

Code	Name	Progress Report Status
01	Leadership in Sustainability	
1a	Vision for Randwick City Council	
P001	Council's planning and reporting	75%
Comments	The December quarter performance report on the 2016-17 Operational Plan was tabled at the February Council Meeting. Preparation of the 2017-18 Operational Plan commenced.	
P002	Update the Long Term Financial Plan	5%
Comments	Randwick City Council's Long Term Financial Plan will be updated after an announcement on the proposed merger has been made.	
S001	Monitor Council's financial performance and position	75%
Comments	All of the financial performance indicators for the third quarter of the financial year are on or above target. The employee leave entitlements cash reserve is currently sitting at 41% which is at a sufficient level.	
1b	Leadership	
P003	ICARE corporate values	75%
Comments	The ICARE values are central to operations and project delivery.	
P004	Workforce Management	60%
Comments	Research and planning of an employee survey has commenced. Joint Consultative and WHS Committee meetings have been conducted to ensure collaboration and productive relationships along with fortnightly employee newsletters, regular intranet communications and messages from the General Manager. Preparations commenced to initiate the annual performance review cycle including presentations and briefing sessions. Staff turnover for the quarter was 1.7%.	
P005	NSW Government Reform Program	75%
Comments	Information from the NSW State Government was reviewed and responded to as required.	
S002	Media and public comment management	75%
Comments	Randwick City Council responded to 97 requests from media outlets for information and/or public comment during the March quarter. These included queries about rock fishing safety, the alcohol ban at Coogee, K2K Urban Design competition, Australia Day celebrations, The Spot Festival, Town Hall upgrade, the ANZAC Parade memorial and a builder caught polluting Coogee Beach. The average time to respond to media enquiries was 1.12 days.	

Code	Name	Progress Report Status
S003	Promote Council's achievements	73%
Comments	Randwick City Council issued 23 media releases during the March quarter covering topics such as: the permanent alcohol ban at Coogee beachside parks and reserves, La Perouse hosting the Queen's Baton Relay, new memorial on ANZAC Parade and Council's Earth Hour event.	
P006	Learning and Development Strategy	60%
Comments	The new ICARE about Learning Training Program booklet was reviewed and updated to support staff in their annual performance reviews. The Leadership Capability Framework is now embedded in the training program. Wellbeing activities in the form of Lifestyle Lunches were delivered monthly. ICARE about Learning Training Program sessions delivered received an overall high satisfaction rate of 98% across 19 programs and 132 staff. Training status reports were provided to Managers.	
S004	Provision of Business Papers	75%
Comments	Business papers for all Council and Committee Meetings were made available to the public on Council's website on the Wednesday in the week prior to meetings. Business papers for all Council and Committee Meetings were made available to the Councillors (both in hard copy and electronically via the Hub App) on Tuesdays (one week prior to meetings).	
S005	Government Information (Public Access) Act 2009 compliance	74%
Comments	295 Access to Information requests (informal GIPA applications) were received during the quarter, of which 93% were completed within five working days. Two formal GIPA applications were received during the quarter and were completed within the statutory timeframe (20 working days).	
S006	Compliance with purchasing procedures	75%
Comments	Over the quarter, audits indicated over 98% compliance with Council's internal purchasing procedures and all tenders were processed in accordance with legislative requirements. The twice yearly physical audit of inventory stocktakes, last undertaken in December 2016, showed 99.5% accuracy.	
S007	Council's Property portfolio	75%
Comments	Licence agreements prepared for Clovelly Baby Health Care Centre, Malabar Occasional Child Care Centre, Duffy's Child Care Centre, Kindergarten Union KU Randwick, SOS Child Care, Bunnerong Gymnastics, Department of Education on behalf of Rainbow Street Primary School and Lets Go Surfing Stand Up Paddleboard. Eleven new outdoor dining licence agreements were prepared within the March quarter.	
S008	Council's Insurance Program	75%
Comments	All Public Liability and Property insurance claims managed by Echelon. Motor vehicle claims managed by Insurance Services. All insurance policies are in place for 2016-17.	
S009	TRIM Document archive system	75%
Comments	Statistical enhancements with the iFerret application allow TRIM and Network usage reporting. Overdue reports were presented to MANEX every week. TRIM training was delivered as scheduled on a monthly basis, including ad hoc one-on-one sessions as required.	

Code	Name	Progress Report Status
P007	TRIM document management	75%
Comments	Archives Project Plan 2017-2021 has superseded the previous Plan and actions are currently being implemented. The archiving of new records and destruction of dayboxes continues as scheduled and as per regulations. All DAs and CCs to 2011 have been moved offsite and regular consignments of archived records are sent to the Government Records Repository. Disposal schedules of older archives are being reviewed and updated, and disposal of these records is ongoing.	
S010	Financial operations, systems and information	75%
Comments	All financial operations policy, procedures and legislative requirements were achieved in the March quarter. Key financial functions include rates, debtors, accounts payable, GST, FBT, investments, payroll and cash management.	
S011	Rates and charges	75%
Comments	The third instalment of 2016-17 Rates and Charges was due 28 February 2017.	
S012	Maximise returns of Council's investment portfolio while minimising risk	75%
Comments	Council's investments have been maintained in accordance with the adopted policy. Monthly investment reports have been provided to Council and the investment position referred to the Internal Audit Committee for consideration. No capital loss or investment defaults occurred in the March quarter.	
S013	Provision of financial information, advice and reports	75%
Comments	All internal and external financial reporting requirements were met for the financial period ending 31 March 2017.	
S014	Customer service requests	75%
Comments	Council received 10,421 service requests during the March quarter, of which 95.7% were completed within the Service Level Agreement (SLA) timeframe. Council received 35,363 phone calls via the Call Centre during this period of which 5.3% were abandoned. Council's target is to have fewer than 3% abandoned calls on average and complete at least 85% of service requests within the SLA. The increase in the abandoned call rate is due to the newly installed phone system queuing a larger number of calls. Staff are becoming accustomed to the new system and the abandoned call rate is dropping.	
S015	Maintenance of the name and address register	75%
Comments	In the Corporate Name and Address Register, 1,440 contact details were updated, 4,931 name and address data integrity anomalies were corrected and five staff members received training.	
S016	Business programs and systems	75%
Comments	During the March quarter, a number of business systems were upgraded including: the Time and Attendance System, integration between the Works Mobility Systems and the Time and Attendance System; and the Property System in preparation for the new Fire and Emergency Services Levy.	

Code	Name	Progress Report Status
S017	Information technology infrastructure	75%
Comments	<p>Work was undertaken to expand Council's business continuity capabilities and resilience to major events, through the relocation of infrastructure to different locations around the network to provide resilience should any one location suffer a major disaster. To this end, the tape backup infrastructure and three business continuity servers capable of running approximately 60% of Council's main work load were relocated. Council's telephone system was structured to provide a second link with the existing capacity split between two locations. A new tape backup agreement was established to support the new arrangement and reduce costs.</p> <p>The other area of focus was the continued upgrading of the environment to eliminate security vulnerabilities, with upgrades to firewall, email, wireless networking, virtualisation and end user computing software to remove known vulnerabilities. A vulnerability scan was conducted by an external party to provide an assessment of compliance levels.</p>	
S018	Information technology support	75%
Comments	<p>A number of enhancements were made to Council's desktop and operating environments including: Windows 10 operating system upgrade to a further 40 computers; upgrade of Kronos time and attendance clocks in the Administration Centre; conversion of 90 iPads to new OPTUS services for better integration with Council's existing network; piloting of Cisco Jabber software; upgrade of 16 digital signage screens to the new Q-Flow system; deployment of 25 new laptops to facilitate mobile work arrangements; installation of a digital mapping sign in the Spatial Systems Department; and establishment of a new procedure for the repair and replacement of mobile phones with Apple.</p>	
S019	Information technology business processes	75%
Comments	<p>The replacement intranet project remains on hold awaiting an announcement on the proposed merger.</p>	
S020	Information technology development & integration	75%
Comments	<p>Improved the integration between Mobility (Pinpoint), Technology One and Pathway which resulted in a more robust integration to support business processes with the addition of automated costing of jobs and time sheet generation for field staff.</p> <p>Patching of database software to the latest version continued, strengthening database security, fixing bugs and improving the performance of the databases.</p>	
S021	Business Application Support	75%
Comments	<p>Commenced staff training in the new interface for the Property and Rating system, which will improve document generation functionality.</p>	
P008	WHS management systems	100%
Comments	<p>This project has been completed.</p>	
S022	Workers compensation program	75%
Comments	<p>Currently our workers compensation claim performance indicator remains steady at 1.4%, well below the industry average of 4.55%. Eleven claims were finalised in the March quarter. There were two Lost Time Incidents reported during this period.</p>	

Code	Name	Progress Report Status
P009	Workforce Health, Safety, Risk and Welfare	70%
Comments	Use of Chainsaw and Driving in the Public Domain documents were reviewed and appropriate training arranged as part of our ongoing improvement of safety policies and procedures. The WHS team has continued regular worksite visits to improve the safety culture and consultation in addition to holding monthly WHS Committee meetings and Workplace Inspections.	
P010	Workforce resilience	70%
Comments	Health and wellbeing activities delivered include: Hepatitis A and B vaccinations for Waste and Cleaning workers, annual Employee Flu Vaccination program, and hearing tests for high risk work groups.	
P011	Enterprise-wide risk management	70%
Comments	Work continues to provide training for employees in relevant Safe Work Method Statements with a focus on Waste and Cleaning workers.	
S023	GIS Services	75%
Comments	During the March quarter 19 new map layers were created for internal use including those displaying geology, rail routes and rail stations. 26 map layers were updated including those displaying the location of resident parking areas and resident parking zones. 115 cartographic maps were produced showing the location of The Spot Festival stalls and Council's proposed capital works for 2017-18.	
S024	Online maps	75%
Comments	In the March quarter two interactive public maps were updated showing food premises' safety ratings and trees along the light rail route.	
S025	2D & 3D mapping	75%
Comments	A total of 170 map layers are available on the internal mapping viewer for Council staff to use. The total area of Randwick modelled in 3D is 5km ² .	
S026	GIS field collection system	75%
Comments	Additional attributes were added to the asset collection mobile application regarding retaining wall condition and movement details.	

1c Continuous improvement

P012	Business Excellence Framework	75%
Comments	The BEF principles have underpinned the delivery of leadership workshops.	
P013	Internal Audit Plan	75%
Comments	The Audit Plan for the March quarter has been implemented. A meeting of the Audit Committee was held on 6 March 2017. All reports were prepared for the Committee as required.	

Code	Name	Progress Report Status
P014	Crisis Management and Business Continuity Plan testing	50%
Comments	Emergency evacuation improvements at one Library site have been approved for implementation. Preparation for the Emergency Response Training for our wardens is in progress. Procurement of WHS training providers is underway.	
P015	Workforce adaptability	75%
Comments	Preparation, presentation and information sessions have been provided in support of the annual staff performance appraisal to be undertaken in the June quarter.	
P016	City Plan Indicators	75%
Comments	A draft single corporate database of key facts and figures has been prepared.	
P017	Quality management systems	50%
Comments	Risk assessments have been conducted as requested by the business or highlighted in gap analysis.	

02 A Vibrant and Diverse Community

2a Meeting Community Needs

P018	Community Development planning	80%
Comments	During the quarter, Council assisted partner state agencies (NSW Families and Community Services and South Eastern Local Health District) to identify appropriate premises for a community hub and foodbank, and negotiations commenced to secure a satisfactory leasing agreement.	
S027	Interagency meetings	75%
Comments	During the quarter, Council participated and shared information at the following interagency meetings: Eastern Sydney Ageing and Disability Combined Forum Meeting, Targeted Early Intervention Working Group Planning Day, and Eastern Sydney Youth Services Network Meeting.	
P019	Disability Inclusion Plan	70%
Comments	Report of desktop review of council policies completed. Consultant facilitators engaged to conduct joint consultation workshops with Waverley Council.	
S028	Implement the subsidised rental policy	75%
Comments	All community agreements are entered into in accordance with the Community Facilities Management Policy. This includes pre-agreement meetings with leasees to outline the requirements of the Policy. All renewed agreements during the period were entered into in accordance with this policy.	

Code	Name	Progress Report Status
S029	Multi-purpose centres plans of management	75%
Comments	Budget forecasts have been achieved for both multi-purpose centres - Randwick Community Centre and Prince Henry Centre (PHC). At the PHC, 60 events were held (38 commercial/22 non-commercial) during the March quarter. At the Randwick Community Centre, 117 bookings took place (4 commercial/111 non-commercial).	
S030	Moverly Children's Centre	75%
Comments	Vacancies at the Centre were advertised via Randwick Council e-News and Des Renford Newsletter with some success. There remain some vacancies in the pre-school room, particularly on Fridays and Mondays. Our target is for 85% occupancy. Our current rate is 80%.	
S031	Randwick Literary Institute management	75%
Comments	The Randwick Literary Institute (RLI) continues to be a well utilised community facility. Since the start of the 2016-17 financial year, the RLI has accommodated a total of 62 different community groups and service providers (permanent and casual hirers). Income revenue is currently at 83% of forecast annual target.	
S032	Planned programs and activities for target groups	75%
Comments	Council worked with Council's Advisory Committees and local interagency networks to develop a range of projects to address the needs of our targeted groups and encourage their participation. Three health workshops/forums were organised on different issues including youth, mental health issues and a Your Brain Matters workshop for elderly residents and those with a disability. Council organised and attended a NDIS program forum and commenced the development of a regional Disability Inclusion Action Plan in partnership with Waverley Council. Events were also planned and implemented to celebrate International Women's Day, Youth Week, Harmony Day and Seniors Week. Workshops of the Love Bites program were facilitated at one local high school.	
S033	Translated content on Council's website	75%
Comments	Randwick City Council provides information in five languages on its website (Chinese – traditional, Spanish, Russian, Indonesian and Greek). There were 729 page views of translated content on Council's website during the March quarter. Content translated into Chinese continues to be the most visited page, with 354 page views (accounting for 49% of traffic to the translated content section of Council's website).	
S034	Project coordination to support our CALD community	75%
Comments	The Library continues active partnerships with City East Community College, Eastern Suburbs Multicultural Access Project, Randwick TAFE and Mission Australia. A new partnership with the Korean Cultural Centre was developed to deliver Korean storytimes for children through the Korean Mamas Program.	
P020	Library community language collections	75%
Comments	Collection management of Languages Other Than English materials continues, with a slight increase in lending from the previous quarter.	
S035	Provision of programs and activities for CALD community	75%
Comments	CALD programs were enhanced through our Multicultural March program of events which included Tai Chi at Coogee Beach, dance workshops and world film screenings.	

Code	Name	Progress Report Status
S036	Monitor and maintain infrastructure within the City at risk of vandalism	75%
Comments	Due to unseasonal wet weather, there has been a reduction in graffiti incidents, almost halving the need for Council's clean-up efforts.	
S037	Partner NSW Police Force and other agencies in crime prevention	75%
Comments	During the March quarter Council received three applications for CCTV footage from law enforcement agencies and all were processed within service level standards.	
S038	Interagency partnering	75%
Comments	Council staff have participated on Family and Community Services' (FACS) Targeted Earlier Intervention Program (TEIP) reform working group for the South Eastern Sydney District. This working group is providing advice to FACS on community and locality priorities for TEIP projects and funding. Aboriginal families, children and youth are priority groups for the TEIP. Council continues to support the Youth Off The Streets program with the commencement of an outreach program based at South Coogee during the March quarter.	
S039	Assist in project coordination to support our ATSI community	75%
Comments	Attended and supported the La Perouse participants at the Eora Elders Olympics and provided support to Eastern Region Local Government and Aboriginal Torres Strait Islander (ERLGATSI) Forum members in the planning for the Boondi Boondi Festival. Planned and facilitated an Aboriginal cultural experience themed event for Senior's Week at Kamay Botany Bay National Park.	
S040	Interagency joint planning	75%
Comments	Council continues to participate on the FACS (South Eastern Sydney District) TEIP Working Group, monitoring the implementation of TEIP reforms. Council continues to participate with NSW Health, FACS, NSW Police, service providers and community tenancy groups to discuss an early intervention project targeting local social housing tenants in the South Maroubra area.	
P021	Community Funding Programs	100%
Comments	Funding rounds for the Council's Community Partnership Funding Program, and the Cultural and Community Grants Program are now completed for 2016/17 financial year. The commencement of the 2017 Randwick Clubgrants Scheme was advertised and open to receive applications.	

Code	Name	Progress Report Status
2b Strong partnerships		
S041	Support local precincts and Chambers of Commerce	65%
Comments	Council printed 12,000 flyers for the La Perouse, Kensington West Kingsford and Maroubra Beach precincts. From the 18 precincts meetings held over the quarter, Council received eight sets of precinct minutes and responded to 43 resolutions of the precincts. Council held the quarterly Precinct Coordination Committee meeting in March, where precincts discussed ways to promote the precincts, particularly online. Representatives from the local Chambers of Commerce and Business Associations are invited to all Council supported Economic Development events and functions. Council is in regular contact with the respective heads of the local Chambers of Commerce, Business Associations and Randwick City Tourism Inc. Current economic and statistical information is provided to these groups on a regular basis and local meetings are attended on request.	
S042	On-site assistance to local service providers	75%
Comments	Council continues to assist Kooloora Community Centre with its playgroup program once a week. Council continues to play a key role in Youth Off the Street's Outreach Project.	
P022	Service Providers expo	75%
Comments	Planning continues for the Volunteer Expo which is scheduled to be held in August 2017.	
2c Community facilities		
P023	La Perouse Museum business plan	75%
Comments	A draft business plan has been prepared incorporating financial analysis based on available information. This will be reported to the Trust in the 2017-18 financial year.	
2d Cultural diversity		
S043	Implement Cultural Events Program	80%
Comments	Programming for Twilight Concert Program 2017 completed and distributed. The first concert is scheduled for April 2017 and will be held at Prince Henry Centre as construction works are undertaken at the usual venue - the Randwick Town Hall.	
P024	Implement the annual events calendar	75%
Comments	During the March quarter Council held five community events including: Australia Day celebrations at Little Bay and Coogee; Rainbow Flag Raising for Mardi Gras; The Spot Festival; La Perouse Day and Earth Hour Twilight Festival.	
Highlights: Holding the tenth annual The Spot Festival that once again became a vibrant community street party with over 15,000 people attending over the day.		

Code	Name	Progress Report Status
03	An Informed and Engaged Community	
3a	Communicating effectively	
S044	Apply corporate communication and visual design standards	73%
Comments	Randwick City Council reviewed, edited and distributed approximately 185 publications during the quarter, including posters, fliers, banners, signage, brochures, newsletters and advertisements. These publications were edited to ensure they were of a high quality and reflected Council's style within a two day turnaround.	
S045	Communication plans	70%
Comments	Randwick City Council developed and implemented four Communication Plans to inform and engage the community on various Council activities, including the ANZAC Day Dawn Service at Coogee.	
S046	Community newsletters	75%
Comments	Randwick City Council published 12 editions of the weekly Randwick eNews. The average open rate was 36% and the average click-through rate was 20%, which is considered to be strong by industry standards. We currently have 19,744 subscribers to eNews. An autumn edition of Scene magazine was not produced.	
S047	Graphic Design	75%
Comments	Council designed 232 items for projects including Australia Day, The Spot Festival, Anzac Day and Earth Hour Festival. The draft planning strategy for public consultation of the Kensington to Kingsford development was produced along with various material for workshops, talks and community engagement and consultation material.	
S048	Banner pole advertising	75%
Comments	Five different banner campaigns were flown in Randwick City between January to March 2017, including NRL banners for both Roosters and Rabbitohs, The Spot Festival, Earth Hour and Anzac Day.	
S049	Council's website	75%
Comments	A review of Council's website information in languages other than English was undertaken.	
S050	Library web sub-site	75%
Comments	During the March quarter there were 168,093 page views on the Randwick City Library website. Over the same period, Randwick City Library's Facebook page grew by 6.10% to 1,129 likes, delivering 159 posts to a total reach of 78,258 users.	
S051	Online services	75%
Comments	Ongoing support was provided to all business units to assist with keeping the website information current and relevant. A review of the facility and works data was undertaken to ensure completeness and accuracy of information.	

Code	Name	Progress Report Status
P025	Library Management System	75%
Comments	<p>Novelist Select for Linked Data was acquired, linking cover images, subject, genre, series and related title data, to provide enhanced information on our collection.</p> <p>The library's visibility in search engine results has increased with a new URL of link.randwick.nsw.gov.au added in January 2017. This has resulted in library items ranking higher and the number of referrals to the library's catalogue jumping from 76 last quarter to 722 this quarter.</p> <p>Table top Game Collection searching via the catalogue was improved, with discrete facets and search options added.</p>	
S052	Online access solutions for library customers	75%
Comments	<p>Testing is underway of Symphony 3.5.2 software which will enhance the implementation of other new technology available from the SirsiDynix Library Management System. Public printing of Local Study material has been enhanced. Talking Technology for sending overdue and reservation notices as well as self - phone renewal has been upgraded. WiFi has been extended to enhance flexible working options for staff within the Library and remotely.</p>	
S053	IT infrastructure support	75%
Comments	<p>During the March quarter, Council's network was extended to the Maroubra Senior Citizens' Centre, Chifley Reserve Amenities building and Kensington Community Centre. Video conferencing equipment was installed and user training sessions provided for the Lionel Bowen Library, Maroubra Works Depot, and Randwick and Coogee Rooms at the Randwick Administration Centre.</p>	
P026	Online DA service	75%
Comments	<p>Reports are reviewed and awaiting the system upgrade scheduled for the next financial year.</p>	

3b Promoting services

S054	Lifelong learning opportunities	75%
Comments	<p>Randwick City Library provides lifelong learning opportunities via talks, educational workshops and information in various formats including audio visual, print and electronic. The majority of electronic resources are accessible remotely 24/7. There were 1,290,727 searches of the online databases during the December quarter and 1,192 people attended the 145 different lifelong learning activities delivered. Key activities facilitated include eight writing workshops, four chess club sessions, five bridge club sessions, two dance workshops and 77 technology related classes and sessions (including 15 run in a foreign language). Of Talking Tech participants providing feedback, 89% stated the event met their expectations and 88% rated their overall impression of the event as very good or outstanding.</p>	

3c Community involvement

S055	Effective consultation plans	75%
Comments	<p>Council concluded two consultations during the quarter; the Malabar Boat Ramp and Birds Gully Flood Study. Ongoing consultations included the Operational Plan and Budget Ideas Board (resulting in 96 new registrations to YourSay Randwick and a total of 153 suggestions from residents), the Light Rail Parking Recovery Plan and the Randwick Town Centre Review, which involved the running of two focus groups with residents to build on key themes identified in the visitors' survey. New consultations launched, which are currently ongoing, include the Disability Inclusion Action Plan (run in partnership with Waverley Council, hosted on Waverley's Have Your Say site), the Heffron Tennis Centre and Name the Light Rail Stops.</p>	

Code	Name	Progress Report Status
S056	Social Media	70%
Comments	<p>Council posted 135 posts on Council's Facebook page and the number of followers grew to 14,375. Council's YouTube channel had 94,755 views, up from 89,737 at the end of the December quarter. A total of 241 tweets were posted from the Randwick City Council twitter account (@randwickcouncil) which now has 2,268 followers (up from 2,137 in the December quarter). The Mayor's twitter account (@RandwickMayor) posted 62 tweets and the account has 1,897 followers. Council's Instagram account (@randwickcouncil) has 2,230 followers (up from 2,043 in December) and was updated with 61 new posts.</p>	

04 Excellence in Urban Design and Development

4a Improved design

P027	Light rail strategic development	75%
Comments	<p>A focus during this quarter has been on seeking design improvements to the substation at the Kingsford terminus and review of detailed designs for the High Street sections of the project. Work has progressed on new street tree planting and landscape improvement opportunities arising from the Vegetation Offset Strategy and Council's angle parking program.</p>	
P028	Plan and Design controls for K2K	75%
Comments	<p>In January 2017, the Draft Planning Strategy and Planning Proposal was submitted to the Department of Planning and Environment for Gateway Determination. Council is currently awaiting approval to proceed with public exhibition (ie. Gateway Determination). A consultation plan has been written to ensure the strategic planning and communication teams are prepared for public exhibition.</p> <p>Highlights: The K2K Urban Design Competition was awarded the prize in the category of "A Great Plan" by the Greater Sydney Commission in the inaugural Greater Sydney Planning Awards in February 2017. This award recognised the K2K Competition as an innovative process that could be used as a model in other planning challenges.</p>	
P029	Architecture Talks and Urban Design Awards	100%
Comments	<p>This project has been completed.</p>	

4b Robust development framework

S057	DA Determination	75%
Comments	<p>In the March quarter, Council determined 83% of development applications (DAs) under delegated authority within 60 days (net time). The median (net) processing time for DAs was 34 days. Gross median processing time was 73days with an average of 85 days.</p>	
P030	Review of DA processing framework	75%
Comments	<p>The focus of this financial year was to establish the new Design Excellence Panel has commenced operation. The Panel was established in this quarter.</p>	

Code	Name	Progress Report Status
P031	Review of DA assessment	0%
Comments	Refer P030.	
05 Excellence in Recreation and Lifestyle Opportunities		
5a Maximise open space use		
P032	Construct Coastal Walkway on Malabar Headland	35%
Comments	The tenderer to undertake the construction of the Coastal Walkway through the western part of the Malabar Headland National Park has been selected. The construction is planned to commence in May 2017.	
5b Range of activities		
S058	Community programs at Des Renford Leisure Centre	75%
Comments	DRLC achieved a 9% increase in attendances for the January to March period compared to the same period in the 2015-16 financial year. The facility averaged over 20,700 visits per week with learn to swim participation increasing to over 5,000 weekly enrolments and gym attendance increasing to over 2,500 week to week memberships.	
Highlights: DRLC achieved its highest ever learn to swim enrolments with 5,080 children enrolled into weekly classes. DRLC Gym achieved its highest membership base since opening in October 2013, with 2,553 members.		
P033	Chifley Sports Reserve Playground	100%
Comments	This project has been completed.	
P034	Chifley outdoor gym	95%
Comments	The project has been substantially completed with minor works remaining. The work will be completed in April 2017.	
5c Open space creation		
P035	Advocate for Malabar Headland Access	50%
Comments	Council continues to liaise with the Commonwealth Department of Finance regarding water quality issues, and public access to the eastern lot when use of the rifle range is not scheduled.	
P036	Open space opportunities in line with light rail	90%
Comments	Council continues to work together with TfNSW and ALTRAC for the final design review and further investigations for an improved public domain outcome in accordance with Council's Light Rail Urban Design Guidelines. This quarter, the focus has been to reduce pole clutter and improve opportunities for street tree planting along High Street; improvements to High Cross Park for the area above the underground substation (servicing the light rail) and public domain improvements to the southern end of the Kingsford Terminus. Meeks Street Plaza at Kingsford has been refurbished with the installation of new colourful art work on the exhibition panels, reconfiguration of seating and planters and provision of new plants.	

Code	Name	Progress Report Status
5d Innovative library programs		
P037	Community feedback on library services	75%
Comments	Satisfaction surveys continue to be collected at all adult and youth events and at seniors' technology classes. Across the March quarter, aggregate feedback indicated that these events met the expectations of 92% of participants and 90% rated their overall impression as very good or outstanding.	
S059	Library resource acquisitions	75%
Comments	Circulation of library material has increased by 12% in comparison to the previous quarter.	
S060	Implement Library calendar of events	75%
Comments	In the March quarter, Randwick City Library ran 409 individual events, attended by 10,633 people. Regular preschool and children's activities, and technology focused classes (such as the Talking Tech and TECHconnect series) continue to be strongly patronised. Key highlights include author talks delivered by Yoshiko Takeuchi and Louis Nowra, a film screening of That Sugar Film with a facilitated discussion with food and lifestyle coach Vanessa Kredler, and the launch of the Colours of the Country III Exhibition with members of the local Aboriginal and artistic community. Post event feedback showed 92% of respondents rated the event met their expectations and 92% rated their overall impression of the event as very good or outstanding.	
S061	Programs for children & families	75%
Comments	During the March quarter, the Library delivered 178 activities for children, such as craft, children's book clubs, school holiday activities, lapsit and storytime, to 7,425 participants.	
S062	Programs for seniors	75%
Comments	Across the March quarter, Randwick City Library ran 75 technology events or sessions to a total number of 239 attendees. Six of these events were delivered in Chinese, five events were delivered in Greek and 51 were one-on-one sessions.	
S063	Implement Library Outreach Program	75%
Comments	Randwick City Library extended its outreach program, The Storytime Trail, in conjunction with Waverley and Woollahra Libraries this quarter, attracting 175 attendees. Other highlights included an outreach event with Ability Links at Pacific Square and The Spot Festival, with many positive interactions promoting both Council and the library service.	
06 A Liveable City		
6a Public asset management		
P038	Asset Management System	0%
Comments	This project has been placed on hold awaiting an announcement on the proposed merger.	

Code	Name	Progress Report Status
S064	Maintain drainage infrastructure	75%
Comments	During the March quarter Council responded to 75 requests for clearing blocked drains and 47 requests for damaged pits and lintels. Council undertook proactive clearing of numerous pipelines using high pressure jet blasting, and pit inspections and cleaning.	
Highlights:	Clearing a high volume of blocked pipelines relieving risk of flooding and the replacement of damaged lintels and grates.	
S065	Maintain open space areas	71%
Comments	Scheduled maintenance during the March quarter completed near service times whilst affected by prolonged periods of wet weather. Maintenance requests from the community were completed generally within SLA times including landscape maintenance (82%), naturestrip maintenance (90%), parks lighting maintenance (89%), parks water service maintenance (89%), and weed removal and spraying-parks and streets (86%).	
Highlights:	The reconfiguration of sports fields from summer to winter sports including installation of goal posts, marking of sports fields, covering of synthetic cricket wickets where required, erecting of portable grandstands at Coogee Oval and activation of floodlighting for training, were all completed on time despite the unseasonably long period of wet weather.	
S066	Maintain Council owned buildings and structures	75%
Comments	During the March quarter maintenance for Council owned buildings and structures was completed as scheduled. These services included general building maintenance and cleaning, and maintenance to air conditioning, lifts and fire services.	
S067	Maintain road pavement infrastructure	75%
Comments	Council completed 160 pothole and 35 road pavement requests.	
S068	Maintain footpaths	75%
Comments	Council responded to 205 footpath and 33 kerb and gutter requests.	
P039	Footpath Construction and Renewal Program	95%
Comments	Council has completed 95% of the originally proposed Footpath Construction Program that was detailed in the 2016-17 Budget.	
P040	Road rehabilitation program	75%
Comments	The Road Rehabilitation Program is progressing to schedule.	
P041	Building Capital Maintenance Program	75%
Comments	General maintenance of Council buildings is ongoing.	

Code	Name	Progress Report Status
P042	Drainage Program	60%
Comments	A number of stormwater pipe relining projects have progressed in the March quarter. The project to relieve flooding at Cottenham Avenue near Kensington Oval has commenced. The second stage of the drainage upgrade at 250 Beauchamp Road has been issued for construction and will commence shortly. Designs are underway for a number of other projects including Perry Street, Matraville and Hayward Street in Kingsford. Utility service relocations at the Duke Street Kensington project have commenced with Sydney Water still to finalise their program for the water main replacement works. The drainage upgrade in Duke Street will commence once the utilities' work has been completed.	
P043	Buildings for our Community Program (Year 6)	65%
Comments	<p>Buildings for our Community (2016/17) project update:</p> <ul style="list-style-type: none"> ● Wylie's Baths cottage upgrade - cottage works completed. ● Malabar Childcare Centre refurbishment - upgrade completed. ● Malabar Surf Rescue Boat Storage Facility upgrade - construction started in early 2017. ● The Heffron (gymnastics) Centre - planning underway. ● Heffron Netball Building upgrade - design development underway. ● Heffron Amenities south precinct - construction underway. ● Yarra Oval new storage - construction underway. ● Coogee Beach amenities - construction underway. ● Little Bay toilets upgrade - construction underway. ● Kensington Oval Grandstand upgrade - upgrade completed. ● Randwick Town Hall - construction underway. <p>In addition construction is underway on a new synthetic sports field at Latham Park.</p>	

6b City places and image

S069	Business centre and beach cleaning	75%
Comments	Business centre service levels have been met. Mechanical and manual service provided daily or as required. Beaches are cleaned mechanically and inspected daily.	

6c Community safety

P044	Harm prevention/intervention projects	75%
Comments	All domestic violence prevention programs scheduled for the current financial year have been fully implemented. Community Drugs and Alcohol (CDAT) prevention projects are continuing in the next quarter.	
S070	Implementation of Safety by Design Provisions	75%
Comments	All DAs are processed in accordance with the safety provisions of the DCP and if required, referred to the NSW Police Force.	
S071	DA Police Protocol	75%
Comments	Council continues to work collaboratively with NSW Police Force.	

Code	Name	Progress Report Status
S072	Eastern Suburbs Liquor Accord	75%
Comments	In the March quarter, Council made 15 submissions to the Independent Liquor and Gaming Authority in respect to applications for a liquor licence. One meeting of the Eastern Beaches Liquor Accord was held in the quarter.	
S073	UNSW Crime Prevention Partnership	75%
Comments	One UNSW Crime Prevention Partnership meeting was held in the period.	
P045	Surf and water safety education program	100%
Comments	Council, in partnership with the State government, hosted a Water Expo at Coogee Beach with a major focus on the new NSW Government legislation requiring mandatory lifejackets while rock fishing in Randwick City.	
S074	Building regulation and compliance	75%
Comments	Council investigated 220 building and compliance related customer action requests, issued 54 notices and orders, issued 109 local approvals, undertook 117 swimming pool barrier inspections and issued 12 swimming pool certificates of compliance.	
S075	Building Certification and Fire Safety Programs	75%
Comments	Council issued 12 Construction Certificates and 3 Complying Development Certificates, and carried out 109 building inspections and 157 fire safety assessments/inspections of existing buildings. Three penalty notices were issued and 449 fire safety certificates/statements were processed.	
S076	Food safety programs	77%
Comments	Council undertook a range of regulatory environmental health activities including responding to 177 customer action requests, carrying out 166 primary food premise inspections and 91 re-inspections of food premises, and approving 137 temporary food vendors/stalls. Council conducted a free workshop for those working in local food businesses, providing participants with an introductory overview of food safety, common food hygiene issues, the relevant legislation and how to best comply.	
S077	Water quality at DRLC	75%
Comments	The DRLC achieved 100% compliance with the NSW Health Guidelines for Public Swimming Pools at all times during the March quarter. Independent laboratory water tests and NSW Health checks were regularly conducted with the facility achieving outstanding results for all bodies of water.	
S078	Road safety education	75%
Comments	In the financial year to date, over 608 applications for vouchers to fit child car safety seats have been processed and over 1,300 vouchers distributed. By the end of March, 438 vouchers had been redeemed. The current redemption rate is 33%. Council arranged a Learner Driver Supervisors' Workshop which was attended by 16 residents. We continue to liaise with Police and Health Services about road safety.	

Code	Name	Progress Report Status
6d Strategic land use framework		
P046	District Planning Strategy	75%
Comments	In the March quarter, Council prepared and lodged a submission to the Greater Sydney Commission's draft Central District Plan. There also was a joint submission with UNSW and NSW Health Infrastructure and Randwick City Council to the Commission.	
P047	ePlanning opportunities	90%
Comments	Council prepared a detailed submission to the Department of Planning and Environment on its ePlanning Portal proposal and associated regulation.	
P048	s.94A Development Contribution Plan	75%
Comments	Monitoring of Section 94 receipts is ongoing to ensure adequate funds are available for identified projects.	
6e Housing diversity		
S079	Home maintenance and modification program	75%
Comments	In the year to date, 1,883 home modification and maintenance jobs have been completed.	
S080	Council's affordable rental housing portfolio	75%
Comments	All dwellings are currently tenanted in accordance with the Council's Affordable Rental Housing Program Guidelines and Procedures.	
P049	Affordable housing	75%
Comments	Council reviewed the draft Central District Plan's initiatives on affordable housing, and made recommendations to strengthen the policy to deliver more affordable rental housing for the district, in its submission to the Greater Sydney Commission.	
6f Distinctive neighbourhoods		
P050	Randwick Junction commercial centre urban design review in line with light rail	75%
Comments	Inputs to the Randwick Junction town centre planning and public domain strategies are continuing, with two focus groups held during March to develop ideas on key themes that emerged from the visitor survey. Outcomes of the visitor survey and focus groups have been provided to participants and posted on Council's consultation website. This feedback will be used to help develop and test future public domain, access and urban design scenarios for the town centre, for input to the new strategies.	

Code	Name	Progress Report Status
07	Heritage that is Protected and Celebrated	
7a	Heritage	
S081	Promote heritage services and collections	75%
Comments	The library held five heritage events in the March quarter, with a total of 190 people attending. A pop up exhibition - This is where they travelled - was launched at the Lionel Bowen Library by Dr Paul Irish and attended by elders of the La Perouse community who had collaborated on this heritage project. The two month display ended on 28 April 2017.	
S082	Accessible heritage material	75%
Comments	During the March quarter, metadata for uploaded digital assets was inputted and content created for the online mapping of three local heritage walks.	
P051	Heritage item maintenance	50%
Comments	Work commenced on Town Hall refurbishment works.	
S083	Heritage consideration of developments	75%
Comments	During the December quarter specialist heritage advice was provided on 40 DAs. Consultant heritage advice was sought in relation to a further 14 DAs. Eight responses were proposed in relation to minor/maintenance works for heritage properties. 10 heritage exemptions were issued.	
P052	Heritage documentation	75%
Comments	The K2K draft Planning Strategy incorporated findings of the Kingsford Town Centre Heritage Review. Heritage review of Dudley Street Conservation Area completed. Report to Council on the establishment of the conservation area	
08	A strong Local Economy	
8a	Vibrant commercial centres	
P053	Local Business study	75%
Comments	Business audits for Kingsford and Kensington were updated. Planning for business audits of the Maroubra, Matraville, Malabar, La Perouse, North Randwick, Clovelly and Coogee town centres has been completed with the audits scheduled from mid June 2017.	
P054	Visitor destination	75%
Comments	The Win Dinner on Us promotion/competition was adapted to promote Earth Hour across Randwick City in March at The Spot Festival and the Earth Hour Picnic. The promotion was extremely successful with over 1,000 entries. Local food businesses were also promoted through the Dine by Candlelight promotion on Earth Hour.	

Code	Name	Progress Report Status
8b Hospital and university precincts		
P055	Health & Education precinct master planning	75%
Comments	The University-Hospital Precinct Reference Group met in January to discuss the impacts of the draft Central District Plan, which identifies this strategic centre as a Super Precinct. A workshop with the Greater Sydney Commission was held in March, to discuss key issues for the Precinct as a precursor to a joint submission (refer P046) on the draft Plan.	
8c Effective partnerships		
S084	Business & Economic networks	75%
Comments	Council hosts two Business and Economic Leadership Forums per calendar year to provide current and relevant economic information to the local economic stakeholders, as well as to facilitate opportunities for attendees to establish and maintain effective networks and partnerships within the local business community. The first 2017 Randwick City Business and Economic Leadership Forum has been scheduled for June 8 and is currently in planning. The working theme is the Economic Value of Innovation in Business. The keynote speakers are Professor Ian Jacobs, Vice Chancellor UNSW, and the well-known economic journalist Michael Pascoe.	
P056	Promote local business online and social media presence	75%
Comments	Another series of two free business skills workshops for Randwick City businesses and residents have been developed in partnership with the Southern Sydney Business Enterprise Centre, in conjunction with the Department of Industry. The two workshops deliver complimentary skills - How to Establish and Maintain a Social Media Presence for Business Improvement and Growth, and Introduction to Getting your Business Online. The workshops have been scheduled for April to be repeated again in May.	
8d Tourism		
P057	Sustainable Tourism Management	75%
Comments	Council hosted all Randwick City Tourism Inc Executive Committee meetings and provided updated local and international tourism statistics, current tourism information and information of general interest. Council provided Randwick City Tourism with an information stall at The Spot Festival and further supported by providing printed maps and visitor travel information.	
09 Integrated and Accessible Transport		
9a Active transport network		
P058	Randwick City Bike Plan	65%
Comments	Planning details for bike routes continue in consultation with RMS around design challenges.	
P059	Pedestrian accessibility	85%
Comments	The Spot Pedestrian and Mobility Plan study is nearing finalisation. Specific recommendations are being formulated, following significant community consultation. Council has installed new kerb ramps at Burton Lane in Randwick.	

Code	Name	Progress Report Status
9b Sustainable transport		
S085	Promote private vehicle alternative transport	65%
Comments	Randwick City Council continues to upgrade our bicycle infrastructure in accordance with our bicycle plan.	
S086	Council's fleet emissions	75%
Comments	Fleet emissions for passenger vehicles for the March quarter are steady at 50-55 tonnes CO ² per month with passenger vehicles contributing 157 tonnes of CO ² , for this quarter. Greenhouse gas emissions from plant and equipment totalling 260 tonnes are steady for this quarter. The cumulative total of CO ² , emissions for the March 2017 quarter is 417 tonnes.	
9c Integrated transport		
P060	Work with key stakeholders during light rail implementation	75%
Comments	Randwick City Council continues to liaise with stakeholders in the interests of achieving a better light rail outcome. There has been significant work undertaken to ensure traffic and parking changes are implemented with minimal impact on residents and local businesses. Council provided information on changes to bus routes due to the closure of High Street in Randwick, on its web site and in enews. A new parking bay was established on the median of Anzac Parade in Kingsford between Sturt and Botany Streets to mitigate the loss of parking in this area with the construction of the light rail. The new parking bay caters for 83 parking spaces.	
9d Traffic management		
P061	Road safety initiatives	75%
Comments	The ongoing program of investigating crash locations continues with a view to seeking appropriate remedial treatments in order to reduce the frequency and/or severity of collisions. Design work is well advanced on a number of black spot sites.	
S087	Implement parking patrol programs	75%
Comments	In the March quarter, Council received 1,240 customer requests regarding parking related concerns. All were actioned within SLA timeframes.	
9e Parking management		
P062	Area based parking scheme	80%
Comments	The proposal for the part of Randwick identified as Area RA6 was the subject of a number of reports to Traffic Committee and the Works Committee. The Council adopted the proposal which will likely be implemented soon.	
P063	Commercial Centre Parking Management Strategy	10%
Comments	No action was planned for this quarter while awaiting for all light rail support parking streets to be implemented.	

Code	Name	Progress Report Status
10	A Healthy Environment	
10a	Leader in environmental sustainability	
S088	Sustainability calendar of events and workshops	75%
Comments	In the March quarter around 25 courses and workshops were held at Randwick Community Centre including Eco Heroes sessions for children aged 5 to 8 years old. Around 300 participants attended these courses and workshops.	
S089	Sustainability projects with external partners	75%
Comments	513 children and parents took part in 16 different activities as part of our Marine and Coastal Discovery Program over January 2017. Our Earth Hour Twilight Picnic and Markets attracted more than 400 families despite the inclement weather. Around 50 local cafes and restaurants participated in the Dine by Candlelight campaign for Earth Hour. UNSW continued its partnership and relationship on environmental issues with projects initiated with UNSW Smart Centre on waste avoidance, and with the School of Photovoltaic Engineering.	
P064	3-Council collaboration	75%
Comments	The Compost Revolution support continues with the supply of subsidised compost bins and worm farms to households across the three council area (Randwick, Waverley and Woollahra). Current figures finalised for last year show 893 compost bins and worm farms supplied of which 397 were to Randwick City households. This equated to around 800 tonnes of household waste diverted from landfill with corresponding financial savings of approximately \$160,000. The Councils are working to establish approximately 15 locations with charging facilities for electric vehicles of which around seven will be Council sites. The number of schools registering their interest in Solar My Schools has now reached 29.	
S090	School sustainability projects	75%
Comments	140 students attended school excursions at Randwick Community Centre. In addition 23 local primary and secondary schools were represented in a principal's forum with the Mayor on the range of schools support available from Council to support schools.	
P065	Community gardens	75%
Comments	Grants have been distributed to all 18 schools awarded funding for community gardens, with Council arranging a series of follow up visits to establish progress on completion times.	
10b	Management of environmental risks	
P066	Sustainability framework	75%
Comments	The three Councils are currently reviewing a draft Water Saving Plan completed by consultants.	

Code	Name	Progress Report Status
P067	Floodplain risk management	80%
Comments	The Maroubra Bay Floodplain Risk Management Study and Plan was adopted by Council in February 2017. Grant applications are being prepared to enable the commencement of works or further studies identified in the Coogee Bay and Maroubra Bay Floodplain Risk Management Study and Plans. Work is progressing to schedule on the Birds Gully and Bunnerong Road Flood Study.	
S091	Tree work applications	75%
Comments	Tree Permit Applications and DAs for tree works continued to be processed throughout the quarter at the target service level.	
10c Biodiversity and natural heritage		
S092	Bush regeneration and revegetation program	75%
Comments	The focus in the March quarter was intensive follow up weed control performed by contractors and volunteers at all sites. This was to minimise strong weed regeneration as a result of high level rainfall and humid conditions. Zones B3 South and B11 at Randwick Environment Park have been prepared for future planting. Revegetating these zones will lead to an increase in native vegetation area by up to 10% for the park. The fencing of Maroubra Dunes with recycled plastic bollards and borderline is complete, providing further protection of the native vegetation.	
S093	Noxious and environmental weeds, and pest animal control	75%
Comments	During the March quarter, all noxious weed requests were completed within the SLA. Council attended Greater Sydney Regional Weeds Committee meetings to assist with DPI's weed management reforms as part of implementing the new Biosecurity Act. Council attended SSROC's Southern Sydney Pest Animal Action Network to discuss a regional pest animal plan to be endorsed by member Councils.	
P068	Street tree planting program	30%
Comments	Due to unseasonal high temperatures, scheduled plantings during the March quarter have been postponed. As a result, only 36 street trees were planted in this quarter.	

Code	Name	Progress Report Status
10d Sustainable waste technologies		
P069	Waste Strategy	75%
Comments	Approximately 3,000 inspections of both household recycling and red-lid rubbish bins in single dwellings have been completed over the March quarter with households provided a range of information to improve their level of recycling participation. In 18 large multi-unit dwelling buildings more than 1,600 recycling bins have been inspected for contamination and feedback provided to the residents, Body Corporates, Strata Managers and cleaners to help improving waste management practices in those buildings. Food waste collection continues to increase marginally and is at 15.3 tonnes across the participating multi-unit dwellings. Council collected approximately 14,000 tonnes of domestic waste. Through ongoing kerbside collection of dry recyclables and garden organics and recycling centre drop off, and the processing of 3,272 tonnes of garbage in Alternative Waste Treatment (AWT) facilities, Council achieved 48% landfill diversion rate of domestic waste during this quarter.	
S094	Waste Collection Services	75%
Comments	Council collected 7,134 tonnes of waste and recycling material through its waste collection services. Of the domestic garbage collection this quarter, 4,821 tonnes was collected from the recycling and green waste bins.	
P070	Illegal dumping management	75%
Comments	Regional Illegal Dumping squad officers investigated approximately 43 incidents related to illegal dumping and issued their first PIN following non-compliance with a Clean Up notice. The fine issued was for \$4,000.	
S095	Waste education programs	75%
Comments	100 attendees participated in recycling workshops for the Adult Migrant English Program. 17 recycling information workshops were held across five local schools with more than 480 students participating. 14 local sites registered for Clean Up Australia in March. Council's summer litter campaign across Coogee and Maroubra beaches has gained 3,266 pledges of support from local beach users and 290 pledges of support from UNSW students during their Orientation Week celebration in March.	
10e Water conservation		
P071	Water conservation projects	75%
Comments	Through the use of recycled and bore water, Council saved 77.9 million litres of tap water (as an alternative to mains supplied water) and saved \$155,790 in water usage cost in the March quarter.	
P072	Stormwater, rainwater and wastewater harvesting projects	75%
Comments	The first stage of works to the Water Treatment Plant at Council's Depot, which involved media filters and pump replacement and wash bay drainage upgrade, has been completed. The second stage of this project has commenced.	
P073	Irrigation Management System	90%
Comments	The design of Maroubra Beach irrigation works has been completed.	

Code Name

Progress Report Status

10f Energy conservation

P074	Energy saving projects	75%
Comments	Energy consumption in the March quarter is estimated 15,000 GJ of energy. Cumulative greenhouse gas emissions from electricity usage at Council sites was just over 2,200 tonnes of CO², equivalent (excludes streetlight component). Sub metering installation is now complete at four main sites - Frances Street Administration building, Bowen Library, DRLC and Works Depot.	
P075	Renewable energy projects	75%
Comments	Additional 30 kilowatts of solar PV panels were installed on Prince Henry Centre, taking renewable energy on Council sites and community buildings to just over 200 kilowatts of solar panels and renewable energy.	