed</li> <li>Workplace modifications implemented for Council staff with a disability</li> <li>Key staff trained in recruitment processes by May 2016</li> </ul>	Manager Finance	All recruitment action conducted in accordance with Council's Recruitment and Selection Policy and Procedures.	
		4d.1.1.4	Update the succession planning model	<ul style="list-style-type: none"> <li>Critical positions identified and action plan developed</li> </ul>	Manager Finance	Forms part of Council's Work Force Management Plan.	
		4d.1.1.5	Review succession plans for each department	<ul style="list-style-type: none"> <li>Manager reviews completed</li> <li>Report to executive on revised succession needs by Mar16</li> </ul>	Manager Finance	Forms part of Council Workforce Management Plan.	



## 4d Attract and retain quality workforce (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4d.1 Review and implement Workforce Management Plan	4d.1.1 Develop and implement recruitment and retention branding to ensure person-organisation fit	4d.1.1.6	Review and update induction program	<ul style="list-style-type: none"> <li>New staff completing organisation induction within 2 weeks of commencement of employment</li> <li>Total new staff this month</li> <li>Induction program reviewed and updated by Jun 2016</li> <li>All staff completing induction program by Jun 2016</li> </ul>	Manager Finance	This quarter 6 new staff members conducted induction training.	
		4d.1.1.7	Prepare Learning and Development Calendar	<ul style="list-style-type: none"> <li>Staff attending formal training</li> <li>Develop calendar by Dec 2015</li> </ul>	Manager Finance	During the quarter, 207 staff members attended formal training including 25 who were trained for the new Tech1 system.	
		4d.1.2.1	Prepare/ implement Leadership Development Program	<ul style="list-style-type: none"> <li>Leadership training sessions conducted</li> <li>Staff performing higher duty/secondments</li> </ul>	Manager Finance	Forms part of Council's Leadership Development training under workforce management plan.	
		4d.1.4.1	Improve and refine online performance appraisal system	<ul style="list-style-type: none"> <li>Staff training plans approved following 2014/15 annual appraisals by Sep 2015</li> <li>All staff performance appraisal data established in new HR corporate system by Apr 2016</li> </ul>	Manager Finance	Current year appraisals are completed and we are in planning phase of replacing it with a new and improved system.	



## 4d Attract and retain quality workforce (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4d.1 Review and implement Workforce Management Plan	4d.1.5 Design and develop a corporate training plan to meet legislative requirements	4d.1.5.1	Undertake training and awareness on EEO, bullying and harassment	<ul style="list-style-type: none"> <li>• Training sessions conducted</li> <li>• Formal EEO/grievance related complaints</li> <li>• Position descriptions reviewed in line with statutory requirements and EEO Management Plan by Jun 2016</li> </ul>	Manager Finance	Forms part of Councils EEO Legislative compliance.	
	4d.1.6 Promote health and implement staff wellbeing	4d.1.6.1	Implement staff wellbeing program	<ul style="list-style-type: none"> <li>• Staff wellbeing program initiatives reviewed by Aug 2015</li> <li>• Health fair conducted by Nov 2015</li> <li>• Staff wellbeing programs conducted by Jun 2016</li> </ul>	Manager Finance	Council conducted the following wellbeing program initiatives : <ul style="list-style-type: none"> <li>• Staff Health and Wellbeing Seminar - 'Address Your Stress'.</li> <li>• Health Expo for staff.</li> </ul>	
	4d.1.7 Maintain Traineeship program	4d.1.7.1	Engage trainees as business conditions permit	<ul style="list-style-type: none"> <li>• Trainees engaged</li> <li>• Recruitment of trainees by Dec 2015</li> </ul>	Manager Finance	No trainees were engaged this quarter.	
4d.2 Council becomes employer of choice	4d.2.1 Showcase Council projects for conferences and award programs	4d.2.1.1	Apply for awards to promote Council's achievements	<ul style="list-style-type: none"> <li>• Awards received (annual target)</li> <li>• Nominations submitted (annual target)</li> </ul>	Manager Strategic Planning	No awards were received or submitted this quarter.	



4e Continuous improvements and innovations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4e.1 Update and upgrade technology to provide additional functionality and improvements	4e.1.1 Investigate opportunities for integrating Information Systems	4e.1.2.1	Develop online Library presence and access	<ul style="list-style-type: none"> <li>• Database searches</li> <li>• Catalogue searches</li> <li>• E-books acquired</li> </ul>	Manager Library Services	This quarter saw an increase in the Catalogue usage. The database searches were down due to the fact that the school and university breaks occurred during the quarter.	
		4e.1.2.2	Leverage social media to promote Council's services and programs	<ul style="list-style-type: none"> <li>• New followers on ACC twitter (at end of month)</li> <li>• New likes on ACC Facebook (over the month)</li> <li>• ACC Facebook page engaged users (over the month)</li> <li>• ACC Facebook total reach (over the month)</li> <li>• New likes on Auburn Botanic Gardens Facebook page (over the month)</li> <li>• Auburn Botanic Gardens Facebook page engaged users (over the month)</li> <li>• Auburn Botanic Gardens Facebook page total reach (over the month)</li> <li>• New likes on Peacock Gallery Facebook page (over the month)</li> <li>• Peacock Gallery Facebook page engaged users (over the month)</li> <li>• Peacock Gallery Facebook page total reach (over the month)</li> <li>• Views on Council's YouTube Channel (at end of month)</li> </ul>	Manager Community Development	Unfortunately there were lower numbers of reach across most social media and websites when compared to last quarter: <ul style="list-style-type: none"> <li>• New 'likes' on Facebook decreased from 1,261 to 687.</li> <li>• ACC engaged Facebook users decreased from 159,454 to 10,884.</li> <li>• Auburn Botanic Gardens Facebook page reach decreased from 17,948 to 2,966.</li> <li>• Peacock Gallery Facebook reach decreased from 93,657 to 44,568.</li> <li>• Views on Council's YouTube Channel decreased from 2,969 to 1,119.</li> </ul>	



4e Continuous improvements and innovations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4e.1 Update and upgrade technology to provide additional functionality and improvements	4e.1.3 Implement new processes and utilise technology to improve service delivery	4e.1.3.1	Apply new innovations	<ul style="list-style-type: none"> <li>New innovations applied (monthly target)</li> </ul>	Manager Strategic Planning	There were no new innovations implemented this quarter.	
	4e.1.4 Prepare/Implement Information Security Policy	4e.1.4.1	Update/implement Information Security Policy	<ul style="list-style-type: none"> <li>Development of an 'Acceptable use of IT Equipment Policy' by September 2015</li> <li>Adoption of an 'Acceptable use of IT Equipment Policy'</li> <li>Development of an 'IT Service Catalogue' by July 2015</li> <li>Adoption of an 'IT Service Catalogue'</li> <li>Development of an 'Identity and Access Management Policy' by June 2016</li> <li>Adoption of an 'Identity and Access Management Policy'</li> </ul>	Manager Information Services	Policy adoption and end user training is expected to be completed by the End of the Current Financial Year.	
	4e.1.5 Maintain Geographical Information and Mapping system	4e.1.5.1	Maintain information for centralised management of GIS maps	<ul style="list-style-type: none"> <li>Manage and maintain GIS layers for improving services of Exponare/Mapinfo</li> </ul>	Manager Information Services	Updated LEP zoning, floor space ratio and building height data this quarter in collaboration with the Strategic Planning team.	



4e Continuous improvements and innovations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4e.1 Update and upgrade technology to provide additional functionality and improvements	4e.1.5 Maintain Geographical Information and Mapping system	4e.1.5.2	Develop and establish effective management of maps	<ul style="list-style-type: none"> <li>95% Compliance with data published on LPI</li> </ul>	Manager Information Services	95+% of data is compliant with data published on Land and Property Information.	
		4e.1.5.3	Improve management of maps	<ul style="list-style-type: none"> <li>Scope centralised spatial data repository and databases (Q1)</li> <li>Design centralised spatial data repository and databases (Q2)</li> <li>Test centralised spatial data repository and databases (Q3)</li> <li>Implement centralised spatial data repository and databases (Q4)</li> </ul>	Manager Information Services	The infrastructure has been build and prepared for the Spatial Database service.	
		4e.1.5.4	Develop Mapinfo/Exponare workspace templates	<ul style="list-style-type: none"> <li>Number of Mapinfo/Exponare workspace templates developed</li> </ul>	Manager Information Services	Developing additional workspace templates for the retail hierarchy map, proposed planning subject site map, notification area map and zoning map and etc.	
	4e.1.6 Acquire and implement Integrated Corporate Application	4e.1.6.1	Implement Corporate Application	<ul style="list-style-type: none"> <li>Implementation of Finance, Payroll and Performance Planning Systems by Aug 14</li> <li>Implementation of Human resources systems by Dec 14</li> <li>Implementation of Asset Management System by Mar 15</li> </ul>	Manager Information Services	Asset Survey and GIS Map implementation has been completed. Implementation of Defects module progressing with testing.	
		4e.1.6.3	Implement additional Enterprise Asset Management classes	<ul style="list-style-type: none"> <li>Implement 'Open Areas' asset class by December 2015</li> <li>Implement 'Buildings' asset class by June 2016</li> </ul>	Manager Information Services	Asset import for Open Space and Buildings was in progress during the December Quarter.	





## 4e Continuous improvements and innovations (Outcome)

10 YEAR COMMUNITY STRATEGIC PLAN 2013/23	4 YEAR DELIVERY PROGRAM 2013/17	1 YEAR OPERATIONAL PLAN 2015/16				ACTION STATUS AT END DECEMBER 2015	
Strategic Direction	Program	Link	Action	Key Performance Measures	Reporting Responsibility	Progress Statement	Status
4e.1 Update and upgrade technology to provide additional functionality and improvements	4e.1.6 Acquire and implement Integrated Corporate Application	4e.1.6.4	1/2 yearly planned upgrade of Corporate Applications	<ul style="list-style-type: none"> <li>Development of Patch Management Policy by Dec 2015</li> <li>Adoption of Patch Management Policy by June 2016</li> </ul>	Manager Information Services	Development of Patch Management Policy is scheduled to be completed by end of Feb 2016 which will support the adoption timeline of June 2016.	
4e.2 Conduct audit of Council's operations and services for improvements and effectiveness	4e.2.1 Implement internal audit program	4e.2.1.1	Manage Internal Audit Program	<ul style="list-style-type: none"> <li>Number of recommendations developed to enhance procedures</li> </ul>	Manager Corporate	No report available.	
4e.3 Monitor and manage cost and efficiency of plant and fleet equipment	4e.3.1 Manage plant and fleet for efficiency and effectiveness	4e.3.1.3	Implement costing system for Council activities, roads, fleet and parks	<ul style="list-style-type: none"> <li>Costing system for Council activities implemented by Dec 31st 2015</li> </ul>	Manager Finance	IT working on testing and rolling Data for new modules for Roads and Parks. Nearly \$5.3 million YTD have been recorded as Actual in work order system. Status wise we have noted 2019 active work orders and 1592 completed work orders in Technology One.	



## AUBURN CITY COUNCIL

February 17, 2016  
To the Ordinary Meeting of Council

Administrator's Minute

**014A/16 Administrator's Minute - Independent Hearing and Assessment Panel (IHAP)**

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T-10-06/09 GF : MW

It is vital for the public to have confidence in the planning processes of Council. The establishment of an Independent Hearing and Assessment Panel (IHAP) will reinforce Council's existing planning processes and help restore public confidence in planning decisions. The IHAP will provide an open and transparent frame work for the consideration of planning decisions that ensures all stakeholders are appropriately consulted and a means by which planning decisions can be independently reviewed.

An Independent Hearing and Assessment Panel (IHAP) is an independent forum for stakeholders (applicants, the community, including objectors) to submit and discuss issues relevant to Development Applications and Planning Proposals (except where the JRPP is the determining authority).

The objectives of the IHAP are:

- To independently review the assessment of development applications and make a determination.
- To independently review the assessment of planning proposals and make recommendations to Council.
- To provide a forum for interested parties to be heard openly.
- To achieve planning and development outcomes consistent with Council's Local Environmental Plan and Development Control Plan.

The establishment and operation of the proposed IHAP will require the following:

- Determination of panel membership, including membership criteria (such as professional expertise and qualifications, number of members etc.).
- Preparation of a charter/terms of reference for the panel members, including which applications are to be considered by the panel, code of conduct, disclosure of interests.
- A procedure for the operation of the panel.

These policy and procedure documents are to be prepared expediently, to facilitate the establishment of an IHAP Panel to consider planning and development assessment matters within Auburn City.

**Therefore I move:**

- 1. That an Independent Hearing and Assessment Panel (IHAP) be established to consider:**
  - a. All development applications ordinarily referred to the Council for a decision.**
  - b. All planning Proposals and make recommendations to the Council with regard to their merits.**
- 2. That the General Manager, in consultation with the Interim Administrator, recommend on membership of the IHAP.**
- 3. That the General Manager prepare the necessary procedures and policy for the operation of the IHAP.**

February 17, 2016  
To the Ordinary Meeting of Council

Administrator's Minute

Administrator's Minute - Independent Hearing and Assessment Panel (IHAP) (cont'd)

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- 4. That the actions proposed in this minute be referred to the next Ordinary Meeting of Council or an Extraordinary Meeting in the event that the report is ready prior to the scheduled date of the Ordinary Meeting.**

**Please place your initials in the box once you have signed off on the report**

<b>Author</b>	<b>Manager</b>	<b>Deputy GM</b>	<b>General Manager</b>