



Biannual Progress Review 2

1 January - 30 June progress against the
Operational Plan 2017/18

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Introduction

About the Operational Plan and this review

Operational Plan

An Operational Plan is prepared by Council each year in response to changing community needs and expectations. It lists the actions Council will undertake each financial year to achieve its strategic goals.



This review

Council compiles biannual progress reviews to provide a snapshot on progress made against the adopted annual Operational Plan. It also identifies areas that require Council's attention.

This review outlines Council's progress on the actions in the Operational Plan 2017/18 between 1 January 2018 and 30 June 2018 (the second half of the financial year), as well as the status of each action at the end of that period.

At the date of publication, these actions may have progressed further than indicated in this review. This progress will be reported in future reporting periods.

It has been prepared in accordance with s404(5) of the Local Government Act and the NSW Office of Local Government's Integrated Planning and Reporting (IP&R) guidelines.

How to read this Progress Review

This review is divided into thirteen Service Area sections, mirroring the Operational Plan 2017/18. Each Service Area section begins with a progress snapshot of the actions that sit within that area.






Underneath each Service Area, actions are sorted into "Continuing Activities" (ongoing work or 'business as usual') and "Key Initiatives" (one off projects or initiatives).

A progress comment for the January to June 2018 period is displayed next to each action.

Statuses and traffic lights

The status of each action in this report indicates progress made on the action by the end of the reporting period. A coloured 'traffic light' appears next to each action to provide a clear graphical indication of its status.

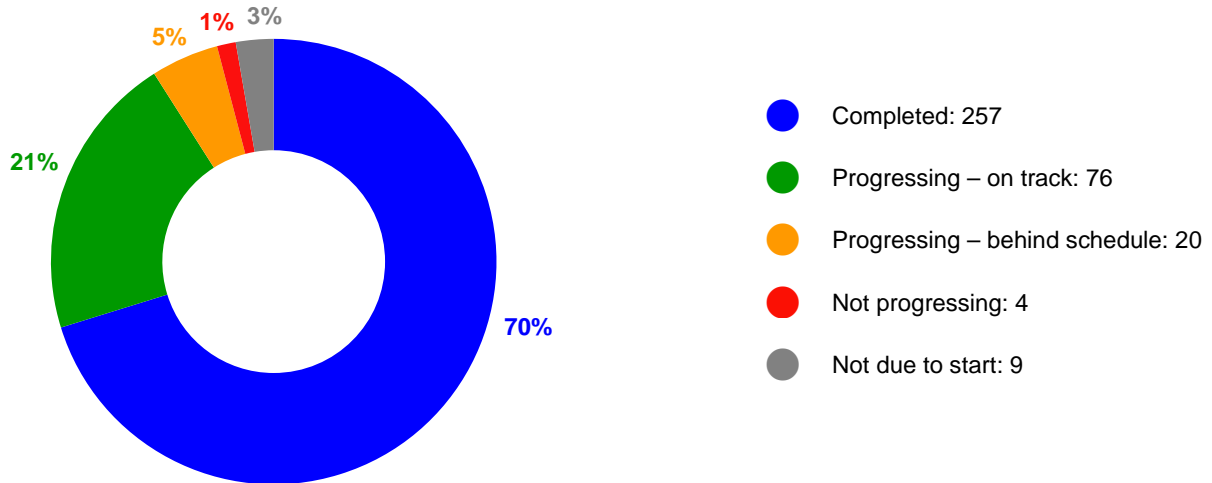
The following table displays the meaning of each status and its traffic light colour.

Status	Traffic light	Status description
Completed		Work on this action has been completed.
Progressing – on track		Work on this action is progressing to schedule.
Progressing – behind schedule		Work on this action has been delayed, but is ongoing with a defined completion date.
Not progressing		Work on this action has stopped, or is delayed with an unclear completion date.
Not due to start		Work on this action is not scheduled to begin until a later date.

Action status snapshot for Q3/4

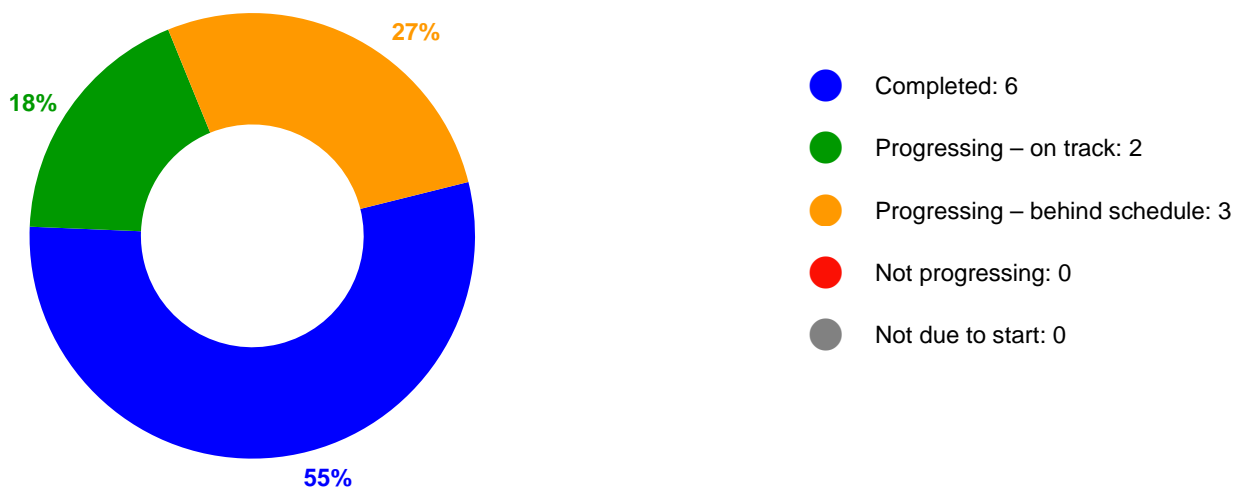
Of the 366 actions in the Operational Plan 2017/18, 91% were 'Completed' or 'Progressing – on track' at 30 June 2018. Approximately 6% of actions were 'Not progressing' or 'Progressing – behind schedule'. Work on the remaining 3% of actions was not scheduled to begin in this reporting period.

Further details about statuses are outlined in the progress comments next to each action.



Children and Family Services

Service Area Snapshot




Continuing Activities

Children and Family Services





Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Children and Family Services			
Implement and monitor compliance of Council's Early Childhood and Middle Childhood services with the National Education and Care Services Regulations, the National Quality Standards and requirements and expectations of the National Quality Framework	An appeal was prepared and submitted for a review of the rating received by the service that received 'Meeting' in Q3. The determination was overturned and the service received a rating of 'Exceeding National Quality Standards'. A very successful year for all Council's Children and Family Services. Compliance visits from DEC to various services proved favourable and provided opportunity to review and improve current practice.	Completed	●
Support access to Council's Children's Education & Care Services by minority/marginalised groups in conjunction with relevant community and referral support organisations	Enrolment of Aboriginal children and their families has been increased across the Children and Family Services, from 14 up to 21 Aboriginal and Torres Strait Islander children enrolled and attending across the services, including the Preschool.	Completed	●

Children and Family Services





Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Implement Council's and external agencies' policies and programs to assist with the affordability and accessibility of Council's Children's Education & Care Services for low income and vulnerable families, children with additional needs and children from other disadvantaged backgrounds	In the current reporting period, the Preschool experienced delays in response to applications for external, additional funding due to the implementation of the NDIS. Delays impacted 2 children and families, who previously received funding support directly to the preschool, for services to meet the additional needs of those children. Centres accessed Inclusion Support Funding for children with additional needs and implemented required plans for those children.	Completed	

Key Initiatives

Children and Family Services

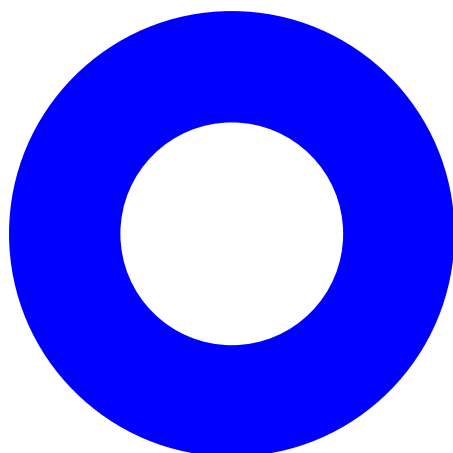
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Children and Family Services			
Undertake a review of each of the web based and manual processes that exist across the Children's Services section	Final stages complete of migration of all services to the new web-based software package in preparation for Centrelink's new Child Care Information Technology System (CCITS) and Child Care Subsidy to replace the previous CCMS and CCB. Centrelink's live date of 2 July 2018.	Completed	
In conjunction with Council's Strategic Planning section, undertake a needs analysis of Early Childhood and Middle Childhood services across the Inner West LGA to determine current supply and demand and identify any gaps and future needs	Project on hold due to compliance related projects for State and Commonwealth changes in the sector. The project will resume in Q1.	Progressing - behind schedule	
Develop and implement a business development plan for Council's Occasional Care service	Project Plan & SWOT analysis complete. Possible operational options outlined. Initial staff engagement held. Marketing/promotional initiatives explored with an Open Day planned for early August. Review of utilisation for previous 12 months complete. User and wider community survey in draft. Exploring operation of other OCC providers.	Progressing - on track	
Develop an Inner West Council Children's Services Business Plan	Consolidating the former Policies and Procedures documents into one Inner West CFS Protocols and ensuring they are in line with the recent State and Commonwealth changes has had to be the priority for same service level BAU. The recent workshop in understanding the development of strategic plans and how each of Council's different plans should link where possible to each other and to the Operational Plan, the Community Strategic Plan, the Delivery Plan and the integration and importance of the Engagement Framework was very helpful in laying a base for moving forward with this project in a more integrative manner.	Progressing - behind schedule	

Children and Family Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Increase available places for Out of School Hours at Council's Camdenville and Marrickville West OSHC services	Midterm 1 2018, Camdenville OSHC relocated back to their venue after works were completed by the DEC Asset Management team. Due to increasing demand required at Camdenville in 2019, Council and the host school are working in partnership to identify suitable locations/buildings on site to operate an extended service commencing term 1, 2019. Until the location is confirmed by the school, the draft concept plans for the refurbishment at the current venue remain on hold. Council will revisit funding and works required to operate in additional venues at the school. The Marrickville West OSHC and Camdenville OSHC continue to meet family demand during this quarter.	Completed	
Provide support to and expand the relationships of the Local Network of Early Childhood Children's Services	Currently building a database of services in the entire LGA to expand on the previously held individual listings/directories of services and to be used to provide updated information to all services and families in the IWC area. Regularly scheduled meetings of previous groups has not occurred due to the focus and workload required of all services in the Education and Care sector on the changes to the new Families Package, the CCITS and CCS (Child Care Subsidy) replacing the previous CCMS and CCB (Child Care Benefit) and ensuring compliance with those changes.	Completed	
Begin the process of merging, integrating and harmonising the Leichhardt and Marrickville Family Day Care services to an Inner West Council Family Day Care Service	Project is progressing and the project plan completed. Stakeholders have been identified and informed. Operational survey developed, completed and approved by Group Manager for distribution to other council operated FDC schemes to be completed prior to visiting the services for an in depth discussion about operations, practices, overview of the variety of ways fees and charges are implemented by similar providers and the impact these have on the financial status of the services. Finance partner initial information gathering meeting held. Council's Inner West Family Day Care Schemes continue to collaborate and merge processes and protocols.	Progressing - on track	
Merge and integrate the operational Policies & Procedures that exist across the Children's Services section	Both Early Childhood Education and Family Day Care Policies and Procedures are progressing to a consolidated set of Protocols. Weekly meetings underway for the approval process from the Group Manager. Policies and Procedures changed to Protocols and Procedures as they are internal operating protocols and procedures and new template (guided by organisation templates) approved by stakeholders and Group Manager. No further workshops required at this point.	Progressing - behind schedule	

Community Events

Service Area Snapshot



- Completed: 1
- Progressing – on track: 0
- Progressing – behind schedule: 0
- Not progressing: 0
- Not due to start: 0

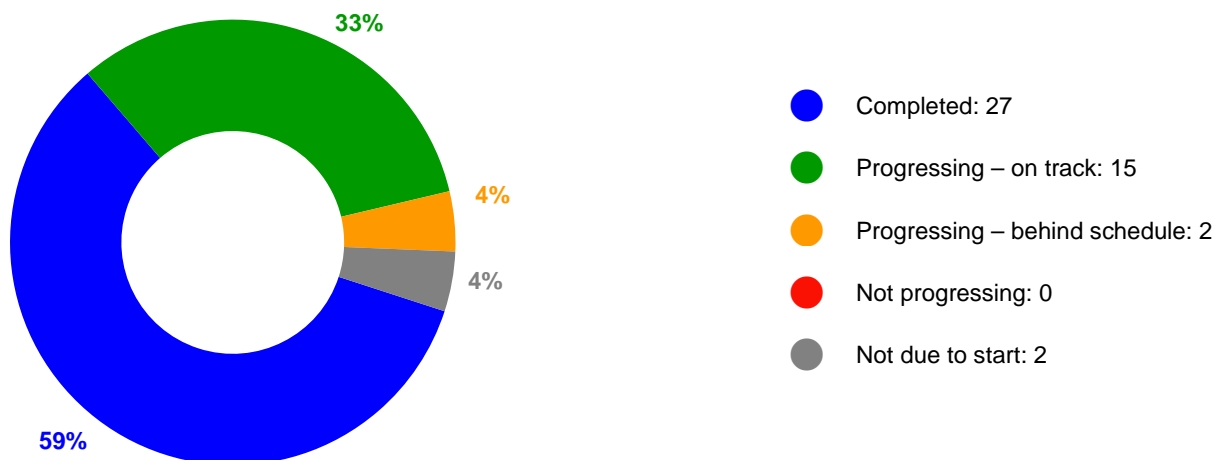
Continuing Activities

Community Events

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Communications, Engagement and Events			
Deliver Council's annual program of community events to engage citizens in the community life of the inner west	<p>Council's annual Major Community Events Program has been successfully completed, with the delivery of the following events in Q3/4:</p> <p>Australia Day (Enmore Park, Marrickville) – Friday, 26 January – 27,000 attendees</p> <p>Bairro Português Petersham Food & Wine Fair – Sunday, 4 March – 30,000 attendees</p> <p>Carnival of Cultures (Ashfield) – Sunday, 18 March – 3,000 attendees</p> <p>BluesFest (Leichhardt) – Sunday, 25 March – 1,500 attendees</p> <p>Movies in the Park (Dulwich Hill) – Saturday, 7 April – 4,000 attendees</p> <p>ANZAC DAY Service (Balmain) – Thursday, 25 March – 500 attendees</p> <p>Built Environment Awards (Rozelle) – Saturday, 5 May – 250 attendees with special guest speaker, Elizabeth Farrelly</p> <p>Celebrate 2044 (Tempe) – Sunday, 20 May – 1,000 attendees</p>	Completed	●

Community Services and Culture






Service Area Snapshot









Continuing Activities

Community Services and Culture			
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Community Services and Culture			
Coordinate and administer Council's Community and Cultural grants programs	This action was completed in Q2, as detailed in the Q1/2 progress report.	Completed	●
Coordinate Community Services and Cultural networks and interagency across the inner west	Council staff have continued to actively facilitate, administer and/or participate in the following networks during this quarter: Inner West Youth Mental Health Consortium, Inner West Youth Alliance, Inner West Aged Services Interagency, Leichhardt Marrickville Domestic Violence Committee and the Inner West Domestic Violence Committees. Council continued to participate in the Boarding House Roundtable meetings, Healthy Strong Communities, Service Delivery Reform in Central Sydney Executive Steering Committee, the East Sydney Regional Advisory Council for Multicultural NSW, Elder Abuse Collaborative meetings and Inner West Disability Forum. Staff were actively involved with Newtown Vibe Roundtable and Mayors Multicultural Roundtable and Roundtable of Community Leaders.	Completed	●
Implement the homelessness policy and action plan	The Ashfield and Newtown Outreach Teams continue with monthly outreach sessions and are supported by FACS (Housing - HOST team), NSW Health, Council, Missionbeat, Newtown Neighbourhood Centre, NEIMI, Launchpad and Youth Off The Streets. Missionbeat has extended its commitment to the Inner West Outreach position which provides crucial and highly effective support for people sleeping rough, including assisting them to move into temporary and permanent accommodation.	Completed	●





Community Services and Culture

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Seek opportunities to increase provision of affordable housing and facilitate management of Council's affordable housing stock	Council has received two additional Affordable Rental properties in this quarter, and these have been tenanted according to our policy. Policy work is underway on facilitating Boarding House development in the city, in collaboration with the NSW Government.	Progressing - on track	
Coordinate volunteer support and partnership opportunities across the Inner West	Council delivered free training for volunteers interested in teaching/facilitating community English as a Second Language classes for adults. Topics included understanding adult ESL learners, knowing how and where to begin, teaching techniques, simple activities and finding resources.	Completed	
Implement the Public Art Policy	<p>The Living Arts team implements Public Art projects across the LGA from 2 former public art policies. Current projects include:</p> <ul style="list-style-type: none"> • Patyegarang Place (new Marrickville Library) • Community Centre (3 projects commissioned) • One community workshop held with artist Belinda Smith • Bay Run mural by Jason Wing with RMS • Yanada room at Luna Apartments in Lewisham • Place making residency with New Moon collective • Yirran Gumal • Early Learning Centre • Steel Park has consolidated budgets and designs • Public Art sites and budgets identified for GreenWay Master Plan and briefs developed for the Wayfinding Master Plan. <p>Two public art projects in development with private sector:</p> <ul style="list-style-type: none"> • Repair of murals in Haberfield • Perfect Match applications from 72 artists and 41 property owners will be commissioned in 2018/19. 	Progressing - on track	
Support, engage and promote local artists and the creative arts sector	Fortnightly Living Arts newsletters continue to inform the community of exhibitions, workshops, events and opportunities for artists across the LGA. Living Arts partnered with the Istanbul Biennale and Biennale of Sydney to host The Project 4 large banners exploring the concept of a good neighbour in Ashfield, Newtown, Sydenham and Marrickville. Open Inner West festival hosted 18 community events with culturally diverse communities, including 3 specific to Aboriginal communities. All events were very well attended, sold out or fully booked. Considerable publicity was generated for the excellent multicultural engagement through this Living Arts program Festival with a range of culturally diverse communities and artists. A new Cultural program EDGE was launched to 160 in the Arts Industry at the Enmore Theatre to great acclaim.	Completed	
Promote opportunities for Council facilities to be used for arts and cultural activities	Council's Town Halls and Facilities are used for events such as Site and Sound in April and May, Open Inner West Festival in June and performances by Spark Youth Theatre in Ashfield Town Hall on an ongoing basis. Arts and cultural groups continue to use community facilities, with New Moon arts organisation engaged to activate the Yanada Room at Lewisham's Luna Apartments. Continue to develop the Wharf Road Community and Refugee Welcome Centre in Callan Park to provide scope for future community initiatives in line with Council policies and procedures.	Completed	







Community Services and Culture

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Market and manage Council's Cultural and Artist in Residence programs	Chrissie Cotter Gallery continues to host fortnightly exhibitions and programs. All Artist Residency programs continue to run across Inner West cultural and community venues engaging local communities and supporting a range of art forms. A report to Council was presented reconsolidating the terms of the Thirning Villa residency. Living Arts is working closely with Property Services and Community Facilities to review existing residencies and propose new residency sites as requested by Council.	Completed	
Manage, market and operate community buses, venues and facilities for hire	Implementing migration to new software, Zipporah will streamline booking process for hirers and improve management of venues and facilities from July 2018. Website updated with venue marketing materials to increase profile of community spaces available. Full complement of staff will assist in a smooth migration towards the consolidated booking system.	Completed	
Coordinate the implementation of the Inner West Community Safety Plans	Preparations for the Home Security Expo and Kit and subsidy distribution are underway. The Expo will be held at Ashfield Town Hall on 30 August 2018. Reporting of the outcomes will be submitted to the Department of Justice in September. Additional funding has been requested from the Department of Justice to combat non DV related violence, particularly alcohol related assault and antisocial behaviour that are related to other offences such as malicious damage to property and offensive language. The 'Message on a Bottle' project has been proposed for the entertainment precinct around King Street and Enmore Road, Newtown.	Progressing - on track	
Manage and develop Spark Youth Theatre	Invitation for 'Political Children' cast to participate in a Mardi Gras conference at Sydney University and also to perform a re-enactment parade with the 78ers. Sound artists worked with Spark participants to record Sounds of Ashfield for an installation in an Ashfield lane for the EDGE launch. The Weekly Workshop Program was delivered during the term. The Artist Xchange program continued with artists/companies utilising the Graham Yarroll Room to develop/rehearse a project. Many groups have approached Council performing arts needs and these are included in the new role of Performing Arts Facilitator to commence on 23 April.	Completed	
Support and facilitate Strategic Reference Groups for Social Inclusion, Young Leaders, Aboriginal and Torres Strait Islanders and Housing and Affordability	Engagement on the future shape of Council committees and working groups is underway through Your Say Inner West. It is likely that additional groups will be convened on new content areas. It is expected that the recruitment of new members will occur in 2018, and the first meetings will be held in 2019.	Completed	
Actively engage with the diversity of communities across the Inner West, foster partnership and skills development to facilitate community capacity building initiatives	Council held an Aboriginal dementia awareness information session and expo, in collaboration with the Aboriginal Sector Support, Sydney Local Health District, Community and Cultural Connections, Burwood Council, Access Community Transport and other local organisations. Over 40 Aboriginal seniors attended and 20 stall holders. Council staff continued to meet monthly with LGBTIQ working party and undertook campaign for nominations to install 5 Pride Seats dedicated to LGBTIQ community champions. Council established advisory group for the Refugee Welcome Centre with key stakeholders from Refugee and Settlement services and expanded programs with TAFE, PCYC and Metro Assist to further build connections, employment and language opportunities for refugees and their families.	Completed	




Community Services and Culture

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Implement the Community Engagement Framework for Community Services and Culture	Council's Community Engagement Framework has been adopted, and implemented in key policy and program unity in CS&C.	Completed	
Manage operations, develop and deliver programs and services through Council's community centres, facilities and community venues	A new series of four holiday activities for primary school aged children is planned for the school holidays at Jimmy Little Community Centre with two series implemented. All community centres develop a term based calendar and information pamphlet to promote the activities and community bookings at the centre.	Completed	
Deliver community and cultural initiatives to celebrate community and to connect people	<p>Programs delivered in 2018 include:</p> <ul style="list-style-type: none"> • Seniors Festival • Youth Week • Open Inner West • Reconciliation Week • Pauline McLeod Awards • Seniors Bus Outings • Weekly Luncheon program at Hannaford • Meals on Wheels • Refugee Week • Amy Large Volunteer of the Year Awards • Celebration • School Holiday Programs • International Women's Day • Dementia Café • Active Seniors • Magic Yellow Bus • Y on Norton • Pics in the Park. 	Completed	
Participate in place based initiatives to activate public spaces, increase safety and improve the public domain	Completed. Initiatives include activating neighbourhood parks with Pics in the Park, planning and engaging the community in public art and place making, Ashfield Town Centre, the GreenWay Missing Links program, curating the Newtown ArtSeat, participating in place based safety discussions with the local area commands and Newtown Vibe.	Completed	
Deliver information and facilitate cultural awareness programs connecting people to the local area	The Pauline McLeod Awards for Reconciliation was presented during Reconciliation Week through Council's partnership with the Eastern Region Local Government Aboriginal and Torres Strait Islander Forum. Over 200 people attended including primary school students from across the region. 35 Aboriginal community members attended and participated in a gathering at Addison Road Community Centre to share stories and participate in the creation of a public art piece for Patyegeerang Place (the new Marrickville Library). Council has welcomed over 50 refugees during this period to the Refugee Welcome Centre, which has included an Aboriginal Welcome to Country and a smoking ceremony. Celebrated Refugee Week at the Centre with a diverse array of cultural performances, activities and storytelling from many nations. 3 refugees engaged with the centre, were involved in the interactive installation, belonging as part of Sydney Biennale, sharing stories and experiences.	Completed	

Community Services and Culture


Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Support the Refugee Welcome Centre and manage key stakeholder relations	Two very successful partnership events were held at the Refugee Welcome Centre in June. Facilitated art workshops were held earlier to the event with refugee community members and these were facilitated by refugee artists showcasing the artworks, food and entertainment on the day. The advisory group made up of key stakeholders met three times during this period, which included developing a draft strategic plan for the centre.	Completed	
Provide access to Home Gardening, Maintenance and Modification Services	Services booked to capacity for reporting period, with 265 occasions of service over the quarter. Services are now fully staffed with the gardener employed in January and the administrator in March. Third Party Verification achieved to comply with NSW Government funding requirements. 3 new NDIS clients in the quarter.	Completed	
Deliver programs and initiatives for children, young people and families	Council delivered 18 sessions of the Y on Darling (304 visits) and Y on Norton (61 visits) program for young people. April School Holiday Program (SHP) delivered a range of activities for young people with 137 visits. Participants in Y on Darling, Y on Norton and the SHP reported that the programs are friendly, accessible and provide opportunities to socialise and be themselves. Council continued to deliver the Breakfast Club program on Wednesday mornings. Eight sessions took place with 18 young people registered and 101 visits to the program (average attendance = 12.6 young people). 83% of participants identify as CALD and Indigenous. Council continued to support The Infants Home to deliver The Red Bug Playgroup on Mondays at Ashfield Park. 3,265 children and adults attended the service throughout 2017/18. In partnership with Anglicare, Council presented 1-2-3 Magic and Emotion Coaching, a 3 week parenting program for parents/carers of children aged 2-12 years.	Completed	
Work with regional partners to progress the activation of Parramatta Road as a creative and cultural destination	Living Arts team members continue to collaborate with the Economic Development team to support small enterprises in the creative sector and link artists and businesses to empty spaces as a strategy to activate key precincts across the LGA. The Open Studio trail included studios and artist run initiatives along Parramatta Road as well as tours by artists on foot, bicycle and heritage buses.	Completed	
Provide the Magic Yellow Bus mobile playgroup service across parks in the Inner West	Council delivered free Magic Yellow Bus (MYB) mobile playgroup services at seven different parks five mornings per week during this term with 71 occasions of service. Over 4,290 children attended the MYB service with an average of 60 children participating at each location. Community organisations such as Centrelink, Plumtree, Catholic Care and Ability Links continue working in collaboration with the MYB, providing advice and information to families. Children and parents have engaged in a diverse range of activities such as craft, story time, skills development and imaginative play. MYB has been working in collaboration with TAFE NSW providing the opportunity for the Bachelor of Early Childhood Education students to undertake their practicum with the MYB mobile playgroups.	Completed	
Coordinate the implementation of Council's Disability Inclusion Action Plan	Intensive support on improving accessibility at Leichhardt Park Aquatic Centre and Annette Kellerman Aquatic Centre was undertaken this quarter, along with significant input into the design of signage for the Patyegarang Place – Marrickville Library and the design of the new Ashfield Aquatic Centre.	Progressing - on track	

Community Services and Culture











Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Coordinate and provide meal services and activities for seniors at Tom Foster Community Centre	Tom Foster provided over 4,000 meals to clients living at home over the last 3 months through teams of volunteers. There were around 400 centre based meals provided to Tom Foster and 400 bulk meals to the Hannaford Centre. The annual Food Services Client Survey provided evidence of the need for smaller portion sizes. Over 400 mini meals were produced this quarter. The Nia Dancing group and Yoga and Gentle Exercise groups at the centre provided the option of sandwiches (1,200 produced this quarter). The addition of two new groups (the Vietnamese Wellness group and Arabic Seniors group) meeting at the centre has meant an increase in bus outing figures to 160 passengers since 1 April. 45 Individuals were also supported through the Social Support Program.	Completed	
Coordinate an Active and Connected Seniors' program	Council coordinated and delivered 32 health and wellbeing programs across the LGA, such as Cyber Seniors, HOPE, seniors bus trips and the Not So Young Club. Coordination work involved meetings with facilitators and participants, contract and budget management, website promotion and enhancements, development of marketing material and mailing list/database management. A review of Council's MOU with Access Community Transport has resulted in one bus trip per month targeting Marrickville and Leichhardt residents. A 6 month schedule of topics for the Not So Young Club has been developed. Health and wellbeing programs for seniors were evaluated during this quarter through a survey. Results will be analysed and used to inform program planning moving forward.	Completed	
Encourage partnerships to support family and domestic violence initiatives across the inner west	The Leichhardt Marrickville Domestic Violence Liaison met on Tuesday 5 June with a key presentation from FACS around the Child Protection and Domestic Violence Intersection Project. The study will investigate work practices, policies, values and attitudes across the domestic violence and child protection workforce, in order to identify opportunities for sustainable collaboration between the sectors, with the aim to improve outcomes for families accessing child protection and domestic violence simultaneously. In addition, future meetings will be hosted across services within the Leichhardt and Marrickville areas. A Love Bites working group had been established with key facilitators identifying a willingness and need to deliver the workshops across the Inner West LGA. Those in attendance agreed that a collaborative approach is needed to deliver Love Bites, with several attendees indicating a more active involvement in the planning.	Completed	

Key Initiatives








Community Services and Culture

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Community Services and Culture			
Consult with the community and develop a strategy to address Aboriginal belonging and reconciliation	This work has commenced and will continue through 2018/19.	Progressing - on track	

Community Services and Culture

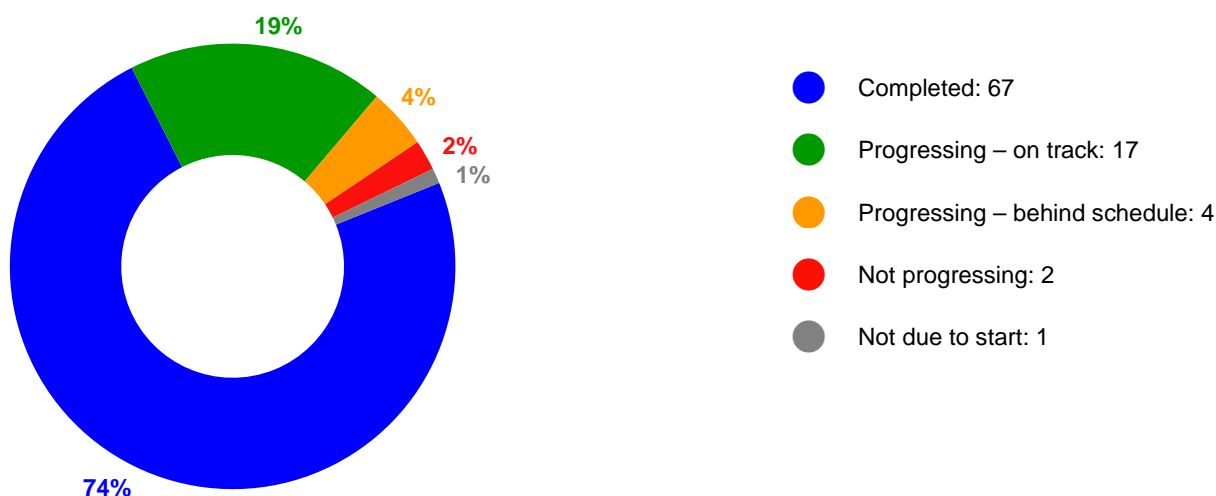
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Review Council's Community Grants and Resourcing policy	The exhibition period has concluded and the policy has been proposed for adoption at the 24 July Council meeting.	Progressing - on track	
Produce the Inner West Council Public Art Policy	This work will continue through 2018/19.	Progressing - on track	
Spark Youth Theatre: Undertake rebranding and seek partnership opportunities	Completed.	Completed	
Develop a marketing strategy for community venues, centres and facilities	Continuing Situational Analysis and Segmentation of current and potential users. Preparing for go live date for Zipporah software to streamline bookings across all community venues, centres and facilities. Partial go live implemented July 1 2018 across all venues. Continuing to migrate Events Perfect and Centaman bookings from legacy systems.	Progressing - on track	
Develop an evaluation framework for community and cultural services	This work will continue through 2018/19 and will be delivered by 30 June 2019.	Progressing - behind schedule	
Undertake a review of Council's Community centres, facilities and venues to improve community utilisation and access	Currently reviewing Council's facilities across a number of metrics ahead of establishing a Marketing Strategy for these assets. Amongst these is an analysis of community utilisation and access. New lightweight chairs purchased for Herb Greedy Hall will improve venue facilities particularly for ageing seniors groups.	Progressing - on track	
Prepare a concept and plan for Aboriginal walking trails and signage on the harbour foreshore	Initial investigation into scoping a study into Aboriginal heritage and culture across the LGA has been undertaken. This work will contribute to an EOI for suitably qualified experts to undertake study initially focused in the Cooks River to Iron Cove Bay catchment. This will serve as a foundation for ongoing work on a walking trail around the harbour foreshore. Anticipated for completion by end June 2019.	Progressing - on track	
Develop and promote a Street Entertainment Policy and procedures for the Inner West LGA	Busking/street entertainment policies and guidelines of the former Councils have been reviewed, revealing significant difference across the LGA. Meetings with relevant staff in compliance, customer service and Community Services and Culture have been held, resulting in a set of draft guidelines that could work across the LGA. Annual street performers insurance, covering Public Liability for performers who register online, has been renewed. Next steps will involve the presentation of the draft to the Executive Team for review as part of ongoing policy integration across Inner West Council.	Progressing - on track	
Develop a Major Partners Program Framework	The work has commenced and is expected to be proposed to Council in February 2019, for full implementation from July 2021.	Progressing - on track	
Develop a Healthy Ageing Plan for the Inner West LGA	Prior to commencing the Plan, a Wellbeing Survey is required to be completed which will inform this Plan development. The survey will be completed in 2018. This work will inform policy on the best facilities, spaces and programs to support wellbeing of older residents and the creation of active healthy communities.	Progressing - behind schedule	

Community Services and Culture

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Develop a marketing and communication strategy for Community Services and Culture	Propose this requirement is built into the overall Council Brand project.	Not due to start	
Produce an Inner West Arts & Cultural Plan/Strategy	The cultural asset audit is underway and is expected to be concluded in 2018.	Progressing - on track	
Develop a Multicultural Strategy	A draft Multicultural Policy has been proposed for exhibition for Council on 24 July, this follows Mayoral round table to discuss multicultural policy priorities.	Not due to start	
Collaborate to develop and implement an LGBTIQ Strategy	On 12 June Council resolved to actively pursue engagement towards establishing the first phases of developing a Pride Centre in alignment with Council's Land and Property Management and to engage the Project Officer for the 2 year pilot period whilst establishing the Pride Centre.	Progressing - on track	
Develop an Inner West Child, Youth and Family Strategy	Research phase commencing with development of the Wellbeing survey and development of the Social and Cultural Planning framework is in progress.	Progressing - on track	
Provide social support services and collaborative partnerships through Community Centres	Collaborative partnerships have resulted in improved programming across the centres. Partners include Leichhardt Women's Community Health Centre, Sydney Secondary College and SHARE. New and continuing programs support vulnerable target groups and build health and wellbeing and community cohesion.	Completed	
Develop a strategy for the Refugee Welcome Centre	Community and Wellbeing staff continue to work in collaboration with relevant stakeholders including Settlement Services International to develop and implement a range of refugee programs at the Wharf Road Community and Refugee Welcome Centre and other council facilities including LPAC.	Completed	

Corporate Support Services

Service Area Snapshot








Continuing Activities




Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Integration, Customer Service, Business Excellence and Civic Governance			
Manage the provision of facilities, secretariat and administrative support to ensure Councillors have support and access in accordance with Council's adopted policy	Requests for support, facilities and expense reimbursements for Councillors are actioned as requests are made in accordance with the approved Expenses and Facilities Policy. Councillor requests are logged and responded to within a service standard of 10 working days. 1,221 Councillor requests were received and actioned during 2017/18, with 79% completed within 10 days.	Completed	●
Provide front line contact/ call centre services to customers	Council received a total of 219,776 calls in 2017/18, with wait time averaging 86 seconds against target of 60 seconds. Building and Development, Waste and Rates related enquiries were the most significant call drivers, accounting for 60% of total call volume in 2017/18. 72% of calls were answered within 2 minutes, against the interim target of 75%. By comparison, 62% of total calls were answered within 60 seconds and 78% within 3 minutes. A total of 7.4% of total calls were abandoned (interim target 5%). First Contact Resolution (FCR) is a core metric for Council's contact centre with a first year interim goal set at 85%. This represents a change in service model for two of the three former councils. Council achieved FCR of 81% in 2017/18.	Completed	●








Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Provide front line over-the-counter services to customers	<p>A total of 40,288 customers were served in 2017/18 with the wait time across the three service counters averaging 270 seconds against the target of 300 seconds.</p> <p>Performance by each service counter is shown below:</p> <ul style="list-style-type: none"> • Ashfield served 10,343 customers with an average wait time of 256 seconds • Leichhardt served 15,880 customers with an average wait time of 266 seconds • Petersham served 14,065 customers with an average wait time of 287 seconds <p>Applying for a parking permit, submitting a development application and making a rates payment were the top three reasons customers visited Council's service centres in 2017/18, and accounted for almost 60% of all customer transactions.</p>	Completed	
Provide frontline administration services to customers	<p>Council's Customer Service Administration function manages enquiries from customers received via email, web, post, fax and social media channels. These enquiries include, among other things:</p> <ul style="list-style-type: none"> • Requests for service • Complaints • Certificate, permit or licence applications • Venue, park, sportsground or waste bookings • Payments and refunds • Access to information (GIPA) requests <p>2017/18 saw the beginning of the consolidation of the administration functions of the three former councils to create a single multi-channel function which has responsibility for managing multiple email addresses, online portals and other legacy channels supported by the three former councils.</p> <p>2017/18 also saw Council's continued commitment to delivering sustainable processes with the expansion of the online process for parking permit applications. This resulted in the more timely and effective submission and processing of over 15,000 parking permits renewals.</p>	Completed	
Drive continuous improvement to customer service systems and outcomes	<p>During Q4 significant resources have been devoted to the design and build of a new consolidated Customer Relationship Management (CRM) system, which is on track to launch in the second half of 2018. The new CRM system will allow customers to log their requests online, as well as tracking the progress of their requests anytime, anywhere on any device.</p>	Completed	
Coordinate the merger implementation, including support, facilitation, analysis and project management services to Group Managers	<p>Approximately 72 out of 195 projects have been completed in the Integration & Transformation Program to date. An update on Corporate Priority projects (Stream 2) is now incorporated at every Leadership Team meeting to promote communications and change management as well as to address critical risks. As at 20 June 2018, 18 out of 56 Stream 2 projects were completed. The Program remains on track, with the majority of remaining projects due to be completed by December 2018. Projects completed in Q4 included the Long Term Financial Plan, strategy for end user device standard offering, updated tender and contract management procedures, harmonisation of approaches to fire safety statements, and consolidation of fees and charges for health and building regulation.</p>	Completed	
Communicate with key stakeholders regarding merger implementation progress	<p>The Leadership Team receives regular progress updates on the merger implementation through the Integration & Transformation Program monthly reporting. Staff members are kept informed through regular updates to the staff newsroom (intranet). Quarterly reporting on progress is provided to the Audit, Risk and Improvement Committee.</p>	Completed	










Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Provide change management support for critical organisational projects	Change management has continued to be supported by a temporary resource within the Program and Project Management Office. The TechnologyOne implementation has been the main focus as the organisational impacts are widespread and significant. In addition, change management advice continues to be provided to Project Leads on managing stakeholder impacts as part of their integration projects. Hands-on support has also been provided to other organisation wide initiatives, including the rollout of Council's process mapping platform as well as a customised Project Management methodology for Council.	Completed	
Responsible Officer: Deputy General Manager Chief Financial and Administration Officer			
Administer Council's Internal Audit Committee	Completed in Q2.	Completed	
Implement amendments to the Local Government Act	No significant matters have required action this quarter within Policy and Risk Services.	Completed	
Review Compliance with Legislation	The IWC Council Policy Register is complete, reflecting Council Policies adopted since merger and also former Council legacy Policies. In line with the Council resolution a PDF version is available on the website, and a HTML version is under development. In Q4 the focus was brought to defining those Council Policies planned for development or review in the next 3-6 months, to enable earlier forecasting with the Council. This information will be used to provide regular updates to the Councillors.	Completed	
Maintenance of Council's Policy Register, Delegations and Conflicts of Interest Register and Positions of Statement	The IWC Council Policy Register is complete, reflecting Council Policies adopted since merger, and also former Council legacy Policies. In line with the Council resolution a PDF version is available on the website, and a HTML version is under development. The Delegations Register for new appointments to the new IWC structure is considered complete and is being maintained as business as usual. Work in Q4 focussed on ensuring the Delegations Register accurately reflects delegations required by those staff not placed in a new structure position, but are still carrying out work requiring specifically allowed delegations. The Conflicts of Interest Register and the Secondary Employment Register is being maintained as business as usual.	Completed	
Develop and maintain effective risk management supported by relevant plans, policies, procedures and training	<ul style="list-style-type: none"> • Strategic Risks: 11 Risks developed and rated, with 100 supporting controls identified, over the course of 4 workshops. Supporting management actions have been developed, with the first report back from L3's in Q4. • Corporate Risks: 39 Risks developed over the course of 2 workshops. • TechOne Modules: Work on this project in Q4 has produced TechOne modules for Enterprise Risk Management, Audit Management, and ARIC Resolutions Register, which will progressively go live over the first and second quarters of the 2018/19 period. The modules provide for good metrics' review through the Management Dashboard views as well as housing the relevant data within the corporate system. • Project Management Server: In partnership with the Project Management Office, customisation on Council's Project Management software tool PMS (cloud based) was done to better reflect Council's adopted enterprise risk framework and methodology. 	Completed	

Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Manage relationships with Council's Insurers and provide focused advice regarding risk and insurance matters	Council managed 280 Public Liability claims over the 2017/18 year, and closed 266 claims. The Risk Mitigation team are currently managing 43 open public liability claims as a BAU activity, and are managing 51 open motor vehicle claims. Council's insurance renewal process for the 2018/19 was undertaken for the new financial year policy coverage.	Completed	
Coordinate the implementation of a strong and effective governance framework supported by relevant plans, policies, procedures and training	Corporate Registers have been developed and continue to be maintained for: <ul style="list-style-type: none"> • Gifts and Benefits • Pecuniary Interests • Secondary Employment • Related Party Disclosures • Policies and Protocols • Strategic Risks • Corporate Risks • Project Risks • Delegations – New Structure • Delegations – Legacy 	Completed	
Effectively manage fraud and corruption risks	The Audit, Risk & Improvement Committee (ARIC) met in May and has a full cycle of confirmed 2018 meeting dates, working under a Council adopted ARIC Charter and Internal Audit Charter. Recruitment has commenced for a 4th independent member. <ul style="list-style-type: none"> • 2017 Rating and Direct Debit Audit: Final report has been presented to the ARIC and recommendations drawn. • 2018 Audit Program: The tender covering the 4 year Internal Audit Program has been undertaken, with a successful tenderer resolved by Council. As part of the process all firms had agreed to carry out a live audit from the current 2017/18 program to inform the selection outcome and close off the program of current year audit works, and these continue live as at June 30 with audit recommendations to be provided at the August ARIC meeting. 	Completed	
Maintain the relevance and value of Council's Business Continuity Management Plan	Two incidents requiring a critical response incident team were supported during Q4, to resolution of incident. No further action on the corporate framework has been undertaken this quarter. Work will recommence in the 1st quarter on small group L3 work groups to facilitate the development of their customised incident response plans.	Progressing - on track	
Responsible Officer: General Counsel (Group Manager Legal)			
Prepare leases and licences and coordinate legal matters for Council's property portfolio	All leases and licences are being coordinated in house by the Lawyer - Property.	Completed	
Provide a legal education and training program for Council staff	Programmed training was delivered throughout the quarter, primarily in the regulatory team. Ad hoc training continues to be delivered as needs arise.	Completed	
Represent Council in matters before the Courts	The vast bulk of legal matters are being carried out by staff internally. In particular, the large majority of new class 1 appeals in the Land and Environment Court and Local Court prosecutions are being dealt with internally. Due to volume, several appeals have been briefed externally to ensure internal staff have the capacity to manage their workload.	Completed	






Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Procurement and Fleet			
Manage Council's procurement process and monitor adherence with statutory and organisational requirements	Q3 Roadshows completed for those departments that have requested them. Outstanding Purchase Order clean up and cancellation of open orders have been sent to all Group Managers for action. The LEAP program is on track and ArcBlue will assess our progress in September 2018, with a view to report to the Senior Leadership Group shortly afterwards.	Completed	
Produce quarterly spend analysis report for presentation to Leadership Team	Q3 Spend Information presented to Leadership Team – Completed.	Completed	
Produce quarterly compliance review of procurement functions for presentation to Leadership Team	Q3 Procurement Compliance and review presented to Leadership – Completed.	Completed	
Complete program of capital acquisition within budget	Capital acquisition of passenger vehicles is complete for the 2017/18 FY. Capital acquisition of heavy vehicles and plant was put on hold until the outdoor service review was complete and once the finds are presented to staff we will commence the purchasing of heavy plant in Q1/Q2 2018/19 FY.	Completed	
Responsible Officer: Group Manager Finance			
Ensure compliance with statutory rate limits and prepare Annual Rating Return	Completed in Q2 as detailed in the Q1/Q2 report.	Completed	
Preparation and audit of Council's financial reports	Ongoing and on track.	Progressing - on track	
Preparation of Council's Long Term Financial Plan	Project completed & delivered.	Completed	
Responsible Officer: Group Manager Communications, Engagement and Events			
Deliver information through a range of communication channels to make the community fully aware and engaged in decision making on major issues	Wide range of communication channels utilised across communications and engagement.	Completed	
Develop and manage effective internal communications	Recruitment of Internal Communications Officer role expected to commence in the second half of 2018. Internal communications tools utilised, including all staff emails, intranet and videos to communicate to staff.	Completed	









Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Support and implement best practice community engagement processes across the organisation	<p>Key engagement projects in this quarter included:</p> <ul style="list-style-type: none"> • CSP • Delivery program/Operational plan • Parking meter changes • WestConnex/SMC funding for Haberfield centre • GreenWay public exhibition • Marrickville Golf Course and Dibble Avenue Water Hole Master Plan • Pride seats • Recreation needs study • Sydenham Station creative hub • Amendment 4 MLEP • Victoria Road Precinct DCP • VPAs – Petersham RSL, 101-103 Lilyfield Road • Newington Precinct – improving safety and managing traffic • Yeo Park and Gough Reserve 10 year plan: <p>Five public meetings were held:</p> <ul style="list-style-type: none"> • Wed 4 Apr – 114 Parramatta Road public meeting • Mon 21 May – Operational Plan and Budget community information session • Sat 26 May – WestConnex major infrastructure impacts public meeting • Tue 29 May – Lilyfield Road cycleway public meeting • Wed 30 May – Annandale local impacts public meeting <p>A Your Say Inner West stall was held at the Celebrate 2044 event at Tempe in May.</p>	Completed	
Market Council's services and facilities to residents	A range of marketing activities have been undertaken, e.g. campaign around turning off parking meters. Recruitment of the marketing team expected to commence in the second half of 2018.	Completed	
Produce an Annual Report demonstrating Council's performance against the Operational Plan 2016/17.	Completed in November 2017.	Completed	
Engage leadership team in effective decision making by establishing best practice systems and processes that embed an integrated work methodology across Council to meet Integrated Planning & Reporting objectives	Worked with leadership team to finalise integrated corporate plans including the Delivery Program 2018-22.	Completed	
Guide new strategy development and implementation across the organisation and progress the integration or retirement of existing Council Strategies and plans within the Integrated Planning & Reporting Framework	Current Strategies are listed but, work with the Leadership Team in developing the Strategic Plans Register was hindered by allocating all available resources in the corporate strategy team to finalising the legislated corporate plans, the CSP and the delay of strategy development with some Group Managers. Work will continue in FY 2018/19 Q1.	Progressing - behind schedule	
Maintain a positive brand representation in the community	Logos, style guides and templates have been updated. Council has now resolved to develop a permanent Council brand.	Completed	




Corporate Support Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Human Resources			
Continue to develop new Inner West employee conditions and HR policies in accordance with consultation processes	The review of some Human Resource policies has commenced and once drafts have been completed, consultation will commence through the organisation, primarily via the JCC. Extensive work has been undertaken with respect to EBA planning. Council is waiting for information to be provided by the USU with respect to issues that they would like to discuss during EBA negotiations.	Progressing - on track	
Continue to harmonise work health and safety procedures ensuring compliance with legislative requirements to provide a safe and health working environment	Protocols being developed and being tabled at WHS and JCC meetings for endorsement.	Progressing - on track	
Responsible Officer: Group Manager Information and Communications Technology			
Process, determine and report on applications for information or documents under the Government Information Public Access Act (GIPA)	During Q4 Council received 619 informal access to information requests under GIPA, compared with 618 received during Q3. Approximately 60% of these informal requests were finalised within Council's service standard of 20 business days for legacy Ashfield and Leichhardt Councils and 10 business days for legacy Marrickville Council. Council received 25 formal requests under the GIPA Act during Q4, compared with 39 received during Q3. Six of these were in consultation with the applicant, able to be treated informally and were refunded. Of the remaining 19, four are due for determination during July. Of the remaining 15, all were handled within the required legislated timeframes.	Completed	
Coordinate the implementation of information and records management systems that provide effective service and meet legislative and Council requirements	Implementation of the Enterprise Content Management (ECM) OneCouncil module formally commenced during June. Information management specialists developed a Business Classification Scheme and drafted a plan in preparation for engagement with service units regarding their business needs. Information management specialists attended a data migration workshop to identify and map the data to be migrated to the ECM module. Work also commenced on a harmonised record keeping policy and a collections management protocol.	Completed	
Manage Council's Information Technology Infrastructure, Software and Data domains to meet the needs and objectives of the organisation	The final testing and reconciliation of the TechnologyOne payroll system is underway and the deployment has been scheduled for early September 2018. The use of electronic time sheets will be introduced for some staff with this roll out. The TechnologyOne enterprise assets module has been deployed for some asset classes. This also included the roll out of over thirty mobile devices which will be used to transmit and manage work order information for field staff. Work has also commenced in the scoping and early design phases for Customer Request Management and the consolidation to a single electronic document management system. Council has also started to consolidate its core name and land data as a precursor to migrating this to the new TechnologyOne environment. In the ICT Infrastructure, domain testing is underway on the development of new unified desktop environment.	Progressing - behind schedule	

Corporate Support Services




Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Deliver a highly available and secure Information and Communications Technology environment	Project completed. The current policy standards are to be reviewed in 12 months.	Completed	
Responsible Officer: Group Manager Properties, Major Building Projects and Facilities			
Implement priority actions from the Buildings Asset Management Improvement Plan	The first IWC Buildings Asset Management Plan is complete and available on Councils website. The main improvement for the Buildings AMP being the major audit and revaluation of all buildings is complete. The next step of implementing the new TechOne Asset Management System for buildings has commenced.	Completed	
Maintain the asset register for buildings and undertake condition inspections	A revised asset register is complete including the asset audit and revaluation. Implementation of the new TechOne Asset Management system is underway. Business processes and inspection schedules will be formalised in the new system.	Completed	
Implement priority actions from the Property & Land Strategy	The Land & Property Strategy is 85% complete. The Land & Property Strategy includes guiding principles, strategic actions, policies and 4 year plan. A report to Council is expected in September including the Strategy and revised Policy for public exhibition. Priority actions from the strategy have commenced including due diligence on current lease arrangements and reviewing service needs.	Progressing - on track	
Manage the commercial and community leases and licences in accordance with the Leasing Policy	Property leases and licences are being managed in accordance with existing legacy policies. The IWC Policy is 85% complete. A report to Council is expected in October for Public Exhibition of the Policy. The leases and licences portfolio has continued to be managed including RFT for two new cafes (Yeo Park and Fenwick Building). There are leases and licences in holdover where applicable whilst due diligence and the revised policy are completed.	Progressing - on track	
Provide a coordinated approach to Leichhardt Oval events and activities	Stage 1 upgrades to eastern hill including, new stairs, new bar and upgraded facilities, paths of travel and signage are completed. 2 of 3 NRL games successfully completed including a record Thursday night crowd, a sell out and a 3rd NRL game tracking towards a sell out. The Wests Tigers/Community events - Fan day (July) and Winter Sleep Out Charity Events (August) planning is underway. Wallabies committed to a Charity Trial Match to be held in August. Successfully secured 2 Sydney FC A-League matches in 2019. Updates to Traffic Management Plan and Emergency Management Plan commence to reflect the secured major bookings. Other bookings secured by major hirers including NSWRL, Wallabies, Football NSW, Ultimate League and the Sydney Rays through September and October.	Completed	
Implement scheduled and planned maintenance in accordance with the Buildings Asset Management Plan	Planned maintenance continuing in accordance with existing budgets, schedules and plans. Cost efficiencies and baseline service level requirements have been captured and service levels developed in consultation with stakeholders. Procurement has commenced with proposed service levels to be implemented at contract award.	Completed	
Implement priority actions from the facilities management service business plans	Priority actions from the draft business plans are in progress through stakeholder engagement and procurement. Year 2 of the implementation will continue in 2018/19.	Completed	

Corporate Support Services






Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Maintain the Leachate Treatment plant at Tempe in accordance with Asset Management Plans	Leachate Plant maintenance continues in accordance with current plans. Environmental Management Plan draft is completed with expected finalisation in Q1. Business case for future site works is being drafted with tender documents for service under review.	Completed	
Deliver the construction of the annual properties capital works program	The 2017/18 program of works completed at 85% or \$16M. Projects completed include renewal works to Lambert Park toilets, Pioneer Park toilets and War Memorial Park toilets. Upgrade and new projects include Security System integration, Leichhardt Oval accessibility improvements, Summer Hill Carpark toilet replacement, Seaview Street Hall renewal, Fenwick Building upgrade, Lewisham community room fitout and Leichhardt Park Child Care Centre. Other works that are almost complete include new Steel Park Child Care Centre, AKAC refurbishment and the Steel Park Waterplay upgrade.	Completed	
Review VPA proposals for buildings and facilities	3 VPAs agreed, 2 VPAs publicly exhibited and reported to 24 July 2018 Council meeting for endorsement. 9 VPAs are currently under negotiation.	Completed	

Key Initiatives










Corporate Support Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Integration, Customer Service, Business Excellence and Civic Governance			
Coordinate effective operations of the Local Government elections 2017	Council liaised with the NSWEC on a regular basis to ensure a smooth and efficient process for the election of the new council. Council wrote to all electors, provided additional advertising and signage and a dedicated webpage and hotline to ensure the community were well informed of the election.	Completed	
Ensure smooth induction and transition of elected representatives	During Q4, two bus trips were held for Councillors to show them key sites and facilities across the LGA.	Completed	
Establish an organisation wide business process mapping and analysis platform	Staff are continuing to take up Promapp as part of their business as usual activities. By 2 July 2018, 302 members of staff had logged into Promapp at least once to view published processes. Links to 83 processes have been shared and these processes have been viewed 734 times. By 30 June 2018, 122 staff members were trained in Promapp. The PPMO is actively working with the business to assist with the mapping and publishing of processes. The focus continues to be on working with the business to publish any unpublished processes (currently 223) and to embed process thinking and mapping the current state as part of day-to-day operations.	Completed	




Corporate Support Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Establish and commence implementation of a Business Excellence program to support innovation and continuous improvement across all Council activities	A decision was taken by the Leadership Team to delay the implementation of the business excellence program due to the significant organisational pressures on Service Units, primarily relating to filling organisational structures, conducting critical integration work and managing the resourcing impacts of the TechnologyOne system implementation. Notwithstanding, scoping work has been completed and one of the foundations for organisational excellence and process management has been introduced across the Council.	Progressing - behind schedule	
Develop and report on the internal Business Improvement Plan	A set of 39 corporate priority projects have been scoped or are underway. A number of these projects continue into or commence in FY 2018/19. Group Managers are reporting to the Leadership Team on the progress of their projects on a fortnightly basis. Sixteen projects have been completed to date. These are: <ol style="list-style-type: none"> 1. Asset database consolidation 2. Organisational values 3. Consolidated intranet 4. Community engagement framework 5. Integrated IWC fees and charges 6. Integrated IWC budget 7. Interim performance management system 8. Interim recruitment process 9. Privacy management plan and public access to information related policy/procedures 10. Consolidated telephony implementation 11. End user device standard offering – strategy and policy 12. IWC code of meeting practice 13. IWC strategic reference groups 14. Election and transition (from Administration) planning 15. Staff co-location – Administration 16. Staff co-location – Depots. 	Completed	
Responsible Officer: General Counsel (Group Manager Legal)			
Establish a benchmark internal satisfaction rating of legal services provision	Despite best efforts, the requisite survey has not yet been developed for deployment to Council staff. Work will be undertaken to finalise the survey in the first quarter of FY 2018.	Progressing - behind schedule	
Responsible Officer: Group Manager Procurement and Fleet			
Review and update Procurement and Fleet Management policies and procedures	The Sustainable Procurement Policy is included in the 24 July Council Meeting for consideration. The Fleet Protocol is in place and has been endorsed by the Senior Leadership Team.	Completed	
Implement an integrated fleet and plant servicing program for optimum maintenance of plant and vehicles	The mechanical workshops have been working with the Coordinators and Team Leaders after the co-location of staff and plant to ensure the maintenance schedules of fleet across the four operational depots have been updated. Staff are continuing to work with the Assets staff and the TechnologyOne team and have now completed the importation of all fleet asset information to TechnologyOne. Staff will test and monitor the new system and keep the Ausfleet system up to date until the process is complete and we are confident with the information.	Completed	






Corporate Support Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Finance			
Build and maintain Inner West Council Long Term Financial Plan	Project completed & delivered.	Completed	
Implement TechnologyOne "Supply, Financials and Payroll" module	TechnologyOne Supply and Financials modules are completed and in production. Payroll implementation has commenced and is anticipated to go live in September 2018.	Progressing - on track	
Participate in the development of the new Inner West Council Community Strategic Plan, Delivery Program and Operational Plan	Project completed & delivered.	Completed	
Responsible Officer: Group Manager Communications, Engagement and Events			
Build Council's website.	The website is due for handover for user acceptance testing on 10 July. All training has been scheduled. Content population is about 80% complete. The launch date is still 9 August 2018 at this stage.	Progressing - on track	
Build Council's intranet	Intranet was built and launched on time in Q1. A project for further intranet expansion will take place in 2018/19.	Completed	
Develop Council's brand framework	Full branding project to commence in second half of 2018 following Council decision in June.	Progressing - on track	
Roll out the new Community Engagement Framework	Council considered a report on local participatory democracy in May, resolving to publicly exhibit a proposed new structure of advisory committees and trial a range of additions to strengthen the Community Engagement Framework.	Completed	
Coordinate the development of a new Resourcing Strategy including the Asset Management Plans, Long Term Financial Plan, Information & Communication Technology Plan and Workforce Planning Strategy to ensure legislative compliance and integration	The Resourcing Strategy and all associated documents have been completed and adopted by Council 26 June 2018. The Asset Management Policy has been placed on public exhibition with the intention of being adopted in August 2018.	Completed	
Develop and implement a new performance reporting framework	This project has now been rescheduled by the ICT team and the vendor to commence in FY 2019/20. No work was done in this quarter.	Not progressing	







Corporate Support Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Drive, facilitate and prepare a new 10 year Community Strategic Plan 2018 to 2028	External stakeholder and service providers were engaged with a Roundtable held for senior and executive level attendees. Councillors also received a briefing on the draft CSP. Draft CSP was put on public exhibition for 28 days in April/May 2018. The final Community Strategic Plan, <i>Our Inner West 2036</i> , was endorsed by Council on 26 June 2018.	Completed	
Produce a Delivery Program for the ensuing three year period 2018/19 to 2020/21	The Draft Delivery Program went on public exhibition for 28 days in April/May 2018 and was adopted by Council on 26 June 2018.	Completed	
Transition our online reporting to the Performance Planning solution	We have been advised that due to timing and resourcing issues, recommencing this project will happen in April 2019. This means we will continue to use the current performance planning system "PULSE" until 2020.	Not progressing	









Responsible Officer: Group Manager Human Resources

Deliver leadership development program to ensure consistent leadership message and language across the leadership levels in the Council	The Leadership Development program has been rolled out to Levels 1-4 throughout the organisation and has been modified as a self-directed leadership program to be now rolled out to staffing levels.	Progressing - on track	
Develop Workforce Plan as part of the Resourcing Plan for IP&R	The Workforce Plan was completed on time as part of the Resourcing Plan for IP&R and has been approved by Council.	Completed	
Develop the Equal Employment Opportunity (EEO) Management Plan for Inner West Council	The EEO Management Plan has been developed and is being reported to the Council Meeting on 24 July 2018.	Progressing - on track	
Review the adopted organisation structures to ensure they are meeting service delivery needs	Council has developed and is in the process of implementing a new permanent organisational structure. The various business groups continue to recruit to fill positions within the new structure, and the majority of groups have completed this task.	Progressing - on track	
Develop a permanent Inner West Council Salary System	This action is not due to start and has been reprioritised to after the industrial agreements have been negotiated.	Not due to start	

Corporate Support Services

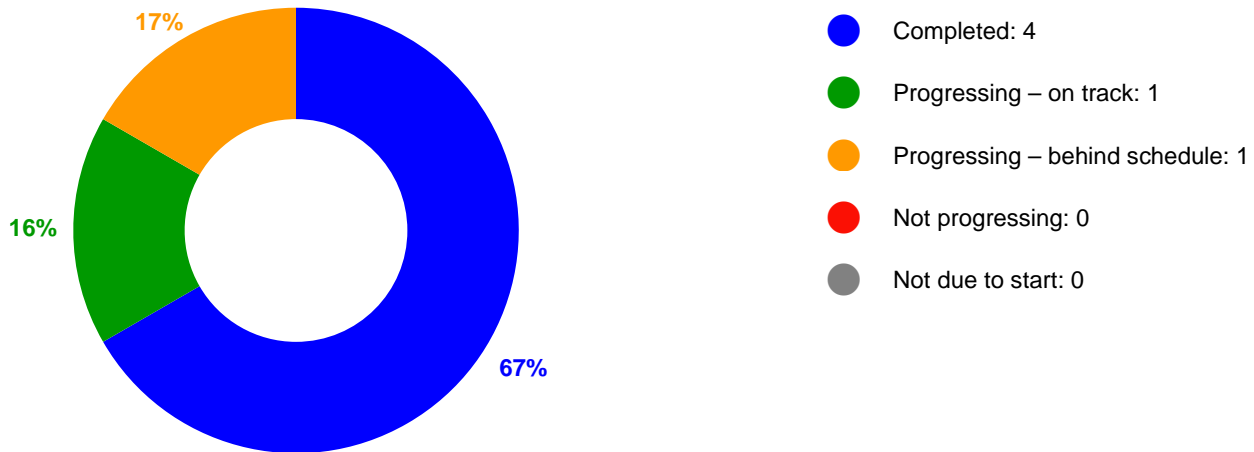
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Information and Communications Technology			
Enhance information systems to provide online and mobile access to information and processes for Council staff and the community	TechnologyOne Enterprise Asset Management Phase 1 went live on time (2 July) which included mobility component for Asset Survey, Asset Capture and Crew Management. Phase 1 of the IntraMaps GIS solution brought forward to allow Asset data layers to be visible, including aerial photography. TechnologyOne Property & Rating CRM, slight delay in project due to significant change in end user requirements regarding CRM categories. Data Migration methodology is new and is currently under development between Council staff and TechnologyOne. The TechnologyOne payroll system is scheduled to go live in early September. Website project is progressing well and is on track as per schedule.	Progressing - on track	
Implement appropriate information technology solutions to lower energy use, minimise radiation emissions, reduce waste on decommissioning and improve environmental impacts	Design architecture workshop for DC Storage and compute platform was initiated at end of June. The first draft design expected over 4-6 week period.	Progressing - on track	
Implement the new corporate business system in accordance with the agreed project plan	TechOne (T1) Enterprise Asset Management (EAM) (Phase 1) went live on time (2 July) including mobility & spatial components. Deployed approximately 20 HP Tablet Devices with T1 Asset Mobility software. T1 HR/Payroll delayed over 1 month due to data issues from Parallel Runs 3&4. Configuration is approximately 95% complete with the remaining 5% dependent on legacy data. T1 Customer Request Management has been delayed a few weeks due to change in requirements. Data Migration change in responsibility from T1 to IWC has impacted the timeline. T1 R&R (Revenue & Regulatory) project kick off workshop with key stakeholders complete. Awaiting finalised project plan from T1: Key project activities have been delayed due to delays in approval of the project plan. T1 IntraMaps (Spatial) commenced for August delivery: Project well progressed and on schedule.	Progressing - on track	
Develop an integrated and sustainable Information and Communications Technology (ICT) strategy and delivery road map, which includes the consolidation of ICT infrastructure and applications of the three former Councils	The Information and Communications Technology strategy has been adopted. The associated road map has been approved and items due in the next three years have been scoped and scheduled for delivery. The remaining items in the road map will be scoped and funding requests presented at the next budget round.	Completed	
Responsible Officer: Group Manager Properties, Major Building Projects and Facilities			
Develop an Inner West Council Buildings Asset Management Plan and update annually	The first IWC Buildings Asset Management Plan is complete and available on Councils website. The 2019 Asset Management Plan will include the revised asset register and 10 year works program.	Completed	
Develop the Inner West Council Property & Land Strategy and implement priority actions	The Land & Property Strategy is 85% complete and Council have been briefed on the Strategy and Policy. A report to Council is expected in September to place the strategy and policy on public exhibition.	Completed	

Corporate Support Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Develop a long term Council accommodation strategy	Council briefing completed on stage 1 of the project including feasibility and valuations for the long term accommodation strategy. Report to Council in the later part of 2018 for consideration of the next steps of the project including, feasibility of the options and prioritisation for works required to the existing Council accommodation buildings.	Progressing - on track	
Develop programs and levels of service for scheduled and planned maintenance for the Buildings Asset Management Plan	Internal stakeholder consultation progressing at each procurement point with developed schedules forming part of each tender. Cleaning, grounds, fire, electrical and plumbing schedules are completed with pest and air conditioning expected to commence by Q2.	Completed	
Develop business plans for the facilities management services	Business plans are complete with reviews to be carried out during the procurement process.	Completed	
Implement the procurement plan for service agreements and contracts	Procurement is progressing with both the plumbing and electrical panel contracts awarded. Contract commencement is 1 August 2018. Fire services, cleaning and grounds maintenance are out to the marketplace with expected completion in Q1.	Completed	
Review and update the WHS for Facilities Management including Safe Work Method Statements and risk assessments	Workshop improvements in lighting and air quality completed. Safety documents under review and in consultation with staff.	Completed	
Set up and operate a business hours 'help desk' and out of hours response process	The help desk and after hours response has been integrated utilising existing systems.	Completed	
Complete construction of the new Marrickville Community Hub and development of the Old Marrickville Hospital Site	The main structural construction works are progressing as programmed with minimal delays due to wet weather. The majority of the new slate roof to the heritage building is 95% complete, with the baseman car park structural works and slab completed and the northern end of the site reaching the ground floor level. The council major projects team is overseeing the final design and coordination of the library and community spaces fit out. The public artists have been selected and are finalising the public domain artworks.	Completed	
Complete the construction of the new Steel Park Childcare Centre	Construction of the new 50 place childcare centre located adjacent to the Debbie & Abbie Borgia Recreation Centre in Steel Park is complete. The building design, signage and artworks reflect and recognise the traditional owners of the land. Through consultation with the Aboriginal reference group the centre has been named Yirran Gumal. Defects and final commissioning is underway. The childcare registration process will commence in preparation of operation.	Progressing - on track	
Undertake planning and design for future projects in the 4 year delivery program	Design projects have continued based on the 4 year delivery program. Design projects include SHARE SummerHill, Deborah Little CCC, May Murray CCC, Tillman Park CCC, Petersham Townhall, Petersham Park, Steel Park Community Room, Haberfield Library and Marrickville/St Peters Townhall lift installations.	Completed	

Development Assessment

Service Area Snapshot






Continuing Activities

Development Assessment

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Manage Council's development application and assessment process in accordance with statutory and organisational requirements	Progressing and ongoing. Development applications continue to be assessed and determined in accordance with statutory and organisational requirements.	Completed	●
Review and improve business processes relating to Development Assessment	Work is progressing and ongoing. Business Analyst engaged by the Development Assessment and Advisory team continues to work with both the team and internal stakeholders to ensure continuous improvement. Acting Manager and Team Leaders are meeting regularly to work through harmonisation processes and documentation etc.	Completed	●
Provide consistent and comprehensive advice and information to all applicants and customers in relation to Council's development assessment and development application policies and processes	The Dedicated Advisory team continue to meet and discuss controls, issues and advice. Regular meetings with Council's customer service counter Team Leader look at improvements and training for staff. DA processes have been mapped in Promapp to provide assistance to all staff on the DA and pre DA process.	Completed	●

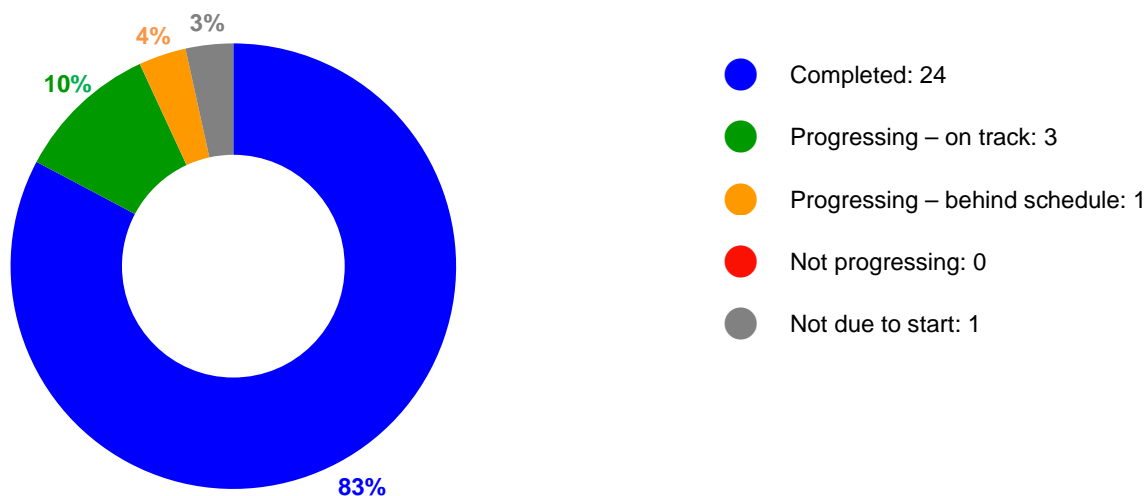
Key Initiatives

Development Assessment

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Improve application processing times	Whilst business improvement projects are continuing to be implemented, due to staffing issues and high workload in both the DA team and Referral teams, the processing time has not improved from Q2 (Increase from 84 days to 110 days). Integration work continues to utilise valuable resources within the team in addition to ICT matters working across three separate legacy systems which are limited in assisting in business improvement. Notwithstanding these challenges, the YTD processing times remained steady in comparison to 2016/17 (95 day average for 2016/17 and 96.5 day average 2017/18).	Progressing - behind schedule	
Review, update and improve education materials, website information, application forms and guidelines and checklists	All relevant forms have been harmonised including new DA Document Requirements which provides details of information requirements. Content is ready for launch of the new website. Staff worked with the Department of Planning on education material which has been released. http://planning.nsw.gov.au/~media/Files/DPE/Manuals-and-guides/da-best-practice-guide-for-homeowners-2018-06-07.ashx	Completed	
Increased provision of Building Certification services throughout the LGA	Team strategy day established KPIs and innovation ideas. Team building is progressing well and building a reputation as a reliable and professional certification team. Issues with obtaining stats but working towards measurable goals and evaluating success. Additional recruitment will assist in working towards cost neutral by 2020.	Progressing - on track	

Environment and Sustainability



Service Area Snapshot



Continuing Activities

Environment and Sustainability			
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Coordinate volunteer Bushcare program	During the fourth quarter, Council staff coordinated 80 Bushcare events at 12 sites with 408 volunteer turn ups across the Inner West LGA, contributing 1,070 hours to Bushcare.	Completed	●
Support delivery of GreenWay Programs	As per last quarter, ongoing liaison continues with Sustainability and Environment, Parks, Inner West Environment Group and other internal/external stakeholders re: management of 16 GreenWay bushcare sites and related initiatives along the GreenWay corridor to achieve urban biodiversity/sustainability outcomes. The focus for this quarter has been securing input to inform the ecological aspects of the Draft GreenWay Master Plan currently being drafted and ongoing concerns about how to mitigate damage on existing bushcare sites and ecologically sensitive areas during the construction of the GreenWay Missing Links.	Progressing - on track	●
Provide information to residents on the impacts from domestic and feral animals on native animals	Council partnered with TransDev to deliver a flyer in May 2018 on managing domestic dogs and cats to protect local native fauna, particularly bandicoots, to local residents in the GreenWay catchment. Council promotes local native wildlife through the popular fortnightly 'Wildlife Fridays' Instagram's.	Completed	●
Manage and promote the Rainwater Tank Incentive Scheme	Promoted the Rainwater Tank Incentive Scheme: Promoted in rates notices, monthly e-news, Inner West Council's environment website, posts on IWC Facebook, rainwater harvesting workshops and posters in Council display boards in reception and library areas. In Q4, 4 rebates were paid.	Completed	●


Environment and Sustainability

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Create physical profiles for urban ecology place-based planning across the IWC service areas	Well underway: Mapping subcatchments in the entire Inner West LGA almost completed, awaiting finalisation of GIS mapping. Physical profiling completed for all subcatchments of the Cooks River catchment. Detailed physical profiling for the Eastern 2 Channel in Tempe well underway as part of the Eastern Channel 2 subcatchment plan development in 2018/19.	Completed	
Manage the Community Nurseries as a resource providing indigenous plants from the Lower Cooks River Valley and Parramatta River for Council and community groups	Between April and 30 June 2018, volunteers contributed 490 hours to help propagate 6,905 plants at Marrickville and Rozelle Bay community native plant nurseries that supplied 3,444 plants for local sites and customers including 516 giveaways.	Completed	
Promote native plant give-aways to residents and schools	From April to 30 June 2018, Council's community native plant nurseries gave away 516 plants valued at \$1,338 (\$3 per tube) to residents and schools, including Camdenville, Leichhardt and Lewisham primary schools and Fort Street High School.	Completed	
Deliver an urban ecology education program and facilitate and work with the community volunteer groups on subcatchment/place-based projects	In Q4: <ul style="list-style-type: none"> • Urban Ecology Education Program: Council organised, promoted and evaluated 4 rainwater harvesting workshops and 2 WSUD on Your Property workshops and 1 Sustainable Homes tour • Community volunteer groups: Council supported • Wilford L.A.N.E. Living Lane Inc. volunteers on a working bee in May in Wilford Lane, Enmore • Love Your Lane volunteers on the litter reduction grant funded project in Campbell Lane and beautification project in Eliza Lane, Newtown in May. 	Completed	
Support and promote the community involved with the urban ecology volunteer projects and programs	The Urban Ecology Volunteer Program supported & promoted volunteers at: <ul style="list-style-type: none"> • Marrickville West Eco Water Garden: Riverside Cres Subcatchment community & Marrickville West Primary School • Marrickville & Rozelle Bay community native nurseries, holding the inaugural Nurseries Open Day, 26 May, 2018 • Inner West Bushcare at: Callan Park, Whites Creek, Mort Bay Park, Cadigal Reserve, Johnson Park, Hoskins Park, Friends of Camperdown Cemetery, Mudcrabs Marrickville, Richard Murden Reserve, Waratah Mills, Marrickville Landcare, & Choice Bushcare at Mackay Park. Council promotes Balmain High Bushcare & Callan Point Bushcare. • Citizens Science: Microbat Monitors, Tempe Birdos, and Greenway Birdos • Lanes: Wilford Lane Living Lane, Campbell Lane Love Your Lane, Eliza Street Love your Lane projects • Council Urban Ecology staff met residents regarding approaches to local ecological restoration, & provided onsite advice to IWEG & Balmain High School Bushcare. 	Completed	
Review and update Council's corporate waste and recycling systems, including a waste and bin audit	New bins have been rolled out across Council's service centres.	Completed	

Environment and Sustainability

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Support community gardens across the IWC	Staff liaised with all community gardens in the local area to introduce new staff contacts and confirm continuation of the Inner West Community Garden Network. Advice and direct support provided to six community gardens including: Ashfield Park, Denison Road, Taringa Street, Punch Park and Whites Creek Community Gardens. Grant support provided to St Johns Anglican Church, Balmain.	Completed	
Work with SSROC to deliver corporate and community actions in the "Our Energy Future" Plan	Tender panel final assessment of submissions for Renewable Energy Power Purchase Agreement (PPA). Council's Our Energy Future (OEF) program delivered a "Preparing for Winter" campaign throughout April and May. Community members engaged with the program through social media, information sessions and workshops. Free in home energy assessments were won by two lucky households. Q4 OEF program results include 38 requests for quotes, 11 solar sales and 28 installations. Total of 100 sales and 77 installations for 2017/18.	Completed	
Work with SSROC on actions identified in the Renewable Energy Master Plan	Evaluations of submissions from energy retailers and projects for the Renewable Energy Power Purchase Agreement.	Completed	
Provide assistance, information and advice to residents about sustainable development	The 2018 Sustainable Building Award was delivered as part of the Built Environment Awards. Face-to-face assistance and advice was provided to community members on residential solar through individual consultations in community venues as well as workshops covering solar, energy efficiency and draught proofing through Our Energy Future and Green Living Centre programs.	Completed	
Review priority actions in all Environment and Sustainability action plans and reprioritise for IWC	Work is well underway in capturing the priority actions from current plans and strategies. Actions have not all been prioritised yet, this will happen as IWC strategic plans and action plans are finalised over the coming 12 months.	Completed	
Implement or prepare for integration/review of the Water Savings Action Plans	Integration of water data in council's corporate sustainability tracking software EnviZi: former Leichhardt, Marrickville and Leichhardt data now integrated in the system.	Completed	
Review all strategic documents and policies and prepare a plan for the development of new IWC plans	Work is complete on planning for new strategic documents for IWC. The Climate and Renewables Strategy is nearing completion and planning is complete for Urban Ecology strategies and the Zero Waste strategy.	Completed	
Review the programs and delivery methods for community partnerships on gateway sustainability as delivered by the Green Living Centre	The Green Living Centre delivered an Instagram campaign and sustainable fashion bus tour to support Fashion Revolution week in April. Seasonal workshops for this quarter included Prepare your Home for Winter, Composting and Seasonal Gardening for Winter along with regular solar assessments across the local area. The Community Leaders in Sustainability Course 2018 was launched to coincide with World Environment Day. Applications for this popular free course close in July with the course running from September to November. Staff, local project leaders and other specialists will work with community members to develop and deliver their own environmental projects. Staff prepared the program of sustainability workshops and engagements for Council's Footprints Eco Festival, scheduled for 9 September.	Completed	

Environment and Sustainability





Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Ensure compliance with erosion and sedimentation controls for Council and private works	Sediment and erosion control is being incorporated into EMS procedures. Addressing sediment and erosion control on private works is a component of compliance officer regular duties.	Completed	

Key Initiatives







Environment and Sustainability

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
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Responsible Officer: Group Manager Environment and Sustainability

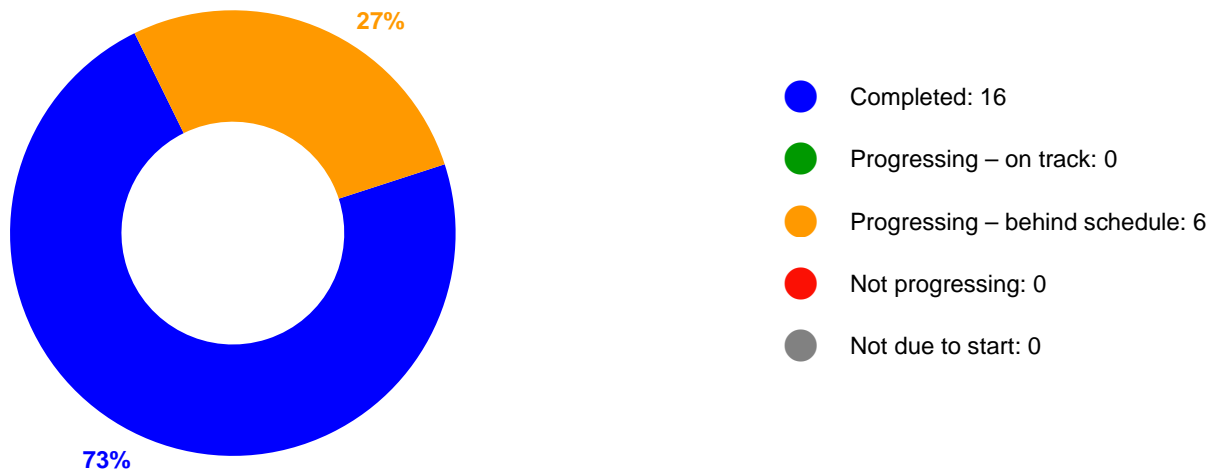
Review all utilities contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	Council is an active member of the SSROC energy procurement project: <ul style="list-style-type: none"> • Joint tender for natural gas • Joint tender for electricity (large and small sites) • Renewable Energy Supply via a Power Purchase Agreement (PPA) • Joint tender for renewable energy from a large scale generation project • Energy Efficiency Consultancy Panel: Joint RFQs for panels able to supply electricity sub metering and analytics, HVAC specialists and lighting specialists. 	Completed	
Review all natural area contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	The review of current natural areas and Bushcare to inform the Urban Ecology strategy and action plan is well underway, slightly delayed due to staff time being prioritised for submissions and referrals.	Progressing - on track	
Collate baseline data and information that informs the development of new strategy for urban ecology – water, biodiversity and soils	Relevant existing baseline data for the Urban Ecology strategy has been collated on Inner West demographics, volunteerism, water and catchments, biodiversity, soils, vulnerability and urban heat, and air quality. Obtaining updated or missing data for biodiversity, soils and community knowledge, values and behaviours is planned for 2018/19.	Completed	
Collate baseline data and information and prepare a discussion paper that informs the development of new strategy for climate change	Consultants were engaged to prepare background study that informs the development of a Climate and Renewables Strategy. Consultants undertook onsite energy efficiency and renewable energy assessments and feasibility assessments for offsite solar. Councils first LGA wide Greenhouse Gas Emission Inventory was completed to provide an evidence base for greenhouse gas mitigation.	Progressing - on track	

Environment and Sustainability

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Prepare a program for place planning for urban ecology that covers the IWC area	Subcatchment place planning program development is well underway. Delays due to GIS mapping of all Inner West LGA subcatchments, drainage and other parameters being unavailable.	Progressing - behind schedule	
Manage the Strategic Reference Group – Environment and support members to participate in strategic and policy directions for the IWC	Environment SRG briefing in June for feedback on work to date to develop the Inner West Climate and Renewables Strategy.	Completed	
Work with other Groups across the IWC to review policies and embed sustainability initiatives into land use planning programs	Project led by Strategic Planning section. Environment and Sustainability group will be a key stakeholder in development of LEP and DCP.	Completed	
Via the Our Energy Future Council partnership, investigate the feasibility of establishing a cross-council Energy Service Organisation (ESO). Its role would be to provide information and potentially services on energy efficiency and renewable energy focusing primarily on local communities and businesses.	Council's Our Energy Future (OEF) program delivered a "Preparing for Winter" campaign throughout April and May. Community members engaged with the program through social media, information sessions and workshops. Free in-home energy assessments were won by two lucky households. Both have taken action to reduce their energy footprint as a result. The campaign and local advertising resulted in greater community engagement with the program. OEF program results include 38 requests for quotes, 11 solar sales and 28 installations, meaning a total of 100 sales and 77 installations since April 2017.	Completed	
Coordinate corporate sustainability initiatives and programs to embed sustainability within the organisation	Corporate sustainability focus on pathway to carbon neutral included facility energy efficiency and renewable energy assessments, meetings with relevant managers on key findings, draft 4 year energy efficiency, renewable energy capital works program, and offsite renewable energy options analysis.	Completed	
Begin the development of climate adaptation plan to guide the update of relevant Council policies and plans to reflect and respond to climate risks	Not due to start.	Not due to start	

Footpaths, Roads, Traffic and Stormwater










Service Area Snapshot









Continuing Activities

Footpaths, Roads, Traffic and Stormwater			
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Footpaths, Roads, Traffic and Stormwater			
Develop and implement programs that promote road safety	Council's road safety action plan for 2018/19 has been finalised. Our Speed Project "Slow Down in my Street" comprising a resident bin sticker promotion, press advertising and social media promotion has been well received with 289 residents requesting bin stickers and 580 stickers posted to residents. An additional 10 speed radars were purchased for the Inner West. Our pedestrian safety program "Look out before you step out" utilising pavement stencils, street litter bin stickers and local media is on track. A contractor has installed 139 stencils (109 thermoplastic and 30 vinyl) in high pedestrian areas throughout the LGA. The final two car seat safety checks were completed on 24 April and 15 May 2018 with 73 car seats checked combined. Safe driving over the holiday periods was promoted.	Completed	●
Develop and implement precinct parking strategies	Resident Parking scheme for Short St, St Peters and Lewisham/Summer Hill precinct were approved in this reporting Quarter.	Completed	●
Implement LATM improvements in accordance with Capital Works Program	During Q4 the following Traffic facility projects were completed. Raised pedestrian crossings at: <ul style="list-style-type: none"> • Addison Road @ Coronation Ave, Petersham • Victoria St @ Edgeware St, Marrickville • Darling Street @ Beatie St, Balmain * Denman Ave, Haberfield Traffic calming & pedestrian devices at: <ul style="list-style-type: none"> • Elswick Street, Leichhardt • Windsor Road, Dulwich Hill - Pedestrian Refuge • Thompson Street, Marrickville • Denison Rd, Dulwich Hill Line marking associated with Dulwich Hill North LATM including Denison Rd, Dulwich St, Davis St.	Completed	●





Footpaths, Roads, Traffic and Stormwater

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Maintain and repair the stormwater network to maintain existing service levels	Drainage repairs prioritised in the maintenance program. Gross Pollutant Traps cleaned every 2-4 months. Cleaning of drainage pits undertaken on a zone by zone basis.	Completed	
Implement the road renewal and reconstruction program as identified in the Capital Works Program	Council's planned local and regional road resurfacing and reconstruction program for 2017/18 was completed during Q4.	Completed	
Implement the footpath upgrade and renewal program as identified in the Capital Works Program	During Q4, the following footpath renewal projects were completed: <ul style="list-style-type: none"> • Moore Street (between Catherine Street and White St), Leichhardt • Lincoln Street, Dulwich Hill • Burrows Road South (final stage laybacks and gutter), St Peters • New Canterbury Rd (between Shaw St and Audley St), Petersham • Sarah Street (between Metropolitan Rd and Edgeware Rd), Enmore • Clara St, Erskineville The Heritage Footpath renewal program and Accessible Kerb Ramps program were also completed.	Completed	
Implement the off-street carpark upgrade and renewal program as identified in the Capital Works Program	During Q4, construction of the Marion St Carpark extension was completed.	Completed	
Develop and Implement streetscape and town centre improvement works as identified in the Capital Works Program	During Q4 works progressed on town centre upgrades at: <ul style="list-style-type: none"> • Darling Street (between Cambridge Street and Oxford Street), Rozelle • Johnston Street, (outside the Post Office), Annandale Works are expected to be completed in July 2018.	Progressing - behind schedule	
Develop and Implement bridge remediation and improvement works as identified in the Capital Works Program	<ul style="list-style-type: none"> • Designs for the Chester Street Footbridge were completed and finalisation of contract documentation for construction commencement in 2018/19 is nearing completion • Booth Street Bridge: Consulting Engineer appointed and detailed design commenced with completion of the preliminary design scheduled for Sept 2018. 	Progressing - behind schedule	
Implement program for the renewal and upgrade of roadside furniture, structures and facilities as identified in the Capital Works Program	During Q4 design and consultation for replacement fencing and barrier in Junction street Marrickville was completed with installation planned for 2018/19.	Completed	
Maintain and clean the public domain to funded service levels	The daily shopping centre and general street cleaning activities, area wide street sweeping and verge mowing activities were undertaken to meet the established cycle times and service levels.	Completed	
Maintain and repair road reserve infrastructure to maintain existing service levels	Services to the community have been maintained in line with IWC service requirements including: <ul style="list-style-type: none"> • Completion of pothole repairs between 24 and 78 hours of reporting • Actions to address reports of unsafe footpaths attended to between 24 and 72 hours • Reported blocked drains attended to with 24 hours • Heavy patching and concrete repairs programmed and prioritised in maintenance schedule. 	Completed	

Footpaths, Roads, Traffic and Stormwater

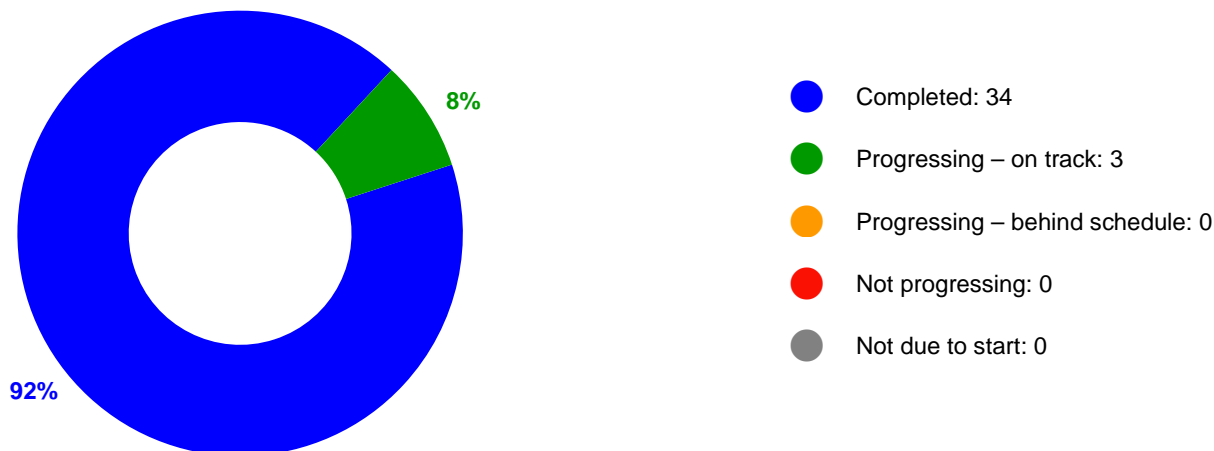
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Encourage the planting and maintenance of verges by residents, in accordance with Council guidelines	<p>After two years of planning and organising, 20 new street gardens were delivered for Calvert St with 113m² of gardens planted, mulched and being cared for by residents.</p> <p>In addition a range of tasks were undertaken during this quarter to:</p> <ul style="list-style-type: none"> • Install new gardens (Calvert St x3, Pine St x 2, Woodcourt St) • Provide maintenance advice and assistance for existing gardens (Hastings Ave, Ruby Street Bush Pocket) • Plan and prepare new gardens (William St, The Boulevard) • Prepare quotes for works and organise site preparations for resident installed verge gardens. 	Completed	
Develop and implement staged program for bus stop modifications to meet standards for accessible public transport	Future Program under development for implementation in forward capital works program.	Completed	
Implement a staged program of Local Area Traffic Management (LATM) Scheme reviews	<p>Local Area Traffic Management Scheme (LATM) reviews are in progress for the following precincts:</p> <ul style="list-style-type: none"> • Newington LATM Precinct • Newtown LATM Precinct. • Croydon Rd Precinct. 	Progressing - behind schedule	
Implement a staged program for the development and review of Flood Risk Management Plans	<p>The Flood Risk Management Study and Plan options for the following catchments are currently being finalised so that they can be presented to the Flood Management Advisory Committee during the next quarter:</p> <ul style="list-style-type: none"> • Hawthorne Canal-Ashfield/Marrickville • Dobroyd Canal 	Completed	
Develop and implement initiatives to address stormwater management deficiencies, including water quality, as identified in the works program	<p>Stormwater improvement projects were completed during Q4 at the following locations:</p> <ul style="list-style-type: none"> • Marrickville West Primary School Eco Water Garden • Council St, St Peters • Edith St, St Peters • Petersham Rd Converter Upgrade, Petersham • Petersham Road and Graham Ave intersection <p>Project Designs are currently being finalised for improvements at:</p> <ul style="list-style-type: none"> • Llewellyn St and Edgeware Rd, Enmore • Riverside Cres Diversion, Marrickville <p>Stormwater projects in progress include:</p> <ul style="list-style-type: none"> • Pipeline rehabilitation at Burt St & Alfred St, Rozelle • Pipeline rehabilitation Lonsdale St, Lilyfield • Johnston St/Hosking St Drainage upgrade • Bay run water sensitive urban design project. 	Progressing - behind schedule	
Review and update Asset Management Plans and capital works priority programs for transport and stormwater infrastructure	<p>The improvement process of the register and data is progressing on an asset group basis, with the following asset groups being completed:</p> <ul style="list-style-type: none"> • Footpaths • Roads • Kerb and Gutter • Stormwater <p>The Transport and Stormwater Asset Management Plans and Strategy were completed and adopted by Council in June 2018. The draft Asset Management Policy has been finalised and is currently on public exhibition and any feedback will be reported to Council later in the year when Council considers the adoption of the Asset Management Policy. The Capital Works priority 4 year program has been finalised.</p>	Completed	

Key Initiatives

Footpaths, Roads, Traffic and Stormwater			
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Footpaths, Roads, Traffic and Stormwater			
Undertake the staged implementation of Council's Bike Plan	<p>The following cycleway routes detailed designs have been progressing during Q4:</p> <ul style="list-style-type: none"> Local Route 18, Dulwich Hill Train Station to Marrickville Station: Detail Design Completed Regional Route 7, Lewisham to Newtown: Detail Design of proposed route has been completed. Designs for Traffic signal modifications is being finalised and pending approval by RMS Local Route 3, Livingstone Road Cycleway: Draft Detail Design endorsed for community consultation at July Council meeting The Lilyfield Cycleway has been deferred to allow further review of routes and design <p>Line marking improvements for cycleway along Macquarie Terrace and Curtis Road, Balmain and for shared path on Balmain Rd (Moore St to City West) was completed.</p> <p>Feasibility study of cycleway/pedestrian bridge connection between Tempe and Wollie Creek is in progress.</p>	Progressing - behind schedule	
Implement the staged upgrade of the Ashfield Town Centre	The Ashfield Town Centre Upgrade: First Stage of Hercules and Brown Street construction has been completed. The Second stage is under construction and is scheduled to be completed by October 2018.	Progressing - behind schedule	
Implement the Pedestrian Infrastructure Safety Around Schools Program	<p>Raised pedestrian crossings were completed in Q4 to serve the following School crossing locations:</p> <ul style="list-style-type: none"> Christian Brothers High School, Denison Rd, (Lewisham) Haberfield Public School, Denman Ave (Haberfield) St Pius Primary School, Victoria Rd (Marrickville) Wilkins Public School, Addison Road (Marrickville) 	Completed	
Implement the Stronger Communities Fund projects	<p>The following projects funded under the Stronger Community Fund were progressed during Q4:</p> <ul style="list-style-type: none"> Completion of Intersection and pedestrian crossing upgrade at Victoria Rd & Edgeware Rd Design work for the Booth St bridge reconstruction is in progress 	Completed	

Library and History Services

Service Area Snapshot










Continuing Activities



Library and History Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Library and History Services			
Operate Library services at Ashfield, Balmain, Emmanuel Tzardoulas Community Library, Leichhardt, Marrickville, St Peters, Haberfield, and Stanmore	This quarter has seen the development of one IW library roster and an integrated part time/casuals staff list to streamline the process. The implementation of one new Library Management System will allow this integration process to accelerate. Haberfield Library was closed for two weeks during this period due to the replacement of the roof. Work has commenced on the introduction of smart shelving for Ashfield Library which will involve updating aspects of the entrance to the library.	Completed	●
Implement actions as part of the Disability Discrimination Act Strategy	The audit of library facilities has been completed. Library has expressed the need for a wider Council approach on consultation with the Deaf community. Two major Speaker Series were Auslan Interpreted. Deaf Arts Network has been engaged for community reach for opportunities. Bookings were low for Auslan at these events. A project has been delegated to investigate need for adaptive technologies/report to Library Innovation and Technology Coordinator. Provided recommendations and referrals for Accessibility Checklist for LMS tender process. Presented on IAP and the social model to IWC Children's and Youth Library team and Library Leadership team. Coordinated special story time programs conducted by Ability Links across locations. Provided recommendations to Training and Development Coordinator on agencies that provide disability awareness training.	Completed	●
Participate in State Library PLEG Surveys	The next PLEG will be in August 2018. Now that the Branch Librarians are collecting daily operational statistics for all eight libraries the need to complete the PLEG surveys is now redundant.	Completed	●







Library and History Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Apply for and manage grant applications	Council was advised that we were unsuccessful with our application for the Library Infrastructure Grant money to roll out RFID technology at Leichhardt and Balmain Libraries. This was not an unexpected result. Council has submitted an application for Tech Savvy Grants.	Completed	
Complete State Library of NSW reporting	Completed. Next report due end of Q2 2018/19.	Completed	
Conduct a stocktake of all libraries	The focus for stocktake for this quarter was Ashfield, Balmain and Leichhardt libraries. The discarded books have been donated to a charity associated with the Balmain Tigers or will be sold in a book sale that is planned for the beginning of September.	Completed	
Develop and maintain Selection Profiles for Adult, Junior, Audio-visual and eResource collections for all Main branch and neighbourhood libraries across the Inner West Council Library Service	Collection staff are working with the Marrickville Branch Librarian and library supplier James Bennett on the profile for the New Marrickville Library. Changing demographics for the area and current gaps in the collection have been identified. Selection and purchasing for Fiction and Non Fiction collections for Leichhardt and Non Fiction collections for Balmain have transferred to the Collections team, due to staff taking on new IWC roles. The IWC Collections Coordinator is setting up selection profiles and standing order lists with library supplier Bookhouse for these collections, while also working with current Leichhardt and Balmain selection staff on selections for 2018/19.	Completed	
Participate and review shared service initiatives with other public Library Services (e.g. SSROC, SLNSW and Swift)	Library and History have been working with Burwood, Strathfield and Canada Bay Councils to procure a new library management system. This has involved weekly meetings and a joint assessment of the vendor submissions. The Group Manager have attended meetings with the State Library of NSW to provide feedback on their library guides and attended a number of meetings of the PLA NSW.	Completed	
Maintain and review community language collections, including the Italian Centre of Excellence Collection	The Library Collections Coordinator has been discussing the community language collections with Marrickville Library staff, as the New Marrickville Library may not sustain all current collections, and the community collections will be reviewed to assess loan statistics and available shelving space. Suppliers of community language collections will start to be consolidated across IWC to facilitate more streamlined processing of payments. Profiling of community language collections.	Completed	
Provide a quality professional reader and information service	The library continues to deliver high quality customer service to library customers. Staff members are encouraged to participate in training and stay up to date on new items in the collection.	Completed	
Develop relationships and partner with local community, cultural and business organisations	During this quarter the programming staff have networked out to the community and cultural groups to present a range of programs such as Sydney Area Health for wellbeing talks to community languages, NSW Fire & Rescue for home fire safety talks in community languages and have prepared to support NAIDOC Week with themed story times at all libraries. The Young Creatives Award closed and was judged this quarter with good results including the relationship with the local high schools. Staff worked with Local High Schools and community groups such as Metro Assist for the HSC talks, unfortunately due to staff changes in the organisation this is not continuing, but local high school teachers will be presenting the "subject" series talks, and the local community group of "Balmain Knitters" will be assisting in the delivery of the upcoming school holidays.	Completed	



Library and History Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Provide programs that reflect the diverse cultural and social make-up of the Inner West LGA	There was well over 600 instances of programming for adults, seniors, CALD, youth, babies and children held throughout the eight Inner West Libraries this year with approximately 15,000+ people attending. The variety of both presenters, range of topics, time of day and day held were more than satisfactory. However, the service review of programming will highlight areas that need refinement and target groups and/or areas of programming which need to be developed.	Completed	
Review all programs delivered to the public	A Programming policy document has been written pending formal approval and adoption. Regular and special programming has been defined and costings scoped for all programs for the 2018/19 budget. Catering has been reviewed and new streamlined ordering and type of items provided has been implemented. New programming statistics reporting has been created for the eight libraries.	Progressing - on track	
Provide outreach Library programs	The full range of Outreach programs continue to be delivered. This includes: Rhyme time at Community Centres, preschool visits and school visits. The full range of Outreach programs currently being delivered across the library needs to be identified and reviewed across the library network in 2018/19. Most Children's and Youth Services staff visit preschools weekly to deliver story time sessions. The Summer Reading Challenge Young Creatives Awards and HSC program planning saw staff visit more schools and interact with teachers and staff. Some Children's and Youth staff were also invited to various school assemblies. This quarter saw 26 sessions for children with 472 attending.	Completed	
Continue digitisation of Council archive material	<p>2017/2018 has been a progressive year in digitising significant parts of the History and Archives collection, to create easier access of material to the public. This digitisation now means there is a completed digitised of the following Rate Books and Valuation books across the Inner West Council former council records. The following list is now all digitised and quality checked for future use.</p> <ul style="list-style-type: none"> • Annandale Council 1894-1920 • Ashfield Council 1872-1984 • Balmain 1908-1920 • Camperdown Council 1885-1908 • Leichhardt 1872-1920 • Marrickville Council 1886-1984 • Newtown Council 1866-1949 • Petersham Council 1872-1948 • St Peters Council 1884-1947 <p>A House History Guide has been developed for public to be able to access these resources from Ashfield, Marrickville, Balmain and Leichhardt Library.</p>	Completed	

Library and History Services





Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Develop and build partnerships with local historical and cultural groups	Group Manager and Coordinator of Community History and Heritage met with the Marrickville Heritage Society to consult and engage around the heritage interpretive signage planned for the new Marrickville Library (the former Marrickville hospital site) this engagement was to involve and include the society in gaining valuable feedback around the history of the site and what effective storylines could be included in the Heritage signage. There is general agreement that the ideas put forward in the original document are undeveloped and that further research into obtaining more information on the first inhabitants and the Gadigal people is necessary as well as stories surrounding women.	Completed	
Facilitate local history programs and events and community learning opportunities	Community history and heritage programs have been successfully delivered throughout the year, with many of the events and programs selling out within a couple of days. As a result of amalgamation, programs such as family history workshops have been delivered at new libraries such as Balmain which have been very well received. The team continue to partner with local history groups and historians to assist with the delivery of events to ensure a range of voices are represented.	Completed	
Annually participate in the Heritage Festival and History Festival.	The History Week 2017 and Heritage Festival 2018 have both been well received by the community with a combined attendance of 2000 people. The Community History and Heritage team are always working to improve and enhance the quality of the programs delivered.	Completed	
Manage local studies, photographic and archival acquisitions	<p>2017/2018 has been a very progressive year for digitising significant parts of the Marrickville Local History and Archives collection.</p> <p>The following is a list of completed works for building up the digital assets.</p> <ul style="list-style-type: none"> • Municipal Jubilee Souvenir 1861-1911 • St Peters Rate Books • Newtown and Camperdown Rate Books • Balmain Water polo Club 18920-1920 Slide Collection • Marrickville Town Hall & Petersham Town Hall hard architectural plans digitised. • Official Souvenir Marrickville Municipality Diamond Jubilee • Opening of New Town Hall & Industrial Exhibition 1922 • Marrickville Manufacturers' Exhibition 1935 • Photos John Vicars & Co Ltd Collection • Local History Posters and Images from legacy map cabinet • Marrickville Local History Audio Visual Collection (list attached) 	Completed	
Deliver the Local History Grants	2017/2018 has been a dynamic year for the progress and delivery of Community History and Heritage Grants. The presentation of completed grants which were held on the 28 March 2018 which were well received by the audience. Projects included Home Gardens of Haberfield by Dr Ilaria Vanni (UTS) Conservation and preservation project for Ashfield District & Heritage Society (ADHS) by) Bindyia Kumar and One Small World: the history of the Addison Road Community Centre by Sue Castrique. Ashfield Infants Home and COASIT collection are in progress and will be presented between September and December 2018	Completed	
Review existing marketing material with a view to a coordinated approach	There is now a centralised, coordinated approach to the marketing of the Library and History materials. The team are continuing to refine the materials as required.	Completed	

Library and History Services









Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Promote the Library Service collections, events, programs and exhibitions	The Leichhardt and Marrickville e-newsletters were combined this year and there are currently 53,535 subscribers. The e-newsletter has an average open rate of 19.1% and 12.6% click through. The highest open rate was 31.5% for the Comic Con-versation newsletter. There are currently 3,712 following the Library on Facebook. Design and copy has been provided for the new website.	Completed	
Coordinate the provision of fixed line and wireless internet access points at all libraries, and enable online access to information and requests	During the year the Library ICT team achieved and implemented the following: <ul style="list-style-type: none"> NBN and Optic Fibre connected to Balmain and Leichhardt Libraries Skype For Business has been rolled out across all eight libraries Self Access Printing and Booking System - Envisionware has been installed across all library including upgrades All Staff moved to using the Y Drive All Libraries 109,183 PC Bookings All Libraries 167,944 Wi-Fi Bookings 	Completed	

Key Initiatives

Library and History Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Library and History Services			
Integrate membership registration process and benefits	The focus on this action for this quarter has been on the procurement of the new library management system which will allow Council for a fully integrated membership registration process.	Completed	
Implement a standardised reporting framework for Branch Libraries	All Operation statistics are now standardised and located on the Y Drive.	Completed	
Review and integrate collection development processes and standards across the Inner West Council Library services	The progression of this action has slowed due to the complexity of the project and to ensure staff consultation and that we meet organisational expectations. This project has been identified as a trial project for the "Business Improvement Model" currently being developed by the IWC leadership group. Work on finalising a majority of the processing specifications is complete, and will start to be introduced. The RFQ process for a new Library Management System has occurred and will also greatly assist this process.	Progressing - on track	
Develop an Inner West Council Library Collection Development Policy	The IWC: Library & History Collection Development Policy is complete.	Completed	

Library and History Services

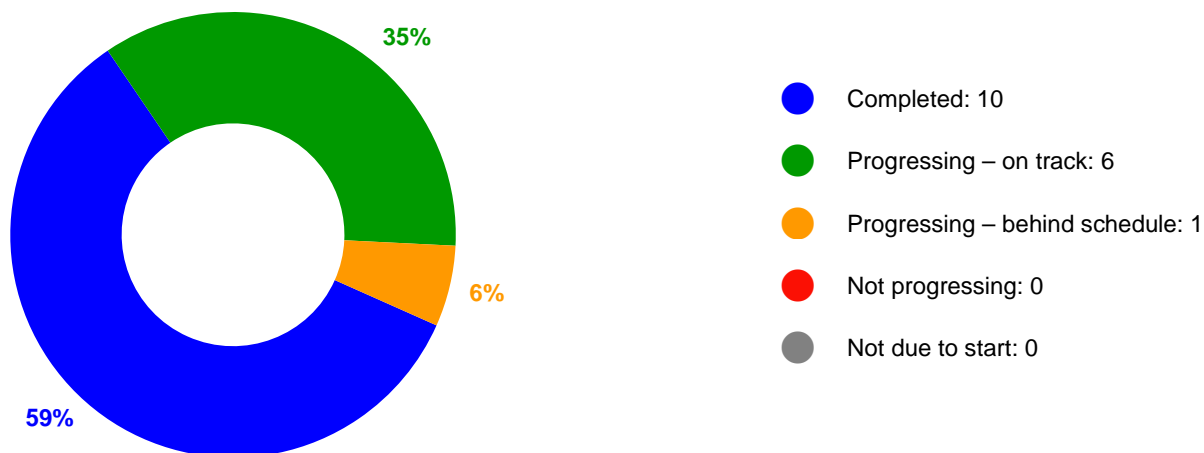
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Review and integrate eResource subscriptions	The entire suite of IWC eResources has been reviewed and costed, with resources identified for renewal for 2018/19. Collection staff are organising payment of invoices for each supplier. Formal staff evaluations and statistics on use fed into the decision making process. Dragonsource, a Chinese eMagazine resource was discontinued for this year, due to the high cost and reduction in budget put aside for the new Marrickville library collections. The Romance Book Cloud database is currently being trialled. Current eBook resources have been rolled out across IWC, and will be evaluated during 2018/19.	Completed	
Develop an Inner West Council Library Programs Procedures	The IWC Library & History Programming procedures have been implemented and adjustments have been made based on staff feedback. The majority of staff have been completing the process successfully, further instruction and training have been made available to any staff member requiring it. The implementation of Facilitator contracts has yet to be rolled out to all programs and events.	Progressing - on track	
Develop an integrated booking process for event registrations	The implementation of an integrated booking process for events is complete. Two additional programs were identified and have since been transferred to Eventbrite. The full capability of the integrated booking process continues to be investigated and tested, for example the online checking of attendees for the Hugh MacKay was implemented on the 26 June 2018 with favourable results.	Completed	
Investigate the option for weekend story time and baby rhyme time sessions	Under the advice of the Group Manager Library & History the review of all programming will occur once the development and release of the "IWC Business Review model" occurs. This action also is dependent on the staffing of the library service which is currently being project managed. The weekend story time and rhyme time sessions at the former Leichhardt Council area, continue to be supported with additional staff identified, trained and rostered during this quarter.	Completed	
Investigate and evaluate potential for a history centre for the LGA	This project continues to be investigated. The Group Manager sought permission from Councillors to commence discussions with the community regarding its potential and preliminary discussions have taken place. A survey and consultation plan has been completed and will be implemented in the first few weeks of July.	Completed	
Plan for all operational aspects of the new Marrickville Library	Activities for this quarter including finalising some of the design amendments, working with the signage consultations, engaging staff regarding operations, liaising with other Council's regarding issues they faced when relocating a library service, planning for technology and developing a project plan for the next year.	Completed	
Plan for the upgrade of the Haberfield Library	Library and History assisted the Engagement team with the community consultation around the Haberfield Library as a result of the additional funding from the Sydney Motorway Corporation. At the time of writing, a paper with recommendation was being drafted.	Completed	
Plan for the technological requirements for the new Marrickville Library	This quarter has focused on the location of the smart shelving and a re-working of the entrance feature wall so that the self check out machines can be incorporated into the design and the A/V requirements for the site. Library and History have worked with ARUP and Major Projects to refine the specifications for the technology throughout the site.	Completed	

Library and History Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Develop an Inner West Council Library Technology Plan, including options for one library management system	The focus for this action has been the procurement of an integration library management system. Assessment for the vendor has taken place and it is anticipated that a contract will be signed in the first quarter of 2018/19. The new LMS will be the main focus of the technology plan as the new features will be integrated into the plan.	Completed	

Recreation and Aquatics

Service Area Snapshot







Continuing Activities

Recreation and Aquatics

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Recreation and Aquatics			
Manage the Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre to ensure that services and programming meet the needs of the community	All operations for Council's internally managed facilities have been undertaken consistent with the guidelines for the respective sites. Scheduled closure of Dawn Fraser Baths was undertaken at the end of the season in March 2018. Ashfield Aquatic Centre (AAC) closed in April 2018 and will remain closed pending the upgrade of the facility planned over the next 2 years. Decommissioning processes were completed including the transfer of members and staff to other Council owned and managed aquatic facilities. Hirers, school groups, sporting clubs and other users have all been assisted where possible into alternative Council venues. Leichhardt Park Aquatic Centre continues to operate year round with a broad offering of aquatic, health and fitness programs and services to the community.	Completed	●
Undertake annual safety audits of Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre	A Royal Life Saving Society of Australia (RLSS) audit was undertaken as well as internal safety reviews at Leichhardt Park Aquatic Centre. A closing review of Dawn Fraser Baths was undertaken which resulted in the development of revised protocols. Ashfield Aquatic Centre closed in April 2018 and in preparation for the major upgrade, an annual audit was not undertaken at the facility.	Completed	●

Recreation and Aquatics




Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
<p>Manage the service provider contracts for the Annette Kellerman Aquatic and Fanny Durack Aquatic centres to ensure that services and programming meet the needs of the community</p>	<p>The Annette Kellerman Aquatic Centre (AKAC) and Fanny Durack Aquatic Centre (FDAC) have operated in accordance with contract and operational requirements. FDAC recently closed at the end of a successful summer season with the highest ever attendance of 63,648. AKAC has also had a very successful quarter with attendances continuing to increase to an annual attendance of almost 460,000. AKAC was the proud recipient of the Aquatics and Recreation Institute "Facility of the Year" award in June 2018. Regular monthly operations meetings have been undertaken and the plans for the installation of new cardio fitness equipment and minor upgrade works in the Wellness Centre are nearly complete.</p>	<p>Completed</p>	
<p>Promote recreation opportunities available to the Inner West community</p>	<p>Regular updates to Rec Post have been undertaken throughout the quarter and the Recreation Programs Officer has continued to work with the Corporate Communications team in the development and material for the new Council website. Club Spot, an online resource for sporting clubs was launched and promoted to all relevant organisations across the Inner West through email and presentation at the Sports Forum in 2018.</p>	<p>Completed</p>	
<p>Develop and deliver recreation opportunities to meet the needs of the Inner West community</p>	<p>The appointment of a permanent Recreation Programs Officer was instrumental in undertaking the following programs this quarter:</p> <ul style="list-style-type: none"> • Multiple activities facilitated during NSW Seniors Week in collaboration with Bowls NSW, the Heart Foundation and Council's Aquatic Centres • Live Life Get Active implemented free community exercise classes in 36th Battalion Park, Leichhardt • Club Spot, an online resource was launched and promoted to sporting clubs • Refugee and Asylum Seeker Learn to Swim and Belly Dancing programs continued for a 2nd term at Council's Aquatic Centres plus the initiation of a belly dancing program at the Welcome Refugee Centre • "Encore" program for women diagnosed and recovering from breast cancer and "Beat It" program for sufferers from diabetes commenced at Annette Kellerman Aquatic Centre in partnership with YWCA and Diabetes NSW • The 2018/19 Recreation Grants applications opened in June until mid-July. 	<p>Completed</p>	
<p>Manage Council's service provider contracts for indoor recreational facilities, the Debbie and Abbey Borgia Recreation Centre and Robyn Webster Sports Centre, to ensure that services and programming meet the needs of the community</p>	<p>Regular Operational and Working Group meetings have been held with the Debbie and Abbey Borgia Recreation and Community Centre (DAB) service provider (PCYC). The establishment of a monthly reporting format has progressed including visitation and financial data. Discussions are also progressing with the PCYC on the use of the café as a social enterprise. Issues with the walls in the upstairs amenities were identified and works scheduled to be undertaken in early 2018/19. Resolution of access issues at the Robyn Webster Sports Centre have been addressed with users resulting in a significant reduction in these issues. The occupation of 5 netball courts by WestConnex is nearing completion and works are scheduled to resurface the courts and be returned to use in July 2018.</p>	<p>Completed</p>	

Key Initiatives

Recreation and Aquatics

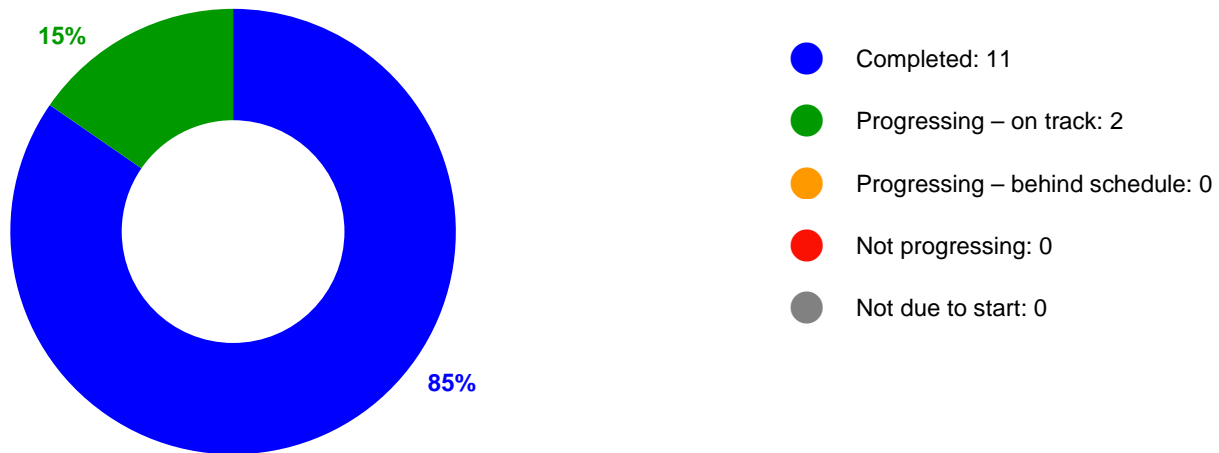
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Recreation and Aquatics			
Prepare an Aquatic Services Plan for the Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre to ensure alignment of services, programs, standards, policies and operating procedures	The draft document has been completed and is ready for internal review to complete and issue the final action document.	Completed	
Undertake essential maintenance works and refurbish the Ashfield Aquatic Centre	The new Ashfield Aquatic Centre plans were approved in June 2017 after a comprehensive community engagement. The design tender has been awarded to Brewster Hjorth Architects, concept design, master planning and DA application have been completed. Currently finalising the tender documentation. An Expression of Interest process has provided a shortlist of qualified contractors suitable to undertake a project of this complexity. Council added a movable floor to the outdoor multipurpose pool along with a spa/sauna/steam to the scope of the project. The pool has now closed and decommissioning is underway. It is expected that demolition works will commence in August.	Progressing - on track	
Develop master plans for the Leichhardt Park Aquatic Centre and Dawn Fraser Baths	Both the Leichhardt Park Aquatic Centre and Dawn Fraser Baths Master Plans are to be presented to Council in August for public exhibition. The plans will be updated from this feedback and reported back to Council for final adoption no later than Q2 in 2018. The project program has been adjusted due to the need for additional stakeholder engagement and will continue into the 2018/19 reporting period.	Progressing - on track	
Undertake rectification works at Annette Kellerman Aquatic Centre	The mechanical rectification works have been completed. The architectural and compliance rectification works have commenced and are expected to be complete by June 2018. These works include improvements to roof and ceiling, pool deck and compliance for fire and egress.	Progressing - on track	
Undertake essential maintenance works at the Leichhardt Park Aquatic Centre, i.e. outdoor filtration systems, and the Dawn Fraser Baths	Responding to structural and hydraulic issues that have impacted the design, the project has also incorporated community engagement and Heritage Council feedback. Currently working through budget estimates and potential funding sources. It is anticipated that a DA will be lodged in August 2018.	Progressing - on track	
Undertake a recreation needs study for the LGA to inform recreation policy and strategy, Section 94 planning and a new Inner West Local Environment Plan	This quarter saw the development of the draft Final Report and reporting of this to Council who released the Study for public exhibition in June 2018. The public exhibition has been promoted extensively to internal and external stakeholders.	Completed	
Coordinate the development of Council's Recreation Policy and Strategy	Development of a project plan has commenced for the Recreation Policy and Strategy as well as analysis of the recommended opportunities resulting from the draft Recreation Needs Study: A Healthier Inner West and their applicability to the relevant areas of Council's organisational structure.	Completed	
Deliver Marrickville Road Town Centre Master Plan	The Marrickville Town Centre Master Plan program has been adjusted to include additional stakeholder engagement and continue into the 2018/19 reporting period.	Progressing - on track	

Recreation and Aquatics

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Deliver Marrickville Road East Master Plan	The draft Master Plan was endorsed by Council for public exhibition and received over 92% approval and support from the community during public exhibition. The report is waiting to go back to Council for final endorsement.	Progressing - on track	
Commence master planning for public domain upgrades in Victoria Road precinct	The master planning process for public domain upgrades in the Victoria Road precinct was commenced as scheduled. The project will continue into the 2018/19 reporting period.	Completed	
Finalise the master plan for the Dulwich Hill Station local area	The Dulwich Hill Station Master Plan process will continue into the 2018/19 reporting period. The project has been delayed due to State Government changes to the Sydenham to Bankstown Metro Station Design. These changes will require rework prior to the draft plans returning to Council.	Progressing - behind schedule	

Regulatory Services







Service Area Snapshot



Continuing Activities



Regulatory Services			
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Implement Council's Swimming Pool Fence inspection program to improve swimming pool safety throughout the LGA	Mandatory inspections undertaken and planning of additional resources to commence proactive program within next period.	Completed	●
Continue regular inspections and monitoring of public health and hygiene conditions of food premises including stalls at festivals and events	All of the registered food premises have been inspected and reported to the Food Authority per MOA. Likewise food stalls have also had officers attend and inspect as appropriate to the food risk assessment.	Completed	●
Undertake regular regulatory and food safety education programs and promotions for businesses	Council participates in a number of food safety programs and promotions for business including Scores on Doors, food safety advice and education including one on one assessment as required.	Completed	●
Respond to enquiries concerning public health and safety	Responding to enquiries and subsequent follow up action on public health and safety continues including asbestos, legionella, chemical and pollution events, smoke, immunisation and food borne illnesses.	Completed	●
Ensure compliance with fire safety standards for known high risk premises including boarding houses and entertainment venue	Council has completed an external audit of every building in the LGA for combustible cladding to subject buildings, continues to inspect all registered places of shared accommodation for health and fire safety requirements, inspects and actions requests from the public and the NSW Fire and Rescue and continues risk based assessment and inspections to enable fire upgrading of non-compliant buildings.	Completed	●

Regulatory Services

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Respond to enquiries concerning unauthorised uses, building works and development not in accordance with an approval	Unauthorised uses and noncompliance with approvals and conditions of consent continue to be actioned. Staff have been focussing additional effort in reducing the backlog of former Council requests to minimise conflict when changing to the new CRM system that is due shortly	Completed	
Update and maintain current database for Companion Animals registrations	All Companion Animal registrations received by Council are managed and entered onto the NSW Pet Registry System.	Completed	
Respond to public enquiries relating to dog attacks	All reports and enquiries regarding dog attacks in Q3 have been responded to.	Completed	
Monitor compliance with Outdoor Dining and Footpath Trading policy (Ashfield). Assist business in undertaking any application process for outdoor dining licences	The monitoring of compliance with outdoor dining and footpath trading is investigated and addressed as issues are reported to Council.	Completed	
Undertake regular regime of parking patrols, including school safety patrols	Parking patrols continue to be tasked and are completed daily. This includes residential parking areas, school zones, car parks, clearways and metered parking areas.	Completed	
Undertake park patrols	Councils Companion Animal Services section continues to task their Officers to patrol Council parks and reserves daily.	Completed	

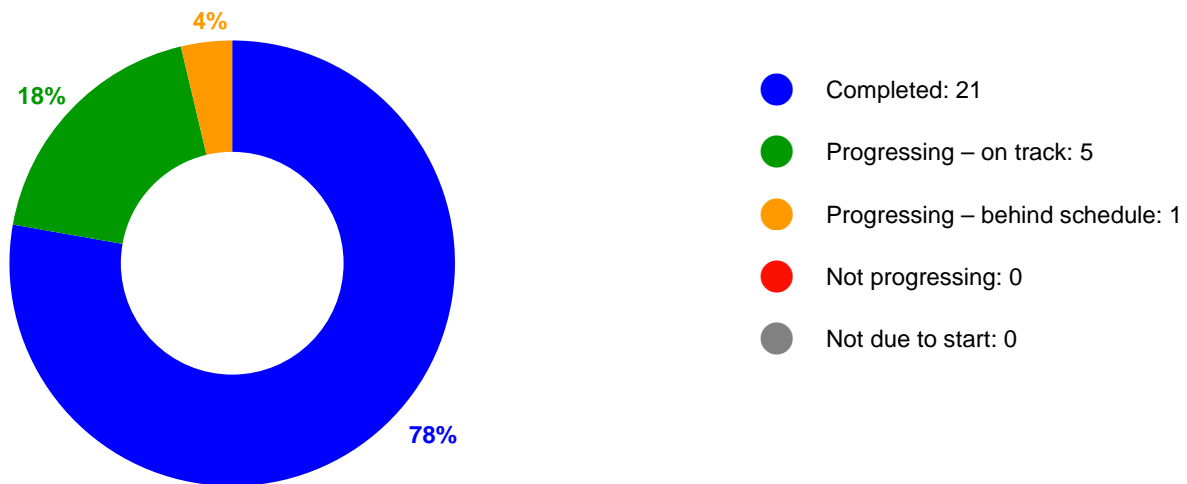
Key Initiatives

Regulatory Services

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Commence Awning over Council footpath Safety Program (Leichhardt)	Commencement of system and data migration has been undertaken to facilitate identification and notification protocols to enable the program to continue in a more efficient manner across the entire LGA.	Progressing - on track	
Conduct an audit of Unauthorised Restricted Premises (Brothels) throughout the LGA (Leichhardt)	Investigation and identification of brothels has been expanded throughout the LGA. Active enforcement is taking place on identified premises and awaits further resources to enable action on all identified premises.	Progressing - on track	

Resource Recovery

Service Area Snapshot










Continuing Activities






Resource Recovery

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Work with partners to deliver localised and regional priority projects under the new NSW Government Waste Less Recycle More funding package	The NSW EPA approved IWC integrated 2017/21 BWRP projects. Worked with The Bower to deliver one in a series of electrical repair cafes to empower the community to embrace reuse and repair. Development of a Waste App for IWC to provide 24/7 access to council resource recovery and service information.	Completed	●
Provide recycling/safe disposal options for unique and problem waste: Mobile phone collection bins, Battery disposal bins, Christmas tree collections, Mattress collection service	Mobile phones were collected and recycled via the e-waste event and 2,705 mattresses were collected for recycling during the last 3 months across IWC.	Completed	●
Deliver Second-Hand Saturday, a giant neighbourhood garage sale held in individual households to encourage reuse and diversion from landfill	165 registered addresses (some of which may be combined sales from adjoining neighbours) participated across three Second-hand Saturday events this quarter.	Completed	●
Work with SSROC to lobby for Product Stewardship and Extended Producer Responsibility (EPR) schemes for problem wastes: paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles including drop-off at commercial facilities (such as hardware and electrical stores)	IWC has provided input into regional submissions (via SSROC) on the Product Stewardship Act and scheme including recommendations around mattresses, polystyrene, solar panels and extending the scope of the scheme for televisions and computers to include all e-waste. IWC has also liaised with IKEA around their product buy back.	Completed	●

Resource Recovery

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Implement the Community Engagement and Participation Plan for Food Recycling in Multi-unit Dwellings to increase participation and reduce bin contamination in the Leichhardt Service Area	Ongoing delivery of compostable bags and food newsletter kit to approximately 5,200 dwellings participating in the food only collection service for apartments.	Completed	
Deliver community information, education campaigns and service information to reduce waste to landfill and encourage positive behaviour change	Waste calendars have been generated (for distribution/online/loading into the waste app accordingly) for the Leichhardt and Ashfield service areas (Marrickville was calendar year). Bins left out stickers and other integrated print material have also been utilised across the LGA.	Completed	
Provide opportunities for the community to drop off problem/hazardous wastes	The Community Recycling Centre at Leichhardt is open every Saturday & Sunday. 11.29 tonnes of paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles and 11.43 tonnes of TVs and computers were dropped off at the facility in Q4.	Completed	
Support community education and enforcement initiatives which combat illegal dumping and littering	The Regional Illegal Dumping squad investigated 132 incidents, which resulted in 1 regulatory action and the issuing of 1 clean-up notices to offenders. Council's waste inspectors investigated 715 incidents and educated the local community about waste services and clean up services available. Recruitment for 2 new Waste Inspectors commenced in order to focus on education and information in key dumping sites across the IWC area. These positions will be filled in early 2018/19. Resource Recovery has completed Butt Litter Counts, site inspections, and smoker observations as part of the EPA grant funded Butt Litter Trial with successful outcomes associated with infrastructure and signage.	Completed	
Conduct annual audits of residential recycling and garbage bins to plan for effective services	Quarterly presentation and capacity audits were undertaken in the Marrickville collection area to monitor the impact of service frequency and size of bin. The average presentation rates were 86% for Garbage, 77% for Recycling and 21% for Green Waste. The average capacity of the bin used was 67% for Garbage, 71% for Recycling and 53% for Green Waste.	Completed	
Support the community to avoid waste and reuse materials minimising landfill	An updated IWC supports The Bower Collection and Rehoming Service encouraging residents to use alternatives to sending household clean-up to landfill. Between 1 January and 31 March 2018, 657 residents used the Bower Collection and Rehoming Service resulting in approximately 31 tonnes of material avoided from entering landfill. Bower Repair café for electronics were hosted in April and June engaging 25 participants, resulting in 50% successful repairs and 50% potential for future repair (e.g. required specific parts).	Completed	
Deliver collection services through in-house staff and contracts for waste, recycling, green waste and food organics waste	Collection services completed in accordance with the guaranteed service frequencies. A total of 8,408 tonnes of garbage, 3,087 tonnes of recyclables, 1,439 tonnes of garden organics, 1,336 tonnes of household clean-up and 56 tonnes of food organics were collected across the LGA.	Progressing - on track	

Resource Recovery








Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Administer resource recovery collection, haulage and disposal contracts and develop a consistent contract management approach	Commenced a new contract for mattress collection and processing for IWC. Entered into a new one year contract for recycling the Marrickville service area as a result of the disruption to the local and international recycling markets. Exercised extensions under the existing contracts for waste haulage for the Leichhardt service area, developed specifications for organics disposal and processing tender for the whole of IWC and participated in the SSROC Clean Up tender for all of IWC service areas, both to be tendered in 2018/19.	Progressing - on track	
Deliver regular e-waste and chemical drop off events in the Marrickville and Ashfield service areas	There were five events at the Summer Hill Depot (three Wednesdays and two Saturdays) with 225 participants dropping off 7.7 tonnes of e-waste for recycling. The quarterly event held in May at St Peters Depot collected 23.03 tonnes of chemicals and 14.29 tonnes of e-waste. The e-waste recycling rate was a considerable 99.6%. Of the 1,268 vehicles that came between 9am and 3.30pm: <ul style="list-style-type: none"> • 34% brought both chemicals and e-waste (433) • 39% brought chemicals only (490) • 27% brought e-waste only (345) 	Completed	
Provide an ongoing drop-off service for community recycling for paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles, TVs and computers at the Leichhardt Transfer Station on Catherine Street	11.29 tonnes of paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles and 11.43 tonnes of TVs and computers were dropped off at the facility in Q4.	Progressing - on track	
Provide a resource recovery service to Council events and facilities	Resource recovery services were provided at 2 council events in Q4.	Progressing - on track	
Undertake collections as required to remove illegally dumped materials and implement systems to reduce retrieved waste to landfill	There have been 2,142 illegal dumping requests received and actioned. Estimated 863 tonnes with 86 tonnes being recycled. Dumped whitegoods, large steel items and mattresses are separated and sent for recycling.	Progressing - on track	

Key Initiatives

Resource Recovery

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Collate baseline data and information that informs the development of new strategy for resource recovery	Data and information is being gathered and research undertaken to inform the integrated IWC Zero waste strategy scheduled for completion at the end of 2018.	Completed	
Prepare a new IWC Local Approvals Policy for Domestic Resource Recovery services	Work has continued on the new integrated waste policy which is scheduled for completion by the end of 2018.	Completed	

Resource Recovery

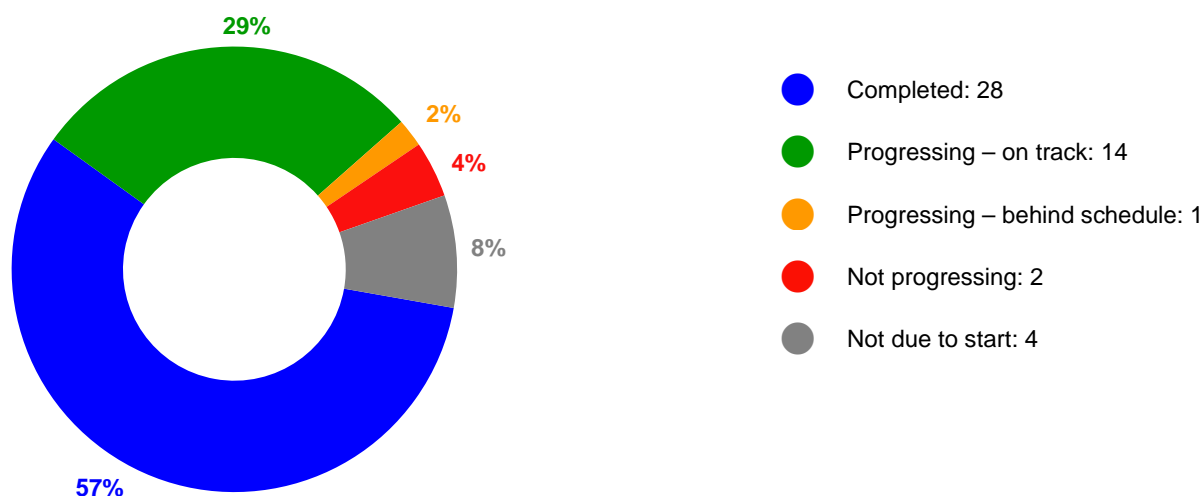
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Review the participation in annual resource recovery events – Clean Up Australia Day, Garage Sale Trail	Clean Up Australia Day and Garage Sale were completed in previous quarters.	Completed	
Work with property teams and across Council on the delivery of a new Reuse Centre and a Community recycling Centre for the IWC community	The new grant funded Community Recycling Centre has been delayed due to Inner West staff relocation and identifying a suitable site within IWC. The IWC Reuse Centre is also on-hold until budget and site identified.	Progressing - behind schedule	
Develop and implement a program to address illegal dumping and littering at known problem sites	Two sites were assessed as part of the grant funded EPA Butt Litter project, demonstrating that infrastructure and signage were key to avoiding butt litter in hotspots.	Completed	
Develop a food waste avoidance information/ education program in partnership with local communities and SSROC	Council continues to deliver the quarterly newsletter to residents using the food waste recycling service.	Completed	
Develop tools to improve community access to waste services collection information	IWC expanded its Waste App for all service areas of the IWC to provide resource recovery/waste management service dates and education/engagement opportunities to improve use of Council clean up services (via notifications ability within the App) and assist with avoidance of illegal dumping. As part of the website update, resource recovery has reviewed and restructured its Waste and Recycling pages and is in the final testing stage. The updated website features a new online calendar that provides easy access to collection dates and service information for all IWC residents.	Completed	
Work with relevant agencies towards incorporation of an organics facility within Council's submission on the Bays Precinct Master Plan to respond to the NSW government's waste diversion target of 70% and the need for the local infrastructure to process food and garden organics	No action required - already completed.	Completed	
Review all resource recovery contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	Mattress recycling tender process has been completed and a contractor engaged. IWC has participated (and hosting) in the regional Clean Up/Bulky Household items Tender and final tender documents being prepared. Contract specifications are being finalised for organics for release in July 2018.	Completed	

Resource Recovery

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
<p>Evaluate and make recommendations on the Food Organics Garden Organics trial in the Marrickville Service Area and the Food Organics collection trial in the Leichhardt Service Area</p>	<p>The Leichhardt Food recycling from apartments collected 28 tonnes of food which was processed at the Earthpower facility to create energy and soil conditioner.</p> <p>The Marrickville Food and Garden organics trial involving 1,056 properties collected 33.96 tonnes for recycling into mulch and compost at Kemps Creek.</p> <p>IWC has finalised contract specifications for market tender of green waste/garden organics and these organic services (Food only and food and garden organics). An evaluation of the trials and services has been planned and an organics mapping project with Institute for Sustainable Futures has commenced to assist with decision making around the best practice service for IWC.</p>	<p>Completed</p>	
<p>Prepare a financial model for Domestic Waste Charge and Reserve</p>	<p>A financial model for the Domestic Waste Charge was developed for 2018/19. The fees and charges were endorsed by Council and ongoing work will determine the long term alignment of charges and links to the IWC strategic plan.</p>	<p>Completed</p>	

Strategic Planning

Service Area Snapshot










Continuing Activities









Strategic Planning

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Strategic Planning			
Undertake statutory responsibilities and ensure planning controls are contemporary, reflective of community and stakeholder feedback and successfully manage growth across the Inner West Council area	The Planning Operations team in the 2017/18 reporting year has undertaken detailed assessments of Planning Proposals seeking to amend the planning controls to ensure the controls are contemporary and reflect community and stakeholder feedback. Various strategic policies are taken into consideration to manage growth across the local government area. This is an ongoing task and will be continued in the next reporting year.	Completed	●
Ensure that heritage conservation and planning controls are a key consideration in decision making	Heritage is a consideration in the assessment of all planning proposals and additional heritage studies progress as resourcing and needs arise. A planning proposal for the proposed extension to the Annandale Heritage Conservation Area was placed on exhibition 26 June 2018 until 25 July 2018. A heritage study has also been completed for 73 The Boulevard and Dulwich Hill in relation to the making of an Interim Heritage Order over the property. This will be reported to Council in Q1 2018/19.	Completed	●
Assess the impact of planning controls on local centres and establish planning controls to encourage desired outcomes as iterated in Council strategies and action plans	Within the 2017/18 reporting year, various State and Council strategic policies have been taken into consideration by the Planning Operation Team whilst assessing Planning Proposals seeking to amend planning controls. The Planning Operations team ensures that the Planning Proposals meet the strategic merits set by the State and Council Plans. This is an ongoing task and will be continued in the next reporting year.	Completed	●








Strategic Planning

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Undertake advocacy for the establishment of planning provisions that will promote affordable housing	Voluntary Planning Agreements are being pursued that include the provision of affordable housing. Further work/meetings have commenced with the Department of Planning & Environment to progress the implementation of SEPP 70.	Progressing - on track	
Work with relevant authorities, stakeholders, staff and community to address aircraft noise and other significant noise impacts on the community	Council continues to work with Sydney Airport Corporation Limited and is a member of the Sydney Airport Community Forum (SACF) which actively advocates to address aircraft noise impacts on local communities. Issues of noise impacts are also raised in submissions to the relevant government authority in relation to Environmental Impact Assessments and Project Applications. In Q4, Council attended a SACF meeting and a submission was made in June 2018 in relation to the draft ANEF Sydney Airport Master Plan.	Progressing - on track	
Work with Stakeholders to conserve and protect Aboriginal Cultural Heritage Sites	Investigation of Aboriginal & Torres Strait Islander culture around landscape, flora, fauna and cultural practices has commenced.	Progressing - on track	
Liaise with State Government and Community stakeholders on the management, public access, restoration and use of the Yasmar property	Has been deferred. Requires meetings to be scheduled with Crown Lands/State Government.	Not progressing	
Support and promote sustainable transport strategies, plans and actions	IWC Sustainable Transport Strategies continue to be supported through the implementation of a range of projects including the pursuit of Guided Electric Transit for Parramatta Road, input into the design of Sydney Metro City & Southwest, the design of new cycle routes along Lilyfield Road and between Summer Hill and Newtown and ongoing provision of various behavioural change programs (including Share the Path and Rider Training). Collaborative work is also taking place with DPE on a transport study for Parramatta Road (including input into the UAIP Program) as well as advice on various Planning Proposals and major Development Applications, aimed at ensuring that sustainable transport objectives are achieved.	Completed	
Provide advice on transport, traffic and land use issues associated with proposed major developments or major transport infrastructure proposals e.g. in relation to Sydney Airport, Port Botany, WestConnex and Sydenham to Bankstown Metro	Transport, traffic and land use advice has been provided on WestConnex Stage 3, Parramatta Road Urban Transformation Strategy, as well as preparation of submission on State Government initiatives, (including Sydney Metro City and South West, Metro West), dockless bike share and major Development Applications and Planning Proposals.	Completed	
Provide advice and advocacy on WestConnex related matters through Council's WestConnex Unit including; (see next 4 continuing activities)	In the fourth and final quarter of 2017/18, the WCX Unit has continued to provide advice and advocacy on a range of WCX matters.	Completed	

Strategic Planning

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Working with NSW Government compliance officers in response to complaints, queries and representations from the community	In the fourth and final quarter of 2017/18, the WestConnex Unit continued to respond to complaints and queries from the public. Most are by phone and e-mail, although a few are via formal letters to the mayor or local members. In most instances, queries are answered directly and those with complaints against WestConnex are given advice on how to make a formal complaint to SMC, DPE or EPA. Most of these queries are dealt with by the Unit's Administration Officer. WCX Unit staff and other Council staff also take up the issues raised by the community at project meetings.	Completed	
Facilitating communication on WestConnex matters by convening regular meetings of the WestConnex Community Liaison Forum	In the fourth and final quarter of 2017/18, the WestConnex Unit continued to convene monthly meetings of the WestConnex Community Liaison Forum (WCLF). Meetings are monthly and in this quarter meetings were held in May, June and July 2018. The Unit provides meeting agendas and takes minutes, and these are all posted on Council's WestConnex web page. The Unit also follows up on action items identified in the minutes.	Completed	
Raising and discussing local issues with project proponents (including Roads & Maritime Services, Sydney Motorway Corporation, project contractors) and relevant agencies at meetings and by making submissions	In the fourth and final quarter of 2017/18, staff from the WestConnex Unit continued to attend a range of project meetings convened by Roads & Maritime Services (RMS), Sydney Motorway Corporation (SMC) and their contractors. Other Council staff attended these meetings on an as needs basis. Most of these meetings are for WestConnex Stages 1 and 2 (under construction), but some have been for Stage 3 which is still in the planning stage.	Completed	
Input into Council's broader planning activities to ensure impacts of WestConnex are well considered	In the fourth and final quarter of 2017/18, WestConnex Unit staff continued to attend meetings and give written comments to other Council staff to ensure WestConnex is considered in other planning processes. For example, in this quarter WestConnex Unit staff have continued to comment on planning proposals and development applications on sites that are located close to existing or proposed WestConnex construction sites.	Completed	
Promote tourism opportunities within the LGA including; (see next 3 continuing activities)	Activities to be undertaken by Chambers of Commerce will be promotion and events, targeting the day tripper, visiting family and friends tourism markets.	Completed	
Balmain and Rozelle peninsula by developing connectivity between White Bay and marketing the retail precincts and visitor experiences	Evaluation of existing program was undertaken and future opportunities under consideration.	Completed	
Develop areas of interest within the IWC area and enhance the night time economy	The Economic Development Unit is represented on all forums regarding the development of the Night Time Economy (NTE) and is working with the City of Sydney to create uniform planning controls for King Street, Newtown.	Completed	
Promote flagship events and unique visitor experiences e.g. galleries, theatres, studio/public art tours and dining	Not as many events are occurring in the colder months but preparation is well under way to support existing events and the new EDGE project.	Completed	

Strategic Planning

Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
In partnership with local business conduct regular marketing and promotional activities that support our urban centres and reflect the visitor experience	Promotion and marketing of local centres is ongoing.	Completed	
Promoting the LGA as a hub for small bars, live music and creative industry businesses to encourage a vibrant day and night time economy	The highlight of this quarter was the production and distribution of a short video supporting the local microbreweries.	Completed	
Actively develop and encourage businesses to support main street revitalisation through a range of strategic marketing and promotional activities	<p>During the reporting period the following promotional activities have been undertaken:</p> <ul style="list-style-type: none"> • To promote local breweries as a tourist attraction, a video was produced to create a “destination story” inviting the audience to discover the IWC craft brewery trial • A generic local business video was developed to encourage local spend and drive awareness and visitation • Coordinated and installed the launch of a plaque in the footpath to recognise Speedy Shoe Repairs for over 43 years of service to the Ashfield community. The plaque has provided the business with an opportunity to get three articles in newspapers which has increased interest in the business • Coordinated Council’s participation in the Inner West Local Business Awards. There were 13 Winners and 147 finalists from IWC LGA. The Awards are used by businesses as a promotional tool for their enterprises. 	Completed	
Support the development of home based businesses through facilitating and building networks	Ongoing with good reports about the take up of space in the Newtown CoWork Space.	Completed	
Contribute to council’s policy of inclusiveness by supporting young job seekers, women in business and implementing economic development initiatives identified in the Inclusion Action Plan	<p>One ‘Women in Business’ event was held with 38 attendees. The aim of the event was to bring local women in businesses together to build alliances and foster relationships. The event will provide useful tips in managing enterprises from experienced business operators. Feedback from the event was very positive.</p> <p>Worked with staff from the Community Development Disability area to connect them with local business chambers to encourage businesses to enhance their access for people with access issues.</p>	Completed	
Continue to facilitate and connect businesses to promote opportunities for employment, mentoring and skills development	This was a busy month for skills development workshops with creative forums being held in Newtown, two Digital Economy Boot Camps in Petersham and Realise Business (funded under the state’s Small Business Connect Program) being available on a regular basis at the Newtown CoWork Space and other venues.	Completed	
Be the first point of contact in Council for all business enquiries and provide a conduit for information exchange	The ED Unit continues to act as the first point of contact for new businesses seeking to set up in the LGA or modify their existing consents.	Completed	

Strategic Planning






Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Examine opportunities to identify CoWork affordable spaces for emerging industries, start-up businesses and to enhance the growth and commercialisation of home based businesses	The Newtown CoWork Space is proving to be an excellent proposition for start-up businesses seeking affordable office accommodation and support.	Completed	

Key Initiatives






Strategic Planning

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
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Responsible Officer: Group Manager Strategic Planning

Prepare a draft Inner West Urban Strategy	Urban strategy: A local strategic planning statement, part of the comprehensive LEP/DCP Project. Project pending funding approval for 2018/19 onwards, and associated appointment of resources. Initial recruitment underway and preliminary internal projects tasks will commence once resources are in place. Project Management Plan has been signed off with the project to commence from 1 July. DPE has set a deadline for exhibition of LSPS by mid-2019. The team is attending technical working groups set up by DPE.	Progressing - on track	
Prepare a draft Inner West Urban LEP	Part of comprehensive LEP/DCP Project. Project pending funding approval for 2018/19 onwards, and associated appointment of resources. Initial recruitment underway and preliminary internal projects tasks will commence once resources are in place. Project Management Plan has been signed off with project to commence from 1 July. Initial work on DCP alignment task and Evidence base Task has commenced.	Progressing - on track	
Prepare a draft Inner West Urban DCP	Part of comprehensive LEP/DCP Project. Project pending funding approval for 2018/19 onwards, and associated appointment of resources. Initial recruitment underway and preliminary internal projects tasks will commence once resources are in place. Project Management Plan has been signed off with project to commence from 1 July. Initial work on DCP alignment task and Evidence base Task has commenced.	Progressing - on track	
Undertake needs assessment studies for the Inner West for open space and recreation, community facilities and traffic infrastructure	A 'recreation needs' study draft has been completed and is on exhibition. A 'Traffic and Transport Needs' study brief has been completed, which is pending funding and resources from 1 July. A 'Community needs' study is also pending funding and resources from 1 July. Team Leader has been appointed to run this project.	Progressing - on track	
Prepare a draft Inner West Council s94/94A Developer Contributions Plan (Note: As of 2017/18, s94/94A Plans have been superseded by s.7.11 Developer Contribution Plans.)	A Team Leader has been recruited and a Project Plan has been drafted. Work to commence in second half of 2018.	Progressing - on track	






Strategic Planning

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Advocate for and provide advice on a Parramatta Road Public Transport Opportunity Feasibility Study	Council continues to pursue opportunities to promote the Parramatta Road Public Transport Opportunities Study, which advocates for further investigation into the potential for Guided Electric Trams along Parramatta Road. However TFNSW has not agreed to pursue the previously proposed joint preliminary feasibility study.	Completed	
Participate in stakeholder engagement including the WestConnex Community Liaison Forum	In the fourth and final quarter of 2017/18, all three members of the WestConnex Unit attended all meetings of the WestConnex Community Liaison Forum (WCLF) to participate in the discussion as required. This usually involves giving the WCLF updates on Council's involvement in the issues being raised at the meeting. In this period, WCLF meetings were held in May, June and July 2018. WCX Unit staff have also participated in other stakeholder engagement processes including public meetings.	Completed	
Liaise with the Department of Planning and Environment Compliance officer monitoring the WestConnex project	In the fourth and final quarter of 2017/18, WestConnex Unit staff continued to liaise with DPE compliance monitoring staff on complaints handling and information exchange. The DPE's Principal WestConnex Compliance Officer (and his DPE compliance officer colleagues) have a desk in the WestConnex Unit and is usually in attendance there for one day per week. DPE compliance officers also attend WCLF meetings to provide updates on complaints matters.	Completed	
Initiate and coordinate integrated , place based planning and action to implement the 5.8km Cooks River to Iron Cove GreenWay, working in collaboration with the GreenWay community, diverse stakeholder groups, state agencies, public and private landowner	<ul style="list-style-type: none"> • Greenway Steering Committee: Ongoing coordination of meetings (next one due 30 July) and actions arising • Draft GreenWay Master Plan: Ongoing coordination of strategic planning input to the development of the draft GreenWay Master Plan, to be submitted for adoption by Council in August. Ongoing participation in community and stakeholder consultations to inform its finalisation e.g. consultation with local Aboriginal community representatives on 5 June and participation in consultation with Waratah Mills residents on 18/4 etc. • Lewisham West Public Domain Guidelines: Finalised draft guidelines to inform strategic, concept and detailed public domain design in the 7Ha Lewisham West development precinct (1,500 new dwellings under construction). 	Progressing - on track	
Advocate and negotiate local and state government funding and governance arrangements to implement a \$20 mil capital works program to complete the remaining 3.2kms of the GreenWay shared path from Parramatta Road South to the Cooks River	<ul style="list-style-type: none"> • Greenway Missing Links Delivery: Ongoing collaboration/support of Greenway Missing Links Delivery Team and Project Manager • Parramatta Road Urban Amenity Improvement Program (UAIP): Participated in meetings with UAIP reps (Greater Sydney Commission, RMS) regarding the \$8.8 mil allocation of UAIP funds to Central GreenWay Missing Links • GreenWay Missing Links Project Control Group: Coordination of meetings on 24 April and 31 May implementation of actions arising. • GreenWay Missing Links Agencies Funding & Approvals Group: Coordination of meetings on 9 May and implementation of actions arising. 	Progressing - on track	




Strategic Planning

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Develop and lead an integrated program to achieve place making, urban bush care, active transport, sustainability education, public art and community culture outcomes along the GreenWay/Inner West Light Rail corridor	<ul style="list-style-type: none"> • GreenWay Arts and Culture: Ongoing implementation of the Program, including coordination of arrangements for the 9th GreenWay Art Exhibition (to be held Nov/Dec 2018), establishment of a GreenWay artist in residency program at Dulwich High School of Visual Arts and Design, development of the GreenWay Missing Links Public Art and Culture Program (estimated value \$800,000), and in collaboration with Council's Living Arts Team as part of the development of GreenWay Master Plan process • GreenWay schools program: Ongoing implementation of the Program, with a focus on progressing the GreenWay Schools Active Travel Pilot Program • Lewisham West Precinct place making/public domain: Ongoing implementation of the draft Lewisham West public domain guidelines to ensure where practical, a high quality of public domain is established in any new public or private sector developments across this development precinct. 	Completed	
Influence local and state government strategies and plans to maintain and extend the GreenWay's function as a multi-faceted active transport and urban environmental corridor which supports sustainable, healthy living for existing and new Inner West residents into the future	Ongoing liaison with external agencies (Greater Sydney Commission, Dept. Environment and Planning, NSW Government Architect) regarding the implementation of GreenWay as the number 1 Priority Green Grid project in the Eastern Sydney District Plan released by the state government on 18 March. Ongoing discussion with development assessment team and development stakeholders regarding the relevant planning proposals along the GreenWay to ensure that GreenWay objectives are met, where practicable, during the redevelopment process. Ongoing liaison with state agencies, City of Canterbury Bankstown regarding the planning and implementation of the proposed GreenWay South West, drawing on our experience of developing and implementing the GreenWay over the past 20 years.	Progressing - on track	
Prepare a draft IWC Economic Development Strategy	Work is progressing well. The project plan and engagement plan has been completed and a draft discussion paper has been prepared. A Project Reference Group for Economic Development Strategy has been established and a Terms of Reference for Economic Development Strategic Project Reference Team has been developed.	Progressing - on track	
Undertake research quantitative data analysed on retail zones consumer behaviour to identify service and market gaps that may present new business opportunities and business growth within the LGA	Completed in Q1/2.	Completed	
Strategic planning formation and stakeholder engagement, including with State government departments/agencies and the University of Sydney, to develop an implementation framework for Parramatta Road Urban Transformation Strategy	An informal working partnership has been established with the Sydney Local Health District and University of Sydney in relation to the Camperdown Precinct. Meetings have also occurred with the Greater Sydney Commission, a number of land owners within the Precinct and the Working Group for the Camperdown Ultimo Collaboration area. Work has also commenced on a traffic & transport study.	Progressing - on track	

Strategic Planning

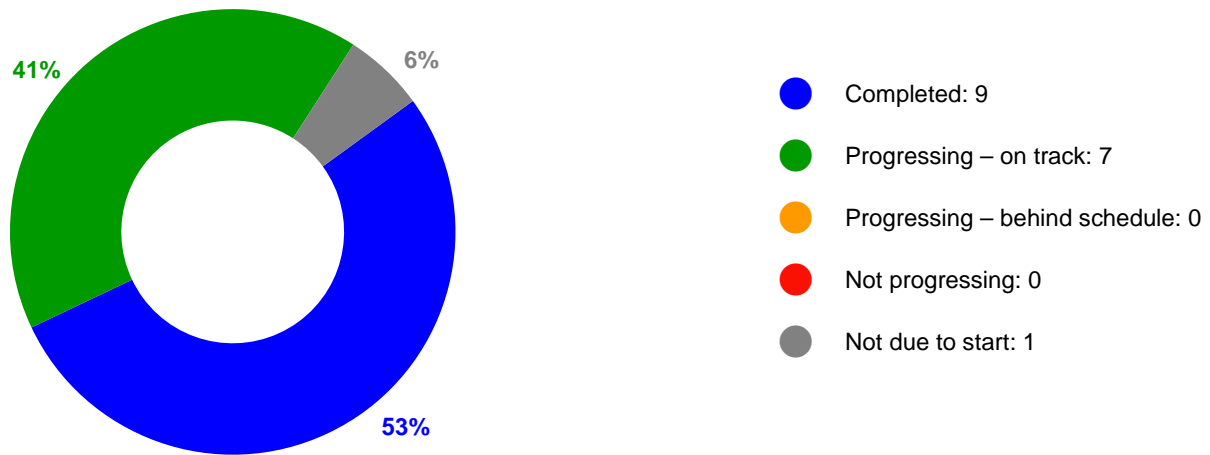
Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Undertake detailed land use, traffic and transport, housing, social, economic feasibility, public health, heritage conservation, environmental, public domain and urban design studies to inform the preparation of strategic planning guidelines for Parramatta Road Urban Transformation Strategy	The Department of Planning and Environment (DPE) has engaged consultants to undertake traffic studies/modelling for 3 Parramatta Road Precincts. DPE is working with Council, RMS and Transport for NSW on this project.	Progressing - on track	
Prepare detailed Parramatta Road Urban Transformation Strategy strategic planning guidelines for incorporation in the draft Inner West Council LEP, DCP and s94/94A Developer Contributions Plan	No action this quarter. Work required subject to 2018/19 budget bid and recruitment of staff.	Not progressing	
Prepare Inner West Council Response to revised Sydenham to Bankstown Urban Renewal Corridor strategy	Completed.	Completed	
Strategic planning formation and stakeholder engagement, including with State Government departments/agencies, to develop an implementation framework for Sydenham to Bankstown Urban Renewal Corridor	Awaiting finalisation of the strategy by the Department of Planning and Environment. The Sydenham-Bankstown Working Group has been established comprising community action group representatives and Councillors to provide input, with two meetings held in Q4.	Progressing - behind schedule	
Undertake detailed land use, traffic and transport, housing, social, economic feasibility, public health, heritage conservation, environmental, public domain and urban design studies to inform the preparation of strategic planning guidelines for Sydenham to Bankstown Urban Renewal Corridor	Awaiting finalisation of the strategy.	Not due to start	

Strategic Planning

Key Initiative	Comment at 30 June 2018	Status	Traffic Light
Prepare detailed Sydenham to Bankstown Urban Renewal Corridor strategic planning guidelines for incorporation in the draft Inner West Council LEP, DCP and s94/94A Developer Contributions Plan	Awaiting finalisation of the Strategy by the Department of Planning and Environment before further work can be programmed.	Not due to start	
Participate in State Government Collaborative Working Arrangement and Project Review Panel for the Bays Precinct	Actions currently on hold as State Government reconsiders its approach with regard to the Bays Precinct.	Not due to start	
Participate in preparation of Land Use Infrastructure Strategy in partnership with NSW Department of Planning and Environment for the Bays Precinct	Actions currently on hold as State Government reconsiders its approach with regard to the Bays Precinct.	Not due to start	

Trees, Parks and Sportsfields




Service Area Snapshot



Continuing Activities




Trees, Parks and Sportsfields			
Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Trees, Parks and Sportsfields			
Undertake regular maintenance of Council's parks, reserves, sporting grounds and facilities	Q4 maintenance services delivered in accordance with current service standards to meet community expectations.	Completed	●
Engage the Inner West Sports Forum key stakeholders in the recreation and open space planning processes	A special Inner West Sports Forum was held with key stakeholders on the 18 June 2018 on the development of draft guiding principles to support a future Allocations Policy for the Inner West Council.	Completed	●
Implement Urban Forest Policy aims and objectives	Aims and objectives of all previous Council trees policies are being implemented to ensure consistency in service delivery. The Urban Forest policies will be combined into one as part of a project budgeted in 2019/20 financial year.	Completed	●
Assess applications for, or that propose, tree pruning or removal on private land	Reporting and data analysis systems have been established to proactively manage workloads and time frames. Recruitment is being finalised for this team, which will help to address the current back log in referrals.	Completed	●

Trees, Parks and Sportsfields







Continuing Activity	Comment at 30 June 2018	Status	Traffic Light
Deliver the parks renewal and upgrade program as identified in the parks capital works program	Leichhardt playgrounds completed at Marr Playground, Colgate Reserve, Orange Grove Playground and Pine Square Playground with Stimson Playground to be completed August 2018. Waterfront Drive lighting upgrade commissioned and Mayoral launch held June 2018. Enmore Park upgrade near completion and awaiting Ausgrid approvals to finalise lighting, expected August 2018. Camperdown Park picnic area and seating upgrade works well progressed for completion July 2018. Leichhardt fitness stations commenced however works on hold per Council resolution and pending Council report on community engagement results. Designs for landscape interpretation of Sydenham Green former Coptic endorsed by Council for tendering and construction in 2018/19. Richard Murden Reserve netball courts project and community engagement endorsed by Council in May for tendering and construction in 2018/19. Callan Park Skatepark deferred for consideration through OEH Callan Park planning process.	Progressing - on track	
Deliver the foreshore renewal and upgrade program as identified in the seawall and wharves capital works program	Peacock Point/Illoura Reserve retaining wall completed. Works commenced Illoura Reserve, Yurulbin Park and Thornton Park seawalls for completion July 2018.	Progressing - on track	
Deliver the public trees maintenance program and trees capital works program	Public trees maintenance programs and capital works programs have been successfully delivered. Tender for LGA wide tree inventory is due to be put out in Q1 of 2018/19 to allow for improvement to proactive maintenance programs.	Completed	

Key Initiatives

Trees, Parks and Sportsfields

Initiative	Comment at 30 June 2018	Status	Traffic Light
Responsible Officer: Group Manager Trees, Parks and Sportsfields			
Trees of very high landscape significance: Investigate options for expanded public notification areas for applications for removal of trees of very high landscape significance, including reviewing the approaches of neighbouring councils	Notification of private tree removal will be expanded to cover all LGA via online tracking system. To be incorporated into the Tree DCP alignment project.	Completed	
Develop a practical information package for the community on how to manage large trees on private property	A community engagement and education project has commenced. It will include a pamphlet for private residents on general tree care and tree planting recommendations.	Completed	
Develop integrated Inner West Council 10 year asset management plans (including Parks, Trees and Foreshore Structures)	The Inner West Parks and Sports Fields Asset Management Plan was completed May 2018 in coordination with Council Asset Management strategy, policy and IP&R program.	Completed	

Trees, Parks and Sportsfields

Initiative	Comment at 30 June 2018	Status	Traffic Light
Develop an IWC Sportsfield and Facilities Allocation Policy and combine seasonal sportsfields allocation processes across the IWC	A special sporting forum was held on the 18 June with the Inner West Sporting clubs and associations to work through the development of the key guiding principles for future policy development in this area. A Council report has been prepared for the August 2018 Council meeting.	Progressing - on track	
Engage and work with the consultant to prepare detailed plans for the GreenWay missing links	The GreenWay Master Plan public exhibition is complete and a report is to be provided to Council in August 2018. The GreenWay Central Missing Links detailed design is 95% completed and awaiting Sydney Trains review and approvals prior to finalisation and submission of a Development Application. These approvals have delayed the planned delivery of the central missing links construction phase.	Progressing - on track	
Work with OEH to obtain a licence for the Waterfront playing field in Callan Park and prepare a design and DA to undertake upgrade works	A draft license agreement has been drafted and is currently with OEH for consideration. The design and DA have been completed.	Progressing - on track	
Develop and agree on an MOU with Ausgrid to stop long standing excessive tree pruning practices	Ausgrid have adopted reduced pruning standards, which are more in keeping with Council and community expectations. Council and Ausgrid have been working together to prepare an Inner West Precinct Plan.	Completed	
Review existing Parks' Plans of Management and develop a prioritised implementation plan for new and updated Plans of Management across the IWC	A revised list of Plans of Management and a review of key priorities for Crown land Plans of Management has been developed by Council officers and will shortly be reported to Council for consideration on an agreed approach to delivery key priorities.	Progressing - on track	
Review the existing Tree strategies and policies and prioritise their development/updating, including incorporating information from Council's urban heat island mapping, canopy cover and adaptive capacity assessments to help inform and prioritise locations and species for planting	Project to be delivered during 2019/20 financial year.	Not due to start	
Review existing event management practices in parks, including Council and private events and develop a new IWC Policy	A new draft events policy is nearing completion and will be reported to Council for consideration in August 2018.	Progressing - on track	