

Code	Name	Progress Report Status
01	Leadership in Sustainability	
1a	Vision for Randwick City Council	
P001	Council's planning and reporting	100%
Comments	The March quarter performance report on the 2016-17 Operational Plan was tabled at the May Council Meeting. The 2017-18 Operational Plan was exhibited between 24 April and 22 May 2017 and adopted by Council at the June meeting.	
Highlights: Major capital projects Council will undertake as part of its 2017-18 Operational Plan and Budget include: a new gymnastics centre, new tennis centre and planning for a new indoor sports centre at Heffron Park.		
P002	Update the Long Term Financial Plan	100%
Comments	Randwick City Council's Long Term Financial Plan will be updated as part of the full review of its Integrated Planning and Reporting Framework after the September election.	
S001	Monitor Council's financial performance and position	100%
Comments	All of the financial performance indicators for the fourth quarter of the financial year are on or above target. These figures are subject to audit confirmation.	
1b	Leadership	
P003	ICARE corporate values	100%
Comments	Preparation for a values session at the All Stops to Randwick event was undertaken.	
P004	Workforce Management	100%
Comments	The annual performance review has been conducted for staff and recruitment and selection activities have been conducted in line with policies. Staff turnover 1.01%.	
P005	NSW Government Reform Program	100%
Comments	Information from the NSW State Government was reviewed and responded to as required.	
S002	Media and public comment management	100%
Comments	Randwick City Council responded to 37 requests from media outlets for information and/or public comment during the June quarter. These included queries about ANZAC Day, Malabar Headland Western Walking Track, 2017-18 Operational Plan, Heffron Park and the Rabbits, Inglis Stables redevelopment, Heffron Park Tennis Centre, Koojay Corroboree, council merger and legal action, parking issues, reusable coffee cups at DRLC and councillor salaries. The average time to respond to media enquiries was 0.60 days.	

Code	Name	Progress Report Status
S003	Promote Council's achievements	100%
Comments	Randwick City Council issued 20 media releases during the June quarter covering topics such as: Battle of Coral Sea Park commemorative street signs, Council budget, Latham Park synthetic field, Surfing Walk of Fame nominations, FESL deferral, partnerships with Sydney Film Festival, council merger legal action, Look Out Before You Step Out program, council elections, MOU signed with UNSW, Malabar Headland Western Escarpment Walking Track, Kensington Park Community Centre opening and NAIDOC week activities.	
P006	Learning and Development Strategy	100%
Comments	The ICARE about Learning program received an overall high satisfaction of 98% for 2016/2017 with 133 programs scheduled for 891 staff. The resilience training pilot has been reviewed with recommendations prepared for implementation across 2017/2018 in all client service roles. The Leadership Capability Framework has been consolidated with the engagement of Senior Leadership.	
S004	Provision of Business Papers	100%
Comments	Business papers for all Council and Committee Meetings were made available to the public on Council's website on the Wednesday in the week prior to meetings. Business papers for all Council and Committee Meetings were made available to the Councillors (both in hard copy and electronically via the Hub App) on Tuesdays (one week prior to meetings).	
S005	Government Information (Public Access) Act 2009 compliance	100%
Comments	250 Access to Information requests (informal GIPA applications) were received during the quarter, of which 94% were completed within five working days. Five formal GIPA applications were received during the quarter and all were completed within the statutory timeframe (20 working days).	
S006	Compliance with purchasing procedures	100%
Comments	Over the quarter, audits indicated over 98% compliance with Council's internal purchasing procedures and all tenders were processed in accordance with legislative requirements. The twice yearly physical audit of inventory stocktakes, last undertaken in December 2016, showed 99.5% accuracy. The June 2017 stocktake will be undertaken in late July 2017.	
S007	Council's Property portfolio	100%
Comments	Licence agreements prepared included those for South East Sydney Local Health District, Randwick District Surf Lifesaving (Sydney) and Gordons Bay Fishing Club. Ten new outdoor dining licence agreements were prepared within the June quarter.	
S008	Council's Insurance Program	100%
Comments	All Public Liability and Property insurance claims managed by Echelon. Motor vehicle claims managed by Insurance Services. All insurance renewals completed for coverage in 2017-2018.	
S009	TRIM Document archive system	100%
Comments	Statistical enhancements with the iFerret application allow TRIM and Network usage reporting. Overdue reports were presented to MANEX every week. TRIM training was delivered. A new product (Sigma Pictures) is to soon be rolled out, which will enable staff to capture photos in TRIM in a more seamless manner.	

Code	Name	Progress Report Status
P007	TRIM document management	100%
Comments	Archives Project Plan 2017-2021 is being implemented. The archiving of new records and destruction of day boxes continues as scheduled and as per regulations. Regular consignments of archived records are sent to the Government Records Repository. Disposal schedules of older archives is ongoing. The three year contract with Grace Records for offsite storage has been renewed.	
S010	Financial operations, systems and information	100%
Comments	All financial operations policy, procedures and legislative requirements were achieved in the June quarter. Key financial functions include rates, debtors, accounts payable, GST, FBT, investments, payroll and cash management.	
S011	Rates and charges	100%
Comments	The fourth and final instalment of 2016-17 Rates and Charges was due 31 May 2017.	
S012	Maximise returns of Council's investment portfolio while minimising risk	100%
Comments	Council's investments have been maintained in accordance with the adopted policy. Monthly investment reports have been provided to Council and the investment position referred to the Internal Audit Committee for consideration. No capital loss or investment defaults occurred in the June quarter.	
S013	Provision of financial information, advice and reports	100%
Comments	All internal and external financial reporting requirements were met for the financial period ending 30 June 2017.	
S014	Customer service requests	100%
Comments	Council received 9,150 service requests during the June quarter, of which 97% were completed within the Service Level Agreement (SLA) timeframe. Council received 30,942 phone calls via the Call Centre during this period of which 2.6% were abandoned. Council's target is to have fewer than 3% abandoned calls on average and complete at least 85% of service requests within the SLA.	
S015	Maintenance of the name and address register	100%
Comments	In the Corporate Name and Address Register, 1,392 contact details were updated and 6,603 name and address data integrity anomalies were corrected. Five staff members received training.	
S016	Business programs and systems	100%
Comments	The June quarter saw Pathway upgraded to 3.10.006 in preparation for the new FESL. The upgrade of HPRM commenced. Pathway SmartClient was rolled out and training provided. These upgrades and improvements have provided improved methods of working and reporting. Major business processes which use Pathway were reviewed and transferred to the SmartClient interface. Further integration work was continued in core business systems such as expanding Works mobility task times uploads to Kronos and integrating the Pathway Debtors module with HPRM.	

Code	Name	Progress Report Status
S017	Information technology infrastructure	100%
Comments	<p>During the quarter there has been a major focus on identity and security access control systems. All staff in Council have been issued with new identification tags.</p> <p>Work continues to rationalise out of date and under-utilised systems with a further 16 servers consolidated during the reporting period. There were two worldwide security incidents ("WannaCry" and "Petya") that did not impact Council as a result of the significant improvements in patching, network security and general system maintenance that have been undertaken in the past 12 months.</p>	
S018	Information technology support	100%
Comments	<p>A number of enhancements were made to Council's desktop and operating environments including: Windows 10 operating system upgrade to a further 100 computers; Adobe and Java software updates; implementation and rollout of Cisco Jabber software; InfoCouncil upgrade; conversion of Ranger smartphones to new Optus services; and preparation for the replacement of Bears public printing solution.</p>	
S019	Information technology business processes	100%
Comments	<p>A new collaboration based Intranet is currently being planned and research into best options is being undertaken. This information will be used to help guide the creation of the new intranet.</p>	
S020	Information technology development & integration	100%
Comments	<p>To improve version control and software management, Custom Databases are being moved into database projects. Our integration (ETL) project has continued to progress as has the continued patching of databases.</p>	
S021	Business Application Support	100%
Comments	<p>Business application support was provided for the TechnologyOne suite of products, INFOR Pathway, Kronos and other applications.</p>	
P008	WHS management systems	100%
Comments	<p>The updated procedures of the WHS Management System are ready for consultation.</p> <p>WHS Purchasing and Contractor Management Procedure and processes are under review.</p> <p>Personal Protective Equipment (PPE) Procedure under development to ensure legislative compliance and provide a mechanism for identifying, selecting, providing and using PPE.</p>	
S022	Workers compensation program	100%
Comments	<p>Our Claims Performance Measure (CPM) is at 1.69%. This is significantly better than most medium to large employers in NSW and the scheme average of 4.55%. There were no Lost Time Incidents for April-June 2017.</p> <p>Total Workers Compensation Claim Cost for 2017 was minimal.</p>	

Code	Name	Progress Report Status
P009	Workforce Health, Safety, Risk and Welfare	100%
Comments	Tool Box session Driving Safely in Public Spaces was held. Implementing new Contractors' WHS Induction Pack to meet our legal obligations and ensure that contractors are aware of Council's safety requirements. Emergency Response Training for wardens under the guidelines of AS 3745:2010 was conducted at major council sites.	
P010	Workforce resilience	100%
Comments	We continue to deliver our broad Wellbeing Program. Our Health and Wellbeing Lifestyle Lunches continue to be run monthly for all Council staff and were rated with 99% satisfaction from attendees. The Be-Fit Program continues with yoga, boxing and exercise classes being offered to staff. The resilience training pilot has been reviewed with recommendations prepared for implementation across 2017/2018. Hepatitis A and B vaccinations are continuing for Waste and Cleaning workers. Hearing Tests have been conducted on site for high at risk work groups.	
P011	Enterprise-wide risk management	100%
Comments	Safe Work Method Statements for staff reviewed. WHS Workplace Inspections process improved with third party external review. Risk Assessment has been conducted for Truck Mounted Vehicle Crane and Community Recycling Centre open day. Manual handling in the Nursery Risk Assessment commenced.	
S023	GIS Services	100%
Comments	During the June quarter 66 new map layers were created for internal use including those displaying council building locations and Acid Sulphate Soil conditions. 15 map layers were updated including those displaying the location of resident parking areas, resident parking zones and staff locations. 126 cartographic maps were produced including maps showing the location of the Koojay Corroboree site, council's capital works for 2017-18 and major development applications.	
S024	Online maps	100%
Comments	In the June quarter two interactive public maps were updated showing food premises' safety ratings and the Coastal Walkway tour. Interactive maps received 17,933 web requests.	
S025	2D & 3D mapping	100%
Comments	A total of 170 map layers are available on the internal mapping viewer for Council staff to use. The total area of Randwick modelled in 3D is 5km ² .	
S026	GIS field collection system	100%
Comments	Security was implemented to the mobile asset application used to collect retaining wall condition and movement details and made accessible to authorised staff.	

Code	Name	Progress Report Status
1c Continuous improvement		
P012	Business Excellence Framework	100%
Comments	The BEF principles have underpinned the delivery of leadership workshops.	
P013	Internal Audit Plan	100%
Comments	The Audit Plan for the June quarter has been implemented. A meeting of the Audit Committee was held on 14 June 2017 with all reports prepared for the Committee as required. The Committee approved the new 3 year Strategic Audit Plan.	
P014	Crisis Management and Business Continuity Plan testing	100%
Comments	Review underway and ongoing with key stakeholders. Warden Emergency Response Training conducted for council specific sites.	
P015	Workforce adaptability	100%
Comments	Fortnightly staff newsletter to keep staff updated on changes, projects, progress and key organisational information. WHS and Joint Consultative Committee meetings have been conducted as scheduled to ensure collaborative and productive relationships. Staff policies support diversity and best practice, all policies are due for review and will be updated in line with the new Award.	
P016	City Plan Indicators	100%
Comments	Work on the annual update of City Indictors has begun.	
P017	Quality management systems	100%
Comments	WHS documentation reviewed during the period. Implementation of WHS management system adopted in 2017/18 Budget.	
02 A Vibrant and Diverse Community		
2a Meeting Community Needs		
P018	Community Development planning	100%
Comments	Provided 2016 Census data to inform the preparation of Council's Operational Plan for new financial year. Held a Census ID training session to council staff and representatives from community organisations on accessing demographic data/profiles from Council's website, including how to access and utilise new features to better inform data analysis.	
S027	Interagency meetings	100%
Comments	Between April and June Council convened 8 meetings for the Advisory Committees with recommendations and minutes forwarded to the Community Services Committee. Major actions recommended by Advisory Committees included: Reconciliation Week and NAIDOC Week activities; NDIS Readiness Forums; and Youth Week activities. Council convened or attended 14 meetings of 8 community and government interagency groups in the eastern suburbs region of Sydney.	

Code	Name	Progress Report Status
P019	Disability Inclusion Plan	100%
Comments	Report of desktop review of council policies completed. Consultant facilitators engaged to conduct joint consultation workshops with Waverley Council.	
S028	Implement the subsidised rental policy	100%
Comments	All community agreements are entered into in accordance with the Community Facilities Management Policy. This includes pre-agreement meetings with leasees to outline the requirements of the Policy. All renewed agreements during the period were entered into in accordance with this policy.	
S029	Multi-purpose centres plans of management	100%
Comments	Budget forecasts have been achieved for both multi-purpose centres - Randwick Community Centre and Prince Henry Centre (PHC). At the PHC, 57 events were held (34 commercial/23 non-commercial) during the June quarter. At the Randwick Community Centre, 105 bookings took place (5 commercial/100 non-commercial).	
S030	Moverly Children's Centre	100%
Comments	Centre is fully compliant with legislation and regulatory requirements.	
S031	Randwick Literary Institute management	100%
Comments	The Randwick Literary Institute (RLI) continues to be a well utilised community facility. Since the start of the 2016/17 financial year, the RLI has accommodated a total of 62 different community groups and service providers. RLI exceeded its budgeted revenue forecast.	
S032	Planned programs and activities for target groups	100%
Comments	15 separate workshops were held to inform the development of a regional Disability Inclusion Action Plan. A further 11 project activities were organised in Randwick City including National Reconciliation Week and Youth Week activities; and Parenting workshops.	
S033	Translated content on Council's website	100%
Comments	Randwick City Council provides information in five languages on its website (Chinese – traditional, Spanish, Russian, Indonesian and Greek). There were 649 unique page views of translated content on Council's website during the June quarter. Content translated into Chinese continues to be the most visited page, with 256 unique page views (accounting for 39.44% of traffic to the translated content section of Council's website).	
S034	Project coordination to support our CALD community	100%
Comments	The library has continued to partner with organisations to provide extended services to our CALD community. Our partnership with City East Community College has ended due to TAFE winning funding for continuing English as a Second Language (ESL) training for the community. Our partnership with TAFE will grow to encompass these new sessions which Council will facilitate. We have retained and strengthened other community partnerships as well as growing new partnerships such as with the Korean Cultural Centre.	

Code	Name	Progress Report Status
P020	Library community language collections	100%
Comments	During the June quarter 11,083 items in languages other than English (LOTE) or community languages were borrowed from the Library with a good selection of new stock increasing overall lending.	
S035	Provision of programs and activities for CALD community	100%
Comments	Randwick City Library continues to excel in its programming for the CALD community. A total of 69 different events and activities were run in the June quarter, attracting a total of 720 attendees. A new, monthly children's program called 'Korean Mama's Storytelling' commenced in the June quarter in partnership with the Korean Cultural Centre.	
S036	Monitor and maintain infrastructure within the City at risk of vandalism	100%
Comments	Investigations into and inspections of graffiti are conducted throughout the City on a daily basis.	
S037	Partner NSW Police Force and other agencies in crime prevention	100%
Comments	In 2016-17, Council has received twenty two applications for CCTV footage from law enforcement agencies and all were processed within service level standards.	
S038	Interagency partnering	100%
Comments	Randwick City Council remains an active member of Aboriginal and Torres Strait Islander Forum attending three meetings of the organisation and assisting in a number of projects including: the Pauline McLeod Awards for Reconciliation, the Pauline McLeod Primary School Art Competition and High Schools Short Film Prize Presentation Ceremony; and the Boondi Boondi Festival on Bondi Beach. Council continued to provide advice to older Aboriginal people on the services available to grandparents who are raising their grandchildren.	
S039	Assist in project coordination to support our ATSI community	100%
Comments	During the June quarter Council worked closely with local Aboriginal community to stage our Koojay Corroboree Event at Coogee Beach during National Reconciliation Week and a Civil Reception to celebrate the 50th Anniversary of the 1967 Referendum. The Civil Reception was staged in collaboration with Bayside Council. Council through Randwick Community Drug Action Teams (CDAT) and the Youth Off The Street's South Coogee Outreach Program have secured funding to produce an Aboriginal youth Youtube video clip advising young people not to use drugs.	
S040	Interagency joint planning	100%
Comments	Council continues to liaise with NSW Health, Family And Community Services, NSW Police, service providers and community tenancy groups to establish a community hub/foodbank project targeting local social housing tenants in the South Maroubra area.	
P021	Community Funding Programs	100%
Comments	Funding round allocations for the Council's Community Partnership Funding Program and the Cultural and Community Grants Program completed for 2016/17 financial year. Applications for the 2017/18 Randwick Clubgrants Scheme was assessed by the Grants Committee in June 2017.	

Code	Name	Progress Report Status
2b Strong partnerships		
S041	Support local precincts and Chambers of Commerce	100%
Comments	<p>From the 23 precincts meetings held over the quarter, Council received 15 sets of minutes and responded to 45 resolutions. At the quarterly Precinct Coordination Committee meeting precincts again discussed ways to promote the precincts with Council's support. Council printed 1,000 flyers for the La Perouse Precinct.</p> <p>Representatives from the local Chambers of Commerce and Business Associations are invited to all Council supported Economic Development events and functions. Council is in regular contact with the respective heads of the local Chambers of Commerce, Business Associations and Randwick City Tourism Inc. Current economic and statistical information is provided to these groups on a regular basis and local meetings are attended on request.</p>	
S042	On-site assistance to local service providers	100%
Comments	Over the last 12 months, Council has assisted service providers Kooloora Community Centre and Youth Off the Streets to deliver supported playgroup program and Youth Outreach activities located at public housing estates, respectively.	
P022	Service Providers expo	100%
Comments	Planning for the Expo has commenced, however the staging of the event has been delayed due to upgrading works in Town Hall.	
2c Community facilities		
P023	La Perouse Museum business plan	100%
Comments	The draft business plan has been reviewed for tabling at the Planning/Brainstorm Sessions for the handover of the Museum. A lease signing date is scheduled for July 2017.	
2d Cultural diversity		
S043	Implement Cultural Events Program	100%
Comments	New 2017/18 Twilight Concert Program completed and distributed. The second concert for the 2017 calendar year played to a sold out audience at the Randwick Town Hall.	
PO24	Implement the annual events calendar	100%
Comments	Events held in the June quarter included the Anzac Day Dawn Service at Coogee Beach, the Anzac Civic Reception at PHC, the White Ribbon Walk cheque handover, the Rotary Police Awards and Corroboree for Reconciliation Week.	
<p>Highlights: The Koojay Corroboree was well attended by the community and the Indigenous performances on the sands of Coogee Beach were appreciated by the crowd. The Anzac Day Dawn service was once again very well attended, with over 15,000 people taking part.</p>		

Code	Name	Progress Report Status
03	An Informed and Engaged Community	
3a	Communicating effectively	
S044	Apply corporate communication and visual design standards	100%
Comments	Council reviewed and edited 204 pieces of collateral in the last quarter, up from 185 in the March quarter. These publications were reviewed and where necessary edited to ensure they were consistent with our tone of voice, brand and style guidelines.	
S045	Communication plans	100%
Comments	Randwick City Council developed and implemented 16 Communication Plans to inform and engage the community on various Council activities, including the Koojay Corroboree, Battle of the Coral Sea commemorative signs, rock fishing safety, 2017-18 budget, Nox Sculpture Walk, Beach Breaks Carnival, Kensington Park Community Centre opening, Green Roofs symposium, Eco-living Fair, Architecture and Urban Design Awards and Look Out Before Your Step Out program.	
S046	Community newsletters	100%
Comments	Randwick City Council published 13 editions of eNews this quarter, with the average open rate remaining steady at 35%. Click-through rate remains strong at 21%, with top stories including capital works such as the Malabar Headland Western Walking Track, topical stories such as light rail 'name the stops' and the end of Kingsford 9 Ways roundabout, as well as articles repurposed from Scene such as the Snake Man feature.	
S047	Graphic Design	100%
Comments	Council designed 260 items for projects including Coral Sea Park commemorative street signs and event, Koojay Corroboree, Beach Breaks Carnival, All Stops to Randwick, Garden Awards and various workshops, talks and community engagement and consultation material. Various templates have been created for customer service forms and for Council's electronic display screens at the Customer Service Centre and Depot.	
S048	Banner pole advertising	100%
Comments	Five campaigns were flown this quarter in Randwick City including Anzac Day, Koojay Corroboree, Randwick Rugby Club and a bespoke The Spot banner. 600 bags have been produced from recycled banners for use at the All Stops to Randwick event.	
S049	Council's website	100%
Comments	In line with best practice, an accessibility audit was conducted to determine the level of accessibility for the public council website. Council will use the results to improve the community's access to information and services.	
S050	Library web sub-site	100%
Comments	During the June quarter there were 154,269 page views (from 116,820 unique sessions) on the Randwick City Library website. Over the same period, Randwick City Library's Facebook page had 1,203 likes and 156 posts to a total reach of 70,067 users.	

Code	Name	Progress Report Status
S051	Online services	100%
Comments	Ongoing support was provided to all business units to assist with keeping the website information current and relevant. Some new online forms have been created.	
P025	Library Management System	100%
Comments	Improvements were made to the way new items display in the highlighted carousels on the library catalogue homepage, with updates to the frequency and selection of titles. Item holding information was added to the search results page, greatly improving the user experience and requiring less click throughs to locate items in all branches. Borrowbox eBooks and eAudiobooks were incorporated into eResource Central, allowing titles to be directly borrowed and downloaded from the library catalogue.	
S052	Online access solutions for library customers	100%
Comments	The library management system was upgraded to Symphony workflows 3.5.2, providing additional functionality. HDMI ports have been added to all library meeting rooms, allowing for more connections to modern devices. The Library ordered its first batch of Mifare chipped library cards in preparation for changing print management systems and circulation procedures.	
S053	IT infrastructure support	100%
Comments	During the June quarter, a new audio system for the fitness studio at Des Renford Leisure Centre was implemented as well as an upgrade of Foxtel services. The corporate network was extended to the Kensington Oval Grandstand and three amenities facilities in Heffron Park. Council's three year licensing agreement with Microsoft was successfully market tested and awarded for a new term, with significantly expanded functionality in the development of a new Customer Request platform, a new Intranet and the continued implementation of Microsoft Exchange Online. A new strategy for wireless networks has been developed to simplify the number of networks in use and provide improved capacity to members of the public at our Libraries and Community Centres.	
P026	Online DA service	100%
Comments	Priorities for the introduction of new software solutions are being established.	

3b Promoting services

S054	Lifelong learning opportunities	100%
Comments	Randwick City Library provides lifelong learning opportunities via talks, educational workshops and information in various formats including audio visual, print and electronic. The majority of electronic resources are accessible remotely 24/7. There were 1,149,821 searches of the online databases during the June quarter and 1,685 people attended the 212 different lifelong learning activities delivered. Key activities facilitated include thirteen writing workshops, three chess classes, one health talk, two HSC related events and 125 technology related classes and sessions (including 10 run in a foreign language). Of Talking Tech participants providing feedback, 90% stated the event met their expectations and 90% rated their overall impression of the event as very good or outstanding.	

Code	Name	Progress Report Status
3c Community involvement		
S055	Effective consultation plans	100%
Comments	During the quarter, the Disability Inclusion Action Plan (with Waverley Council, hosted on Waverley's Have Your Say site), Heffron Tennis Centre and Name the Light Rail Stops consultations were all concluded. The 2017-18 Draft Operational Plan and Budget, and the Draft Pedestrian Access and Mobility Plan for The Spot were placed on public exhibition. The Kensington Park Community Centre Fees consultation was undertaken. Two new consultations were opened relating to Newmarket Randwick Voluntary Planning Agreement and Power Bill Relief Committee EOIs.	
S056	Social Media	100%
Comments	Council posted less frequently this quarter, focusing on quality posts that will drive engagement rather than frequency. Our followers grew from 23,927 to 24,691 across the Des Renford, Library and Council (including the @RandwickMayor Twitter account) accounts. Video content and topical news continues to perform well, and Facebook remains our most popular channel, whilst Instagram is growing at a steady rate.	
04 Excellence in Urban Design and Development		
4a Improved design		
P027	Light rail strategic development	100%
Comments	Council is working with TfNSW and ALTRAC designers to start the introduction of multifunction poles along vast sections of Anzac Parade between Alison Road and Nine Ways. The multifunction poles will reduce pole clutter, create further opportunities for street tree planting and improve amenity of the area through the undergrounding of overhead wires. Council continues to provide design input for both Randwick and Kingsford Termini and for the substation surrounding areas at these locations.	
P028	Plan and Design controls for K2K	100%
Comments	Council is working with the Department of Planning and Environment (DPE) in order to progress the Gateway determination.	
P029	Architecture Talks and Urban Design Awards	100%
Comments	This project has been completed.	
4b Robust development framework		
S057	DA Determination	100%
Comments	In the June quarter, Council determined 85% of development applications (DAs) under delegated authority within 60 days (net time). The median (net) processing time for DAs was 35 days.	
P030	Review of DA processing framework	100%
Comments	The Panel is operating well and adding considerable value to architectural quality of major buildings.	

Code	Name	Progress Report Status
P031	Review of DA assessment	100%
Comments	Refer P030.	
05 Excellence in Recreation and Lifestyle Opportunities		
5a Maximise open space use		
P032	Construct Coastal Walkway on Malabar Headland	100%
Comments	Following selection of the tender, construction of the Coastal Walkway through the western part of the Malabar Headland has commenced and is expected to be completed in November 2017.	
5b Range of activities		
S058	Community programs at Des Renford Leisure Centre	100%
Comments	Des Renford Leisure Centre (DRLC) achieved a 2.5 per cent increase in attendances in the 2016/17 year. The facility averaged over 17,800 visits per week with Learn to Swim participation maintaining over 4,600 weekly enrolments and the Gym averaging over 2,400 members.	
P033	Chifley Sports Reserve Playground	100%
Comments	This project has been completed.	
P034	Chifley outdoor gym	100%
Comments	This project has been completed.	
5c Open space creation		
P035	Advocate for Malabar Headland Access	100%
Comments	Council continues to liaise with the Commonwealth Department of Finance regarding public access to the eastern lot when use of the rifle range is not scheduled.	
P036	Open space opportunities in line with light rail	100%
Comments	Work has progressed in identifying locations for tree planting as part of the CBD and South-East Light Rail Project Vegetation Offset Plan and Council is working with TfNSW and ALTRAC for the implementation program and timing. Council is providing ongoing design input for the final design stage of the project with the aim of achieving good access and an improved public domain outcome.	

Code	Name	Progress Report Status
5d Innovative library programs		
P037	Community feedback on library services	100%
Comments	Satisfaction surveys continue to be collected at all adult and youth events and at seniors' technology classes. Across the June quarter, aggregate feedback indicated that these events met the expectations of 92% of participants and 92% rated their overall impression as very good or outstanding.	
S059	Library resource acquisitions	100%
Comments	A new lending collection for kids, Launch into Learning, was added, with Lanchpad tablets and support materials made available to aid children with their literacy and numeracy skills. TableTop Games collection usage continued to rise, with 62% more loans than in the March quarter. Book Club in a Box saw a 25% increase in loans compared with the March quarter.	
S060	Implement Library calendar of events	100%
Comments	<p>In the June quarter, Randwick City Library ran 470 individual events, attended by 9,582 people. Regular preschool and children's activities, and technology focused classes (such as the Talking Tech and TECHconnect series) continue to be strongly patronised. Key highlights include author talks delivered by Rodney Tiffen, Chloe Shorten, Jim Colman, Zoe Morrison (as part of the Sydney Writers' Festival) and Michael Bendon; history talks by speakers including Linda Emery and Louise Wilson; and the launch of the 'Words of Wisdom' book and exhibition at Lionel Bowen Library.</p> <p>Highlights: Post event feedback showed 94% of respondents rated these events met their expectations and 93% rated their overall impression as very good or outstanding.</p>	
S061	Programs for children & families	100%
Comments	During the June quarter, the Library delivered 176 activities for children, such as craft, children's book clubs, school holiday activities, lapsit and storytime, to 6,402 participants.	
S062	Programs for seniors	100%
Comments	Across the June quarter, Randwick City Library ran 125 technology events or sessions to a total number of 439 attendees. Of these events, 16 were delivered in Chinese and 87 were one-on-one sessions.	
S063	Implement Library Outreach Program	100%
Comments	The Library conducted outreach with 13 different preschool visits to Margaret Martin Library and two visits by Matraville Sports High School to Malabar Community Library.	
06 A Liveable City		
6a Public asset management		
P038	Asset Management System	100%
Comments	A decision has been made to postpone this project. The project will be actioned in the 2018-19 financial year.	

Code	Name	Progress Report Status
S064	Maintain drainage infrastructure	100%
Comments	During the June quarter Council responded to 47 requests for blocked drains and 31 requests for damaged pits and lintels. Council undertook proactive clearing of numerous pipelines using high pressure jet blasting, and pit inspections.	
Highlights:	Over the year, Council responded to 187 requests for blocked drains.	
S065	Maintain open space areas	100%
Comments	Scheduled maintenance during the June quarter completed near service times. Maintenance requests from the community were completed generally within SLA times including landscape maintenance (100%), naturestrip maintenance (90%), parks lighting maintenance (100%), parks water service maintenance (100%), and weed removal and spraying-parks and streets (95%).	
Highlights:	Sports clubs are utilising fields for winter competition with minimal interruption from wet weather.	
S066	Maintain Council owned buildings and structures	100%
Comments	During the June quarter all scheduled maintenance for Council owned buildings and structures was completed as per schedule. These services included general building maintenance, cleaning, maintenance to air conditioning, lifts and fire services. Council responded to other maintenance requests from internal and external customers which were completed on time.	
S067	Maintain road pavement infrastructure	100%
Comments	During the June quarter Council responded to 272 pothole requests and 35 road pavement requests.	
S068	Maintain footpaths	100%
Comments	During the June quarter council responded to 272 footpath requests and 37 kerb and gutter requests.	
P039	Footpath Construction and Renewal Program	100%
Comments	Council has completed the Footpath Construction Program that was detailed in the 2016-17 Budget.	
P040	Road rehabilitation program	100%
Comments	The roads program was completed to schedule with the exception of 4 streets which were rolled over into 2017/18 for technical, site or operational reasons.	
P041	Building Capital Maintenance Program	100%
Comments	General maintenance of Council buildings is ongoing.	

Code	Name	Progress Report Status
P042	Drainage Program	100%
Comments	Site constraints and technical reasons have resulted in several projects being deferred to the 2017/18 capital works program including Duke Street, Kensington, Hayward Street, Kingsford and Beauchamp Road, Matraville. The Beauchamp Road project will commence in July 2017 followed by Hayward Street. Duke Street will commence towards the end of 2017 following the Sydney Water works currently underway.	
P043	Buildings for our Community Program (Year 6)	100%
Comments	<p>Buildings for our Community (2016/17) project update:</p> <ul style="list-style-type: none"> • Wylie's Baths cottage upgrade - cottage works completed. • Malabar Childcare Centre refurbishment - upgrade completed. • Malabar Surf Rescue Boat Storage Facility upgrade - new works completed. • The Heffron (gymnastics) Centre - planning underway. • Heffron Netball Building upgrade - design development complete. • Heffron Amenities south precinct - completed. • Yarra Oval new storage - completed. • Coogee Beach amenities - construction underway. • Little Bay toilets upgrade - completed. • Kensington Oval Grandstand upgrade - construction close to complete. • Randwick Town Hall - construction underway. • New synthetic sports field at Latham Park - completed. 	

6b City places and image

S069	Business centre and beach cleaning	100%
Comments	Business centre service levels have been met. Mechanical and manual service provided daily or as required. Beaches are cleaned mechanically and inspected daily.	

6c Community safety

P044	Harm prevention/intervention projects	100%
Comments	Council continues to manage the Randwick CDAT committee and assist community organisations with promoting their services and advising government agencies of emerging issues. Officers participated in a working group to assist in the design and implementation of training workshops for community mental health and social workers. Staff will continue to run Love Bites workshops in high schools for the rest of the 2017 school year.	
S070	Implementation of Safety by Design Provisions	100%
Comments	Council continues to work collaboratively with NSW Police in the implementation of safety and security initiatives.	
S071	DA Police Protocol	100%
Comments	Refer S070	

Code	Name	Progress Report Status
S072	Eastern Suburbs Liquor Accord	100%
Comments	In 2016-17, Council made 66 submissions to the Independent Liquor and Gaming Authority in respect to applications for a liquor licence. Four meetings of the Eastern Beaches Liquor Accord was held during 2016-17.	
S073	UNSW Crime Prevention Partnership	100%
Comments	During the 2016-17, four quarterly meetings of the UNSW Crime Prevention Partnership were held.	
P045	Surf and water safety education program	100%
Comments	This project has been completed.	
S074	Building regulation and compliance	100%
Comments	During 2016-17, Council investigated 904 building and compliance related customer action requests, issued 279 notices and orders, issued 493 local approvals, undertook 443 swimming pool barrier inspections and issued 84 swimming pool certificates of compliance.	
S075	Building Certification and Fire Safety Programs	100%
Comments	During 2016-17, Council issued 48 Construction Certificates and 29 Complying Development Certificates, and carried out 502 building inspections. 107 fire safety upgrade assessments and 465 fire safety inspections were carried out. 58 notices/orders and 15 penalty notices were issued and 1,786 fire safety certificates/statements were processed.	
S076	Food safety programs	100%
Comments	During 2016-17 Council undertook a range of regulatory environmental health activities including responding to 638 customer action requests, carrying out 758 primary food premise inspections and 369 re-inspections of food premises, approving 307 temporary food vendors/stalls, inspect 61 cooling towers and inspect 53 skin penetration businesses. Council conducted a free workshop for those working in local food businesses, providing participants with an introductory overview of food safety, common food hygiene issues, the relevant legislation and how to best comply.	
S077	Water quality at DRLC	100%
Comments	The Des Renford Leisure Centre achieved 100 per cent compliance with the NSW Health Guidelines for Public Swimming Pools at all times during the June quarter. Independent laboratory water tests and NSW Health Department checks were regularly conducted with the facility achieving outstanding results for all bodies of water.	
S078	Road safety education	100%
Comments	During the 2016/17 financial year, a total of 1,700 vouchers had been issued to 782 applicants. Of the vouchers that were issued, 622 were used for a redemption rate 37%. Council rolled out a Look out before you step out program around Belmore Road, and supported it with a social media program. A workshop for Senior Pedestrians was delivered.	

Code	Name	Progress Report Status
6d Strategic land use framework		
P046	District Planning Strategy	100%
Comments	The Greater Sydney Commission held two technical working group (TWG) meetings, one on the review of the Regional Plan and its relationship to the district plans and the other on housing for Greater Sydney to 2036. These intra governmental TWG meetings help understand and inform the planning challenges of guiding growth and change across Greater Sydney.	
P047	ePlanning opportunities	100%
Comments	Ongoing maintenance work has been undertaken on the Pathway system.	
P048	s.94A Development Contribution Plan	100%
Comments	Monitoring of Section 94 receipts is ongoing to ensure adequate funds are available for identified projects.	
6e Housing diversity		
S079	Home maintenance and modification program	100%
Comments	Council continues to provide a Home Maintenance and Modifications service for aged residents and those with a disability. All referrals are responded to within the timeframe set by the Department of Health, and works completed to the Australian Standards. Our tradesmen are regularly commended for the quality of their work and relationship with their customers. The total number of jobs completed within the 2016/17 financial year is 2,404 jobs (2,012-Home modifications and 392 Home maintenance).	
S080	Council's affordable rental housing portfolio	100%
Comments	All dwellings are currently tenanted in accordance with the Council's Affordable Rental Housing Program Guidelines and Procedures.	
P049	Affordable housing	100%
Comments	A report on the Affordable Rental Housing SEPP and its impact within the suburbs of Randwick was considered at Council's June Planning Committee meeting. This report identified that new generation boarding houses were generating significant community concerns and noted that they were not providing affordable accommodation as the objectives of the planning policy indicates. The report included recommendations to strengthen the planning policy. The Council resolved at this meeting to send the report to the DPE for their consideration and requests the Department to conduct a comprehensive review of the policy.	
6f Distinctive neighbourhoods		
P050	Randwick Junction commercial centre urban design review in line with light rail	100%
Comments	Further consultation was carried out to help inform the preparation of the Randwick Junction Town Centre Planning Strategy, with a survey of business owners in the town centre. An integrated transport and access study commenced to review the accessibility of Randwick Junction via all modes of transport. The study will make recommendations for the town centre strategy to support its economic vitality and the health and well-being of people who live, work and visit the centre.	

Code Name

Progress Report Status

07 Heritage that is Protected and Celebrated**7a Heritage**

S081	Promote heritage services and collections	100%
Comments	The library held seven events in partnership with either Cape Banks Family History group or Randwick and District Historical Society. 237 people attended these events. The highlight was the recommencement of our popular Ancestry.com hands-on training for Family Historians. The event was booked out with more sessions to follow.	
S082	Accessible heritage material	100%
Comments	Work is ongoing to create maps of heritage walks for the website and mobile phone app. To date three walks have been developed including Art Deco Walks of Randwick and Coogee, and a Victorian Architecture Walk of Randwick. The Portfolio Digitisation Project has been progressing well.	
P051	Heritage item maintenance	100%
Comments	Work on Town Hall is due for completion in the next quarter.	
S083	Heritage consideration of developments	100%
Comments	During the June quarter, specialist heritage advice was provided on 47 DAs. Consultant heritage advice was sought in relation to a further five DAs. Six Heritage Exemptions were issued.	
P052	Heritage documentation	100%
Comments	Contributory Building mapping for heritage conservation areas is now complete in hard copy format.	

08 A strong Local Economy**8a Vibrant commercial centres**

P053	Local Business study	100%
Comments	Business audits for Kingsford and Kensington were updated in May. ABR business data has now been factored into the planning for business audits of the Maroubra, Matraville, Malabar, La Perouse, North Randwick, Clovelly and Coogee town centres. Comprehensive business counts of all Randwick City town centres will begin from mid-September 2017 in order to set a benchmark for future data collection.	
P054	Visitor destination	100%
Comments	Small business promotions for the upcoming Kingsford Noodle Markets and Eco-living Fair are currently in planning.	

Code	Name	Progress Report Status
8b Hospital and university precincts		
P055	Health & Education precinct master planning	100%
Comments	The University-Hospitals Precinct Reference Group met in May to discuss upcoming projects and plans in and around the precinct. The Group participated in a visioning workshop for the Randwick Education and Health Super Precinct to develop a shared vision for the precinct. This is in recognition of the existing working partnerships, planning and commitment of the core stakeholders (UNSW, Health NSW and Randwick City Council) who continue to work together to help achieve better outcomes for the Precinct.	
8c Effective partnerships		
S084	Business & Economic networks	100%
Comments	The June Business and Economic Leadership Forum was successfully held. The next forum with a tourism focus is currently in planning and has been tentatively scheduled for October/November.	
P056	Promote local business online and social media presence	100%
Comments	The business skills workshops were successfully held in May. Another series of two free business skills workshops for Randwick City businesses and residents have been developed in partnership with the Southern Sydney Business Enterprise Centre, in conjunction with the Department of Industry. These two workshops will again deliver complimentary skills. The new workshops have been scheduled for July and August. Council hosted a free Business Records workshop at the Prince Henry Centre in May. Due to the success of the workshop Council will again host further small business taxation workshops.	
8d Tourism		
P057	Sustainable Tourism Management	100%
Comments	Council hosted all Randwick City Tourism Inc Executive Committee meetings and provided updated local and international tourism statistics, and current tourism information. A free tourism and marketing workshop for Randwick residents and tourism focused local businesses is currently under discussion and is tentatively scheduled for October/November 2017.	
09 Integrated and Accessible Transport		
9a Active transport network		
P058	Randwick City Bike Plan	100%
Comments	Todman and Lenthall cycleway concept design is ongoing. Randwick to Coogee Beach cycleway concept design is ongoing. Doncaster and Houston design is undergoing re-evaluation. New shared path around west side of Snape Park, Maroubra is nearing completion.	

Code	Name	Progress Report Status
P059	Pedestrian accessibility	100%
Comments	<p>The Spot Pedestrian and Mobility Plan Study is complete. Funding for implementation is being sought. New footpath on west side of Tunstall Avenue, Kingsford between Tressider Avenue and Gardeners Road is nearly complete. New pedestrian refuge on Dolphin Street, Coogee, near Powell Street is nearly complete. New pedestrian crossing Carrington Road, Coogee, near Bream Street is nearly complete. New roundabout and pedestrian refuge on Cowper Street, Randwick, near Church Street is nearly complete.</p>	
9b Sustainable transport		
S085	Promote private vehicle alternative transport	100%
Comments	<p>Council is continuing to work with STA Buses to improve access to bus stops during light rail construction. Concept plans for 2 separated cycleways are nearly complete. Plans are being made to install 17 new car share locations to provide more opportunities for car sharing. Planning has commenced for a Bike Week event at Heffron Pedal Park in September, to encourage bike use for all ages. Planning has commenced for bicycle related activities to encourage cycling to Eco-living Fair in September.</p>	
S086	Council's fleet emissions	100%
Comments	<p>In the June quarter Council's plant and passenger vehicles consumed approximately 162,387 litres of fuel producing in the order of 380 tonnes of CO² equivalent.</p>	
9c Integrated transport		
P060	Work with key stakeholders during light rail implementation	100%
Comments	<p>Randwick City Council continues to liaise with stakeholders in the interests of achieving a better light rail outcome. There has been significant work undertaken to ensure traffic and parking changes are implemented with minimal impact on residents and local businesses.</p>	
9d Traffic management		
P061	Road safety initiatives	100%
Comments	<p>Remedial treatments/blackspot sites complete for 2016/17.</p>	
S087	Implement parking patrol programs	100%
Comments	<p>In 2016-17, Council received and actioned a total of 4,898 parking related customer service requests. Council officers undertook regular patrols of school zones, business centres, resident parking areas and beachside locations to monitor and regulate relevant parking controls.</p>	

Code Name

Progress Report Status

9e Parking management

P062	Area based parking scheme	100%
Comments	Area RA6 implemented.	
P063	Commercial Centre Parking Management Strategy	100%
Comments	No action was planned for this quarter as light rail support parking continues to be implemented. This work will continue in the 2017/18 financial year.	

Code	Name	Progress Report Status
10	A Healthy Environment	
10a	Leader in environmental sustainability	
S088	Sustainability calendar of events and workshops	100%
Comments	In the June quarter around 16 courses and workshops were held at Randwick Community Centre including Eco Heroes sessions for young children and Permabee volunteer sessions. Around 201 people attended Council's sustainability courses and workshops.	
S089	Sustainability projects with external partners	100%
Comments	Special events organised and supported for World Environment Day included: free mulch for residents from Works Depot; Recycling Centre tours and Open Day at Perry Street Recycling Centre; tree planting with Emanuel school students at Randwick Environment Park; free tour of Environment Park by Conservation Volunteers Australia; Bendigo Bank Sustainability Forum at Randwick Community Centre; bread making workshop and demonstration by Rhubarb Foods at Barrett House; and Winter Warmers lifestyle lunch for Council staff.	
Highlights:	Council renewed its partnership with the UNSW by re-signing our Sustainability Agreement.	
P064	3-Council collaboration	100%
Comments	Launch of first school participating in My Solar Schools installation. First Randwick school approves 30 kilowatt system for installation. Seven Council locations now being finalised for electric vehicle charging station quotations.	
S090	School sustainability projects	100%
Comments	3 schools attended excursions at Randwick Community Centre involving approximately 48 students. 20 students from Emanuel School assisted with World Environment Day planting at Randwick Environment Park. Additional rainwater tank supported in preschool at Coogee.	
P065	Community gardens	100%
Comments	Schools currently reporting on Council funded food garden projects.	
10b	Management of environmental risks	
P066	Sustainability framework	100%
Comments	Council has been providing input to Resilient Sydney strategy being coordinated via City of Sydney with representation of all metropolitan Councils.	

Code	Name	Progress Report Status
P067	Floodplain risk management	100%
Comments	The Birds Gully and Bunnerong Road Flood Study has progressed to plan.	
S091	Tree work applications	100%
Comments	Tree Permit Applications and DAs for tree works continued to be processed throughout the quarter at the target service level.	

10c Biodiversity and natural heritage

S092	Bush regeneration and revegetation program	100%
Comments	The focus in the June quarter was intensive follow up weed control performed by contractors and volunteers at all sites. This was to minimise strong weed regeneration as a result of high level rainfall and humid conditions. A 20% increase in voluntary participation this quarter compared with the same time last year.	
S093	Noxious and environmental weeds, and pest animal control	100%
Comments	During the June quarter, all noxious weed requests were completed within the SLA. Council attended Department of Primary Industry Biosecurity training in regards to new legislation effective 1 July 2017.	
P068	Street tree planting program	100%
Comments	Approximately 100 street trees were planted throughout the City during the quarter.	

10d Sustainable waste technologies

P069	Waste Strategy	100%
Comments	<p>Approximately 2,000 inspections of both household recycling and red-lid rubbish bins in single dwellings have been completed with households provided a range of information to improve their level of recycling participation. This proactive contamination management initiative helped reduce contamination from 17% down to 9%. In large multi-unit dwelling buildings more than 600 recycling bins have been inspected for contamination and feedback provided to the residents, Body Corporates, Strata Managers and cleaners to help improve waste management practices in those buildings.</p> <p>Food waste collection continues to increase marginally and is at 12 tonnes across the participating multi-unit dwellings. Council collected approximately 10,000 tonnes of domestic waste. Through ongoing kerbside collection of dry recyclables and garden organics and recycling centre drop off, and the processing of 5,913 tonnes of garbage in Alternative Waste Treatment facilities, Council achieved 56% landfill diversion rate of domestic waste during this quarter.</p>	
S094	Waste Collection Services	100%
Comments	Council collected 6,521 tonnes of waste and recycling material through its waste collection services. Of the domestic garbage collection this quarter, 4,421 tonnes was collected from the recycling and green waste bins.	

Code	Name	Progress Report Status
P070	Illegal dumping management	100%
Comments	Regional Illegal Dumping squad officers investigated approximately 45 incidents related to illegal dumping.	
S095	Waste education programs	100%
Comments	84 attendees participated in recycling workshops for the Culturally and Linguistically Diverse community and committed to undertaking one recycling initiative. The most popular pledge was to keep plastic bags out of recycling.	

10e Water conservation

P071	Water conservation projects	100%
Comments	Through the use of recycled and bore water, Council saved 28 million litres of water (as an alternative to mains supplied water) and saved \$56,586 in water usage cost in the June quarter.	
P072	Stormwater, rainwater and wastewater harvesting projects	100%
Comments	During second stage of Depot Water Treatment Plant, Council is investigating cost effective way to manage sludge on site. Council completed an audit of high tap water usage sites in Council facilities to reduce water usage and save money.	
P073	Irrigation Management System	100%
Comments	Maroubra Stormwater Harvesting installation stage 1 and 2 tender preparation commenced.	

10f Energy conservation

P074	Energy saving projects	100%
Comments	Energy consumption in the June quarter is estimated at 17,758 GJ of energy excluding streetlights.	
P075	Renewable energy projects	100%
Comments	Electricity generated by Council's solar panels during the June quarter is estimated at 32,500 kilowatt hours with greenhouse gas savings from solar photovoltaic panels at Council sites just under 32 tonnes of CO ² equivalent.	