




How to read this report

This report focuses on the 2019-20 Operational Plan actions as linked to the 2018-22 Delivery Programme and our Community Strategic Plan. Taken as a whole this report provides a progress update on our principal activities for the June 2020 quarter.

All actions are presented in context of the relevant theme and outcome of our Community Strategic Plan (the *Randwick City Plan*) and the corresponding direction linking to our Delivery Programme.

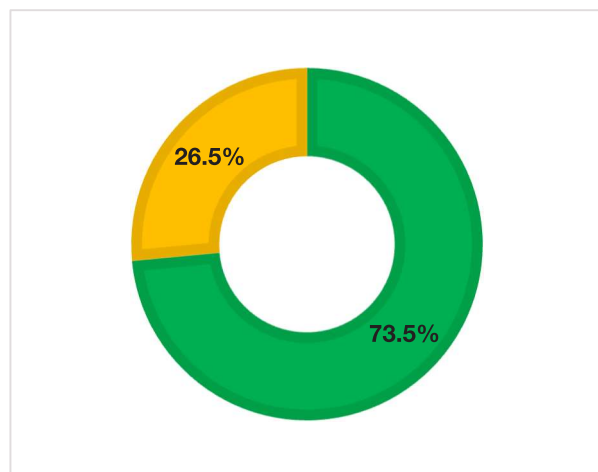
All actions are presented as either ongoing **services** provided by Council (i.e. the day-to-day business of Council), or **projects** (specific outputs or outcomes to be delivered within a certain timeframe). Each action has a unique identifier indicating whether an action is either a service or a project. Stoplight status tracking is provided for each action as well as relevant commentary.

Status of actions

	Tracking as anticipated (action 100% completed)
	Progressing at a slower rate*
	On hold / indefinitely delayed / stopped

* This includes projects that have been delayed and services that have been interrupted (either partially or wholly) due to COVID-19.

Tracking summary for period



Randwick City Plan themes

Responsible management	A prospering City
A sense of community	Moving around
Places for people	Looking after the environment

Unique identifiers linked to business units – examples shown below

Prefix	= Business unit 'Function'	'P' project or 'S' service	E.g. Number	E.g. Unique Identifier
A	= Accounting	S	22	A-S022
CAG	= Community Advocacy & Governance	S	41	CAG-S041
CID	= Capital Investment Delivery	P	30	CID-P030
CIP	= Capital Investment Planning	P	29	CIP-P029
CSM	= Customer Service Management	S	23	CSM-S023
CW	= Community Wellbeing	P	18	CW-P018
EDRM	= Employee Development & Retention Management	S	10	EDRM-S010
FMC	= Financial Management & Control	S	3	FMC-S003
GM	= Governance Management	S	15	GM-S015
IM	= Information Management	P	12	IM-P012
PCM	= Procurement Management	S	18	PCM-S018
PM	= Performance Management	P	13	PM-P013
RM	= Risk Management	P	11	RM-P011
TM	= Technology Management	S	4	TM-S004

Code	Name	Progress status report
01 Leadership in sustainability		
1A COUNCIL HAS A LONG TERM VISION BASED ON SUSTAINABILITY.		
1a.1 Implement the Integrated Planning and Reporting Framework including the 2018-21 Resourcing Strategy.		
PM-S001	Promote our planning and reporting to the community and provide opportunities for input.	<div><div></div></div> 100%
Comments	The March 2020 quarterly report, tracking against the 2019-20 Operational Plan actions was presented to Council at the May 2020 meeting. The Draft 2020-21 Operational Plan and Budget was prepared and publicly exhibited during June (prior to adoption in July). The draft informing Arts & Culture Strategy was prepared, and business unit planning for City Services and City Planning progressed.	
1a.2 Ensure sound long term financial strategies underpin our asset management policies and strategic vision.		
FMC-S002	Coordinate and update our 10-year Long Term Financial Plan (LTFP).	<div><div></div></div> 100%
Comments	Council will finish the 2019-20 financial year in a sound financial position despite the impact of the COVID-19 pandemic. Council has developed a 2020-21 budget that responds to financial pressures of the pandemic while building a resilient Randwick and creating economic stimulus to support the local community and businesses. The 2020-21 budget was developed with an emphasis on maintaining financial performance indicators and ensuring that Council's financial position moving forward is not only sound but also sustainable. The LTFP is being updated to reflect the forecasted impact of the 2020-21 budget. The LTFP integrates with Council's other informing and resourcing strategies.	
1a.3 Review and incorporate the financial strategies underpinning all strategic plans into the Long Term Financial Plan (LTFP).		
FMC-S003	Continually manage, monitor and review our financial performance and position.	<div><div></div></div> 100%
Comments	Financial Statements for the period ending 30 June 2020 are currently being prepared. Draft financial statements are expected to be reported to Council in August 2020 for referral to audit. The final Audited Financial Statements will be presented to Council in September/October 2020. The financial statements will provide a full assessment of Council's financial performance and position. The prudent financial management that Council has in place has resulted in the continuation of a sound financial position. Quarterly Budget Review Statements (QBRS) for March quarter were prepared and reported to Council on 26 May 2020. All financial performance indicators are on track to be being achieved for financial year end.	
1a.4 Provide for safe public places where people gather.		
TM-S004	Maintain and expand our CCTV infrastructure and network to meet emerging requirements.	<div><div></div></div> 100%
Comments	CCTV infrastructure continued to be expanded in the City with the commissioning of the Coogee Bay Road CCTV system as part of the streetscape upgrade. Minor maintenance works continued to ensure the overall availability and reliability of the CCV infrastructure.	

Code	Name	Progress status report
1a.5 Meet customer and business needs with innovative technology delivered through the Digital Strategy.		
TM-P001	Investigate, source and implement business applications and processes as per Phase 1 Digital Strategy.	<div><div></div></div> 100%
Comments	The focus of the current procurement strategy is to select and implement a Human Resource Management Information System. Tenders were issued for this procurement in late June.	
TM-P002	Deliver major projects contained within the Digital Strategy.	<div><div></div></div> 100%
Comments	The current focus is to continue to deliver the Smart Parking and Smart Beaches projects and to commence planning for the acquisition of a new HR system. As a result of Covid-19, the rollout of mobile workforce solutions continued and was expanded to cover additional staff to allow them to work from home.	
1a.6 Progressively update our suite of strategic plans, including research and study pieces which underpin our informing strategies.		
PM-P003	Prepare a draft Recreation Needs Study.	<div><div></div></div> 85%
Comments	Council has continued to work with Cred during engagement activities and has provided feedback on the draft Engagement Report and draft Study.	
PM-P004	Employ insights from the Arts & Culture Study to update and implement our cultural strategies.	<div><div></div></div> 100%
Comments	The first draft of the Arts and Culture Strategy has been completed incorporating insights from the community consultation and the Arts and Culture Study.	
PM-P005	Finalise the Green Infrastructure Plan – integrating green spaces into buildings and public spaces.	<div><div></div></div> 100%
Comments	Green Infrastructure Plan finalised. Will be reported to Council after the informing Environment Strategy is finalised.	
1B COUNCIL IS A LEADER IN THE DELIVERY OF SOCIAL, FINANCIAL AND OPERATIONAL ACTIVITIES.		
1b.1 Demonstrate best practice and leadership in local government.		
EOBM-P006	Improve the attraction and selection experience for candidates and managers.	<div><div></div></div> 100%
Comments	Development continues for online recruitment and selection training for recruiting managers and panel members. Attraction strategies were increased during the quarter using LinkedIn and Careers at Council subscriptions.	

Code	Name	Progress status report	
EOBM-P007	Total Rewards Review, inc. salary system benchmarking and improvements to reward and recognition.	<div><div></div></div>	100%
Comments	Job evaluation system vendors were evaluated, reference checked, and preferred providers selected.		
EOBM-S005	Implement Disability Inclusion Action Plan (DIAP) and Equal Employment Opportunity (EEO) actions.	<div><div></div></div>	100%
Comments	The planning stage is underway for a draft Disability Inclusion Action Plan. The annual review of the EEO Management Plan was reviewed and acknowledged by the Consultative Committee.		
EOBM-S006	Embed relevant, effective and current workplace policies and procedures.	<div><div></div></div>	100%
Comments	Workplace policies continue to undergo review as per the policy review action plan and are at different stages of development, review, sense checking, consultation and approval. Induction is delivered as an online option during COVID-19.		
1b.2 Protect Council’s reputation and enhance our positive public image.			
CM-S007	Use media to promote and protect Council – monitoring and responding effectively.	<div><div></div></div>	100%
Comments	93 media enquiries were received from local and metropolitan media. Topics included staff members diagnosed with COVID-19, provision of parking spaces for hospital staff, beach closures and reopening, our online Anzac Day service, Council’s response to easing of restrictions and reopening facilities, debris from shipping container washing up on our beaches, our libraries reopening, vandalism of Captain Cook statue, our budget and plans for the coming year and the Heffron Centre. Responses to media enquiries are typically turned around the same or next day and we met 100% of deadlines.		
CM-S008	Proactively promote our achievements, programs, policies and projects.	<div><div></div></div>	100%
Comments	20 media releases were issued during the quarter including information about Council’s online and Facebook offerings during lockdown, the Anzac Day online service, beach openings including updated restrictions, works at Wylie’s Baths, new playground at Frenchman’s Bay, the new Clovelly outdoor gym, libraries and sportsfields reopening, the 20-21 Operational Plan and Budget, remediation works at Purcell Park and the new paperless DA lodgement system.		
1b.3 Maintain a high performing workforce that is responsive to organisational needs.			
EDRM-S009	Continue our frontline leadership development program.	<div><div></div></div>	100%
Comments	Development continues on the purpose and principles of a Capability and Learning framework.		
EDRM-P008	Implement our organisational leadership development program.	<div><div></div></div>	100%
Comments	Connected to the Capability and Learning Framework implementation. Leadership Review Conversations undertaken during the quarter with all Managers.		





Code	Name	Progress status report
EDRM-S010	Coordinate employee engagement and communication activities.	<div><div></div></div> 100%
Comments	Lifestyle lunches continue to be delivered during COVID-19 restrictions. New be-fit programme scoping underway. Staff news delivered to all staff fortnightly with a focus on communicating strong COVID-19 messages to all staff.	
EDRM-P009	Implement HR systems to support effective workflows and data for workforce planning.	<div><div></div></div> 100%
Comments	Human Resources management system EOI evaluation undertaken. As a result of no recommendation, a formal request for tender advertised in July 2020.	
1b.4 Provide good governance and administrative support for the Councillors and the organisation.		
GM-S011	Monitor and evaluate the performance of the Randwick Local Planning Panel (RLPP).	<div><div></div></div> 100%
Comments	The quarterly report for RLPP has been submitted to the Department of Planning, Industry and Environment.	
GM-S012	Ensure effective and efficient administration of Council meetings.	<div><div></div></div> 100%
Comments	Code of Meeting Practice (based on OLG Model Meeting Code) adopted July 2019. Business papers for Council meetings available on Council's website and available to Councillors one week prior to meetings. Live minute taking at Council meetings has been implemented. In response to the COVID-19 pandemic, Council live broadcast its meetings via Microsoft Teams. With restrictions being relaxed Council meetings have now returned to the Prince Henry Centre with strict social distancing requirements. Live audio broadcasting of Council meetings via Council's website commenced in July 2020.	
GM-S013	Assist the community in obtaining access to our information/documents – Government Information (Public Access) Act 2009.	<div><div></div></div> 100%
Comments	288 informal Access to Information requests were processed during the quarter, with 95% (or 274) processed within 5 working days. Five (5) formal GIPA applications were processed during the quarter. All (100%) were processed in accordance with legislative requirements (i.e., within 20 working days).	
GM-S014	Effectively manage our property portfolio.	<div><div></div></div> 100%
Comments	Council owned and managed properties are managed in accordance with legislative requirements (Crown Lands Management Act & Local Government Act) and lease/licence agreements terms and conditions. 139 occupation of footway agreements and 150 lease or licence agreements are currently in place. Council Community support package saw the delivery of: waiver of all footway dining fees effective 1 March 2020 for 6 months expiring 31 August 2020 for all footway dining operators; and waiver of 100% of rental for 46 commercial and community tenants who submitted requests for a period of 4 months commencing 1 March 2020 expiring 30 June 2020.	
GM-S015	Effectively manage our insurance program.	<div><div></div></div> 100%
Comments	2019-20 insurances in place. Policies implemented comprise of Casual Hirers Liability, Councillors and Officers, Liability, Crime, Motor Vehicle, Property, Public Liability/Professional Indemnity, Personal Accident, Workers Compensation Top Up, Marine Hull Commercial and Contingency. Public liability/professional indemnity claims are managed by Echelon Australia. Property, motor vehicle, marine and other claims are managed in house by Council insurance staff. Renewal process completed for 2020-21 insurances.	

Code	Name	Progress status report
GM-S016	Timely responses to information requests – optimal performance of our Electronic Document Management System (HPCM).	<div><div></div></div> 100%
Comments	Ongoing HPCM training for new and existing staff continued in person and via Teams. Information capture is currently under review, identifying opportunities for automation of processes and the increased utilisation of the Ezescan product. Increased digital practices continue to be conducted across the organisation, with the minimisation of paper usage being the focus. The Enterprise Content Management Section (ECM) is currently in the process of investigating applications for the capture of content in the increased utilisation of Teams.	
IM-S017	Cost effective and timely access to information – efficient use of storage space and effective archival.	<div><div></div></div> 100%
Comments	All projects in the Archives Project plan 2017-2021 are tracking on time. This quarter Council has reduced its primary storage to zero, only holding records in transit. A large percentage of the holdings are now located in tertiary storage (Kingswood and Orange). Timely retrieval of folders located in these two off-site locations continues as required.	
PCM-S018	Maintain transparency and accountability in purchasing of goods and services – compliance with procedures.	<div><div></div></div> 100%
Comments	Weekly purchase order audits indicate a 99% compliance with the procurement procedures for the quarter. Tenders undertaken in the quarter were 100% compliant with legislative requirements.	
1b.5 Effectively and efficiently manage financial operations, systems and information.		
A-S019	Provide timely financial information.	<div><div></div></div> 100%
Comments	All internal and external financial reporting requirements were met for the June quarter. Monthly financial statements reported to Council each month and the March QBRS reported to Council on 26 May 2020.	
A-S020	Ensure accurate and timely financial processes and procedures – high level of service delivery (internal and external).	<div><div></div></div> 100%
Comments	All financial services 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.	
A-S021	Accurately levy and collect rates and charges (and provide appropriate payment options).	<div><div></div></div> 100%
Comments	The 2019-20 Rate levy was issued in accordance with legislative requirement incorporating the second-year increase for the Our Community our Future special rate variation increase and a further 5-year extension of the Environmental Levy. Pensioner concessions extended by a further \$25 now totalling \$350 per annum. The fourth instalment of rates was due 31 May 2020. A six-month interest free period as part of the COVID-19 Community Support Package commenced 25 March 2020. Any rate recovery legal action was halted in response to the pandemic. Council is working with ratepayers to develop payment arrangements that are tailored to individual financial circumstances.	
A-S022	Maximise returns on our investment portfolio while minimising risk.	<div><div></div></div> 100%
Comments	Interest rates are at historical lows with the official RBS cash rate at 30 June 2020 at 0.25%. Council's investments have been maintained in accordance with the adopted policy. No capital investment defaults occurred in the June quarter. Monthly investment reports have been provided to Council and the investment position referred to the Internal Audit Committee for consideration. Investment returns exceed the industry benchmark despite the historically low interest rates. The Investment Policy was reviewed in November 2019. The COVID-19 pandemic has impacted available cashflows. Council has managed to maintain sufficient cash in the business to operate on a day-to-day basis without facing a liquidity issue.	

Code	Name	Progress status report
1b.6 Be recognised for providing quality customer service (internal and external).		
CSM-S023	Monitor response times to customer service requests.	<div><div></div></div> 100%
Comments	Council received 10,679 service requests during the June quarter of which 95% were completed within the service level agreement timeframe. 26,825 phone calls via the call centre during this period of which 1.3% were abandoned. Council's target is to have fewer than 5% abandoned calls on average.	
1b.7 Improve and implement business systems and information technology infrastructure.		
TM-S024	Maintain, secure and update our technology platform to take advantage of new technology.	<div><div></div></div> 100%
Comments	During the quarter security vulnerability management activities continued with patching compliance at greater than 99% across the server infrastructure. A major upgrade of Council's Keywatcher system was undertaken. Planning has commenced for the implementation of an application lifecycle approach to software.	
TM-S025	Provide an effective service desk to support staff in their use of technology.	<div><div></div></div> 100%
Comments	Council's service desk resolved 2,977 requests in the quarter. During the period the Service Desk team continued the deployment of laptops for working from home arrangements to support Covid-19 with a fleet of 280 devices now in use; and the team coordinated the deployment of Office 365 across the computer fleet.	
TM-S026	Provide database integrity checks, reports, business intelligence systems and integration of business systems.	<div><div></div></div> 100%
Comments	During the quarter a number of models of employee benefits and payments were developed to provide support to Council casual staff during the Covid-19 pandemic. Support was also provided for the annual staff performance review system deployment, upgrades to business processes to utilise online forms and transition away from paper.	
TM-S027	Support and continuously improve internal business processes and collaboration tools such as the intranet.	<div><div></div></div> 100%
Comments	The intranet project has been completed with only minor maintenance and enhancements required over the past quarter. Microsoft Teams continued to be a valuable tool to support remote working and collaboration between teams. The Intranet provided relevant information for staff over the pandemic shutdown and provided a popular channel for communication from the Executive Leadership Team and General Manager as well as specialist business experts such as WHS team and HR. The process improvement team mapped out eight processes and made recommendations to improve both customer facing and internal processes. Several video learning programs were developed inhouse to support the use of MS Teams.	
TM-S028	Support and continuously improve business applications and business systems.	<div><div></div></div> 100%
Comments	Planning for the 2020-2021 corporate applications commenced with a roadmap developed for upgrades to Kronos, Technology One, Pathway and TRIM. During the quarter there was an emphasis on improving the Envibe leisure centre management solution. New functionality to support Electronic lodgement of DAs for customers and electronic delivery of determinations was launched, removing the need for paper and streamlining the entire DA process in line with NSW Planning department requirements. New templates for electronic delivery of property, rating, applications and licensing information were introduced. Significant improvements were made in the provision of online forms for internal use, including learning and development, HR and payroll forms.	

Code	Name	Progress status report
1b.8 Provide a safe and healthy environment for employees, contractors and the community.		
RM-S029	Implement policies and procedures to support a culture of health and safety.	<div><div></div></div> 100%
Comments	Continual review and improvement of Work Health and Safety Policies and Procedures with the introduction of guidelines, where appropriate. At the end of the quarter there has been a focus on specific WHS procedures and processes to ensure appropriate measures are implemented, specific to Covid-19, and keeping our workforce safe during the pandemic.	
RM-S030	Effectively manage workers compensation and ‘return to work’.	<div><div></div></div> 100%
Comments	All workers compensation claims are managed by Allianz on Council’s behalf and are managed in line with the Workers Compensation Act and related legislation. Council’s return to work program ensures that all workers have a return to work plan which is developed in consultation with the worker and their nominated treating doctor.	
RM-P010	Draft and implement a Wellbeing Strategy.	<div><div></div></div> 50%
Comments	The part of the wellbeing strategy focused on in this quarter was a Working From Home Strategy which was finalised and released as a support piece to Managers through the management of the pandemic. This focused on maintaining staff’s mental health, whilst working remotely, and hopes to reduce feelings of isolation or disconnection between teams. As a result of the strategy a working from home survey was released to a section of Council.	
RM-S031	Coordinate relevant health checks.	<div><div></div></div> 100%
Comments	The annual flu vaccination programme was finalised in this quarter with an increased number of participants, due to the increased demand caused by Covid-19.	
RM-P011	Improve the incident management system to provide for effective data analysis, tracking and reporting.	<div><div></div></div> 100%
Comments	Incident data is currently managed internally through Excel, including data analysis, tracking and reporting. System integration will be explored through the HR system chosen through the tender process.	
1b.9 Improve and expand online systems and GIS mapping in meeting community and business needs.		
IM-S032	Produce accurate high-quality cartographic maps – ensure data integrity by cross-referencing maps with other data sources.	<div><div></div></div> 100%
Comments	44 cartographic maps were produced, including Your Say Results for local character, Council’s capital works program, K2K planning proposal and LEP amendments, open space study and heritage items studies.	
IM-S033	Delivery of online maps (inc. interactive maps) and support mobile field collections systems.	<div><div></div></div> 100%
Comments	Two new online maps have been developed in the quarter, showing Council’s precincts and Development Applications; and one new collection app.	


Code	Name	Progress status report	
IM-P012	Expand the 3D model of Randwick City.	<div><div></div></div>	100%
Comments	No further actions have been undertaken in this area subsequent to the purchase of the NearMap 3D product, which is in use by relevant business areas.		
TM-S034	Maintain GIS infrastructure in support of mapping operations.	<div><div></div></div>	100%
Comments	During the period, ArcGIS was upgraded from 10.5 to 10.8 version to add additional functionality and maintain the currency of the GIS platform.		
1C CONTINUOUS IMPROVEMENT IN SERVICE DELIVERY BASED ON ACCOUNTABILITY, TRANSPARENCY AND GOOD GOVERNANCE.			
1c.1 Apply the 4-year continuous improvement strategy.			
PM-S035	Build the capacity of the organisation through initiatives, workshops and process reviews.	<div><div></div></div>	100%
Comments	Comprehensive business unit planning continued across the City Planning and City Services divisions. Among other things this activity leads to workflow analysis and recommendations for process improvement. This planning will provide staff with clarity and focus about their day to day activities as well as providing a pathway for staff to relate how their daily effort contributes to outcomes for our community. A cross-functional working group collaborated to develop a plan for how Council will support building a ‘Resilient Randwick’. This approach help shape the 2020-21 Operational Plan.		
PM-S036	Implement the 2019-20 Internal Audit Plan.	<div><div></div></div>	75%
Comments	Due to the impact of the Covid-19 and the departure of the Internal Auditor the full program was not completed, and the outstanding items have been carried forward into the 2020-21 internal audit program.		
1c.2 Systemise the method of obtaining customer feedback and add value to existing data and information.			
PM-P013	Engage the community, research and review trends towards reviewing the Randwick City Plan.	<div><div></div></div>	100%
Comments	The upcoming review of the Randwick City Plan will encompass community engagement insights from various recent consultations including, the LSPS, Night-Time Economy, and Housing Strategy. Community consultation on the draft Environment Informing Strategy is about to commence. We are also planning further dedicated consultation which will underpin our next Community Strategic Plan.		
1c.3 Proactively manage enterprise risks within our integrated risk management system.			
RM-S037	Test the Business Continuity Plan.	<div><div></div></div>	100%
Comments	Testing of Council's BCP has occurred as a result of the COVID-19 pandemic. Council formed the Continuity Management Team (CMT) and sub Pandemic Response Team (PRT). During this process all departments have reviewed and implemented their sub plans to respond to the Pandemic.		

Code	Name	Progress status report
RM-S038	Identify operational and strategic risks by updating the Risk Register and integrating with the Audit Plan.	 50%
Comments	Council's overall Enterprise Risk Management Framework is scheduled to be reviewed with the Executive Leadership Team and integrated into the Audit Plan proposed by the Audit Risk and Improvement Committee (ARIC).	
RM-P014	Implement the Enterprise Risk Management Framework (ERM).	 50%
Comments	Preferred Risk Management methodology of Management of Risk (MOR), training and qualification achievement have been completed by Coordinator Risk and Safety this quarter. Commencement of ERM review will begin under methodology.	
RM-S039	Periodically test the Technology sub plan of the Business Continuity Plan.	 100%
Comments	During the quarter, backup and restore operations were performed on a number of servers to ensure that Council's backup approach is consistent and reliable. Virtualisation testing was performed to move all virtual machines from one datacentre to another to ensure reliable failover operations.	
RM-P015	Annual technology security vulnerability assessment exercise – testing network security.	 100%
Comments	This has been scheduled in for the first quarter of the 2020-21 financial year.	

02 A vibrant and diverse community

2A MEET THE NEEDS OF OUR DIVERSE COMMUNITY AND PROVIDE EQUITABLE ACCESS TO SOCIAL SERVICES AND INFRASTRUCTURE.

2a.1 *Maintain current knowledge and understanding of community needs to support planning and program development.*

S040	Local services participation and partnerships, identifying emerging needs, service gaps and opportunities across target groups.	 100%
Comments	Staff continued to facilitate and support Interagency meetings online. Topics for online presentations included: NDIS information, parenting programs, mental health support and suicide prevention. South East Sydney Local Area Health District have facilitated a COVID coordination of services group and Council have supported connections across services. Domestic and Family Violence awareness funding was awarded to hire a project worker and facilitate DFV awareness raising campaigns. Council also partnered with Lifeline, Black Dog Institute, Wesley Lifeline, Police, Aquatic Services and Community Development to install signage in suicide hotspots to address means restriction.	

Code	Name	Progress status report
2a.2 Provide for a high level of accessibility to Council's community facilities and infrastructure.		
S041	Fair and equitable access to our major multi-purpose centres for a range of user groups (hirers and class attendees).	<div><div></div></div> 100%
Comments	Worked with City Services to ensure that high risk and vulnerable target groups such as people aged 70 years and over and people with disabilities and their Carers were able to safely access the Des Renford Leisure Centre and RCC libraries as COVID-19 restrictions began to ease.	
S042	Plan and schedule activities in venues that are easily identified and accessed by people with disabilities.	<div><div></div></div> 100%
Comments	In partnership with St Vincent de Paul Society, held 2 x community consultations in May and June on how to make Yarra Bay Beach and the surrounding site more accessible for people with disabilities and their allies. The community consultations were delivered online due to COVID-19. Implemented a Healing Grief and Loss webinar for people impacted by grief, loss and change in June. The seminar was delivered online due to COVID-19.	
2a.3 Support different groups in the community to improve access to services and recreational activities.		
S043	Maintain and develop partnerships with organisations that support of diverse communities, e.g. the Culturally and Linguistically Diverse (CALD) community.	<div><div></div></div> 100%
Comments	Randwick City Library has maintained relationships with partners such as State Library of New South Wales during this period and has applied for grants to support IT training in CALD languages. Our CALD team attended a statewide Multicultural working group and intra-agency meetings via online teleconferences to help with information for the CALD community during the Covid-19 pandemic including supporting anti-discrimination information for the CALD community.	
S044	Ensure library CALD collections reflect demographics and community needs.	<div><div></div></div> 100%
Comments	In this quarter, 326 new CALD items have been made available for loan in Chinese, Greek, Polish, Spanish and French.	
P016	Review library CALD collection to inform future collection development.	<div><div></div></div> 100%
Comments	The CALD librarian has reviewed statistical and other information about the decline in use of CALD library collections. This is so we can formulate a strategy to purchase and make accessible items that satisfy CALD community wants and needs from library collections. There is a report now available on record and it will continue to be refined as more information is gathered from libraries in New South Wales.	
S045	Provide a range of programs and activities for a diverse community.	<div><div></div></div> 90%
Comments	In the June quarter as the library was only accessible online, a program of online events was established facilitated by Facebook and Zoom platforms. There were 59 events, with a total live audience of 2,086, and an average attendance across events of 35. The program of events targeted a diverse range of audiences including seniors, children of all ages, youth, general adult and English as a second language. We have re-established English Conversation classes as online events successfully for the CALD community. See P035 for further event details.	
S046	Provide a range of collection items, programs and activities which are accessible and inclusive for people with disabilities.	<div><div></div></div> 100%

Code	Name	Progress status report	
Comments	All online programs are more easily accessible and inclusive for people with disabilities. The new Local Legends podcast with supporting material launched at the end of the June quarter includes transcripts specifically for those with hearing difficulties.		
IM-S047	Ensure website content is current and translated into our top 5 languages (other than English) – Chinese, Greek, Indonesian, Spanish and Russian.	<div><div></div></div>	100%
Comments	Website information is translated into the nominated languages. Investigation has commenced into the provision of automated translation services for website content.		
S048	Raise awareness and build the capacity of local residents and/or their carers, improving their ability to negotiate for and access relevant services.	<div><div></div></div>	100%
Comments	Provided advice and referral pathways for 10 at risk residents with complex and chronic illness who were isolated and not formally linked to support services and became further isolated due to COVID-19 restrictions. Worked alongside Holdsworth Community and Ethnic Community Services Co-op to assist at-risk, disadvantaged and vulnerable residents to access NDIS and My Aged Care funding and support during COVID-19. Harnessed the voices and lived-experience of people with disability and older people as part of the 'Creative Opportunities and Challenges' online forum for aged and disability services to highlight the multiple barriers local residents confront when attempting to access and navigate services.		
S049	Participate and/or facilitate joint activities promoting increased understanding of consumer directed care and how to exercise choice and control in choosing disability support services.	<div><div></div></div>	100%
Comments	Implemented the 'Creative Opportunities and Challenges' online forum to explore how local service providers can creatively reframe how they engage and work alongside older people and people with disabilities and their Carers. The forum identified opportunities for services to deepen their engagement with consumers and to redesign services to be more personalised and individualised. A total of 68 services providers and community representatives attended the forum in June. Implemented an online seminar on Healing Grief and Loss in June to meet the needs of people with 'invisible disability' and to provide pathways to formal and informal support.		
S050	Consult regularly within the community services industry in identifying key issues important to people with disabilities and their carers.	<div><div></div></div>	100%
Comments	In partnership with St Vincent de Paul Society, implemented 2 x community consultations for people with a range of disabilities on how to 'Make Yarra Bay Beach More Accessible.' Please refer to comments in S049.		
2a.4 Improved opportunities for local Aboriginal and Torres Strait Islander peoples to access support services.			
S051	Support community-based support agencies to plan and deliver while providing essential information to government program funding providers aimed at meeting the needs of at-risk and/or vulnerable residents.	<div><div></div></div>	100%
Comments	Facilitated implementation of Viral Kindness and Harris Farm Market food security program for vulnerable residents. Council developed a one-page support services flyer for residents who have not typically engaged with support services and how to access them along with updated information on our website		
S052	Assist local Aboriginal organisations to plan and deliver nationally significant events such as NAIDOC Week and Reconciliation activities.	<div><div></div></div>	80%
Comments	Supported Comms team to promote online Reconciliation recognition due to Covid restrictions. NAIDOC has been postponed until November due to lockdown restrictions.		
S053	Ensure that the programs and activities delivered via the Lexo Hub address the identified needs of local indigenous individuals and families.	<div><div></div></div>	80%

Code	Name	Progress status report
Comments	The Hub has been mostly closed due to COVID-19 restrictions however staff have supported a number of local Aboriginal families with referrals and food security support.	
2a.5 Implement our social inclusion plan ‘An Inclusive Randwick’ to address gaps in service provision and reduce disadvantage.		
S054	Produce and publish the biannual <i>Parenting Calendar</i> linking local families to a range of child development courses.	<div><div></div></div> 100%
Comments	The 2020 parenting calendar is updated biannually with the next issue due in August.	
P017	Identify options for the location of a youth focused facility to deliver high priority programs and activities for at-risk and vulnerable age groups.	<div><div></div></div> 75%
Comments	The Youth Advisory Committee has been discussing the implementation and service delivery requirement of a youth-focused facility in our Randwick LGA. These discussions were beginning to involve members of our Strategic Planning team, however, due to COVID-19, the Youth Advisory Committee has delayed meetings until social distancing restrictions are lifted and Council spaces re-open for meetings.	
P018	Establish and implement a Foodbank Program in address of food security issues operating from the Lexo Hub facility.	<div><div></div></div> 100%
Comments	A weekly food security program is delivered from The Hub, targeted vulnerable and at risk individuals and families.	
2a.6 Implement grants programs to enhance services to meet community needs.		
S055	Administer our Community Partnership Funding Program, and our Cultural and Community Grants Program, and also Randwick ClubGrants NSW on behalf of participating clubs.	<div><div></div></div> 100%
Comments	The Community Investment Program has been developed which is an updated funding program investing into ideas, initiatives and activities across creative arts, cultural, community connection and service provision. The ClubsGrants program has been facilitated on behalf of participating clubs.	
2B STRONG PARTNERSHIPS BETWEEN THE COUNCIL, COMMUNITY GROUPS AND GOVERNMENT AGENCIES.		
2b.1 Support resident precinct committees, chambers’ of commerce and combined service clubs.		
S056	Provide meaningful face-to-face opportunities for community participation.	<div><div></div></div> 100%
Comments	12 Precinct meetings were held across Randwick City over the quarter. Due to Covid 19 restrictions, Council helped facilitate the precinct meetings online via Zoom. At the quarterly Precinct Coordination Committee meeting (also held via Zoom), Precinct Executives were briefed on Council’s Draft Operational Plan and Budget 2020-21 and The Heffron Centre project.	




Code	Name	Progress status report
b.2 Partner and implement joint projects to achieve improved service coordination and value for money outcomes for the region.		
S057	Activate and manage the Lexo Hub facility in providing accessible office space for community service providers for the delivery of health, wellbeing and social welfare services.	<div></div> 75%
Comments	Limited management required with COVID-19 restrictions however some programming is re-commencing and the focus has been on safely reopening The Hub with limited activities and the development of a comprehensive COVID-19 response plan.	
S058	Participate on the steering committee of <i>Communities at the Centre</i> : Equity and Well-being initiative relating to key social housing neighbourhoods.	<div></div> 80%
Comments	The Steering Committee has not met in 2020 however staff have participated in the monthly Operational Working Group that oversees program and service delivery at The Hub.	
2C NEW AND UPGRADED COMMUNITY FACILITIES THAT ARE MULTIPURPOSE AND IN ACCESSIBLE LOCATIONS.		
2c.1 Implement the ‘Community Facilities Plan’ as per identified priorities.		
P019	Plan and construct community facilities under <i>Our Community our Future</i> program, inc. Malabar memorial hall and Blenheim House Arts & Cultural Centre.	<div></div> 100%
Comments	Blenheim House – concept planning underway Malabar Memorial Hall – concept planning underway	
2D OUR CULTURAL DIVERSITY IS APPRECIATED AND RESPECTED.		
2d.1 Implement ‘A Cultural Randwick City’		
S059	Implement our calendar of events, including The Spot Festival and Coogee Christmas Carols.	<div></div> 85%
Comments	The Koojay Corroboree event was cancelled with NAIDOC week being postponed until later in the year. The 2020 Sports awards still launched as scheduled in June, with this year’s judging to be convened online. Anzac Day was successfully streamed online Refer P063.	
S060	Support and assist in the development and implementation of a range of cultural activities and events (both indigenous and non-indigenous) at La Perouse Museum.	<div></div> 100%
Comments	Refer P059.	
S061	Support and assist in the delivery of our Multicultural Festival.	<div></div> 75%
Comments	Currently, due to COVID-19 social distancing restrictions, Council is unable to deliver a Multicultural Festival for community. Our last Multicultural Festival was Cultural Bridges in October 2019. Randwick Council continues to liaise with multicultural services and community to ensure that they are receiving translated information and access to COVID-19 updates, testing, and safety recommendations.	

Code	Name	Progress status report	
P020	Explore and develop a list of feasible cultural activities for implementation in our community centres, e.g. Prince Henry Centre, Randwick Literary Institute and Blenheim House.	<div></div>	90%
Comments	Research is ongoing to identify suitable art and cultural activities for various Council properties based on the information compiled in the Arts and Culture consultation and the Study. Activities under consideration include: studio spaces and galleries; pop-up makers spaces; small performance venues; and rehearsal spaces. Current cultural programming e.g. Twilight Concerts and other Council events, are also under consideration for inclusion although activity has slowed due to COVID-19 restrictions.		
2d.2 Deliver and/or sponsor a range of cultural programs to promote a sense of community.			
S062	Investigate feasibility, sponsorship potential and/or directly supporting community events/projects as required by resolution of Council.	<div></div>	100%
Comments	Implemented the Community Investment Program which supports events, activities and programs which directly support community ideas and initiatives		
S063	Implement our calendar of signature annual events (and other ad hoc events).	<div></div>	85%
Comments	The Anzac Day Dawn Service due to be held at Coogee Beach was held via Livestream at Little Bay and was very successful with over 7000 views and some international engagement.		

03 An informed and engaged community






3A EFFECTIVE COMMUNICATION METHODS AND TECHNOLOGY ARE USED TO SHARE INFORMATION AND PROVIDE SERVICES.

3a.1 Use effective communication methods to provide the community with information on our service activities.

S064	Monitor and apply communication and visual design standards to our communication materials, products and website.		100%
Comments	Council continues to provide an inhouse publication approval process to ensure consistency of branding and design.		
S065	Produce appropriate video content for our digital communication channels.		100%
Comments	54 videos were produced or shared across our Facebook and YouTube channels. This has been our largest quarter for videos to date, due to the increase in livestreamed events and activities such as Des Renford home workouts and council workshops. Our highest performing Facebook video was the Anzac Day Service Livestream. The livestream reached 19,000 people and generated a lot of positive conversation in the comments section, with people saying it was a “moving service”. Another top performing video was of council crew clearing the debris from the shipping container spill at Malabar Beach.		
S066	Produce and/or influence the development of effective and targeted communication plans and products for our events, projects and activities.		100%
Comments	Council implemented and developed 5 Communications Plans to inform, educate and engage the community on various activities, including the Frenchman's Bay Playground upgrade, Webby Awards, Council's response to COVID-19, Wylie's Baths upgrade and remediation work at Purcell Park.		

Code	Name	Progress status report	
S067	Write quality speeches for Council representatives.	<div><div></div></div>	85%
Comments	Only 2 speeches were written during the June quarter. Most council events were cancelled due to Covid-19 and therefore speeches were not required.		
S068	Produce regular community newsletters (digital and print) to inform and engage our community.	<div><div></div></div>	100%
Comments	In the past quarter we sent out 13 editions of eNews. The average open rate of 33%. Top stories included Covid restrictions; what you can and can't do, Coogee Surf Club refurb, playgrounds and gyms to reopen and Council services set to reopen. Additionally, we mailed out our quarterly magazine, SCENE, to 64,000 households. This issue focused on the draft Operational Plan and Budget as well as the community response to the coronavirus pandemic. The front cover featured the Reeve family from Malabar who were photographed by a local photographer who took photos of families during the lockdown period.		
S069	Produce effective high quality visual communications materials to support and enhance our business.	<div><div></div></div>	100%
Comments	From April to June 2020, the communications team produced 441 design items which includes printed and digital campaigns combined. This included the consultation material for Purcell Park, The Heffron Centre, Frenchmans Bay Playground, Malabar Pool Amenities and Coogee Bay Surf Club. We produced and distributed the Winter Scene magazine as well as newsletters for Bushcare. We developed and advertised the Draft Operational Plan and Suburb Fact Sheets as well as continuing with our extensive 'Spread Kindness Not Germs' campaign, keeping the community up to date with the latest Covid-19 facts and rules. The design team also developed 11 documents for the Local Character Study to put on exhibition. Our "Adopt a Drain" campaign website was a finalist in the international Webby awards alongside Nasa.		
S070	Effectively manage our banner poles as an outdoor communications medium.	<div><div></div></div>	100%
Comments	Council ran 4 banner campaigns promoting Anzac Day, Reconciliation Week and NSW Health Hepatitis campaign.		
S071	Promote and share information to assist people with a disability (and their carers) access relevant services.	<div><div></div></div>	100%
Comments	Council continues to communicate information relevant for people with a disability.		
3a.2 Ensure our website is an accessible and usable interface between Council and our community.			
S072	Ensure the library sub-site and social media channels provide timely, engaging and relevant information.	<div><div></div></div>	100%
Comments	In the June quarter the library published 174 Facebook posts with an average reach of 704 people. A considerable uptake in Facebook engagement has continued to be observed as a direct impact of COVID-19 as library published material and information to support the community. A Facebook post about the offer of free discarded books for the community while the library doors remained closed achieved a reach of over 14k impressions.		
P021	Refresh the look of the library sub-site.	<div><div></div></div>	100%
Comments	The library subsite banners were updated during this quarter and two new sections were added to the Library website, one featuring our first series Randwick Local Legends and the other featuring our recorded online events. The podcast series called Randwick Local Legends launched with Gary Ella and will feature a new local legend every week. The online recorded events feature previously recorded Author Talks, History Talks, Kids activities and workshops (for patrons that weren't able to watch the live event) to access on demand from a central website location.		

Code	Name	Progress status report	
IM-073	Maintain and enhance our website with suitable and accessible content.	<div></div>	100%
Comments	Website content has been maintained by the team over the COVID period and the community were kept up to date with news and additional information on relevant pages. Information about venues, parks and beaches was clearly updated in a timely fashion. New online enquiry forms were implemented to assist customers remotely accessing services. A new address-based search, for DA activity was implemented to enhance the DA tracking functionality, together with a new On Exhibition focussed search due to the cancellation of the local community newspaper.		
P022	Implement and host a <i>Community Submitted Events Service</i> , providing a space for community organisations to promote community activities.	<div></div>	100%
Comments	Two Community Submitted events were published this quarter, both on-line events. This was a significantly lower number of submitted events than were received prior to the implementation of the COVID-19 restrictions.		
3a.3 <i>Implement technology solutions in support of services and resources to meet the needs of our community.</i>			
IM-S074	Improve and expand website content in providing online services to our community (both web and mobile).	<div></div>	100%
Comments	Several online forms were developed for the website during the COVID close down period, to assist customers contacting and transacting with council. There were nearly 300,000 unique visitors to the website, which is an increase on the pre-COVID numbers of 80,000 per month, for the June quarter. A new address-based search, for DA activity was implemented to enhance the DA tracking functionality, together with a new On Exhibition focussed search due to the cancellation of the local community newspaper.		
TM-S075	Ensure optimal enterprise functionality to improve online access to information, services and resources.	<div></div>	100%
Comments	In the June quarter there were 21,081 sessions, 34,340 searches and 160,677 page views. There were 435 referrals from search engines to Randwick's Library.link Profile. A new books' carousel was added to the library app to highlight new items added to the collection.		
S076	Provide innovative hardware, software and web solutions to library customers and staff.	<div></div>	100%
Comments	The Library continued to offer unlimited access eBooks, as well as family history resources during the COVID-19 closure. Technology help sessions were offered through Facebook on a weekly basis to assist library members getting up to speed on using digital resources. Library staff have moved from using a rostering book to a shared outlook calendar to add leave, meetings and appointments. Single Sign on (SSO) was rolled out to staff to logon to Workflows, the Library Management system, reducing the need for staff to logon separately.		
P023	Implement an integrated online booking system for our venues (including event invitation and RSVP functionality).	<div></div>	50%
Comments	In progress.		
TM-P024	Rollout of public wifi across our facilities and open spaces.	<div></div>	100%
Comments	Public Wifi service was commissioned in Coogee Bay Road as part of the streetscape upgrade for this area.		

Code	Name	Progress status report
3B THE COMMUNITY HAS INCREASED OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING PROCESSES.		
3b.1 <i>Develop opportunities for community participation in Council's decision-making processes.</i>		
S077	Develop and support effective consultation plans in support of our projects.	 100%
Comments	Consultation programs were undertaken for Open Space and Recreation Needs Study, Meeks Street Plaza Concept Plan, Maroubra Road/Mons Ave Intersections Redesign, The Heffron Centre, Local Character Statements, Draft Operational Plan and Budget 2020-21 and Yarra Road Traffic Calming.	
S078	Obtain community feedback on our Events Program.	 75%
Comments	Questions are ready for the consultation to commence.	
S079	Provide administrative support and organisation for our Advisory Committees in support of optimal meeting outcomes.	 80%
Comments	Advisory Committees have not operated since COVID-19 lockdown. Community Projects Officers are maintaining contact with committee members regarding advice on matters and sharing key information.	
S080	Identify issues of importance to people with disabilities (and their carers) through regular consultation with key community representatives.	 100%
Comments	Refer to S042, S048 S049 and S071.	
S081	Leverage social media to encourage community participation in decision making for our projects, events and activities.	 100%
Comments	This quarter we posted 132 times on Facebook. We reached an average of 393,383 people each month. We received 3,875 comments across the three-month period. We used the platform to promote consultations and receive feedback, advertise events, encourage attendance at community events and inform the community of Council upgrades and activities. The most popular posts were parking for hospital workers; COVID update beaches open for exercise, Old pylons at Coogee Beach, Container spill leaves rubbish ashore. We also received and responded to 225 messages received through Facebook's Messenger over the three-month period. Instagram is a growing platform for us with now close to 6,000 followers. We are also tagged frequently and communicate regularly through the "Stories" feature on Instagram.	

Code

Name

Progress status report

04 Excellence in urban design and development



4A IMPROVED DESIGN AND SUSTAINABILITY ACROSS ALL DEVELOPMENT.


4a.1 A high standard of design quality in new development.

P025	Finalise the Kensington to Kingsford (K2K) planning proposal and urban design strategy.	<div><div></div></div> 100%
Comments	The Strategic Planning Team has been working closely with the Department of Planning to resolve outstanding issues regarding the K2K Planning Proposal. The Planning Proposal has been included in the 4 th tranche of fast-tracked projects by the State Government with gazettal expected in August 2020.	
P026	Prepare Development Control Plan (DCP) for Kensington to Kingsford (K2K).	<div><div></div></div> 100%
Comments	The draft DCP for Kensington and Kingsford town centres has been prepared incorporating new block diagrams and design guidance for development applications in the town centres. The draft DCP reflects the key objectives and implementation actions of the K2K Planning Strategy and supplements the proposed amendments to the RLEP 2012 outlined in the K2K Planning Proposal. The draft DCP was recently reviewed by the Design Review Panel with feedback incorporated into the document. It will be reported to the upcoming Council meeting on 28 July 2020 seeking Council's endorsement for public exhibition.	
4a.2 Promote and recognise design excellence and sustainability.		
P027	Run the 2020 design excellence program, inc. Urban Design Awards and Architecture Talks.	<div><div></div></div> 100%
Comments	The Randwick City Council 2020 Architecture and Urban Design Awards program launched in June 2020. Nominations for projects will be open from the 20 th of July until the 20 th of August 2020. Three independent judges will assess the entries across seven award categories. The awards night will be held in September of 2020 (restrictions permitting).	

4B NEW AND EXISTING DEVELOPMENT IS MANAGED BY A ROBUST FRAMEWORK.

4b.1 Effective strategies and processes to manage the impacts of new and existing development.


S082	Determine Development Applications (DAs) efficiently in accordance with the provisions of the LEP and DCP.	 100%
Comments	Applications Lodged: 913 Applications Determined: 822 35% of DAs have been determined within 40 days, 58% of DAs have been determined within 60 days. The net median is 58 days.	
S083	Implement recommendations of the Randwick Local Planning Panel (RLPP).	 100%
Comments	19 DAs were submitted by Council Staff, 1 Clause 4.55 Amended DA, and 1 planning proposal to the RLPP agenda this quarter. All have been accepted and determined.	

Code	Name	Progress status report
4b.2 <i>Ensure relevancy and delivery of good design outcomes by monitoring the provisions of the LEP and DCP.</i>		
P028	Review the LEP and DCP to ensure design provisions and controls align with the Local Strategic Planning Statement (LSPS).	 100%
Comments	Council's LSPS was legislated on 31 March 2020. Since then Council officers have begun to review Council's local planning framework to implement the actions and directions of the LSPS. The outcomes of this review will be incorporated into a comprehensive planning proposal which will be reported to Council by the end of the year.	


05 Excellence in recreation and lifestyle opportunities

5A MAXIMISE OPPORTUNITIES FOR RESIDENTS AND VISITORS TO ENJOY BOTH ACTIVE AND PASSIVE OPEN SPACE.

5a.1 *Progressively update plans of management focussing on active and passive recreation opportunities.*


S084	Assess applications for activities on public land in keeping with service levels agreements and incorporating relevant criteria.	 100%
Comments	Applications for activities on public land were assessed within service levels subject to NSW State Government restrictions and Council's response to Covid-19	

5a.2 *Continue work towards a continuous Coastal Walkway from Clovelly to Botany Bay.*






P029	Design feasibility and amenity study for the continuation of the coastal walkway through the southern golf courses.	 75%
Comments	Feasibility Studies for Randwick Golf Course and St Michael's Golf Course completed. Preliminary feasibility studies for various route options along The Coast Golf Course completed. Further assessment of alternative routes to be undertaken.	

5B FACILITATE A RANGE OF SPORTING AND LEISURE ACTIVITIES.

5b.1 *A diverse range of programs designed to increase attendances at Des Renford Leisure Centre (DRLC).*

S085	Provide and expand Des Renford Leisure Centre (DRLC) community programs in line with industry trends and customer demand.	 100%
Comments	While DRLC was forced to close on 18 March due to the COVID-19 pandemic, the Centre continued to provide community programs to support the health and wellbeing of the community. Throughout the closure DRLC staff produced over 80 livestream workout videos on its Facebook page, 20 pre-recorded workout videos on the DRLC YouTube channel, ongoing remote training and videos for squad swimmers, facilitated free access to Les Mills On Demand (LMOD), along with providing a range of online content to keep the community engaged and motivated in fitness.	

Code	Name	Progress status report
5b.2 Plans of management for open space focus on multi-use, e.g. the Heffron Park Plan of Management.		
P030	Neptune Park - improved landscaping and outdoor gym.	<div><div></div></div> 60%
Comments	Outdoor gym equipment configuration and design has been completed. Landscaping area for native planting has been identified.	
5C CREATE NEW OPEN SPACE AS OPPORTUNITIES ARISE.		
5c.1 Advocate from public access to the remaining Commonwealth owned land at Malabar Headland.		
P031	Negotiate with Commonwealth and State Government agencies for access to the Malabar Headland.	<div><div></div></div> 100%
Comments	Contact and liaising with the Commonwealth Department of Finance has been undertaken as and when required for site management and interagency engagement purposes.	
5c.2 Plan and advocate for public open space and connection in major urban renewal and infrastructure projects.		
P032	Support delivery of Green Grid links consistent with the Green Infrastructure Plan and Local Strategic Planning Statement.	<div><div></div></div> 100%
Comments	The Open Space and Recreation Needs Study is investigating opportunities, actions and strategies for delivering Green Grid links and improving access to key recreational assets.	
5c.3 Optimise the urban interface with the Light Rail.		
P033	Plan and construct the Meeks Street urban plaza.	<div><div></div></div> 50%
Comments	Concept design has been developed and consultation with the business community and landowners has been undertaken.	
P034	Ensure public space and access opportunities in conjunction with the Light Rail project.	<div><div></div></div> 100%
Comments	All open space and access opportunities have been finalised.	

Code	Name	Progress status report
5D LIBRARY PROGRAMS, RESOURCES AND FACILITIES PROVIDE INNOVATIVE AND INSPIRATIONAL OPPORTUNITIES FOR EDUCATION LEISURE.		
5d.1 Ensure library facilities, services and resources are relevant to our community.		
S086	Determine ongoing community satisfaction with Randwick City Library, inc. resources, services and facilities.	 100%
Comments	Satisfaction polls were launched at the conclusion of each Zoom/online event. Over the 23 Zoom events we achieved an 85% excellent rating overall. We received many emails and social media posts thanking the library for continuing to support the community even if only online during COVID 19 closure.	
S087	Acquire new items for the library collection which are relevant to community trends and expectations.	 100%
Comments	4554 new items were catalogued and made available for loan in the June quarter.	
S088	Ensure library facilities, services and resources meet community demand – high levels of patronage and usage.	 85%
Comments	<p>Across the Library Service during the report period April to June 2020, 92,796 loans, 19,169 visits and 1,270 new memberships were recorded. There were 20,965 eBook loans, 13,166 eAudio loans, and 7,244 eMagazine loans. The Library's film streaming service had 6,950 films played. There were 4,809 total wifi sessions, 1,995 sessions for public PC usage and 174 sessions for study room usage. Self-checker usage at Lionel Bowen and Margaret Martine Libraries was 25,641 for both loan and renewal. The projects for upgrading self-check machines and implementing technology room and audio system on level 3 Bowen Library are pending.</p> <p>Due to library closure because of COVID-19 in April-May 2020 (only reopening to the public on 1 June 2020), the statistics during this period were low compared to previous period. However, statistics for online usage went up dramatically for this same period.</p>	
P035	Develop a marketing plan and calendar of events in reflection of community needs, interests and demands.	 85%
Comments	<p>Covid-19 disrupted all Library events, activities and programs previously planned for the June Quarter. The library pivoted to deliver online programs and activities for all ages to help the community stay connected and safe. To this end, a full Zoom staff training process was developed and implemented to upskill relevant staff to deliver a professional range of online programs. These included 3 Facebook live weekly sessions for children 0 – 5 years, Author talks (Ageing Well, Suzanne Leal, Gabrielle Lord) and History Talks (Shark Arm, Helen Pitt) to engage, entertain and educate. A fortnightly Bookclub (Every Second Thursday) using eBooks from collections with unlimited loans was established and well-received.</p> <p>The frequency of the Library eNewsletter increased from monthly to fortnightly to provide regular connection with the community. It featured timely information about library operations, events and news and links to relevant and free resources offered by the library and external sources. Relevant articles on home-schooling/educational support, upskilling and career progression tips, mental health and hobbies had high click through.</p>	
S089	Provide exciting and innovative programs and services for children and families.	 85%
Comments	See P035	

Code	Name	Progress status report	
S090	Develop and deliver programs to support digital learning and social inclusion for seniors.	<div><div></div></div>	100%
Comments	The Home Library service continued throughout the June Quarter, with monthly deliveries. A weekly eLibrary help chat was held on Facebook throughout the June Quarter. Our holding/closed phone message invited the community to stay on the line to connect with library staff for support or just a friendly voice to talk to.		
S091	Provide a library presence at community events and continue the school visit program.	<div><div></div></div>	75%
Comments	There were no community events or school visits in the June Quarter.		
S092	Undertake community outreach through the ‘Spark Library Outreach Vehicle’.	<div><div></div></div>	75%
Comments	There were no Covid Safe opportunities to deploy the Spark Library Outreach Vehicle during the June Quarter		
P036	Enhance the Lionel Bowen Library façade.	<div><div></div></div>	50%
Comments	The design of the façade is complete and awaiting internal and then DA approval to proceed.		
P037	Upgrade public toilet facilities at Lionel Bowen Library.	<div><div></div></div>	50%
Comments	The design and RFQ is complete and a contractor appointed. Building works will commence in August 2020 and will be done after hours to reduce impact on library users.		
P038	Plan and fit out ‘The Third Space’ – a lifelong learning space located at Lionel Bowen Library, Maroubra.	<div><div></div></div>	100%
Comments	Refurbishment of the space is nearly finished; furniture is being sourced and programming will commence in November 2020.		
5d.2 Use the community hub for education and leisure activities.			
S093	Deliver lifelong learning opportunities e.g. technology literacy, physical and mental health and social integration.	<div><div></div></div>	85%
Comments	See P035 and S090		

Code

Name

Progress status report

06 A liveable City		
6A OUR PUBLIC INFRASTRUCTURE AND ASSETS ARE PLNEED, MANAGED AND FUNDED TO MEET THE COMMUNITY EXPECTATIONS AND DEFINED LEVELS OF SERVICE.		
6a.1 Deliver infrastructure assets that ensure intergenerational equity and meet our obligations as the custodian of community assets.		
S094	Collect and collate asset management data to facilitate accurate and timely decisions for best management of our assets.	<div><div></div></div> 100%
Comments	Road asset data collection has been completed. A successful trial of Zoom Camera technology for drainage data collection has been completed. Public structures including retaining walls and public stairs were inspected in accordance with our plan.	
6a.2 Conduct programmed infrastructure and asset maintenance in accordance with adopted service levels.		
S095	Maintain drainage infrastructure, inc. kerb and gutter, drainage pits and gross pollutant traps.	<div><div></div></div> 100%
Comments	Road Services completed 45 drainage requests (71% within the SLA), and 65 clear culvert/pits requests (46% within SLA) during the quarter.	
S096	Maintain open space areas, inc. parks, gardens, sportsfields, streetscapes and cemeteries.	<div><div></div></div> 100%
Comments	Scheduled maintenance within parks, sports fields and other public areas was completed within or near service level agreements. Open Space services completed 337 requests from the community regarding a variety of issues including natures strips, park maintenance, water services and streetscape gardens, 70% of these requests were completed within the nominated service level timeframe.	
S097	Maintain building facilities, inc. amenities, community centres, boardwalks and park furniture.	<div><div></div></div> 100%
Comments	All scheduled maintenance for Council owned buildings and structures were completed as per 100% of the schedule. These services include general building maintenance, air conditioning, lifts and fire systems.	
S098	Maintain road pavement infrastructure, inc. potholes, large surface repairs, line markings and signage infrastructure.	<div><div></div></div> 100%
Comments	Road Services completed 50 Road Pavement repairs at 48% within SLA, 207 Pothole requests at 97% within SLA, 280 signs request at 82% within SLA and 27 Line marking at 52% within SLA during the quarter.	
P039	Maintain footpaths, inc. rectifying uneven surfaces.	<div><div></div></div> 100%
Comments	Road Services completed 182 footpath repairs at 93% within SLA and 28 kerb and gutter repairs at 96% within SLA during the quarter.	



Code	Name	Progress status report	
P040	Implement our Buildings capital maintenance program.	<div></div>	95%
Comments	The Buildings Capital Maintenance Program is 95% completed including Council owned buildings, Parks furniture, fencing, signage maintenance, public bin damage/surrounds, street furniture, Parks building maintenance and tenanted buildings.		
P041	Implement the Road Rehabilitation Program (as part of the Capital Works Program).	<div></div>	100%
Comments	<div>The following road rehabilitation works are completed</div> <ul style="list-style-type: none">Moverly Rd from 116 to 134 Moverly Road – Concrete road replacement with asphaltMoverly Rd From Garden St to Cooper St – Concrete road repair (77m2)Havelock Ave at From Asher St to Bus Stop - Concrete road replacement with asphalt.		
6a.3 Implement and complete major projects in the ‘Our Community our Future’ program.			
P042	Plan and construct major projects under the Our Community our Future program (OCOF), inc. Heffron Centre.	<div></div>	100%
Comments	<div>Status update for carried-over 2018-19 and new 2019-20 projects as follows:</div> <ul style="list-style-type: none">Malabar Memorial Hall – concept planning underwaySouth Maroubra Beach Amenities and Car Park – early planning underwayHeffron Centre – concept design planning underwayRandwick Administration Centre A/C – planning completedLa Perouse Museum and Toilets – concept planning underwayYarra Bay Bicentennial Park Amenities – construction underwayBlenheim House - concept stage underwayMalabar Junction Amenities – construction underwayCoogee Oval Grandstand – construction documentation completeCoogee Surf Life Saving Club – construction underway.		
P043	Plan the undergrounding of power lines at The Spot, Randwick.	<div></div>	100%
Comments	Ausgrid has approved the electrical and lighting design for undergrounding of powerlines at The Spot, Randwick.		
6a.4 Prepare and implement our Smart City Strategy to take advantage of technology opportunities and deliver improved services.			
P044	Deliver the Smart Car Parking project in the Kensington and Kingsford town centres.	<div></div>	75%
Comments	Sensor installation to deliver the smart parking project in the Kensington and Kingsford town centres is substantially complete. The LED parking availability signs have been manufactured and additional line marking of parking spaces in Bowral Street was undertaken to enable the installation of sensors. The installation of sensors to Bowral Street will be undertaken once the Victorian lockdown has ended and the contractors are able to travel to NSW.		

Code	Name	Progress status report
IM-P045	Deliver the Smart Beach Project to optimise the beach-going experience at Coogee Beach and develop open data standards for beach information.	<div><div></div></div> 90%
Comments	Design work commenced for the amenities sensor display for the back of the information kiosks. Wireless people counting system was commissioned as part of the Coogee Bay Road upgrade. Two smart bus stops were commissioned on Arden Street and design for the transport wayfinding screen commenced.	
6a.5 Consider opportunities for the restoration of the La Perouse Museum.		
P046	Project manage the restoration of the La Perouse Museum (masterplan and rebuild).	<div><div></div></div> 100%
Comments	The Project Control Group met regularly throughout this period; and worked with the appointed lead consultants TKD and the specialist cultural business planning consultants City People on the concept development and the Business Plan documentation for Stage 1 of the Museum redevelopment project. This included managed site visits and remote consultations with stakeholders to inform a draft Business Plan now undergoing peer review. Key reporting including the Curatorial Review Framework was finalised.	
6B OUR CENTRES, BEACHES, STREETS AND OTHER PUBLIC PLACES ARE SAFE, INVITING, CLEAN AND SUPPORT A RECOGNISABLE IMAGE OF OUR CITY.		
6b.1 Clean our public places in accordance with adopted service levels.		
S099	Ensure business centres, public places and beaches are cleaned.	<div><div></div></div> 100%
Comments	City Cleansing teams have continued to meet scheduled services last quarter in both Beach Cleaning and Business Centres. Due to the pandemic this quarter has seen a continuation of increased CBD street cleaning and sanitising.	
6C THE SAFETY OF OUR COMMUNITY IS PARAMOUNT AND IS ACKNOWLEDGED AND SUPPORTED THROUGH PROACTIVE POLICIES, PROGRAMS AND STRATEGIES.		
6c.1 Foster a safer City and reduce anti-social behaviour by implementing ‘A Safer Randwick’ (our crime prevention and community safety plan).		
S100	Collaborate with the Police and other organisations in crime prevention and safety programs.	<div><div></div></div> 80%
Comments	The Eastern Beaches Liquor Accord and UNSW Crime Prevention Partnership quarterly meetings have been suspended temporarily due to COVID-19. Council officers have been providing relevant information and liaising with the respective Accord and UNSW CPP secretariats by electronic means during this time. Meetings are expected to recommence in the second half of 2020. Council officers have continued to liaise with NSW Police in relation to operational matters as normal.	
S101	Develop emergency plans for major events in consultation with the Police.	<div><div></div></div> 75%
Comments	No major events have occurred this quarter, so no emergency management plans have been required.	
S102	Monitor and maintain infrastructure which is at the risk of vandalism.	<div><div></div></div> 100%
Comments	Total graffiti removed in fourth quarter is 1369 square metres.	

Code	Name	Progress status report
P047	Implement a partnered program of activities and events to raise awareness and support household members affected by domestic violence.	<div><div></div></div> 100%
Comments	Council supported a DV support provider in a successful application for projects that address DV in the Eastern Suburbs. 5 projects will be delivered over the coming year and work has commenced on the first project to deliver a video campaign on respect. Council staff organise the monthly online meeting of members for the Eastern Suburbs Domestic Violence Network whilst unable to meet face to face.	
S103	Support your service agencies in implementing activities for school aged children at risk of engaging in anti-social behaviour.	<div><div></div></div> 100%
Comments	The inter-agencies are targeting key gaps such as data accessibility for clients, the criminal justice system, and the encouragement of help-seeking behaviours and consistent engagement in community. Council worked closely with Youth Off The Streets and Kool Kids to deliver collaborative outreach activities targeting at risk children and young people.	
S104	Collaborate with the Community Drug and Alcohol Team (CDAT) to deliver harm minimisation and awareness projects.	<div><div></div></div> 100%
Comments	Currently communicating with ADF and SESLHD regarding partnerships on a new CDAT.	
6c.2 Educate our community about surf and water safety.		
S105	Deliver the Surf and Water Safety education program to 20 schools.	<div><div></div></div> 75%
Comments	With the restrictions and closures enforced by COVID-19, the Beach Lifeguards’ ability to deliver Surf and Water Safety education to schools and other community groups through Q4 was abruptly halted. The emphasis shifted to supporting the community and their use of Randwick’s beaches throughout the pandemic, balancing the need for people to access the beaches with the changing restrictions put in place through the NSW Public Health Order. The beach lifeguard’s role shifted to helping educate the community on current regulations and safe use of the beaches.	
6c.3 Maximise public health and safety by implementing effective regulatory and compliance services and programs.		
S106	Implement a range of food safety and environmental health activities.	<div><div></div></div> 75%
Comments	With the restrictions and closures enforced by COVID-19, in the April to June quarter, Council’s Environmental Health Officers undertook 5 primary inspections and completed 232 environmental health related customer service requests.	
S107	Implement effective regulatory and compliance activities and strategies.	<div><div></div></div> 100%
Comments	In the April to June quarter, Council’s regulatory officers have actioned 270 customer service requests; issued 44 notices and orders, determined 219 local approvals and carried out 71 swimming pool barrier inspections.	
S108	Comply with NSW health guidelines in maintaining bacterial and chemical parameters at Des Renford Leisure Centre (DRLC).	<div><div></div></div> 100%
Comments	Following the closure of DRLC on 18 March, the Centre continued to maintain 100% compliance with the NSW Health Guidelines for Public Swimming Pools through Q4. Independent laboratory water tests and NSW Health Department checks were regularly conducted with the facility achieving outstanding results for all bodies of water.	

Code	Name	Progress status report	
S109	Implement an effective regulatory fire safety program.	<div><div></div></div>	100%
Comments	This quarter, our officers carried out 63 Fire Safety Inspections of existing buildings, issued 10 new Fire Safety Notices/Orders, assessed 10 new Fire Engineering reports and processed 1743 Fire Safety Certificates/Statements. Our Combustible Cladding Working Group is currently on track to ensure that RCC meet the NSW Government Goals for action relating to high risk residential buildings.		
6c.4 Implement the Road Safety Action Plan.			
S110	Implement road safety behavioural projects to address pedestrian safety, speeding and drink driving.	<div><div></div></div>	100%
Comments	All road safety behavioural projects completed.		
6D A STRATEGIC LAND USE FRAMEWORK PROVIDES FOR OUR LIFESTYLE CHANGES AND FOR A CONTINUING, YET STEADY RATE OF GROWTH ACROSS OUR CITY.			
6d.1 Review and Implement the strategic land use framework in line with urban renewal projects (Regional and District plans).			
P048	Finalise the Local Strategic Planning Statement (LSPS).	<div><div></div></div>	100%
Comments	At Council's Ordinary meeting of 25 February 2020, Council endorsed the LSPS for finalisation. Following endorsement of the LSPS, the LSPS was referred to the Greater Sydney Commission for assurance against the Greater Sydney Regional Plan and District Plan. Council received its letter of support from the GSC as being consistent with the regional and district plan and on the 31 March 2020, as legislated the Randwick LSPS was published on the NSW planning portal.		
6d.2 Monitor and review to continually improve the strategic land use framework.			
P049	Finalise the Housing Strategy.	<div><div></div></div>	100%
Comments	At Council's Ordinary meeting of 25 February 2020, Council endorsed the Housing Strategy or finalisation.		
P050	Start preparations for the Planning Proposal as part of the LEP roadmap process.	<div><div></div></div>	80%
Comments	Following the endorsement of Council's LSPS and Housing Strategy, Council officers have begun the preparation of a comprehensive planning proposal to implement the actions and directions of the LSPS and Housing Strategy. Council is working towards the Department of Planning, Industry and Environment's roadmap timeline to submit a comprehensive planning proposal to the Department for finalisation by 1 July 2021.		
S111	Develop and implement online generation and delivery of S10.7 Certificates.	<div><div></div></div>	90%
Comments	Two meetings held with Revenue team to progress data cleansing; 4 database updates undertaken in conjunction with data-base coordinator; and implementation plan prepared for checking and establishing integrity scripts for 87 condition codes, all of which are integral steps in the on-line generation of s10.7 Certificates.		



Code	Name	Progress status report
S112	Respond to legislative reforms, policy amendments, major proposals and proposals outside Randwick City.	<div><div></div></div> 100%
Comments	In this quarter, Council has responded to a number of state significant development proposals including the Leger Lawn Development at ATC, UNSW B22 Redevelopment, Orica Southlands Warehouse estate – warehouse and distribution facility and an amended proposal for the Moriah College redevelopment. Council also prepared a submission in response to the Department of Planning Industry and Environment proposed reforms to the NSW Developer Contributions System in NSW.	
6d.3 <i>Ensure equitable and timely implementation of the s.94A Contributions Plan, monitoring the work program to enhance infrastructure services.</i>		
P051	Prepare the new S.7.12 Development Contributions Plan for Kensington and Kingsford (K2K).	<div><div></div></div> 50%
Comments	The new draft contributions plan (including the proposed schedule of works to be funded) is still being developed with relevant Council Departments.	
6E ENHANCE HOUSING DIVERSITY, ACCESSIBILITY AND ADAPTABILITY TO SUPPORT OUR DIVERSE COMMUNITY.		
6e.1 <i>Provide enhanced adaptability and accessibility of housing.</i>		
S113	Implement our Home Maintenance and Modification program.	<div><div></div></div> 100%
Comments	Total Clients: 123 (New Clients: 90) Referrals: 111 + My Aged Care: 12 Total Jobs: 341 (Home Modifications: 290 / Home Maintenance: 51)	
6e.2 <i>Retain existing and facilitate new affordable housing - update and implement our Affordable Housing Strategy and Action Plan.</i>		
S114	Implement our affordable rental housing programs.	<div><div></div></div> 80%
Comments	The Request for Tender for Randwick City Council's Affordable Housing Rental program was scheduled for tenderers early 2020. The RFT has since then been placed on hold pending the report outcomes in response to Cr Seng's resolution to investigate a City West Model to manage council's affordable housing program. The Tenancy and property management agreement for Council's DV Transitional Housing program is still under revision. Community Housing Limited will continue to provide this service. There are four (4) units all of which are currently tenanted. One (1) unit has recently become re- tenanted and has been transitioned as per agreement for a DV applicant.	
S115	Complete land classifications for all new affordable housing dwellings – ensuring an 'operational' classification.	<div><div></div></div> 100%
Comments	Lots 16, 71, 80 and 88 in Strata Plan (SP) 101097 have been handed over to Randwick City Council and are now in Council's ownership. The properties have been presented to council at the May council meeting following public exhibition. They are now classified as 'operational'. Lots 71, 80 and 88 are at 166 Barker Street and Lot 16 is at 1 Young St, Randwick.	
S116	Investigate further affordable housing opportunities as part of the planning framework, inc. major strategic developments.	<div><div></div></div> 100%
Comments	Council officers are investigating the implementation of affordable rental housing contribution schemes in areas identified for housing growth in Council's Housing Strategy.	

Code	Name	Progress status report
6F	UNDERTAKE ON ONGOING PROGRAM OF COMPREHENSIVE COMMERCIAL CENTRE REVIEWS.	
6f.1	<i>Undertake an ongoing program of comprehensive commercial centre reviews.</i>	
P052	Undertake Belmore Rd / Avoca St road and footpath upgrades.	 50%
Comments	Concept design is completed. Project currently on hold pending planned upgrades to the Belmore Road / Avoca Street intersection by TfNSW (formerly RMS).	
P053	Finalise the Randwick Town Centre planning strategy.	 100%
Comments	The Randwick Junction Town Centre Strategy has been finalised and will be reported to Council in August 2020.	

07 Heritage that is protected and celebrated

7A OUR HERITAGE IS RECOGNISED, PROTECTED AND CELEBRATED.

7a.1 *Local and cultural history is known, recognised, preserved and celebrated.*

S117	Enhance community interpretations of heritage through promotion of local and cultural services and collections, exhibitions and partnerships.	 100%
Comments	With COVID19 restrictions, heritage programming staff have pivoted to deliver events via ZOOM. This has involved training staff in the use of the software platform and selecting speakers willing to migrate to this form of delivery. Two very successful heritage talks have been held. In May, 77 people attended an “In conversation style author talk with Phillip Roope and Kevin Meagher on the Shark Arm Murder Case in 1935. In June, Helen Pitt, SMH journalist presented, a very well received talk on the history of the construction of the Sydney Opera House. Over 30 people attended this online event. Both events were recorded and have been uploaded to the RCC You-tube account. These two history talks have since been viewed over 626 times to date, an exponential increase in the reach of our audience for these events. They are now available for access at any time from home. Both events received very positive feedback for Council. Local Studies Librarian continues to partner with Randwick and District Historical Society to support the operation of this local heritage stakeholder. Library staff have also activated a partnership with Cape Banks Family History Group to develop content on the history of Randwick’s Soldiers, and a Family History Month display.	
S118	Make heritage documents and resources accessible through the Portfolio Digital Asset Management system.	 100%
Comments	Supervision and training of library staff continued during the COVID19 lockdown. This is an ongoing project. 189 assets were uploaded to TROVE from Portfolio in the quarter. Over 300 new assets have been donated to the local studies collection during the podcast project.	


Code	Name	Progress status report	
P054	Podcast oral histories of Randwick City community members.	<div><div></div></div>	100%
Comments	The first episode of ten in Randwick Local Legends podcast was released to the community towards the end of the June quarter. A sub-section of the website to support the podcast featuring podcast transcripts, historical images relating to each episode and further information about the personality interviewed was developed and launched.		
P055	Celebrate Christo Wrapped Coast 50 th anniversary.	<div><div></div></div>	100%
Comments	<p>The 50th Anniversary of Christo and Jeanne-Claude’s Wrapped Coast, commissioned by John Kaldor AO, was celebrated with the following events:</p> <ul style="list-style-type: none">Renowned architect and art philanthropist Penelope Seidler AM and the Mayor Cr Kathy Neilson launched an exhibition at the Lionel Bowen Library on 7 September 2019 attended by 82 people.Art patron John Kaldor OAM shared insights from his first public art project, the Wrapped Coast on 13 September 2019 at Prince Henry Centre, attended by 230 people. <p>The Wrapped Coast Exhibition at the Lionel Bowen Library 1 September – 15 December 2019 features professional photographs, local oral histories, documentary footage, the original material used to wrap the coast, a marquette of the wrapped coast by a local artist and newspaper coverage of this landmark event.</p>		
7a.2 Prepare and implement management and maintenance plans for our heritage properties.			
S119	Manage our heritage monuments, properties and murals.	<div><div></div></div>	100%
Comments	Heritage advice has been provided and completed for the Captain Cook Statue, Blenheim House and La Perouse Museum and surrounding headland.		
7a.3 Ensure suitable conservation and adaptive re-use of our City’s heritage planning provisions.			
P056	Carry out an Aboriginal Cultural Heritage study.	<div><div></div></div>	85%
Comments	A consultant, GHD, has been engaged to undertake the Study and GHD has completed a list of stakeholders for community consultation.		
P057	Undertake the Anzac Parade Heritage study.	<div><div></div></div>	85%
Comments	A consultant, Sue Rosen Associates, has been engaged to undertake the Anzac Parade Heritage Study.		
P058	Review the 2002 Heritage Study as part of the LEP Roadmap process.	<div><div></div></div>	85%
Comments	A consultant, Extent Heritage, has been engaged to undertake the Randwick Heritage Study.		

Code	Name	Progress status report
7a.4 Manage the La Perouse Museum to promote awareness and interest in local heritage.		
P059	Support the development of a cultural program based at La Perouse Museum.	<div><div></div></div> 100%
Comments	The La Perouse Museum temporarily closed to the public from 22 March – 3 June 2020, causing a cessation/postponement in public programs from that period onwards. During the closure, a virtual tour was created to allow remote visitation to the museum and its current programs; this has proven highly successful and will comprise an online template going forward. CovidSafe plans were successfully adopted and the Museum reopened with an average of 560 visitors per week up from 327 per week prior to COVID. Public programming from June 2020 to July 2021 is now in development. A Curatorial Assistant joined the Museum team during this period.	
7a.5 Implement our Heritage Conservation policies in the assessment process.		
S120	Provide heritage advice on local and state significant developments.	<div><div></div></div> 100%
Comments	Approximately 40 heritage comments provided for local and state significant developments this quarter.	


08 A strong local economy

8A VIBRANT BUSINESS, COMMERCIAL AND INDUSTRIAL SECTORS THAT PROVIDE ONGOING AND DIVERSE EMPLOYMENT OPPORTUNITIES AND SERVE THE COMMUNITY.

8a.1 *Review and update the Economic Development Strategy.*

P060	Prepare and exhibit a new Economic Informing Strategy.	 75%
Comments	The SGS Randwick City Economic Development Study has been completed. The study provides comprehensive background research outcomes, analysis and strategic advice on the economic and employment trends and economic activity centres. The data contained within the study will guide the development of the Economic Informing Strategy. Since the completion of the study Randwick City has experienced the Covid-19 unprecedented economic challenge and impact on the local economy and further research will need to be undertaken.	

8a.2 *Support the development of vibrant commercial centres through the implementation of a range of strategies.*

P061	Prepare a Visitor Management Plan.	 75%
Comments	A tourism and visitor management plan was scheduled to be undertaken in 2020 following the development of the Economic Informing Strategy. Background research was undertaken. In response to the Covid-19 impact on the local economy Council is creating a new Economic Development and Place Making business unit. The Visitor Management Plan will be revisited when the new business unit is operational and the impact of Covid-19 on the local economy is better understood.	

Code	Name	Progress status report
8B PROVIDE GUIDANCE TO THE SPECIALISED HOSPITAL AND UNIVERSITY CENTRE.		
8b.1 Collaboratively develop strategic plans for the Hospital and University precincts.		
S121	Participate in the collaboration area process with Health NSW and the University of NSW (UNSW).	<div><div></div></div> 100%
Comments	Council officers have continued to participate and facilitate the Randwick collaboration area working group. The appointment of an independent program director has continued to be co-funded by the core partners of the group into the next financial year.	
8C DEVELOP AND STRENGTHEN EFFECTIVE PARTNERSHIPS WITH KEY LOCALLY BASED ORGANISATIONS.		
8c.1 Partner with local organisations in the implementation of recommendations from the Economic Development Strategy.		
P062	Develop new relationships with business groups to foster partnership and collaboration.	<div><div></div></div> 85%
Comments	During this reporting period business in Randwick City experienced the unprecedented economic impact of Covid-19 lockdown and social distancing restrictions. During this period Economic Development maintained existing relationships and was in regular communication with the local Chambers of Commerce and business groups across the reporting period. Information regarding current restrictions and available assistance was regularly provided. A Covid-19 business support page listing comprehensive business and government information was available on Council's website. Individual enquiries were addressed, and information provided on an as needs basis. Collaborative activations that had been previously planned for this quarter have been temporarily put on hold and are ready to be put back in place once the Covid-19 situation is clearer and the current social distancing regulations are relaxed.	
8c.2 Consider online opportunities to enhance communication partnerships on economic development.		
P063	Investigate online options to enable business networking and local business awareness.	<div><div></div></div> 85%
Comments	In response to the Covid-19 impact on local business a Covid-19 business support page listing comprehensive business and government information was made available on Council's website. The links provided gave access to many webinar and online opportunities. Local business activities have been promoted on Council's Facebook page. The Economic Development page on our website was under review but this was temporarily put on hold due to the changing economic conditions and uncertainty regarding Covid-19 business restrictions. Once the new Economic Development and Place Making business unit is in place, online options to enable business networking and local business awareness will be a priority and fully explored.	
8D TOURISM'S ROLE IN THE LOCAL ECONOMY IS ACKNOWLEDGED.		
8d.1 Implement the tourism related actions of the Economic Development Strategy.		
P064	Prepare a tourism and visitor management plan.	<div><div></div></div> 75%
Comments	A tourism and visitor management plan was scheduled to be undertaken in 2020 following the development of the Economic Informing Strategy. Background research was undertaken. In response to the Covid-19 impact on the local economy Council is creating a new Economic Development and Place Making business unit. The Visitor Management Plan will be revisited when the new business unit is operational and the impact of Covid-19 on the local economy is better understood.	

Code



Name

Progress status report


09 Integrated and accessible transport

9A A NETWORK OF SAFE AND CONVENIENT WALKING PATHS AND CYCLE WAYS LINKING MAJOR LAND USES AND RECREATION OPPORTUNITIES.

9a.1 Review, improve and implement facilities for cyclists as per the Randwick Bicycle Plan.


P065	Finalise plans for the Doncaster Ave / Houston Rd pedestrian and bike rider improvement project (contingent on RMS funding).	 50%
Comments	Plans finalised for the northern section. Still to be completed for the southern sections.	
P066	Implement appropriate projects nominated by our Cycleways and Bicycles Facilities Advisory Committee (contingent on RMS funding).	 100%
Comments	These projects are completed on a continual basis, as resources allow.	

9a.2 Use the footpath program to improve and develop facilities for pedestrians, including the implementation of mobility plans for commercial centres.


S122	Complete the annual Footpath Program as part of the Capital Works Program.	 97%
Comments	Annual footpath program is mostly completed except for 3 projects that have been deferred due to private property development.	

9B THE COMMUNITY IS INFORMED, EDUCATED AND ENCOURAGED TO USE SUSTAINABLE TRANSPORT.


9b.1 Reduce the reliance on private vehicles through the implementation of Council's environmental action plans.



S123	Monitor and report on our vehicle fleet emissions – investigate and advocate for energy efficient transport options for Council.	 100%
Comments	New electric Polaris Ranger beach buggy ordered. 160,861 litres of fuel used across passenger (17% decrease on last Q4) and plant fleet resulting in 425 tonnes of CO2-e. 16,511 L of 5% biodiesel used.	

9b.2 Demonstrate leadership in sustainable transport through our vehicle and transport choices.

S124	Facilitate sustainable transport choices, inc. walking, cycling and public transport. Engage with staff for increased take-up of e-bikes and e-vehicles.	 100%
Comments	The Integrated Transport department continues to improve facilities for walking, bike riding and for the use of public transport. On-going support of the use of e-bike and e-vehicle options by staff continues	

Code	Name	Progress status report
9C	ADVOCATE AND/OR PLAN FOR INTEGRATED LOCAL AND REGIONAL TRANSPORT IMPROVEMENTS, INCLUDING HIGH CAPACITY TRANSPORT SUCH AS LIGHT/STANDARD RAIL.	
9c.1 Advocate for an extension of light rail to Maroubra Junction, improved east-west public transport services, and an improved bus network.		
S125	Advocate for improved public transport services.	<div><div></div></div> 100%
Comments	The Council continues to work with TfNSW and STA for improved bus services within the LGA.	
9c.2 Actively participate and monitor the State Government's implementation of light rail.		
S126	Improve the interface with light rail through working group participation, enhancing amenity, safety and accessibility along routes.	<div><div></div></div> 100%
Comments	With the commencement of light rail operations there is less need for action in this area. As issues arise the Council will liaise with TfNSW and/or TransDev, as required.	
9D	RESIDENTIAL AMENITY IS PROTECTED BY APPROPRIATE TRAFFIC MANAGEMENT.	
9d.1 Protect residential amenity through the implementation of traffic control strategies.		
P067	Implement the Smart Parking projects in Kingsford, Kensington and Coogee Beach.	<div><div></div></div> 75%
Comments	During the period sensors were installed in the Coogee Beach, Kingsford and Kensington carparks. The smartpoles for camera based analytics were installed at Coogee Oval carpark. Design work for signage, branding and parking business rules continued. Parking Meters have arrived into store.	
S127	Manage and implement traffic control actions arising from Traffic Committee processes.	<div><div></div></div> 100%
Comments	This task continues as required.	
9d.2 Ensure appropriate enforcement of the NSW Road Rules through regulatory parking patrols and enforcement programs.		
S128	Implement parking patrol and enforcement strategies in key locations in response to community concerns.	<div><div></div></div> 100%
Comments	Council's Parking Officers and Rangers undertake regular patrols of Council's business centres, beachside locations, school zones and other restricted parking areas and take appropriate enforcement action. Staff also actioned 781 parking related customer requests during the quarter.	






Code	Name	Progress status report
9E	PARKING IS MANAGED TO BALANCE CONVENIENCE AGAINST REDUCED CAR RELIANCE.	
9e.1	<i>Use the Resident Parking Scheme to enhance parking opportunities for residents.</i>	
S129	Manage and implement resident parking scheme actions arising from Traffic Committee processes.	 100%
Comments	This ongoing task continues as per relevant schedules	
9e.2	<i>Develop a strategic approach for the overall management of parking – especially within our commercial centres.</i>	
S130	Undertake business and parking surveys.	 50%
Comments	These surveys have been planned for and will be commenced in the coming year.	

10	A healthy environment	
10A	COUNCIL'S PROGRAMS AND PARTNERSHIPS FOSTER SUSTAINABLE BEHAVIOURAL CHANGES AND OUTCOMES.	
10a.1	<i>Develop, implement and review programs aimed at improving the City's resilience.</i>	
S131	Deliver sustainability courses, workshops and events for the community and review outcomes.	 100%
Comments	<p>Small scale Permabee volunteer involvement resumed on a weekly basis at Randwick Community Centre with approval (and carefully managed for social distancing). On-line sessions with other Permabee volunteers underway attracting additional audience, including a Perry Street Recycling event which attracted a wider audience. On-line version of Speed Date a Sustainability Expert successfully conducted with external provider (Renew) with approx 60 attendees and 20 sustainability specialists.</p> <p>Autumn Marine and Coastal Discovery program was delivered online with 300 attendees for the sessions provided.</p> <p>Randwick collaborated with Waverley and Woollahra Councils to prepare and promote webinars on Energy Saving in Apartments, Electric Vehicles and a Solar in Strata Workshop. A webinar on How To Save Energy At Home was offered to Randwick Council staff as part of L&D Lifestyle Lunch.</p>	
10a.2	<i>Support our resilience initiatives by expanding external partnerships, e.g. our MOU with University of NSW (UNSW).</i>	
S132	Achieve sustainability outcomes with partners.	 100%
Comments	As part of the Randwick Collaboration Area project, Randwick Council is working with UNSW and a range of Randwick stakeholders to implement sustainability initiatives across the precinct. Scoping of the projects is currently underway. Emissions Reduction Strategy project underway (with Randwick as lead) following matching of external funding of \$25,000 provided by NSW DPIE. Further collaboration projects under discussion for Precinct.	

Code	Name	Progress status report
10a.3 Use the 3-Council collaboration project (with Waverley and Woollahra Councils) to reduce resource consumption across the region.		
S133	Reduce resource consumption across the eastern suburbs through 3-Council initiatives and programs.	<div><div></div></div> 100%
Comments	New projects and updates on existing projects were presented to the Steering Committee for decisions on allocating available resources. Separate workshop series conducted by 3-Council program. Solar My Schools program now extended to other organisations with Solar My Club presently underway starting with a number of community organisations.	
10B POLICIES AND PROGRAMS ARE DEVELOPED AND IMPLEMENTED IN RESPONSE TO ENVIRONMENTAL RISKS AND THEIR POTENTIAL IMPACTS.		
10b.1 Develop and implement a framework for long term resilience.		
S134	Increase the resilience and capacity of our community through grants, support, resources and programs.	<div><div></div></div> 100%
Comments	The new Community Investment Program developed by Community Development has been promoted to enable additional investment streams into Randwick’s creative arts, community connections and partnerships to facilitate growth in ideas, initiatives and programs across the community.	
10b.2 Develop and implement strategies for remediation of contaminated Council/public land.		
P068	Continue remediation works at Pioneer Park and Purcell Park.	<div><div></div></div> 100%
Comments	Purcell Remediation - Construction Works commenced on 15/06/2020. 20% works completed. Anticipated date for completion: mid-December 2020 Pioneers Park Lower Field 1 (Grass Playing Field) - RFQ completed. Anticipated date for commencement of works: September 2020 Pioneers Park Lower Field 2 (Synthetic Field) - Design Completed, tender August 2020. Anticipated date for commencement of works: January 2021.	
10b.3 Implement recommendations from the State Government’s Floodplain Development Manual and also from our local flood studies.		
S135	Continue floodplain management studies and implementation of Floodplain Risk Management Plan.	<div><div></div></div> 100%
Comments	Lurline Bay, Matraville, Malabar, Yarra Bay flood study is currently underway and progressing to schedule. Maroubra Bay catchment – Feasibility study for lowering of Main Promenade has been concluded. Coogee Bay catchment - Upper Dolphin Street drainage upgrade has been completed. Coogee Bay catchment - Rainbow Street trapped low point detailed investigation has been completed.	
10b.4 Preserve our urban forest through administering and implementing our Tree Preservation Policy.		
S136	Incorporate environmental risk assessments in assessing service requests for pruning/removal of our street trees.	<div><div></div></div> 100%
Comments	508 Service requests were assessed and actioned within service levels.	

Code	Name	Progress status report
10b.5 Administer and coordinate our Climate Change Adaption and Mitigation Plan.		
P069	Inform the community in their preparation and response to climate change impacts, inc. heatwave conditions.	<div><div></div></div> 100%
Comments	Implementation of 100% Renewables and Zero Carbon Roadmap continues in response to Climate Change impacts. Participation continuing with new Climate Emergency Australia network. Council’s draft Environment Strategy presented to Executive and Councillors ahead of July Council meeting (where it was recommended for public exhibition).	
10C BUSHLAND, OPEN SPACES AND BIODIVERSITY ARE PROTECTED AND ENHANCED FOR FUTURE GENERATIONS.		
10c.1 Enhance our native and indigenous flora and fauna through implementing and monitoring our regulatory responsibilities.		
S137	Threatened species management and the development of green corridors.	<div><div></div></div> 100%
Comments	All (100%) bushland sites have received bush regeneration treatments, the total hours committed to restoration activities this quarter has been 3,750 hours. Bushcare has recently resumed following amendments to the public health order which have resulted in a relaxing of restrictions related to Covid-19. Bushcare activities are being conducted according to a Covid-19 Safety plan which has been developed by Council.	
S138	Implement the Biosecurity Act, Biodiversity Conservation Act (and SEPPs), Noxious Weeds Act and advise on managing pest animals.	<div><div></div></div> 100%
Comments	Council continues to monitor for biosecurity threats and is in regular contact with Local Land Services about developments within the Randwick local government area.	
10c.2 Increase the tree canopy across Randwick City through our Street Tree Masterplan annual tree planning programs.		
S139	Implement our street tree programs and support National Tree Day and Trees for Mum projects.	<div><div></div></div> 85%
Comments	100 street trees were planted in the period. National Tree Day events have been cancelled by Planet Ark this year due to COVID-19 restrictions.	
P070	Implement a program based on updated tree canopy analysis and review progress against targets.	<div><div></div></div> 80%
Comments	Staff review completed ahead of workshop by consultants on Stage 2 of the Urban Canopy Report for Randwick.	

Code	Name	Progress status report
10D WASTE IS MANAGED SUSTAINABLY TO ENSURE HIGHEST LEVEL OF RESOURCE RECOVERY.		
10d.1 Minimise the level of waste going to landfill by developing and implementing our Resource Recovery Strategy.		
S140	Implement our 2017-2030 Waste Management Strategy.	<div><div></div></div> 100%
Comments	The recovery rate of putrescible waste processing was 22.49%. Council achieved 49.49% overall domestic waste landfill diversion through recycling of kerbside collected dry recyclables and garden organics (including waste treatment at Alternative Waste Treatment facilities).	
S141	Review and implement efficient collection services.	<div><div></div></div> 100%
Comments	For this quarter Council collected: <ul style="list-style-type: none">Garbage – 5,481 tonnesRecycling –2,832 tonnesGreen Waste – 1,796 tonnesHard Waste –1,709 tonnes	
10d.2 Implement and review actions identified in our Litter and Illegal Dumping Management Plan.		
S142	Prioritise and implement projects to reduce littering and illegal dumping.	<div><div></div></div> 100%
Comments	During this quarter we investigated 245 illegal dumping incidences and issued 37 notices including 14 penalty notices	
S143	Reduce the impact of litter and illegal dumping on streets and beaches.	<div><div></div></div> 100%
Comments	During this quarter, 402 tonnes of illegally dumped materials were collected through illegal waste removal activities. This reflects an increase of 20% from last quarter partially due to COVID-19 restrictions and stay at home orders.	
10d.3 Develop and implement community engagement programs on waste and recycling.		
S144	Deliver waste education and community engagement programs.	<div><div></div></div> 85%
Comments	Due to COVID-19 restrictions Council did not provide any waste education sessions to schools during this quarter. However, Council conducted one online information and education session of the Recycling Centre organised by the Sustainability team for residents.	

Code	Name	Progress status report
10E	A TOTAL WATER CYCLE MANAGEMENT APPROACH INCLUDING WATER CONSERVATION, REUSE AND WATER QUALITY IMPROVEMENTS IS ADOPTED.	
10e.1	<i>Develop and implement projects to improve water conservation and efficiency across Council and the community.</i>	
S0145	Conserve water in the operation of our amenities.	 100%
Comments	Maroubra Stormwater Harvesting System is progressing well - 60% construction completed. Anticipated completion late Nov 2020	
S0146	Increase stormwater, rainwater and wastewater harvesting opportunities.	 100%
Comments	Council's potable water usage cost savings between April and June 2020 was \$67,844. Water conservation initiatives (mainly stormwater and borewater treatment and re-use systems) reduced our use of potable water by 33,922 million litres for the quarter. Maroubra Stormwater Harvesting System construction progressing, and 60% construction works completed.	
P071	Connect our irrigation assets to the web based 'IRRInet' system.	 85%
Comments	New irrigation system of Arthur Byrne Reserve is being installed and connected with IRRInet as part of the Maroubra Stormwater Harvesting System project. This is to commence in November 2020.	
10F	ENERGY CONSERVATION AND EFFICIENCY PROGRAMS ARE IMPLEMENTED.	
10f.1	<i>Develop and implement projects to improve energy conservation and efficiency across Council and the community.</i>	
S0147	Implement energy saving and efficiency projects.	 100%
Comments	1,730 lights have now been replaced across 20 Council buildings, saving an estimated \$105,000 per year. A building management system was installed at Bowen Library in June which is expected to save Council \$7,000 per year. A timer was fitted to the Depot Warehouse lighting in June which is expected to save Council \$4,600 per year. Scoping of the Works Depot and DRLC LED upgrades are underway.	
10f.2	<i>Investigate and implement renewable energy projects.</i>	
P072	Expand renewable energy across Randwick City, inc. a trial of battery storage.	 100%
Comments	An 8.3 kW rooftop solar array was installed on one of Council's leased sites in April under a Solar for Rentals agreement. A structural report of the DRLC roof is underway to assess its capacity for additional rooftop solar. The Solar for Apartments program is underway to assist 10 apartments install rooftop solar.	