

Our home
Our City Our future

2016-2020 END OF TERM REPORT



Reporting on the Fairfield City Plan 2016-2026

OUR COMMITMENT TO ABORIGINAL AND TORRES STRAIT ISLANDER RESIDENTS

Fairfield City Council (Council) acknowledges the Cabrogal people of the Darug nation as the traditional custodians of Fairfield City and pays its respect to the Elders past, present and future. The Cabrogal name comes from the 'cobra grub', an edible freshwater worm harvested from local creeks in the City that was a staple food for the clan. Council also recognises the spiritual relationship Aboriginal Australians have with the land and the right to live according to their own beliefs, values and customs.

In July 2000, Council signed a Local Government Commitment that both acknowledged and recognised Aboriginal and Torres Strait Islander people as the first people of Australia. It acknowledged their loss and grief caused by alienation from traditional lands, loss of lives and freedom, and the forced removal of children.

Council continues this commitment through the delivery of the Reconciliation Action Plan, which supports the community.

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INTRODUCTION

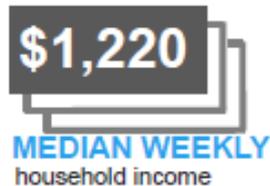
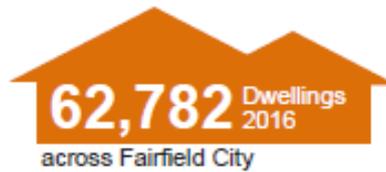
The Local Government Integrated Planning and Reporting (IPR) Framework was introduced to improve a council's long-term community, financial and asset planning. The IPR Framework ensures councils plan for a sustainable future for their community by addressing their needs and priorities as they identify them.

Fairfield City Council's IPR Framework comprises of a number of plans: ten-year Fairfield City Plan, ten-year Resourcing Strategy, four-year Delivery Program and annual Operational Plan. The Framework also comprises of a number of reports: End of Term, Annual, and Quarterly Reports.

The Fairfield City Plan (City Plan) is the Community's Plan, which has been prepared by Council through a series of community consultations. This Plan sets out the community's vision, needs and priorities for the next ten years, which are identified under the five themes. The current City Plan was developed in 2016 and records the aspirations the community had for the ten-year period up to 2026.

The implementation of the City Plan is everyone's responsibility to work towards achieving the community's vision, priorities and goals. All levels of government Federal, State and Local, Non-Government Organisations, Businesses, private sector and individual resident have a role to play in delivering the plan.

FACTS ABOUT FAIRFIELD CITY



Source: Fairfield City Council Community Profile compiled by .id the population experts.

IPR FRAMEWORK

The Local Government Integrated Planning and Reporting (IPR) Framework is a legislative requirement for all NSW councils. Councils are required to develop a series of long, medium and short term plans to ensure councils are more community focused, responsive and sustainable in the long term.

What are the plans in the framework?

Fairfield City Council's IPR Framework is made up of a number of plans including:

- Fairfield City Plan (10 years)
- Community Strategic Plan
- Delivery Program (4 years)
- Operational Plan (1 year)

These plans are informed by a Resourcing Strategy (10 years) that is made up of:

- Long Term Financial Plan (money)
- Asset Management Policy, Strategy and Plans (assets)
- Workforce Management Plan (people)

What reports are in the framework?

Council reports on these plans and the progress towards achieving the community's vision, priorities and goals through the following reports:

- End of Term Report (Reports on the Fairfield City Plan)
- Annual Report (Reports on the Operational Plan)
- Quarterly Reports (includes Six Monthly Reports) (Reports on the Operational Plan and Delivery Program)



HOW WAS THE 2016-2026 FAIRFIELD CITY PLAN DEVELOPED?

In developing the 2016-2026 Fairfield City Plan (City Plan) Council ensured a balanced approach utilising Social Justice Principles and the Quadruple Bottom Line. The Social Justice Principles ensured social considerations such as equity, access, participation and rights were taken into account with the Quadruple Bottom Line (QBL) ensuring that the City Plan was developed holistically and balanced, rather than favouring one particular aspect. This is demonstrated by addressing the four pillars of the QBL, which includes Social, Environmental, Economic and Civic Leadership (*as demonstrated in Figure 1*).

Based on the community's vision, goals and outcomes identified in developing the City Plan the following five themes were identified towards achieving their vision, needs and priorities:

- Theme 1 Community Wellbeing
- Theme 2 Places and Infrastructure
- Theme 3 Environmental Sustainability
- Theme 4 Local Economy and Employment
- Theme 5 Good Governance and Leadership

The City Plan also captures the community's highest priorities as a "Top 10" Summary. They were:

1. Local traffic flow and road safety
2. Community safety
3. Inviting and well used community places and parks
4. Attractive and lively town centres
5. Connected transport systems
6. Job opportunities
7. Cleaner streets
8. Affordable housing
9. Car parking spaces
10. Access to schools, universities, colleges and TAFE

MEASURING THE FAIRFIELD CITY PLAN

As part of the development of the Fairfield City Plan, a number of community indicators were developed for each of the five themes. The information has been collated from a number sources including:

- 2020 Service Level and Indicators Survey
- Australian Bureau of Statistics: Census Data
- Reporting on Council's Delivery Program
- External sources including website
- 2021 End of Term Report Survey

Figure 1:



OUR REPORTING OBLIGATIONS

Under the Integrated Planning and Reporting Framework, councils are required to report on the council's achievements only in implementing the Community Strategic Plan over the term and that the report must be presented at the final meeting of an outgoing council.

During the establishment of the Integrated Planning and Reporting Framework, which was introduced by the NSW State Government, Council has always seen the Community Strategic Plan as the community's plan where

council is not wholly responsible for its implementation. As such, the Fairfield City End of Report would have to include Fairfield City Council's highlights and achievements as well key stakeholders in order to report effectively against the Community Strategic Plan. In order to achieve this, Council engaged 1,000 Federal and State Government Agencies, non-for-profit groups, community leaders and organisation, charities, etc. through an End of Term Report Survey. The outcomes from the survey have been included within this Report.

ABOUT THE 2016-2020 END OF TERM REPORT

The Fairfield City 2016-2020 End of Term Report (End of Term Report) recounts how we delivered against the 10 year Fairfield City Plan (City Plan) with our key stakeholders and how our achievements and actions are benefiting the community. It reflects on the community's long-term goals for health and wellbeing of its people, places and infrastructure, economy and the natural and built environment. The City Plan demonstrates Council's commitment to best practice in its leadership to the community.

The End of Term Report is designed to report on the progress in achieving the community's goals and priorities as set in the City Plan over the past 4 years by all stakeholders. It reviews where we wanted to be, what has been done and any gaps that are identified that need to be considered in future plans.

This report will focus on the period 1 July 2016 to 30 June 2020. It is driven by a combination of achievements against the City Plan including the Annual Report Highlights, Community Service

Levels and Indicator Survey 2020, Stakeholder End of Term Report 2021 Survey, and Audited Financial Statements for the period 2016-2020.

The Community Service Levels and Indicator survey 2020 measured community satisfaction towards services and facilities as well as key performance indicators against the community's vision identified in the City Plan. Council engaged a research expert to conduct the community survey (over 600 interviews were conducted) at the beginning of 2020. Residents were selected through random selection and number harvesting processes. The survey outcomes:

- Measured satisfaction with Council's overall performance
- Measured indicators identified in the End of Term reporting 2012
- Assessed importance and satisfaction with Council provided services and facilities.
- Derived relative importance of Council provided services and facilities

COMMUNITY'S VISION

Identifying the community's vision is important as it defines a clear image of the community's expectations and helps guide all relevant stakeholders and partners when choosing current

and future actions. The Fairfield community reaffirmed its vision for the 2016-2026 Fairfield City Plan to be:

Community's Vision:
"We are Fairfield City – a welcoming, safe and diverse community where we are proud to belong, invest and prosper"

In order to measure the delivery of the community's vision, it has been broken out into five different categories to ensure that it is trending in the right direction:

	Vision Categories	Measures	2016	2020	Trend
	Welcoming	% Participants feel social and cultural tolerance in the neighbourhood	74%	76%	→
	Safe	% Participants feel safe in their neighbourhood	76%	77%	→
	Diverse Community	% Participants feel that cultural diversity is valued and celebrated	81%	89%	→
	Belong	% Participants feel they belong in their neighbourhood	81%	82%	→
	Prosper	% Community satisfaction that Fairfield City is a great place to live	N/A	75%	→

Trend	Outcomes
→ or ←	Progress towards the community's vision
← or →	Progress away from the community's vision
↔	Progress is maintained

COMMUNITY SURVEY

BACKGROUND

Late 2019, Council engaged a research company to independently conduct a statistically valid community survey to review the service levels such as satisfaction and importance of services and facilities as well as progress of key indicators made against the community's vision, priorities and goals in the City Plan. The survey was undertaken between December 2019 until February 2020 to gather information that:

- Measured satisfaction with Council's overall performance
- Measured indicators identified in the Fairfield City Plan 2016
- Assessed residents' level of importance of Council provided services and facilities
- Assessed residents' level of satisfaction with Council provided services and facilities
- Derived relative importance of Council provided services and facilities

This was achieved through telephone surveys (both landline and mobile) to over 600 households across the City. In order to capture a balanced representation of Fairfield City, 139 households were acquired through number harvesting to target residents that might not use landlines such as younger adults. Due to cultural diversity of Fairfield City 120 multilingual interviews were conducted in Arabic, Assyrian, Cantonese, Vietnamese and Khmer.

SUMMARY OF KEY FINDINGS FROM THE SURVEY

Fairfield continues to be on track to provide a positive level of satisfaction, with 89% of residents rating Council's performance in the satisfactory rating category, as identified in the Service Levels and Indicator Survey Report.

Overall, 81% of residents are either very satisfied, satisfied or somewhat satisfied that Council delivers value for money services to the community, whilst only 19% disagree. A further 54% believe that Fairfield City Council is an innovative and leading Council, whilst a third are neutral with a non-committal response to the question of either 'agreed or disagreed'. Only 13% disagreed. This further reflected a similar result with 55% of residents feeling that Council is accountable, transparent and an ethical organisation, third remained neutral and only 13% disagreed.

The following summarises the services with the highest and lowest importance as well the most and least satisfied services currently being provided by Council.

Highest Importance	
Household garbage collection	91%
Community safety	90%
Manage local traffic flow and road safety	87%
Condition of local roads	87%
Activities and programs to support crime prevention	85%
Emergency management of disasters	84%
Lowest Importance	
Activities provided at Aquatopia	39%
Activities to support the arts through the Fairfield City Museum and Gallery	44%
Activities and programs to support new arrivals	52%
Activities and programs to support multicultural groups	55%
Cultural activities and events	55%

The table above identifies services that have been assigned the highest and lowest importance rating by survey participants. What this means is the services with the highest importance rating are the key drivers that would actively impact on the overall community's satisfaction with Council's performance and should be considered an area of focus for Council.

However, services assigned the lowest importance rating, for example, 'activities provided at Aquatopia', is a core strength of Council's activities and would be considered as a niche community service, but in relative terms they are deemed less important than other essential services that the community utilises more frequently. What this means is for these services, that Council should maintain its service delivery standards as this service delivers community liveability.

Highest Satisfaction	
Activities provided at Aquatopia	98%
Cultural activities and events	97%
Activities and programs at Leisure Centre	97%
Activities and programs to support new arrivals	96%
Household garbage collection	92%
Lowest Satisfaction	
Develop and enforce climate change policies and plans	68%
Maintain cleanliness of public toilets	69%
Control illegal rubbish dumping	71%
Access to parking facilities	73%
Condition of creeks and natural bushlands	75%

For further details of Council's services, a summary is also provided at the end of each Theme based on very satisfied, satisfied and somewhat satisfied percentages.

WESTERN SYDNEY CITY DEAL

The Western Sydney City Deal was signed on 4 March 2018. It is an innovative agreement between the three levels of government to jointly engage in city-building initiatives for western Sydney. An important focus for the City Deal is to cater for population growth and to take advantage of the opportunities provided by the construction of the new Nancy Bird Walton Airport and associated Aerotropolis. The City Deal brings resources from the Australian Government, NSW Government and the eight Western Parkland City Councils (including Fairfield City Council) to deliver priorities for the community – connectivity, jobs, investment and liveability.

The City Deal contains more than 40 specific initiatives including the construction of the first stage of the North-South Rail Link from St Marys to the Airport and Aerotropolis. It also establishes a governance framework involving the three levels of government to oversee delivery of the City Deal.

The specific initiatives in the City Deal that directly benefit the Fairfield City community are –

- Western Parkland City Liveability Program - \$15 million for each council to deliver projects to achieve improved community facilities and enhance liveability. The funds have contributed to the amenities building, Deerbush Park all-abilities playground, off-leash dog park and lighting as part of the Fairfield Showground redevelopment as well as the construction of the wave pool at Aquatopia.
- Each Council was provided with \$2.5 million to undertake the necessary planning studies to fast-track their local housing strategies and accelerate adoption of new LEPs.
- A number of jobs initiatives, including the Western Sydney Investment Attraction Office and grant programs for local businesses have the potential to assist local employment and investment growth.
- A Health Alliance has been established comprising State health agencies, Primary Health Networks and the eight Councils with the objective of improving health outcomes in western Sydney.
- A Digital Action Plan has been adopted to improve digital connectivity by guiding investment decisions and resource allocation by governments. A number of specific projects are underway.
- The Planning Partnership was established comprising key State agencies, federal government representatives and the eight councils to improve collaboration and achieve efficient and high quality planning outcomes.

A formal alliance of the eight Western Parkland Councils commenced in early 2020 and builds on their collaboration during the development and implementation of the City Deal. The Alliance has a focus on the City Deal projects as well as an important role in advocacy to promote shared strategic regional priorities and responses to emerging issues.

COUNCIL AWARDS

A snapshot of Council's awards and achievements.

- Won the 2018 A R Bluett Memorial Award, which recognises the most progressive Council in NSW in the past 12 months. The award is described by Local Government NSW as 'the greatest accolade a council can achieve' and 'the pinnacle of local government achievement'. Fairfield City Council received the award in the City and Regional Councils category, which includes city, metropolitan and major regional rural councils. *(Finalist in 2017 for the A R Bluett Memorial Award, presented by Local Government NSW to the most progressive Council in the state.)*
- Won the "Exceptional Community Partnership in a Local Government Area" category as part of the 2019 ZEST awards for the Fairfield City Settlement Action Plan (FCSAP). The FCSAP was developed with a partnership between Council and Core Community Services.
- Open Libraries was awarded 2019 Service Delivery Award by the Local Government Professionals.
- Won the 2018 Museum and Galleries NSW IMAGinE Award for the exhibition *Fairfield on Film*, which explored the evolution of Fairfield's film industry.
- Won the 2017 Museums and Galleries NSW IMAGinE Award for the exhibition *A Home Away from Home*, which explored Fairfield City's Multicultural Clubs.
- Bonnyrigg Early Learning Centre was awarded the inaugural 2019 Excellence in Early Childhood Education Award for the "Community Involvement Excellence" category.
- Awarded the AH Pierce Memorial Facility of the Year for 2019 by the Aquatics Recreation Institute for Prairiewood Leisure Centre.
- Won the 2020 Community Development and Services category (Population over 100,000) as part of the Local Government Excellence Awards for the Fairstart Early Intervention program.
- Received a Local Government Youth Week Award for best on-going commitment to Youth Week for the Bring it On! Festival.
- Finalist in the NSW Sports Awards for Council's Community sports programs which provided fitness, sporting programs and sporting infrastructure.
- Received first place for the Landscape NSW and ACT (LNA) Master Landscapers Association Awards for the design and practical use of urban space at the Crescent Plaza, Fairfield.
- Received a highly commended award from the Institute of Public Works Engineering Australasia for the development of Aquatopia.
- Awarded joint winner in the 2017 Green Globe Awards for the *Light Years Ahead* project, which installed energy efficient lighting and saved \$2.15 million a year in energy costs.
- Marlborough Street Preschool received the 2019 Outstanding Preschool Award by the Fairfield Local Business Award.
- Received two Highly Commended awards at the Stormwater NSW 2018 Awards for Excellence in the categories of Excellence in Asset Management for the Water-Sensitive Urban Design (WSUD) Device Audit and Maintenance Program, and Excellence in Policy or Education for the joint Get the Site Right Sediment and Erosion Control Campaign.

UNDERSTANDING INDICATOR PERFORMANCE

A range of community indicators were developed to measure progress towards delivering the community's vision, goals, outcomes and strategies identified in the City Plan. These outcome based indicators were carefully selected to monitor the effectiveness in achieving the City Plan. Each indicator is measured using data collated by Council, government and / or community based agencies.

It is also important to note that state and federal reporting on indicators and data reports are either not reported in line with the Integrated Planning and Reporting timeline, and therefore not available on time, or the data has not been catered for the Local Government Area.

Examples of these is the Australia Bureau of Statistics (ABS) data collected every five years. NSW State Government Cluster reports do not breakdown their contribution for LGA but rather state wide or regional. Council has been required to fill some of these gaps through the service levels and indicator survey that is conducted every 4 years.

At the end of each Theme area in the report there is a table, which presents measures that were established at the commencement of the Community Strategic Plan process. The table uses the following coloured arrows to demonstrate the current progress in achieving strategic goals and community's vision.

Indicators	Outcomes
→ or ←	Progress towards the community's vision
← or →	Progress away from the community's vision
↔	Progress is maintained

SUMMARY OF PERFORMANCE

Theme 1 - INDICATORS	TREND
Goal A: A diverse community of many cultures that is valued and celebrated	→
Goal B: Healthy and active community	↔
Goal C: A safe community	←
Goal D: An inclusive city with access to opportunities	→

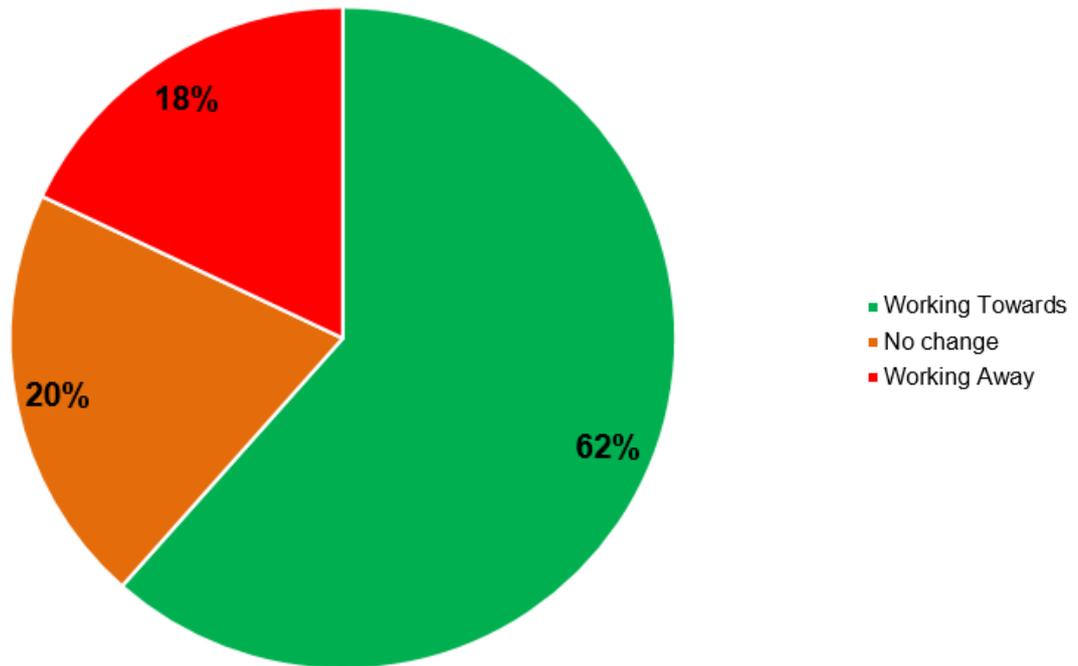
Theme 2 - INDICATORS	TREND
Goal A: An accessible and liveable city	→
Goal B: Community assets and infrastructure are well managed into the future	↔
Goal C: Inviting and well used open spaces	←

Theme 3 - INDICATORS	TREND
Goal A: A sustainable natural environment	↔
Goal B: Environmentally aware and active community	→
Goal C: Environmental compliance standards are met	←

Theme 4 - INDICATORS	TREND
Goal A: Range of resilient businesses	↔
Goal B: Attractive and lively City	→
Goal C: Diverse employment and job opportunities	→

Theme 5 - INDICATOR	TREND
Goal A: Decision making processes are open and transparent	→
Goal B: A well engaged and informed community	→
Goal C: Fairfield City is financially sustainable and responsible	→
Goal D: Strengthen relationships through partnerships within our community	→

As can be seen during this term, Council is in a positive position with 62% of its indicators demonstrating that Council is working towards the Community's vision. Indicators which have remained stable and have neither improved or reduced in satisfaction have been listed as having no change and account for 20% of indicators. These include public perceptions with regards to access to community health and public transport. The 18% of indicators working away from achieving the community's vision is partly due to NSW Health restrictions relating to COVID-19 and the social distancing restrictions in place at different times, which resulted in a number of public facilities and amenities being closed to ensure community and staff safety. Local traffic flow, and condition of roads and creeks continues to be an important priority for the community with improvements in these areas desired.



ACHIEVING THE TOP 10 PRIORITIES

PRIORITY 1 – LOCAL TRAFFIC FLOW AND ROAD SAFETY

2016 ISSUES AND INFLUENCES

The Global Urban Mobility Index Report identified that Sydney has more traffic congestion than many major cities globally and Fairfield City is not immune to this. It was noted that Sydney has worse traffic congestion than New York and less comprehensive public transport networks.

Based on the 2016 Census the analysis of car ownership indicates that 51% of households in Fairfield City have access to two or more motor vehicles, which is high compared to Greater Sydney (46%) and NSW (38%). Fairfield City face additional local traffic flow pressures with the development of the Western Sydney Airport and Aerotropolis in neighbouring Liverpool City Council. Other factors that impact on local traffic flow and road safety includes, but is not limited to:

- Underutilisation of public transport due to lack of stations, connectivity to major cities, direct routes, accessibility and parking infrastructure.
- Complex traffic flow planning and responsibilities through multiple agencies e.g. State, Regional and Local Roads.
- Length of time required for interagency collaboration to implement effective solutions.
- Impacts of heavy vehicles from the Smithfield-Wetherill Park industrial area on traffic flow.
- Lack of space to implement effective solutions.

2016-2020 KEY ACHIEVEMENTS

A number of initiatives have been undertaken to improve traffic flow and road safety across the City including:

- Upgraded Smithfield Road (over 5.4km) between Elizabeth Drive and Polding Street including improvements to 11 intersections and widening the road to a 4 lane wide carriageway (2 lanes in each direction) to improve the flow of traffic through this heavily congested area.
- Roads and Maritime Services commenced work on the M12 Motorway, M7 to The Northern Road (State and federal funded), Badgerys Creek project.

- Roads and Maritime Services commenced work on The Horsley Drive, M7 Motorway to Cowpasture Road, Horsley Park to improve traffic flow between the Smithfield-Wetherill Park industrial area to the M7 Motorway.
- Repainted traffic islands at 14 locations to improve visibility and safety for the community along Fairfield Street, Ferrers Road, Gladstone Street, Hamilton Road, Humphries Road, King Road, Lansdowne Road, Meadows Road, Mimosa Road, Polding Street, Prairie Vale Road, Restwell Road, Sackville Street, and Victoria Street (between Elizabeth Street and The Horsley Drive).
- Constructed a single lane roundabout at the intersection of John Street and Bold Street, Cabramatta, to improve traffic flow.
- Continued consultation and collaboration with key stakeholders with regards to the development of the Western Sydney Airport.
- Implemented speed radar signs as part of a city wide safety program at eight locations across the City, which included Boronia Road, St Johns Road, Sadlier Crescent, Coleraine Street, Edensor Road, Emerson Street, Salter Road, and Harrington Street.
- Implemented speed radar signs and banners near six public schools across Fairfield City including Mt Pritchard, St Johns Park, Fairvale, Smithfield, Governor Philip King, and Edensor Park.
- Updated infrastructure to a number of intersections along Wetherill Street and Cumberland Highway in preparation for the Western Sydney Airport.
- Installed new traffic signals at the intersection of Polding Street and Maud Street, Fairfield West to improve traffic flow for the community.
- Improved traffic flow by installing a right hand turn signal at the intersection of Sackville Street and Hamilton Road, Fairfield.
- Upgraded the intersections of Hamilton Road, St Johns Road and John Street on the Cumberland Highway to improve traffic flow.
- Completed traffic signal initiatives associated with Smithfield Road to improve traffic flow.
- Installed a total of 21 speed radar display signs at various locations across the City to improve traffic and community safety.

- Arab Council delivered 10 Walk Safely workshops in various Local Government Areas (LGAs) to build the skills and knowledge of older people from Arabic and non-Arabic speaking backgrounds regarding road safety. Themes included road crossing risks and how to avoid accidents. Older people were actively engaged in the workshops and enjoyed them. They also provided valuable feedback on road safety issues relating to their cohort, which was communicated to Roads and Maritime Services to inform their policy development.
- Arab Council applied to Road and Maritime Services for the following three programs: Senior Pedestrian Safety “Walking Safely”, Graduated Licensing Scheme “Helping Learners Drivers Become Safer Drivers” and Free fitting for child restraint seat “Child Car Seat Check”.
- Roads and Maritime Services increased focus of the Working Near Traffic Program on sharing information about risk controls and strengthening arrangements for the safe introduction of innovative control measures to improve safety for workers and customers at roadwork sites.
- Roads and Maritime Services continued to divert traffic from roadwork sites by planned road closures on a number of projects where it is feasible, which improved safety, project delivery and community/ customer outcomes.
- Each month, Roads and Maritime Services measured the performance of major traffic routes across the State so that trends could be identified over three, four or six months.
- Completed the Traffic Lights Feasibility Study including the development of signal control design for Cumberland Highway and Ferngrove Road, Canley Heights.

PRIORITY 2 – COMMUNITY SAFETY

2016 ISSUES AND INFLUENCES

Community safety is a complex issue to address with a number of factors that influence actual and perceived perceptions around community safety. Improving community safety requires a wide range of stakeholders, visitors and residents to work together to create a safer environment. This includes effective partnerships between police, government agencies, Council, business, community organisations and individuals.

Fairfield, like all areas, experiences crime. The recorded rates of crime are often lower than people think. According to the Bureau of Crime Statistics and Research (BOSSCAR), the rates of most crimes in Fairfield have been stable, or decreasing, over the past 5 years. The five most common crimes across Fairfield City are:

- Fraud
- Malicious damage to property
- Steal from motor vehicle
- Domestic violence related assault
- Non-domestic violence related assault

The five crimes that are increasing but not most common includes:

- Possession/use of amphetamines and narcotics
- Prohibited and regulated weapons offences
- Breach bail conditions
- Receiving or handling stolen goods
- Offensive conduct

2016-2020 KEY ACHIEVEMENTS

Some of the projects that were undertaken over the past four years by stakeholders including council to improve community safety included:

- Launched Operation Bounce Back in Fairfield and Cabramatta to improve public awareness about motor vehicle theft and its content. This included an extensive social media and cinema advertising campaign, distribution of information packs and resources to assist the community in securing their valuables and car.
- Supported events for 16 Days of Action and White Ribbon Day campaigns to raise awareness of domestic and family violence. This included Police and Community White Ribbon Walk, the White Ribbon Day Bonnyrigg event, and the Fairfield White Ribbon Day Cup, a series of cartoons posted on social media.

- Supported the Police Annual Open Day to support a stronger connection between Fairfield City Police and the community.
- Installed CCTV cameras across the City including Whitlam Library, Council's Administration Centre, and locations in Yennora and Horsley Park to improve safety and security for the community.
- Delivered a number of community information sessions and education programs about respectful relationships, and family and domestic violence for the community in partnership with a range of communities such as Samoa Victim Support Group Sydney Inc., Pacific Islander Community and Church leaders, Immigrant Refugee Women's Network, Khmer Community of NSW Inc., Nakango Vision Inc. and the Swahili language community.
- Held a Problem Gambling Forum for 80 community members and residents to raise awareness of the harms caused by gambling.
- Received 656 CCTV footage requests from NSW Police to assist with investigations.
- Arab Council delivered a Gambling Help Recovery and Support Service, and Financial Counselling Service, which was funded by the NSW Office of Liquor, Gaming and Racing - Responsible Gambling Fund. This service was provided in South West, West and Coastal Sydney and offered therapeutic and financial counselling, casework and group support to Arabic speaking individuals, their families and friends on gambling and other related issues.
- Bonnie Support Services provided an outreach service, which supported women and children if they are experiencing domestic violence. Outreach can be provided to women who are seeking to leave a dangerous situation at home or are first considering making such a move and need to test the waters and gain knowledge and information about their options.
- Bonnie Support Services participated in a project with the University of Sydney. It was called Safe and Together Addressing Complexity. The project brought together professionals from many different sectors: child protection, health, drug and alcohol, domestic violence and others.
- As part of the 16 days of activism against gender based violence, CORE Community Services as a lead agency hosted a successful Inaugural Domestic Violence Conference "We Can Help". The conference was organised in collaboration with NSW Justice, Legal Aid, Department of Human

Services, Bonnies Support Services, Drug and Alcohol Multicultural Education Centre and Mission Australia with the aim to inform community workers about the services available for victims of domestic violence within different organisations. Over 160 people attended this conference.

- CORE Community Services – Multicultural Communities delivered the Coffee with a Cop event. The mission of coffee with a cop is to break down the barriers between police officers and the citizens they serve. Superintendent Lennon said the gathering in Fairfield, one of Australia's most ethnically diverse suburbs, had helped "break down the barriers" between the police and the community.
- Department of Premier and Cabinet partnered with White Ribbon Australia to develop a framework to recognise communities as White Ribbon Communities. An assessment framework has been developed and the community has been surveyed to understand and gain a benchmark on levels of awareness.
- Delivered safety information sessions to hundreds of newly arrived refugee students in partnership with Fairfield Police and Navitas at Fairfield Youth and Community Centre. The sessions included information about the role of police in Australia and challenging preconceived ideas of authority, domestic and family violence, personal cyber safety and Council services.
- Arab Council facilitated activities that included the Triple P – Positive Parenting Program, 123 Magic, Play Power, Harmony Day and the Let's Count program. Sessions were also held with a focus on building life and parenting skills that covered a variety of topics including child safety at home, cyber safety, impact of screen on children's brain, understanding mental health and disability, healthy cooking and the disposal of chemical waste.
- Corrective Services NSW Fairfield Community Corrections involved in the domestic violence Arabic Psychologist men's group (during White Ribbon period).
- NSW Police in the South West Metropolitan Region conducted Operation Render Safe, reviewing and conducting probity checks for all licensed firearms holders within the region. The region was responsible for half of all child protection prohibition order applications state-wide and targeted knife crime through Operation Sabre, which has seized numerous weapons and resulted in multiple arrests. Operation Sabre continues to be in force. The South West Metropolitan Region Enforcement Squad, together with State Crime Command, responded to 245 Australian Border Force referrals for drugs and weapons.
- Western Region police maintained a strong focus on firearms compliance and enforcement with Operation Armour. Significant drug investigations included Strike Force Warregah, which targeted cocaine supply and Strike Force Macvitie, which targeted the supply of heroin and ice. On 27 May 2020, the resolution for Strike Force Pinnacle – the largest drug supply operation ever conducted in western NSW – and Strike Force Laverick saw 17 people arrested and charged with hundreds of drug and property offences after 16 search warrants were executed in Wellington resulting in nearly \$1 million in cash being seized, and five search warrants were executed in south western Sydney resulting in \$642,625 cash and numerous vehicles being seized.
- NSW Police Cybercrime Squad established Strike Force Belltree to investigate a criminal syndicate targeting businesses through email scams. The strike force has arrested 14 people involved in scams worth \$4.7 million. Strike Force Vide was set up to investigate the unauthorised access to a company's database and the uploading of more than 170,000 data records to the internet and dark web. This resulted in nearly \$50 million in combined market capital and revenue loss and led to about 130 contract terminations and redundancies.
- NSW Police Multicultural Community Liaison Officers (MCLOs) worked closely with local police, communities and multicultural businesses to deliver a wide range of programs and activities as well as victim support. MCLOs responded proactively to cyber scams, blessings scams, road safety, youth leadership and family and domestic violence. Commands actively supported religious and cultural events like Diwali and Chinese and Vietnamese New Year.
- Scams and frauds targeting Chinese international students and Chinese nationals required a concerted response. Radio interviews in language, targeted media coverage and fact sheets on the risks of international students being used as money mules were some of the strategies to disrupt, respond to and prevent crimes such as money laundering, authority scams and virtual kidnapping.

PRIORITY 3 – INVITING AND WELL USED COMMUNITY PLACES AND PARKS

2016 ISSUES AND INFLUENCES

A strong sense of community places and parks has been associated with improved wellbeing, increased feelings of safety and security, and participation in community activities. There are researches that examine how the broader built environment influences sense of community especially between sense of community and the quality of public space and parks. Health and physical activities for children and adults are very important to assist in their mental and physical development.

In terms of public parks, Fairfield City has the Chipping Norton Lakes with extensive waterways and recreation facilities in addition to the 496 parks across the City. These parks incorporate a diverse range of recreational settings including children's playgrounds, exercise equipment, youth facilities, public art, picnic areas, landscape features, and an extensive network of cycleways and walking trails. However factors that impact priority and community's aspiration for an inviting and well used community places and parks includes, but is not limited to:

- Insufficient seating for picnics / BBQ, shade, water refilling stations in parks and walking tracks.
- More and improved off leash dog parks.
- More lighting in parks to increase utilisation during daylight savings session.
- Creating more innovative playgrounds that are accessible for people with disabilities.
- Improved park frontages and landscaping through the use of flowers and tree selections that would be enhance multi-colours throughout the parks.
- Improved quality of maintenance of sports fields

The 2016 census identified that the number of youths in Fairfield City was 37,444, which is higher than the Greater Sydney average, therefore would increase the demand for this priority.

2016-2020 KEY ACHIEVEMENTS

- Constructed Koonoona Park in Villawood, which included a ground level ropes course, flying fox, a circuit path, exercise equipment, basketball facilities, and a ping-pong table.
- Hosted the Tour De Fairfield community bike ride tour around key historical sites throughout the City as part of the Roads and Maritime Services Bike Week event.
- Provided 32 health and wellbeing programs and activities for the community across Council's leisure centres including a 12 Week Challenge, Boot Camps, School Holiday Programs, Personal Training and Learn to Swim sessions.
- Received 1,618 used bicycles, of which 1,021 were recycled and 818 bicycles were loaned out to community and local schools.
- Hosted Icetopia during the Winter school holidays at Aquatopia, with more than 10,000 visitors enjoying a 250 square metre outdoor ice-skating rink.
- Provided \$1,150,000 worth of subsidies to community members at Council's Leisure Centres, which included 176,000 free entries for seniors and residents who presented a Disability Support Pension Card.
- Provided access to more than 2,264,000 visitors that attended the Fairfield Showground. Visitors attended the Fairfield Markets, Pickers Bazaar, Festivals and Parklands Function Centre.
- Provided 159 programs and events for over 31,000 participants at Council's Libraries, which included topics such as computer literacy, study assistance, conversational English classes, Family Literacy Program and Citizenship Preparation Classes.
- Accumulated over 1,800 free youth hours at the Fairfield Youth and Community Centre from over 1,200 young people, who participated in a range of activities such as a "Wear it Purple" banner making workshop promoting inclusion and an Amazing Race activity providing education on Alcohol and Other Drugs in partnership with NSW Police, Ted Noffs Foundation and the Fairfield Liverpool Youth Health Team.
- Delivered a National Children's Week event at the Crescent Plaza, to over 500 community members. The event featured an animal farm, play dough, craft and entertainers.
- Delivered the Merge exhibition at the Crescent Plaza, Fairfield, which featured portraits of over 120 Fairfield City residents.

- Held the FLAME Festival (Fairfield Live Art, Music and Entertainment) at ten locations throughout the Fairfield CBD to more than 700 community members. Over 90 musicians played a range of genres including jazz, folk, pop and Bollywood, with all artists coming from across Western Sydney.
- Hosted the Active Inclusion Sports Day at the Fairfield Youth and Community Centre and Fairfield Leisure Centre in partnership with NSW Sport, with more than 100 young people with disability participating.
- Held Flicker Fridays at the Crescent Plaza, Fairfield, for 120 community members. The free event presented films developed through Council funded filmmaking workshops, including themes around women's empowerment, mental health, disability and diasporic stories through mini-documentaries.
- Held Gyms In Parks sessions, which included instructors who monitor the progress of people with disability as well as modifying and selecting exercises to meet the needs of the individual.
- Delivered 257 supported playgroup sessions that were attended by 263 young children from 198 families including children with disabilities.
- Prepared a master plan to guide the development of the Fairfield Showground.
- Completed the concept design for the new grandstand at Fairfield Showground.
- One of the Premier's Priorities is to increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10% by 2023. As at June 2020, approximately 73,300 homes have benefited from being within a 10-minute walk to a major new or improved public space. More than 70,000 homes have also benefited from projects including Everyone Can Play inclusive playgrounds, Metropolitan Greenspace Program grants, and public facilities.
- Department of Planning, Industry and Environment transferred 33.3 hectares of land valued at \$43.35 million to the Western Sydney Parklands Trust for open space and ongoing management.
- Department of Planning, Industry and Environment funded 33 Metropolitan Greenspace Program grants, totalling \$7.57 million.
- Installed seven new BBQ facilities at Aquatopia, which are now available for hire to the community.
- Upgraded the existing tennis court into a futsal court at Emerson Park.
- Upgraded playground equipment and soft fall at Springfield Park.
- Installed new playground equipment, including a slide, double swings and a carousel, as well as landscape beautification and seating at Longfield Street Park.
- Installed new playground equipment, soft fall, up-lighting to highlight sculptures, landscaping, street furniture, pavement improvements, new fencing and plaques for Thomas Ware and Epoch Plaza to improve the aesthetic quality of these public spaces.
- Planted various trees throughout the City as part of the Street Tree Planting program: Wetherill Park Industrial Area, St Johns Park and Smithfield.
- Constructed a sports court, bench seats, shelter, footpath and installation of exercise equipment at St Johns Park.
- Upgraded landscaping to Ace Avenue Reserve and in the memorial garden at Council's Administration Centre.
- Installed new fitness equipment, chess table with seating, seven sandstone log seats and landscaping at Prout Park.
- Constructed the new Bradbury Wharf at Chipping Norton Lake.
- Renewed play equipment and softfall at Montrose Park, Fairfield East.
- Installed all-inclusive and accessible Exeloo toilets at Chisholm Park and Brenan Park.
- Upgraded Cabravale Memorial Park, which included restoration of the cannon, upgrade to the amphitheatre, and installation of a badminton court, drinking fountain and decorative surfacing.
- Installed inclusive play equipment, which includes an inclusive seesaw, wheel chair carousel and inclusive double swing set, at Fairfield Park.
- Implemented a tree planting program to provide shade for visitors and spectators at parks and sportsfields, which included Bosnjak Park, Endeavour Reserve, Carrawood Park, Rosford Park.

PRIORITY 4 – ATTRACTIVE AND LIVELY TOWN CENTRES

2016 ISSUES AND INFLUENCES

Fairfield City Council currently manages and maintains four major Town Centres, which includes Bonnyrigg, Cabramatta, Fairfield and Prairiewood with an additional 13 Local Town Centres and 37 Neighbourhood Centres across the City. Places such as Town Centres are a very complex type of product - it is not easy to articulate place benefits, define attractive attributes and the value of places. Due to this, place marketing becomes an important approach to understand what consumers feel about a city's image. Place marketing helps to define a city, region, community or a destination, and this is essentially used to identify attractive and unique benefits about a place and convey that to different target markets. Clean and attractive places also enhances community pride and perceptions of safety as well as discouraging anti-social activities such as littering, graffiti and vandalism, which is why this has been identified as a priority by the community.

A holistic approach is needed from the planning and design of a building (quality of construction) and the public place such as the physical aesthetics (landscaping, public art town centre improvements), improved shopping experience and variety (more cafes, restaurants and outdoor dining), and place making activities (nightlife events and attractions). This also includes how it is to be cleaned and maintained to an acceptable level.

2016-2020 KEY ACHIEVEMENTS

Some of the projects that were undertaken over the past four years by stakeholders to make Fairfield City's town centres cleaner and more attractive included:

- Partnered with St George Community Housing to deliver the Fun@Bunker event from various places of worship from Bonnyrigg for over 400 community members. The event included a variety of cultural performances, children's amusement rides, face painting, craft activities and an outdoor movie.
 - Upgraded Cabramatta Town Centre which included the installation of decorative lighting, safety bollards, replacement of street furniture and landscaping, as well as the installation of a table tennis table and badminton court.
 - Installed banners across Fairfield City to honour the Centenary of Armistice Day, to thank Horsley Park Rural Fire Service and all the firefighters for their hard work during the devastating bushfire emergency in December 2019, and a range of photographs of the Guntawang Women's group as part of the Interwoven Arts Program.
 - Installed lemon trees in planter boxes along the Horsley Drive, Smithfield.
 - Planted additional street trees along Bonnyrigg Avenue, Bonnyrigg to improve the streetscape and provide additional shade for pedestrians.
 - Held the Christmas in Fairfield City Centre event attended by 2,500 community members, which included carols performed by Mary MacKillop Catholic College, a petting zoo and the lighting of the Christmas tree.
 - Delivered the Canley Heights Children's Christmas Party at Canley Heights Town Square. Over 550 children and their families enjoyed amusement rides, face painting and a visit from Santa.
 - Held Cabramatta East Community Fun Day at Cabravale Leisure Centre. The Community fun day hosted the Western Sydney Wanderer's football activation zone and offered a variety of children activities such as balloon twisting, face painting and other amusements.
 - Upgraded Cabramatta Town Centre, which included improvements to footpath connections and the implementation of 'Smart Poles' for lighting to improve community safety.
 - Improved the streetscape along the Crescent and Court Road, and Smart Street in the Fairfield Town Centre, which included footpath treatment to encourage local foot traffic in Fairfield City.
 - Delivered landscape beautification at Fairfield Heights Town Centre to improve the visual quality of public spaces in Fairfield City.
- Upgraded the Canley Heights Town Centre with low level hedging and plants to improve pedestrian safety and visual aesthetics to the town centre, as well as installed 'in pavement' decorative lighting to enhance the corner landscape treatments.
 - Provided free public Wi-Fi at Canley Heights which can be utilised by all visitors to the area.
 - Upgraded Carramar Shopping Centre including expanding the existing landscaping and street furniture.
 - Supported the Channel Seven Sunrise television program in filming seven weather segments that celebrated the Vietnamese community and culture in Cabramatta to over 373,000 viewers.

- Completed landscaping works and replaced playground softfall at Canley Heights Town Centre.
- Provided \$19,855 in funding to 6 projects as part of the Bonnyrigg Town Centre Activation Fund to not-for-profit organisations that support the unique diversity of Bonnyrigg and encourage community interaction, which included events such as an Outdoor Movie Night, Bonnyrigg Spring Festival, and Bodhi Tree Celebration.
- Held Drive-in movie events at the Fairfield Showground, with 17 sessions held and attended by over 2,000 community members.
- Delivered annual Moon Festival events to over 90,000 people per year, with attendance by NSW Premier Gladys Berejiklian, hosts SBS Pop Asia's Andy Trieu and K-pop star Kevin Kim, and headline acts including Dami Im, Vietnamese pop sensation Minh Tuyet, children's entertainers PJ Masks, Australia's Got Talent grand finalist Lil Kookies and Kookies N Kream. Attendees enjoyed street food, speciality food trucks, and the Moon art installation which featured LED lights programmed to change colour.
- Delivered annual Illuminate New Year's Eve event, with more than 7,000 attendees in 2019 alone. The events included highlights such as live music, amusement rides and a fireworks display. Attendees also enjoyed face painting, circus workshops and whip cracking demonstrations. In 2019, the event helped raise money for the families of the two Rural Fire Services volunteers from Horsley Park Brigade, Geoffrey Keaton and Andrew O'Dwyer, the RSPCA National Bushfire Appeal and the Salvation Army Australia Disaster Appeal.
- Delivered Culinary Carnivale in Fairfield City Centre attended by 7,500 people on average. The event has featured Australian singer, Christine Anu, alongside traditional and contemporary Latin American acts, MasterChef Contestant Bryan Shu, The Three Assyrian Sisters and Get Kids Cooking.
- Held the Lunar New Year Festival in the Cabramatta and Canley Heights Town Centres. Over 9,000 visitors attended on average, which showcased children's entertainment, cultural ceremonies, fireworks and a variety of multicultural food.
- Street activation program delivered in Fairfield City Centre including Wonderful Wednesday, Easter Bunny and Mother Day music and mascots.
- Public Domain Plans completed for 9 business centres to support their development as visually attractive, active and prosperous places.
- Streets as Shared Spaced NSW Grant delivered in Fairfield City Centre and Cabramatta Town Centre as visually attractive and interactive 'pop up' public spaces.
- Fairfield City Centre Wayfinding Signage installed as a phase one with an extension of the signage to continue in future.

PRIORITY 5 – CONNECTED TRANSPORT SYSTEMS

2016 ISSUES AND INFLUENCES

The NSW State Government is the primary provider of public transport. Fairfield City is served by the T2 Airport, Inner West & South Line, T3 Bankstown Line and T5 Cumberland rail lines in the east, the Liverpool-Parramatta T-Way travels through the centre of the City and private bus routes traverse most of the City. Local bus services are also provided by Fairfield City Council (City Connect) and by a number of clubs in the City.

Information is available from the latest census (2016) on the journey to work. The vast majority of Fairfield City residents travel to work by car. About 14.7% of our residents take the train or bus to work compared to 22.3% in Greater Sydney. The percentage of our residents using public transport has maintained its level since 2011.

Some of the impacts and factors that would deter Fairfield City residents from using public transport are:

- Cost of the service with no or minimum time benefits.
- Poor accessibility to train stations due to lack of lifts or wheelchair access (in particular Canley Vale, Carramar, Villawood and Yennora).
- Lack of commuter parking near stations that is practical and affordable.
- Lack of bus services to the Smithfield-Wetherill Park industrial area
- Poor timetable connections between buses and trains
- Lack of multi-lingual information about public transport

2016-2020 KEY ACHIEVEMENTS

Some of the projects that have been undertaken over the past four years by stakeholders to improve public transport included:

- Delivered the City Connect Bus for over 85,500 passengers, which continues to run reliably and on time to support the local community as an affordable method of transportation.
- Installed a bus shelter to provide shade for residents at the corner of Edensor Road and Smithfield Road, Greenfield Park.
- Roads and Maritime Services delivered infrastructure projects that helped realise the Government's vision of three Sydney cities, in Future Transport 2056, including WestConnex, which will provide up to 18 hectares of open space and around 23 kilometres of new and improved cycleways and walkways.
- Provided an additional 39 car parking spots along The Crescent, Fairfield, near Fairfield Train Station.

PRIORITY 6 – JOB OPPORTUNITIES

2016 ISSUES AND INFLUENCES

The businesses and industries in Fairfield City and the surrounding areas provide goods and services as well as local employment opportunities. The Smithfield-Wetherill Park industrial area is one of the largest industrial estates in Australia and a major employer, traffic generator and economic powerhouse.

Fairfield City has a total of 63,945 local jobs based on the National Institute of Economic and Industry Research 2015. The largest industry is manufacturing and trade (blue collar jobs), which represents 36% of the Fairfield City's workforce in comparison to 22% of the NSW workforce. Based on the 2011 Census there is about 8% less Professional (white collar) jobs within Fairfield City in comparison to the NSW average.

It was also noted higher than average levels of unemployment, especially youth unemployment, placed increased importance on access to education and training and the need for flexible employment such as part-time and casual opportunities with youth's educational demands.

Some of the factors that may influence job opportunities for Fairfield City residents are:

- The levels of socio-economic disadvantage
- Recognition of overseas qualifications
- Lack of local job references and local experience
- English language proficiency
- Access to transport
- Cultural and Language barriers
- Aging working population
- Skill gap in emerging industries

2016-2020 KEY ACHIEVEMENTS

Some of the projects that were undertaken over the past four years by stakeholders to increase job opportunities included:

- Partnered with CSIRO and local high schools (Bonnyrigg High, Cabramatta High, Freeman Catholic College, Patrician Brothers) and commenced the Generation STEM Program, an initiative to attract, support, retain and train students in STEM for further education and into employment.
- Partnered with Regional Development Australia for the development of Food and Beverage Industry Study to support the local and regional Food and Beverage Industry including skills development and talent attraction.
- Represented Fairfield City in the development of Local Jobs and Skills Taskforce (Federal Government) for South West Sydney.
- Hosted business events on various business development topics such as Exporting, Digital Marketing, Tendering, Design Thinking, and Starting an E-Commerce business.
- Creation of #supportlocal initiative to support local businesses in response to COVID-19.
- Assisted local manufacturing businesses in applying for Federal Governments Modern Manufacturing Initiative Grant to increase productivity and job creation.
- Supported 556 community members in participating in educational training, including refugee work experience placement and youth volunteers for activation projects in Bonnyrigg, Cabramatta and Canley Heights.
- Participated in the 'Employ Me First' Expo held in Fairfield City, advocating for local jobs for local residents.
- Developed a work experience program to support people with disability to develop work skills and experience.
- Hosted a total of 34 work experience placements, including the Refugee Work Experience Program, in various areas of Council including childcare, libraries, regulatory compliance and community development.
- Supporting business freight efficiency with oversize, overmass heavy vehicle approvals.
- Completed the design for the Community Business Hub and commenced construction.

- CORE Community Services delivered the MARS project, which ran seven computer classes. Four computer classes are language specific such as Spanish and Chinese. The remaining three computer classes are delivered in English to Culturally and Linguistically Diverse (CALD) communities including Assyrian, Vietnamese, Croatian Serbian, and Italian. Computer classes have been designed to skill seniors on their better use of computers and have been one of the most attended activity for seniors.
- Hosted Arabic, Vietnamese and Chinese speaking business advisors at the Fairfield Libraries Workary, who support those that were looking to start up, expand or grow a business.
- Delivered the Tech Savvy Seniors program, which provides seniors with the opportunity to develop skills and confidence in the use of technology for socialising, accessing important services or conducting personal business. This program was also presented in Mandarin, Cantonese, Spanish and Arabic.
- Supported Youth Co-Lab Inc. to deliver the Kitchen Co-Lab Youth Week activity, bringing young people together to participate in a multicultural cooking class instructed by young leaders from CALD communities. Youth participants learned to cook while instructors shared stories about their cultural heritage and experiences.
- Australian Foundation for Disability recruited 30 Allied Health clinicians across the disciplines of psychology, occupational therapy and speech pathology, to enhance our ability to provide whole of life support.
- Arab Council partnered with Settlement Services International and received Refugee Employment Support Program funding to provide employment assistance to refugees and provide capacity building and leaderships skills with the long-term goal of attaining sustainable employment.
- Information and Cultural Exchange provided the Arts Ready Aboriginal Traineeship. In 2018 Information and Cultural Exchange engaged Tannika Keaton as Arts Ready Aboriginal Trainee for 12-months to work administration, reception and venue operations.
- CORE Community Services provided the Employment, Training and Education specialist project engaged in key initiatives aiming at unlocking some of the key barriers that newly arrived refugees and migrants face in accessing training and employment opportunities.
- CORE Community Services – Multicultural Communities led the annual Fairfield Emerging Communities Action Partnership Employment Expo. The event hosts migrant and refugee jobseekers from Fairfield and surrounding areas, and provides a platform where they can engage with employers, and training and education institutions. Participants are also engaged in relevant workshops, mock interviews and resume support.
- Department of Premier and Cabinet worked with the NSW Coordinator-General for Refugee Resettlement, Professor Peter Shergold AC, to expand health, education and family support services for refugees and develop new initiatives to meet their needs. This support includes the \$22 million Refugee Employment Support Program which leverages the expertise of case managers, training and education providers and corporate supporters to provide sustainable and skilled employment pathways for refugees.
- South West Connect provided work placement coordination services for all Vocational Education and Training (VET) at High Schools and businesses in Fairfield City for Higher School Certificate (HSC) students studying a VET Industry Curriculum course. Work placements are mandatory to achieve the HSC. These courses have National Accreditation.
- Work placement opportunities and work readiness activities offered by South West Connect give students exposure to the world of work to gain valuable workplace skills both generic and industry specific. Students are often offered part time work while still at school from their placement, this opportunity gives them a foundation to future work and lifelong career development through further training and developing work readiness skills.
- South West Connect coordinated 23,000 work placements and 12,000 work readiness initiatives since 2017.

PRIORITY 7 – CLEANER STREETS

2016 ISSUES AND INFLUENCES

Keeping streets clean is one of the core functions of a well-run city. Keeping your streets clean also creates a positive impression of your communities and neighbourhoods and can inspire people to do their part to keep the streets clean for everyone. Community belonging and ownership are central to the clean cities approach, which goes beyond traditional cleansing and servicing of public places. This in turn establishes strong communities that attract tourism and jobs. Tourists and businesses are attracted to clean, healthy cities with people who care about where they live. Attracting tourism and new businesses is important to the local community, creating more employment opportunities and higher-paying jobs.

Cleaner Streets is a complex system of natural and built components, which looks at multiple impacts and influences against this priority. In 2014/15, Council spent almost \$2.5 million to combat illegal dumping and littering as well as clean up the City. Recently, there has been an increase in illegal dumping incidents of asbestos in the local government area and across the Western Sydney region. This poses an extremely high health and safety risk to the community as well as significant increase in the cost of clean-up.

Some of the factors that may influence cleaner streets for Fairfield City residents are:

- Clean the streets and creeks from rubbish, litter and illegal dumping.
- Improved nature strip mowing and quality.
- Improve parks landscaping and fencing on main roads.
- Clean the streets and creeks from rubbish, litter and illegal dumping.
- Control pests and vermin in town Centres.
- Town Centre clean and maintained such as emptying bins, picking up litter, trolleys, regular footpath cleaning, etc.
- Dumped cars in industrial areas.

2016-2020 KEY ACHIEVEMENTS

Some of the projects that were undertaken over the past four years by stakeholders to increase cleaner streets included:

- This year, the Department of Planning, Industry and Environment's Return and Earn container deposit scheme collected 1.8 billion drink containers, significantly contributing to the reduction of litter in NSW. January 2020 was the highest month on record, with 194 million containers returned.
- Waste Less, Recycle More initiatives resulted in more than 4,000 tonnes of potentially hazardous household waste being collected; 43% reduction in the volume of litter since 2013–14; and \$10.5 million awarded to 22 projects to divert 12,500 tonnes of kerbside organics from landfills and increase processing capacity by 110,000 tonnes.
- Installed 10 new solar street bins, six along Smart Street and Neeta City, Fairfield, and four at the Aquatopia Water Park, Prairiewood, with 158 cubic metres of litter collected. The litter holding capacity of the bins was increased through their solar-powered compactors, reducing collection visits and associated emissions.
- Committed to being a member of the Western Sydney Regional Illegal Dumping (RID) Squad.
- Installed "Hey Tosser" Banners at Cabravale Leisure Centre and Water Park as part of the litter education campaign to minimise the community's environmental impacts.
- Replaced domestic waste management truck used to collect community waste, street sweeper used for town centres and loader used in the recycling of concrete and road materials at the Sustainable Resource Centre.
- Audited 49 Gross Pollutant Traps to identify efficiencies across Fairfield City.
- Installed native plants at the Canley Vale Commuter Car Park to improve flora and fauna habitat connectivity with Orphan School Creek.
- Conducted water quality monitoring to over 15 sites across Fairfield City on a monthly basis, with the information used to inform future stormwater quality improvement projects.
- Removed over 463 cubic metres of litter and grass cutting as part of the Main Roads Beautification program.

- Delivered over 4,000 kilometres of street sweeping annually across the City to beautify local streets from litter and minimise blockage of stormwater pits.
- Collected over 3 tonnes of rubbish at a number of Clean Up sites across the City as part of Clean Up Australia Day with a total of 430 local residents participating in this event.
- Held successful annual Spring Clean Up events at the Fairfield Showground, with an average of 100 tonnes of bulky waste collected from an average of 900 vehicles including household items, garden waste, e-waste, metal items and mattresses.
- Held free asbestos collection events, collecting an average of 400m² of asbestos from local residents across the City.

PRIORITY 8 – AFFORDABLE HOUSING

2016 ISSUES AND INFLUENCES

Fairfield City is an area that is characterised by incomes that are generally lower than in other areas of Sydney. Housing costs in Fairfield have traditionally been lower than in other parts of Sydney, reflecting the role of Fairfield as a settlement area for people newly arrived in Australia through humanitarian programs.

While the cost of housing in Fairfield is usually lower than in other parts of Sydney, these costs are often very high compared to the level of household income in Fairfield. This results in Fairfield having a high level of housing stress, both for people in the rental and ownership markets.

Housing stress is the term used to describe the situation in which people on moderate incomes or below spend more than 30% of the household income on their housing costs. Housing cost in excess of 30% of income for households in this income range normally results in insufficient funds being available for transport, food, educational costs and recreational needs. This can impact the health and wellbeing of the residents and often has a significant impact on the long term outcomes experienced by children due to the impact on education and health outcomes.

It is not uncommon for residents engaged in full time work, as well as those in part time work or unemployed, to experience housing stress. In these situations, the supply of affordable housing needs to be adjusted through programs and policy settings of government. These adjustments can be to facilitate purchase of affordable housing or support to access affordable rental housing.

Homelessness is an issue that is currently emerging with a significant increase in the number of people sleeping rough or in short term emergency accommodation. The number of people in overcrowded dwellings or being temporarily accommodated by friends or family has also increased and this group comprise a growing number of homeless people who require affordable housing.

Short term, emergency and supported housing to address the needs of homeless people is required to be increased in the Fairfield area to meet the needs of the growing number of homeless people.

2016-2020 KEY ACHIEVEMENTS

Some of the projects that were undertaken over the past four years by stakeholders to address affordable housing included:

- Bonnie Support Services received OzHarvest deliveries for our families in need. OzHarvest is a food rescue organisation, which has delivered over 60 million meals and saved more than 20,000 tonnes of food since commencing in 2004. OzHarvest collects all types of surplus food from organisations, businesses and supermarkets and supplies that food to charities, which in turn use it for those in need.
- In 2019–20, the Department of Planning, Industry and Environment launched a discussion paper to help inform the first-ever, long-term Housing Strategy for NSW. The discussion paper, released for public consultation in June 2020, will help shape the development of a 20-year, whole-of-government housing strategy that addresses the many aspects of housing in NSW from homelessness to home ownership.
- Department of Premier and Cabinet led the development of the NSW Government Housing Affordability Strategy announced by the Premier, Treasurer and Minister for Planning on 1 June 2017. The comprehensive \$4.3 billion package is designed to improve housing affordability across NSW through three key policy changes: increasing the assistance available to first home buyers; increasing housing supply at reasonable prices; and accelerating the delivery of infrastructure to support growing communities.
- Department of Premier and Cabinet (DPC) was instrumental in the NSW Government establishing a new Premier's Priority on Housing Affordability, which has a headline goal of increasing the number of dwelling completions to 61,000, on average, per financial year to 2020–2021. DPC will be involved in the oversight of the strategy's implementation.

- Department of Premier and Cabinet partnered with Family and Community Services (FACS) and Treasury to deliver more social housing through the Social and Affordable Housing Fund scheme. The scheme will deliver an additional 2,200 social and affordable homes in metropolitan and regional NSW over the next four years. In March 2017, providers were selected to commence the commissioning process and the majority of homes are expected to be delivered within three years.
- In 2019–20, there was a significant increase in customer participation in the Hume Community Housing Tenants' Voice forums in Fairfield City. Tenants' Voice forums are open to all Hume customers, their family and friends. The forums are an opportunity for customers to have their say, learn about what's happening at Hume and in their community, as well as getting to know their fellow neighbours and the Hume team.
- St George Community Housing provided an estimated value of \$97 million of rental subsidies to tenants.
- In June 2020, the NSW Government announced a \$36 million investment into St George Community Housing's Together Home program. The program will support people experiencing homelessness by providing safe and secure housing with wrap around support services provided by community housing providers in partnership with government, specialist homelessness and health services.
- Completed in May 2020, the Elizabeth Drive, Liverpool property is a St George Community Housing home to 42 social and affordable housing customers. The development has a 7.8-star NatHERS rating.
- Completed in April 2020, the Cabramatta Avenue, Miller property is a St George Community Housing home to 39 new social housing customers. The development has a 7.1-star NatHERS rating. Customers came from the social housing waiting list or transfer list.
- St George Community Housing is currently constructing two further projects in Sydney's high demand southwest. Due for completion in early 2021, these developments will bring a further 102 social and affordable homes to South West Sydney.
- Department of Planning, Industry and Environment supported 33 councils in Greater Sydney in drafting their first local strategic planning statements (LSPSs). As at June 2020, 31 councils have adopted and published their final statements on the NSW Government's Planning Portal.
- Department of Planning, Industry and Environment continued to fund 18 councils for the strategic planning studies required to inform their LSPS. The Accelerated Local Environmental Plan (LEP) Review Program also allowed them to fast-track a review of their planning controls.

PRIORITY 9 – CAR PARKING SPACES

2016 ISSUES AND INFLUENCES

With the increase of motor vehicles across Sydney, more and more cars would not only bring traffic congestion, but also parking problems. If all the parking spaces are occupied, drivers must cruise to find a space vacated by a departing car, which in turn starts a chain reaction.

The provision of car parking is a vexed issue across all parts of Sydney. Drivers want parking to be available as close as possible to their destination and to be sufficient to meet peak needs such as Christmas shopping, popular sporting events, school drop off/pick up and Friday/Saturday nights in the City’s popular restaurant precincts.

Council is responsible for the public car parks across the City as well as for car parking associated with its facilities, such as Leisure Centres, the Showground and parks. Public car parks are generally located in the town centres – Fairfield, Cabramatta, Canley Vale and Canley Heights. Multi-deck car parks are located in the larger centres and in the period from July 2020 to June 2021 they accommodated 1.86 million visitors, down from 1.93 million from July 2019 to June 2020 due to the COVID-19 pandemic. The individual total visitors during these periods were:

Car Park	2019/2020 visitors	2020/2021 visitors
Nelson Street, Fairfield	558,678	604,139
Downey Lane, Fairfield	168,560	159,816
Dutton Lane, Cabramatta	1,139,951	1,048,337
Fisher Street, Cabramatta	65,336	50,263
Total	1,932,525	1,862,555

Council is also responsible for on-street parking restrictions (including time restrictions, “No Parking”, “No Stopping” etc), although some of those are also subject to State Government policies, especially around railway stations. Specific parking regulations also apply to heavy vehicles, loading zones, accessible parking, taxi stands and bus layovers. Changes to time restrictions and/or fees are mechanisms for managing public car parking to ensure turnover, especially in and around town centres.

Some of the factors that may impact the number of car parking spaces for Fairfield City residents includes, but is not limited to:

- Cruising for parking adversely impacting on travel time of other traffic
- Lack of commuter parking provided by State Government near stations or T-way
- Ensure DA’s are properly and fairly scrutinised to provide sufficient parking spaces.
- Affordable long term and short term parking facilities.

2016-2020 KEY ACHIEVEMENTS

Some of the projects that have been undertaken over the past four years by stakeholders to improve and provide more parking included:

- Renewed car park lights on all levels of the Dutton Lane Car Park with LED lighting to improve energy performance and community safety.
- Completed design for Hughes Street Car Park to create an additional 150 car parking spaces and to rejuvenate frontage.
- Ongoing management of on-street parking arrangements through the Fairfield Traffic Committee.

PRIORITY 10 – ACCESS TO SCHOOLS, UNIVERSITIES, COLLEGES AND TAFE

2016 ISSUES AND INFLUENCES

Education is a lifelong pursuit that begins early in life prior to school and extends throughout life into retirement. It includes both formal education and informal education. Formal education is delivered through early learning centres, schools, TAFEs and universities. Both formal and informal education is supported by libraries and access to online resources.

Access to education requires people to have the ability to access physical sites like schools and universities and/or to have virtual access via the Internet to education delivered online.

Some of the factors that may impact access to schools, universities, colleges and TAFE for Fairfield City residents includes, but is not limited to:

- Poor internet connectivity
- Limited access to public transport
- Limitations of the courses offered by educational facilities
- Past experience of educational institutions
- No university established within Fairfield City
- More access to children learning programs
- Level of education of parents at home
- Improved pickup and drop-off access points for parking
- Fees and charges to engage in education are a barrier to access in a highly disadvantaged community
- Knowledge within the community of educational opportunities
- Language
- Recognition of overseas qualifications

2016-2020 KEY ACHIEVEMENTS

Some of the projects that have been undertaken over the last four years by stakeholders to provide better access to schools, universities and TAFE included:

- The NSW Government has a state priority to increase the proportion of students completing apprenticeships and traineeships to 65 per cent by 2019. The Department of Premier and Cabinet (DPC) supported the NSW Department of Industry towards achieving this target. This included a data

analysis exercise to identify performance patterns across industries and regions, which helped to prioritise a range of initiatives and policies. The proportion of students completing apprenticeships increased from a baseline of 56.47 per cent to over 60 per cent and is on track to achieve the target.

- By 2031, the number of students in NSW schools will increase from approximately 1,224,000 in 2016 to 1,493,000 – representing a large 22 per cent growth in student numbers. DPC worked with the NSW Department of Education and the NSW Treasury to develop the School Assets Strategic Plan (SASP) to meet the future infrastructure needs of NSW schools.
- St George Community Housing provided 15 years of scholarships, with \$1.59 million supporting 2,000 students.
- Western Sydney University has constructed the Ngarra Ngarra Building in 2020, which houses the Liverpool City campus, accommodating up to 5,000 Western Sydney University students and contributing an expected \$54 million in economic and employment uplift to the region.
- Australian Catholic University has established the Josephine Bakhita Campus in Blacktown in 2021, aligning their higher education and research programs to key partners such as local hospitals and the International Centre for Training Excellence.
- University of Sydney has signed a framework agreement with the NSW Government to develop a shared vision for a mixed-use University campus at Parramatta/Westmead, hoping to attract more than 25,000 students and 2,500 staff by 2055, as well as provide student and staff accommodation.
- University of Sydney has a planned \$500 million campus that will open in North Parramatta by 2030.
- Western Sydney University and UNSW Sydney are delivering a \$280 million engineering hub in the Parramatta CBD, which is set to open in 2021.
- Western Sydney University is also funding and delivering, in a joint venture with Charter Hall, the \$350 million Innovation Quarter in Westmead, which is expected to open in 2022.

TRACKING OUR PROGRESS BY THEME

DELIVERING ON THE FAIRFIELD CITY PLAN

Everyone has a part to play in achieving the community’s vision, priorities and goals; these include all levels of Government (Federal, State and Local), Non-Government Organisations, private sector and individual residents. The following sections outline the range of initiatives, programs, projects and/or services implemented by departments, agencies and organisations, which have assisted in progressing towards our community’s vision, priorities and goals over the five themes identified in the Fairfield City Plan.

THEME 1 – COMMUNITY WELLBEING

Community Wellbeing relates to the quality of life the community enjoys living, working, playing, shopping or visiting Fairfield City. It’s about a good relationship with our neighbours, the opportunities the community has to meet their daily needs and achieve their ambitions, a sense of belonging, respect for the things the community values, the support that’s available when it is required, and the pride experienced by the diverse community and neighbourhoods.

The following are some of the achievements delivered by stakeholders in the Fairfield City Plan over the past four years. These have been listed under the goals for this Theme area these projects, programs and/or services are working towards.

GOAL A – A DIVERSE COMMUNITY OF MANY CULTURES THAT IS VALUED AND CELEBRATED	
STAKEHOLDER	PROJECTS, PROGRAMS AND SERVICES
Bonnie Support Services	<ul style="list-style-type: none"> Commenced formalising Bonnie Support Services commitment to reconciliation with our nation’s Aboriginal and Torres Strait Islander people by starting work on a Reconciliation Action Plan (RAP). Established a RAP Working Group of 4 staff and 2 external Advisory Group members. Bonnie’s aims for an equal proportion of Aboriginal and Torres Strait Islander participants and non-Indigenous participants. Facilitated an arts workshop by Danielle Mate Sullivan, which brought together Bonnie’s staff and a group of Aboriginal women. Danielle created a beautiful mural, which combined everyone’s art work, which is now a permanent fixture in the Bonnie’s office. The warm and welcoming Acknowledgement to Country was given by Aunty Mae Robinson.
Chaldean Australian Society	<ul style="list-style-type: none"> Delivered two projects supported by Fairfield ClubGrants: <i>Getting to Know Your City – Fairfield</i> and Advocacy for refugees who are at risk of being homeless. These projects helped the Chaldean and local community to settle and integrate well within the Australian society. Delivered the Preparation to Become an Australian Citizen-Fostering Integration project, funded by the Department of Home Affairs. This helped the community to get knowledge and understanding about Australian values, Australia and its people, Australia’s democratic beliefs, rights and liberties, government and the law in Australia, etc. and helping them to engage well within Australian Society.
CORE Community Services	<ul style="list-style-type: none"> Delivered the MARS project, which ran seven computer classes. Four computer classes are language specific such as Spanish and Chinese. The remaining three computer classes are delivered in English to Culturally and Linguistically Diverse (CALD) communities including Assyrian, Vietnamese, Croatian Serbian, and Italian. Computer classes have been designed to skill seniors on their better use of computer and have been one of the most attended activity for seniors. Delivered the Women in Harmony Project, a unique music program held in Fairfield City. The project was funded by the NSW Settlement Services Partnership, Settlement Innovation Fund. CORE Community Services was the lead agency and partnered with Sirens Big Band an all-women’s Jazz Band.

GOAL A – A DIVERSE COMMUNITY OF MANY CULTURES THAT IS VALUED AND CELEBRATED

STAKEHOLDER	PROJECTS, PROGRAMS AND SERVICES
<p>CORE Community Services</p> <p>CORE Community Services – Multicultural Communities</p> <p>CORE Community Services - Youth Services</p>	<ul style="list-style-type: none"> Supported newly arrived young people from refugee, humanitarian entrant or migrant backgrounds through the Youth Settlement program, empowering them with integration into local communities. The program supports young people 15-24 years of age living in Fairfield City. The program is driven by the needs of the young people and helps to advocate for their voices to be heard. Led Annual Refugee Week events and celebration in collaboration with local agencies, which form the Fairfield Emerging Communities Action Partnership. Over 400 people attend and participate in cultural performances. Held Annual Harmony Week events to celebrate local cultural diversity – a day for cultural respect for everyone who calls Australia home. Sponsored ethnic specific events e.g., International Women’s Day with Iraqi Forum, Australia, Iraqi Women’s League, to bring community members to celebrate key significant events in a safe and culturally appropriate environments. Held International Women’s Day and International Men’s Day to bring community members to gather to celebrate these significant events in a safe and culturally appropriate environments. Held Iraqi Art Day, a unique platform that brings Iraqi communities, and its friends together to appreciate and celebrate its unique talents expressed in the conventional and unconventional art display, performances and more. Implemented Innovative Art Projects such as theatre projects and fashion shows, providing local artists with access to creative opportunities to assist with their settlement experience using creative mediums. Introduced the Refugee Youth Peer Mentoring Program, which supported young people from refugee and refugee-like backgrounds in Fairfield City to navigate education and employment pathways, access services, and participate in community life. The program is a co-design process with young people that investigated how peer mentoring could be used to facilitate positive youth settlement outcomes. Conducted homelessness programs in Fairfield, which have supported young people in crisis providing accommodation and early intervention support.
<p>Department of Premier and Cabinet (DPC)</p>	<ul style="list-style-type: none"> Empowered Aboriginal people through Local Decision Making (LDM) Accords as part of the NSW Government’s plan for Aboriginal Affairs, <i>OCHRE</i>. LDM aims to ensure that Aboriginal communities have a genuine voice in determining what services are available in their communities and how they are delivered. The Premier’s Fund for Social Cohesion was launched in December 2016. This is a small grants program that supports community–led events and activities that bring together people from diverse cultural backgrounds to develop stronger mutual understanding and social cohesion. Delivered a series of high–quality workshops for government agencies on evaluation and Aboriginal and culturally and linguistically diverse communications, as well as thought leadership seminars to initiate discussion on the future of government communications. In addition, DPC is leading a collaborative project to develop a communications and engagement capability framework for the sector, to assist recruitment and ensure professional development programs respond to future government communications needs.
<p>Fairfield Branch of Country Women Association</p>	<ul style="list-style-type: none"> Held information sessions focussing on a country of study to help our community understand the cultures and needs of our community.
<p>Fairfield Women’s Health Service</p>	<ul style="list-style-type: none"> The Women’s Health Centre has been funded to focus on CALD and refugee women including those who are newly-arrived, offering women safe, welcoming spaces.
<p>NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)</p>	<ul style="list-style-type: none"> Implemented the Child Minding Program to improve access to counselling for parents was implemented at STARTTS’ Fairfield offices in 2019. STARTTS held many parenting talks in communities, including newly arrived Iraqi and Syrian communities, and identified parents in need of additional support. Completed the LGBTQI+ Refugees – Service Sector and Development Project, funded by WentWest, an eight month project implemented in 2018 in recognition that people from refugee backgrounds who identify as LGBTQI+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex) face challenges related to their sexual identity, gender identity and/or body diversity in addition to the complexity of resettlement after being forcibly displaced from their homeland.

GOAL A – A DIVERSE COMMUNITY OF MANY CULTURES THAT IS VALUED AND CELEBRATED

STAKEHOLDER	PROJECTS, PROGRAMS AND SERVICES
Woodville Alliance	<ul style="list-style-type: none"> • Celebrated Vietnamese New Year, Chinese New Year, St Patrick’s Day, Halloween, Harmony Day, World-Day-cultural diversity, NAIDOC week and many more events.
Fairfield City Council	<ul style="list-style-type: none"> • Hosted the Living Cultures Festival at the Fairfield City Museum and Gallery in recognition of Harmony Day. The festival celebrates inclusiveness, respect and a sense of community and included contemporary and traditional music and dance, face painting and craft activities. • Exhibited a collection by graphic artist and illustrator Matt Huynh, at the Fairfield City Museum and Gallery, which showcased animation, painting and comics that explored themes of war, refugees, the Vietnamese diaspora and the community of Sydney’s Chinatown and Cabramatta. • Supported the Fairfield Emerging Communities Action Partnership (FECAP) Business Breakfast at Cabravale Diggers Club, which was attended by over 40 local businesses. The event provided networking opportunities between businesses and organisations that work in collaboration with refugees and migrants to find employment. • Advocated for local governments to coordinate the settlement of refugees on behalf of the community at the Cultural Shift Conference. • Showcased in partnership with Diversity Arts the “Fairfield on Film” exhibition at the Fairfield City Museum and Gallery, which followed early cinemas and theatres in conjunction with the local community and community organisations. • Hosted International Women’s Day Festival at the Fairfield City Museum and Gallery, which included the celebration and achievements of Iraqi women from diverse ethnic and religious backgrounds. • Held the annual flag raising ceremony for National Reconciliation Week at the Administration Office, which was attended by Aboriginal Elders and community members to promote reconciliation and to appreciate First Nation’s people. • Supported the Guntawang Aboriginal Women’s group to continue regular community meetings and engagement. Ongoing negotiations are also being undertaken with South West Sydney Local Health District to establish an Aboriginal men’s group in Fairfield. • Developed the Reconciliation Action Plan “Dyalgala To Embrace” 2018 – 2022. This Action Plan has been designed to develop and encourage the use of protocols and customs across Fairfield City, and strengthen reconciliation and understanding of Aboriginal and Torres Strait Islander peoples and their culture through projects and partnerships. • Launched the “Not Working: Experiences of Refugees and Migrants with Jobactive” publication commissioned by Fairfield Multicultural Interagency and the Refugee Council of Australia, which reported on the barriers caused or made by the Jobactive program, identified longstanding barriers to employment, and recommendations for a targeted approach to address needs of the community. • Held training programs to build the governance and project management capacity of the South Sudanese Community Association. • Celebrated Refugee Week with a special event presented by the Fairfield Emerging Communities Action Partnership. • Offered English Conversation Classes to residents, which provided the chance to make new friends and practice their English skills in an informal environment. • Exhibited the “Cabramatta: The Fabric Capital of Sydney” at the Whitlam Library, which shared stories of the families who established the fabric industry in Cabramatta in the 1970s. • Connected newly arrived refugees into the wider community to build their sense of belonging by supporting the NSW Spanish and Latin American Association for Social Assistance to deliver social inclusion programs. • Partnered with Core Community Services and Multicultural NSW in the implementation of the Fairfield City Settlement Action Plan to improve settlement outcomes for humanitarian entrants. The Action Plan was launched in Refugee Week 2017, focuses on issues and challenges experienced by refugees and service providers, as well as outlining strategies to address them. • Installed more than 1,400 hand crafted poppies at Smithfield RSL as part of the Fairfield City Museum and Gallery commissioned Poppy Project, which marked the 100th anniversary of Armistice.

GOAL A – A DIVERSE COMMUNITY OF MANY CULTURES THAT IS VALUED AND CELEBRATED

STAKEHOLDER	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Celebrated NAIDOC Week through collaborations with representatives of the Aboriginal community and community organisations, including a NAIDOC Day at Bonnyrigg Public School and Westfields Sports High School, Koori Kids NAIDOC Week School Initiatives competition, events at Prairiewood Youth and Community Centre, and banners flown across Fairfield City. • Partnered with the NSW Service for the Treatment and Rehabilitation of Trauma Survivors (STARTTS) to deliver the Refugee Communities in Cultural Transition Sharing Stories event for newly arrived refugees who have settled in Fairfield City. • Supported STARTTS and the Assyrian Resource Centre, to encourage 50 young people (primarily from newly arrived backgrounds) to participate in a football tournament. This activity will provide transferable youth skills of fair play, tolerance, inclusion and understanding of oneself, teammates and opponents alike. • Supported Nakango Vision to bring young people together at Fairfield Community Hall for an afternoon of food, sharing stories, learning about mental health and dancing. • Held an average of nine meetings of the Aboriginal and the Multicultural Advisory Committees annually. Council also co-convened ten meetings of the Multicultural Interagency, which includes over 50 community organisations. • Partnered with Core Community Services and Multicultural NSW to implement the Fairfield City Settlement Action Plan which is designed to improve settlement outcomes for humanitarian entrants. Council hosted the evaluation day to map the way forward for this Plan. • Held the annual Christmas Giving Tree at Fairfield City Open Libraries, with donations supporting the Fairfield United Church – Trolley Drive, and the Parents Café Inc. • Hosted a forum for International Human Rights Day that explored Human Rights issues relating to refugee experiences and Australian society. • Held a forum to inform recently settled community members about disability services available. • Delivered Vietnamese and Arabic Story Time, which is a monthly program that supports emerging literacy and numeracy in the early years. The program was conducted in Vietnamese and Arabic to support cultural inclusion and maintenance of first language for young children, as well as increasing parent skills and confidence to share songs, rhymes and books. The programs were also delivered online during the COVID-19 period. • Provided free Adult CALD learn to swim programs at Cabravale Leisure Centre. • Conducted Citizen Preparation courses in English and Arabic to assist residents to become Australian Citizens. • SOLASTALGIA: Mawa Ngurra, brought together Aboriginal artists from Western Sydney and Blue Mountains to examine the impact of climate change from the perspective of First Nations people. The exhibition commissioned new work from Blak Douglas, Jason Douglas, Trevor Eastwood, Gordon Hookey, Leanne Tobin, Leanne Watson, Victoria Woods, Rhiannon Wright as well as showcasing works from locally based weavers Guntawang Resources Incorporated. • Delivered annual Grandparents Day events, at venues such as Fairfield City Museum and Gallery, St Johns Park Reserve and Fairfield Youth and Community Centre, enjoyed by more than 1,500 grandparents and their families. The events included free entertainment and performances such as the Older Women’s Network Theatre Group and Paw Patrol, multicultural performances, a free sausage sizzle, wellness room with massages and a therapy dog, information stalls to assist with technology and library services, and an animal farm. The event provided a chance to recognise the older people in our lives for the invaluable contributions they make to their family and community. • Delivered an average of 20 exhibitions annually, which highlighted indigenous artists, local artists, and Fairfield City’s unique history, averaging more than 20,000 visitors attending the Fairfield City Museum and Gallery.

GOAL B – HEALTHY AND ACTIVE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Arab Council	<ul style="list-style-type: none"> Partnered with Diverse Werks to plan and deliver two forums with the community and organisations to discuss Autism Spectrum Disorder with Arabic families and their support and health care centres. The forum assisted families to increase their knowledge regarding available supports and facilitated networking opportunities with local community and health providers. Partnered with Cultural Partners to raise awareness about Breast Screening targeting women from Arabic speaking backgrounds between 50 and 75 years of age Delivered the Arabic Healthy Lifestyle project in collaboration with other non-government organisations (NGOs) and the Department of Health to identify effective ways to reach out to the Arabic speaking community to promote healthy eating habits and reduce the incidence of chronic diseases related to unhealthy eating. Assisted the South West Sydney Health Service to distribute and collect Organ and Tissue Donation surveys to community members in SWS as part of the Cancer Council's research on the best ways to engage with the community and to identify community attitudes towards donating organ or tissue to help preserve the lives of others. Participated in the Community Consultative Group for the development of material and radio content targeting Arabic speaking communities to stimulate informed conversation around Palliative care and to enhance access to non-English communities. Provided Parents Support Group: a service providing information and building capacity relating to parenting skills and healthy lifestyle. Approximately 50 parents participated in several activities, training and events such as Positive Parenting Program, Play Power and life skills activities.
Australian Nursing Home Foundations (ANHF)	<ul style="list-style-type: none"> Ran a Seniors Wellness Expo in May 2019, and a Retirement and Lifestyle Expo in November 2019. These expos give seniors and their carers from Chinese backgrounds a valuable opportunity to access a range of services and providers, educating them about what is available to help them to experience the best possible quality of life. Translated eight mandatory NSW Health training modules into Chinese to ensure frontline staff could comprehend COVID-safe protocols. 'At that early stage of the pandemic, most guidelines and training programs released by the Australian Government to aged care service providers were in English.' Developed a model of care in 2019, which was acknowledged by the University of Tasmania in the dementia training as a showcase of 'best practice'. A model of care broadly defines the way health services are delivered and aims to ensure people get the right care, at the right time, by the right team and in the right place. Extended ANHF's South East Sydney program to provide centre-based respite, domestic assistance and social support for individuals. Added centre-based respite and flexible respite for carers in Western Sydney. Launched the Speak Your Language Call Monitoring (SYLCM) service, which offers elderly Chinese-speakers living at home a portal to safety. Finalist for the 2019 Provider of the Year award in the ACSA Aged Care Awards – an affirmation of success as a leading non-profit provider of culturally specific aged care in our state and nation. Nominated as a finalist for the 2020 Team Award in the The LASA Excellence in Age Services Awards, which recognise excellence across the diverse and dynamic fields of endeavour in the age services industry in Australia.
CORE Community Services	<ul style="list-style-type: none"> Children's Services held a nutrition program in partnership with the child, youth and family support worker from CORE Youth Services. This program ran for four weeks and provided many young families with strategies to encourage their young children to eat healthier. It focused on helping parents make healthy food choices, as these are essential for the active growth and development that takes place in the younger years. Conducted the Drug and Alcohol Project, which includes 2 specialised counsellors who support young people between the ages of 12 to 24 years living in Fairfield and Liverpool City. The program provides young people with drug and alcohol specific counselling, case work support and awareness and prevention programs and events.

GOAL B – HEALTHY AND ACTIVE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
<p>CORE Community Services</p> <p>CORE Community Services – Multicultural Communities</p> <p>CORE Community Services – Youth Services</p>	<ul style="list-style-type: none"> Developed a new program called ‘Quit Cup’, which involved a range of engaging activities to educate young people on Cannabis and its effects on young people physically and mentally. Quit Cup was delivered at Cabramatta High School and had approximately 120 students involved. Quit Cup involves sporting activities with weights to show the young people the difficulty of physical activity when your lungs are affected by drugs, a Family Feud quiz activity on facts about Cannabis and a scenarios peer pressure activity looking at options to deal with peer pressure. Provide support through the Child Youth and Families Project to families with children between the ages of 0 to 18 years living in Fairfield and Liverpool City. Support includes case work, parenting programs, recreational family outings, home visiting with practical parenting advice and support, managing difficult behaviours, building healthy living routines and connecting to communities. Implemented the CORE Community Services Inclusion via sports program aims to increase the participation of targeted community groups into sport and physical activity to grow community pride and connection. Implemented diverse health lifestyle programs including yoga, Zumba, mindfulness, to improve overall quality of life through active sessions and promote healthier lifestyles. Delivered the Tobacco Control Program between 2018 and 2020, which aimed to reduce the impact of smoking and second-hand smoking, and provided increased access to support services to members of the Vietnamese, Arabic and Chinese-speaking communities, over 200 community participants were reached through the community engagement events. A social marketing campaign "No More Butts" was also launched, which provided videos in the relevant language to educate people on the harms of smoking. Multi-Cultural Youth Support program provided a range of programs for young people in Fairfield City, which included the school holiday program, boot camp, music lessons, cooking classes, living skills, art therapy, mindfulness sessions, self-defence and more. Provided Alcohol and Drug counselling for young people in the Fairfield area.
<p>Department of Premier and Cabinet</p>	<ul style="list-style-type: none"> Service levels in hospitals improved, resulting in the average time taken for patients requiring a guardianship application being reduced from 83 days to 27 days. This not only ensures patients don't stay in hospital any longer than required but also improves patient flow through the hospital. A collaborative initiative between DPC and the Western Sydney Local Health District took out the 2017 Pemulwuy Prize at the Western Sydney Leadership Dialogue's Out There Summit in April 2017. The strategy will produce a significant shift in the rate of diabetes in Western Sydney by focussing on the known preventative measures of type 2 diabetes: balanced diet and increasing level of physical activities. It will prevent 10,000 people (over 14 years) from getting diabetes and produce \$318,412,000 of avoided costs to NSW.
<p>Fairfield Branch of Country Women Association</p>	<ul style="list-style-type: none"> Provided asthma packs to local schools, supported health research funds, drought and bushfire relief, craft classes, a depot for donated clothing for homeless and families in crisis, disaster packs for SES, educational aids for SES, baby clothing for Westmead Hospital, and food and items to Ronald MacDonald House.
<p>Fairfield Women's Health Services</p>	<ul style="list-style-type: none"> Established the Vietnamese Cultural Group, which attracts a growing number of participants and tailors health education and activities to their cultural needs and interests. Provided generalist case management and counselling, as well as intake, information and referral, dietetics, Well Women's Clinic, health education, strategic advocacy, and various group activities promoting women's health and wellbeing
<p>Health Promotion Service – SWSLHD</p>	<ul style="list-style-type: none"> Delivered free programs to older adults in Fairfield including 31 Stepping On programs for mainstream and CALD communities and two Healthy and Active for Life programs: Stepping On, a falls prevention program that helps improve the strength and balance of older people and reduce their risk of falling; and Healthy and Active for Life, which improves strength and balance and provides education on healthy eating and other healthy lifestyle topics. Promoted programs and services at senior events held by Fairfield Council that aim to improve health and increase physical activity levels.

GOAL B – HEALTHY AND ACTIVE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
<p>Macular Disease Foundation Australia (MDFA)</p>	<ul style="list-style-type: none"> • Provided vital information on macular disease in seven different languages to support the diverse community in Fairfield City. This has helped to increase community awareness of the risks of macular disease. • Provide support and information for those diagnosed with macular disease both locally and via the MDFA helpline service. • Provide support and guidance for local opticians to best help their patients in the community. • Provided information and resources free of charge to up to 41 optometrists registered in the Fairfield area ensuring that service providers and the local community have access to the most up to date information resulting in: <ul style="list-style-type: none"> ○ Increased community awareness of the risks of macular disease. ○ Provision of support and information for those diagnosed with macular disease both locally and via the MDFA helpline service. ○ Support and guidance for local opticians to best help their patients • Run education sessions in person and via webinars for those at risk of macular disease, ensuring that the local community can remain active and healthy through increased awareness leading to prevention, early detection and sight saving interventions and treatments. • Held education sessions in person at several clubs pre-COVID to increase awareness, support and information about macular disease. 574 individuals registered to attend 9 webinar sessions, which were supported by the ClubGrants program and partnerships with the Fairfield Mounties Club and the Canley Heights RSL. These important programs will help to reduce the incidence and impact of macular disease and developing these relationships will ensure even more members of the Fairfield community and local optometrists can benefit from the services MDFA provides.
<p>NSW Health</p>	<ul style="list-style-type: none"> • Opened the \$7 million emergency department redevelopment at Fairfield Hospital, including more acute and sub-acute treatment spaces, fast-track bays and treatment rooms, new triage, waiting and reception areas, and amenities in an open-plan layout. • Donated Infant Resuscitative equipment for Fairfield Hospital. • Provided Dental Chairs Expansion at Fairfield Community Oral Health Clinic (\$495,301) • Achieved a 75 per cent reduction in falls at Fairfield Hospital through Aunty Roma's Falls Prevention Program. Balance, measured by tandem stance, improved by 166 per cent in nine weeks, grip strength increased by 56 per cent and there was a 100 per cent increase in weekly physical activity uptake.
<p>NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)</p>	<ul style="list-style-type: none"> • Weekly Aqua Groups were successfully used in addition to individual counselling for clients who would otherwise find exercise difficult due to weight, joint and muscular issues. Each week clients would do a routine of low impact and gentle exercises in the swimming pool with a certified instructor and a STARTTS lifestyle enhancement program worker. • The STARTTS Early Childhood Counsellors use activities and approaches that will help 0-6 year olds not yet at school, to recover from the signs and symptoms of trauma, catch up in their development and become ready for child care, preschool, and school. • Delivered the Assyrian Mental Health Conversations project which was driven by young people from the Chaldean/Assyrian community with the aim of decreasing stigma and increasing awareness of mental health issues in a culturally adapted way. It was a phased intervention that included running groups with parents over five evenings, followed by five weekend sessions with young people. • Completed the one-year Witness to War project, funded by Multicultural NSW, which assisted 48 individuals and families living in NSW who were not eligible for refugee and humanitarian settlement support, and who were experiencing negative consequences such as stress, anxiety or fear, as a result of being exposed to overseas conflict. Information and referral support services were provided to help people navigate the existing service system, to better harness their own resources and address the challenges they face and improve their daily functioning. In addition the program raised awareness via presentations to 138 people from different services and community groups about how people residing in NSW could be affected by conflict overseas.

GOAL B – HEALTHY AND ACTIVE COMMUNITY	
STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	<ul style="list-style-type: none"> Implemented the Mental Health – Community Living Supports Refugee (MH-CLSR) program that aims to provide trauma-informed, recovery focused and culturally appropriate psychosocial supports to people from refugee backgrounds and people seeking asylum who are experiencing psychological distress, mental ill health and impaired functioning. It is funded by NSW Health.
Woodville Alliance	<ul style="list-style-type: none"> Strong Minds continued its work to consolidate and strengthen its place as a quality provider of family mental health support services to the Fairfield and Cumberland local government areas. This year provided 3,594 individual face to face case management sessions and 219 community education sessions. Case management sessions were impacted by the pandemic as government restrictions and COVID-19 – Safe practice meant that face to face case work could not be delivered for several months. Continued to connect with the community via interagency meetings, forums and community events to promote the services we provide. Strong Minds work with people from diverse communities. A total of 73% of Strong Minds participants speak a language other than English at home, with Arabic and Vietnamese speaking young people being the largest proportion of the group. We have also started to deliver services to a small number of young people who identify as intersex or indeterminate. We will continue to develop our work with young LGBTQIA+ people as there is very strong evidence that they are at greater risk of poor mental health outcomes than others in the community.
Fairfield City Council	<ul style="list-style-type: none"> Partnered with NSW Health to engage with a range of multicultural communities to educate and support them in relation to COVID-19. Hosted the Tour De Fairfield community bike ride tour around key historical sites throughout the City as part of the Roads and Maritime Services Bike Week event. Provided 32 health and wellbeing programs and activities for the community across Council's leisure centres including a 12 Week Challenge, Boot Camps, School Holiday Programs, Personal Training and Learn to Swim sessions. Partnered with the South West Sydney Local Health District and the South West Sydney Primary Health Network to form the Fairfield City Health Alliance. This Alliance is designed to provide a framework for collaboration between government agencies, community and health professionals and improve health outcomes for Fairfield City. Adopted the Health Partnership Memorandum of Understanding for 2017-2020 with the South West Sydney Local Health District. Finalist in the NSW Sports Awards for Council's Community sports programs, which provided fitness, sporting programs and sporting infrastructure. Constructed and installed the Fishpipe, 3-Lane Racing Slides and Rocket Drop at Aquatopia, Prairiewood. The Fishpipe is one of its kind in NSW, which creates a rolling and tumbling motion for riders. Hosted the Redefining Normal mental health event at the Fairfield Youth and Community Centre – an initiative of the Youth Advisory Committee, in collaboration with the Community First Step. The event included a panel session allowing young people to have an open discussion with local experts. Supported Carers Week event in partnership with community and health organisations such as Parramatta Mission, Transcultural Mental Health and Carers NSW. More than 180 carers and their loved ones with disabilities attended the event at Cabramatta Bowling Club. Reintroduced the Home Delivery library service, which provided contactless and safe delivery for library members during the COVID-19 lockdown period. Established a Mayoral Wellbeing Register and a Mayoral Volunteer Register to support vulnerable residents during COVID-19. Provided additional loan renewal periods for the online library to support stay at home activities during the COVID-19 lockdown period. Floodlights turned on at 11 sportsfields until 7.30pm to support residents exercising during COVID-19. Continued to operate the Meals and Wheels program during COVID-19 with Council staff as volunteers were assessed as vulnerable and high risk people. Council was still able to deliver over 500 meals per week to people in need. Coordinated a total of 466 community rides for 9,474 people through the Western Sydney Cycling Network.

GOAL B – HEALTHY AND ACTIVE COMMUNITY

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
Fairfield City Council	<ul style="list-style-type: none"> • Received 1,618 used bicycles, of which 1,021 were recycled and 818 bicycles were loaned out to community and local schools. • Hosted Icetopia during the Winter school holidays at Aquatopia, with more than 10,000 visitors enjoying a 250 square metre outdoor ice-skating rink. • Wetherill Park Early Learning Centre implemented the "Munch and Move" program with the children and their families to promote healthy eating and lifestyles.

GOAL C – A SAFE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Arab Council	<ul style="list-style-type: none"> • Over 2,000 women received hardcopy resources in 11 different community languages, outlining what is domestic violence and where to find help. • Three survivors shared their story on six community radio stations in Arabic, Vietnamese and Mandarin and through print media. • Over 1,000 women and men were provided with face-to-face information in interactive workshops, which increased their knowledge and awareness about the nature of domestic family violence and where to get help. • Over 320 young people were provided with workshops increasing their knowledge and skills about how to have respectful relationships and what to do as “active bystanders”. • Delivered 10 Walk Safely workshops in various Local Government Areas (LGAs) to build the skills and knowledge of older people from Arabic and non-Arabic speaking backgrounds regarding road safety. Themes included road crossing risks and how to avoid accidents. Older people were actively engaged in the workshops and enjoyed them. They also provided valuable feedback on road safety issues relating to their cohort, which was communicated to Roads and Maritime Services to inform their policy development. • Provided the Gambling Help Recovery and Support Service and the Financial Counselling Service funded by the NSW Office of Liquor, Gaming and Racing-Responsible Gambling Fund. The service was provided in South West, West and Coastal Sydney and offered therapeutic and financial counselling, casework and group support to Arabic speaking individuals, their families and friends on gambling and other related issues. • Facilitated activities that included the Triple P – Positive Parenting Program, 123 Magic, Play Power, Harmony Day and the Let’s Count program. Sessions were also held with a focus on building life and parenting skills that covered a variety of topics including child safety at home, cyber safety, impact of screen on children’s brain, understanding mental health and disability, healthy cooking and the disposal of chemical waste. • Applied to Road and Maritime Services for the following three programs: Senior Pedestrian Safety “Walking Safely”, Graduated Licensing Scheme “Helping Learners Drivers Become Safer Drivers” and Free fitting for child restraint seat “Child Car Seat Check”.
Bonnie Support Services	<ul style="list-style-type: none"> • Housed 8 families at any given time, across two refuges. Women and children are able to stay in the refuge for up to 3 months while they begin their journey of healing and recovery after trauma. • Provided an outreach service, which supported women and children if they are experiencing domestic violence, at any time along their journey. Outreach can be provided to women who are seeking to leave a dangerous situation at home or are first considering making such a move and need to test the waters and gain knowledge and information about their options. • Over the course of several months, on a Friday evening an OzHarvest box was used in the crisis refuges for all of the families currently accommodated to come together, talk, learn new cooking skills and bond with other families over different cultural dishes • Placed Sophie Fletcher Watson’s Latin Dance classes for women on Bonnie’s “well-being” calendar this year as a means of supporting women who needed some positive and self-esteem boosting activity. Sophie was right when she said: fun, comfort in your body, moving to music, relaxing and expressing feelings in such a positive way can be healing to the utmost degree. • The NSW Government’s Domestic and Family Violence Prevention and Early Intervention Strategy 2017–2021 was launched in 2017 and Bonnie’s Early Intervention Project works to address the root causes of domestic and family violence in South West Sydney, • Attended the Rosie Batty Roadshow breakfast organised by Soroptomists International to raise funds for Women’s Legal NSW. Australian of the Year, Rosie Batty’s wise and thoughtful words inspired us all throughout this campaign to “Orange the World” and stamp out violence against women in Australia. • Involved in the Aboriginal Awareness Education and Prevention Shield (AAEPS), which is an annual sports program aimed at promoting the health and well-being of young Aboriginal and Torres Strait Islander people. • Partnered with the Australian Catholic University to continue our dissemination of our book, Home Free, to organisations. Home Free is a collection of stories from women who have found safety from domestic violence.

GOAL C – A SAFE COMMUNITY	
Bonnie Support Services	<ul style="list-style-type: none"> • Participated in a project with the University of Sydney. It was called Safe and Together Addressing ComplexitY (STACy). The project brought together professionals from many different sectors: child protection, health, drug and alcohol, domestic violence and others.
CORE Community Services	<ul style="list-style-type: none"> • The Integrated Domestic and Family Violence Service continued to provide the needed support to victim of domestic and family violence along with their accompanied children in Fairfield City. By identifying the needs of the victims and providing the most appropriate response, the project has been successful in placing victims and their children in a safer and healthier environment. • As part of the 16 days of activism against gender based violence, CORE Community Services as a lead agency hosted a successful Inaugural Domestic Violence Conference “We Can Help”. The conference was organised in collaboration with NSW Justice, Legal Aid, Department of Human Services, Bonnies Support Services, Drug and Alcohol Multicultural Education Centre and Mission Australia with the aim to inform community workers about the services available for victims of domestic violence within different organisations. Over 160 people attended this conference. • This year the Integrated Domestic and Family Violence Service in partnership with Women Settlement project successfully organised the self-care event “Reinvent yourself.” The main objective of the event was to highlight the importance of taking care of ourselves and our mental/emotional wellbeing’s. 60 women attended the event. One of the highlights from the event was the key note speaker, a domestic violence survivor who shared her story. • The UpFront Youth Program provides accommodation and support to young people under 24 years of age who are homeless or at risk of homelessness across south west Sydney, with an emphasis on young people aged 12-18 years. There are three services within the UpFront Youth program: Early Intervention, Intensive Support and the Upfront Crisis Refuge.
CORE Community Services – Multicultural Communities	<ul style="list-style-type: none"> • Coffee with a Cop - The mission of coffee with a cop is to break down the barriers between police officers and the citizens they serve. Superintendent Lennon said the gathering in Fairfield, one of Australia’s most ethnically diverse suburbs, had helped "break down the barriers" between the police and the community. • Conducted the South West Sydney Domestic Violence (SWSDV) Conference and Integrated Family and Domestic Violence Program. Agencies in the network include both government and non-government organisations collaborating knowledge and resources to respond effectively to domestic violence issues in the local community. • Held an SWSDV Community Event, which aimed to highlight issues and current trends surrounding domestic family violence with the aim of equipping frontline service providers with information and knowledge from a variety of fields. • Delivered Arabic-speaking playgroups, which provided an opportunity for newly arrived refugee parents/carers and kids aged 1-5 years old who have been in Australia less than five years to meet new people, relax and play in a friendly environment.
Corrective Services NSW Fairfield Community Corrections	<ul style="list-style-type: none"> • Participated in domestic violence white ribbon community awareness BBQ’s. • Involved in the domestic violence Arabic Psychologist men’s group (during White Ribbon period). • Participated in the Vietnamese Getting SMART (Self Management and Recovery Training) project.
Department of Premier and Cabinet	<ul style="list-style-type: none"> • Partnered with White Ribbon Australia (WRA) to develop a framework to recognise communities as White Ribbon Communities. An assessment framework has been developed and the community has been surveyed to understand and gain a benchmark on levels of awareness.
NSW Police	<ul style="list-style-type: none"> • South West Metropolitan Region conducted Operation Render Safe, reviewing and conducting probity checks for all licensed firearms holders within the region. The region was responsible for half of all child protection prohibition order applications state-wide and targeted knife crime through Operation Sabre, which has seized numerous weapons and resulted in multiple arrests. Operation Sabre continues to be in force. The South West Metropolitan Region Enforcement Squad, together with State Crime Command, responded to 245 Australian Border Force referrals for drugs and weapons.

GOAL C – A SAFE COMMUNITY

NSW Police	<ul style="list-style-type: none"> Western Region police maintained a strong focus on firearms compliance and enforcement with Operation Armour. Significant drug investigations included Strike Force Warregah, which targeted cocaine supply and Strike Force Macvitie, which targeted the supply of heroin and ice. On 27 May 2020, the resolution for Strike Force Pinnacle – the largest drug supply operation ever conducted in western NSW – and Strike Force Laverick saw 17 people arrested and charged with hundreds of drug and property offences after 16 search warrants were executed in Wellington resulting in nearly \$1 million in cash being seized, and five search warrants were executed in south western Sydney resulting in \$642,625 cash and numerous vehicles being seized. The Cybercrime Squad established Strike Force Belltree to investigate a criminal syndicate targeting businesses through email scams. To date, the strike force has arrested 14 people involved in scams worth \$4.7 million. Strike Force Vide was set up to investigate the unauthorised access to a company’s database and the uploading of more than 170,000 data records to the internet and dark web. This resulted in nearly \$50 million in combined market capital and revenue loss and led to about 130 contract terminations and redundancies. Multicultural Community Liaison Officers (MCLOs) worked closely with local police, communities and multicultural businesses to deliver a wide range of programs and activities as well as victim support. MCLOs responded proactively to cyber scams, blessings scams, road safety, youth leadership and family and domestic violence. Commands actively supported religious and cultural events like Diwali and Chinese and Vietnamese New Year. Scams and frauds targeting Chinese international students and Chinese nationals required a concerted response. Radio interviews in language, targeted media coverage and fact sheets on the risks of international students being used as money mules were some of the strategies to disrupt, respond to and prevent crimes such as money laundering, authority scams and virtual kidnapping.
Oakdene House Foundation	<ul style="list-style-type: none"> Assisted sufferers of the debilitating consequences of addiction including, problem gambling and alcoholism. In addition, support and guidance is also provided to family and friends of sufferers.
Fairfield City Council	<ul style="list-style-type: none"> Delivered a number of community information sessions and education programs about respectful relationships, and family and domestic violence for the community in partnership with a range of communities such as Samoa Victim Support Group Sydney Inc., Pacific Islander Community and Church leaders, Immigrant Refugee Women’s Network, Khmer Community of NSW Inc., Nakango Vision Inc. and the Swahili language community. Delivered safety information sessions to hundreds of newly arrived refugee students in partnership with Fairfield Police and Navitas at Fairfield Youth and Community Centre. The sessions included information about the role of police in Australia and challenging preconceived ideas of authority, domestic and family violence, personal cyber safety and Council services. Convened the Mayors Crime Prevention Reference Group, which includes members from NSW Police, service providers and the community, to support activities that raise awareness and understanding of community safety. Launched Operation Bounce Back in Fairfield and Cabramatta to improve public awareness about motor vehicle theft and its content. This included an extensive social media and cinema advertising campaign, distribution of information packs and resources to assist the community in securing their valuables and car. Supported events for 16 Days of Action and White Ribbon Day campaigns to raise awareness of domestic and family violence. This included Police and Community White Ribbon Walk, the White Ribbon Day Bonnyrigg event, and the Fairfield White Ribbon Day Cup, a series of cartoons posted on social media. Installed CCTV cameras across the City including Whitlam Library, Council’s Administration Centre, and locations in Yennora and Horsley Park to improve safety and security for the community. Supported Carers Week event in partnership with community and health organisations such as Anglicare, Parramatta Mission, Transcultural Mental Health and Carers NSW. Approximately 200 carers from diverse backgrounds supported their loved ones with disabilities and enjoyed a program of music and multicultural dancing.

GOAL C – A SAFE COMMUNITY

Fairfield City Council

- Held a Problem Gambling Forum for 80 community members and residents to raise awareness of the harms caused by gambling.
- Provided free Long Day Care, Preschool and Family Day Care to support essential workers during the COVID-19 pandemic with the support of Government subsidies, as well as provided telehealth appointments and online sessions for supported playgroups in order to maintain social distancing.
- Renewed CCTV cameras throughout Fairfield CBD.
- Received 280 CCTV footage requests and conducted 88 CCTV site inspections across Fairfield City for maintenance and continued suitability of locations.
- Received 656 CCTV footage requests from NSW Police to assist with investigations.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
<p>Australian Foundation for Disability (Afford)</p>	<ul style="list-style-type: none"> • Proudly opened three new group homes, which were purpose built to the highest standards of accessibility, while remaining modern and warm. • Adopted Learning, Activities and Participation model of support, residents are supported to explore their own interests and flourish – residents have joined their local footy club, become board members for community organisations, started neighbourhood walking groups, and developed confidence in their independent living skills around the home and beyond. • Offered a range of programs through lifestyle centres, which is specially tailored for people with severe disability such as bike riding, performing arts, music, art, swimming, therapy, sensory activities • Delivered the Club Afford to support and learn new life skills such as budgeting and engaging with the community, educational cooking classes and how to prepare nutritional meals. • Implemented the Afford Carer Support Program, which offered carers the chance to take some time for activities, such as: therapeutic massages, yoga and relaxation, NDIS planning, computer training, food carving, health and wellbeing, and social events (Family BBQs, dinner and a show, carer getaways). • Partnered with Heroes With Abilities to launch a new, modified competition of touch football for people with disabilities. • Received the #1Disability Care Australia Australasian winner, 2018 Most Outstanding Disability Care Provider in Australasia, in celebration of innovation and exemplary achievements in the disability care sector. Awarded by the Enablement Awards. • Continued our sponsorship of the Australian Disability Rugby League team. The team won the 2018 Emerging Nations World Championships in October 2018. • Promoted Employment Services through bus shelter advertising in Sydney's South West. • Launched the Afford Lifestyle Channel in 2019 showcasing our residents, achievements and daily living. • Launched 'Afford Rewards' for carers, a benefits program, which allows families within the Afford Community to receive discounts across hundreds of large retailers (such as Woolworths, Coles, Caltex, Target and JB-HiFi) and save each year. • Launched our Carer Connections electronic newsletter, a collection of tips and tricks that help carers to live a balanced life. • Launched our interstate Overnight Respite, which allows carers to go on holidays to Queensland with their loved one knowing they can still receive the support of Afford while they enjoy some downtime. • An Afford Carers Facebook page was established to encourage our 600 carers to stay connected. • Developed an online NDIS tool in partnership with National Disability Services. The tool enables NDIS participants, their families and carers to navigate through six categories and select supports that will help achieve their NDIS plan. • Afford Telecare had 160 clients. Most of whom were existing face-to-face clients who had transitioned to online Allied Health services due to COVID-19.
<p>Arab Council</p>	<ul style="list-style-type: none"> • Delivered more than 40 Arabic Seniors Social and Information Network Workshops including: Stepping On program, health and wellbeing, budgeting, gambling awareness, environmental protection and gardening, government services (i.e. Centrelink, smart traveller), safety and legal matters (i.e. power of attorneys, wills, deceased estates). Fortnightly excursions also took place to enable participants to be in an outdoor environment, enjoy nature and do gentle exercise. • Provided casework, advocacy and referral, which involved the provision of casework with families at Arab Council's premises and in some cases in client's homes in Fairfield City. Staff provided support or referrals to clients and worked with them on achieving their goals.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Arab Council	<ul style="list-style-type: none"> Delivered emergency relief services including the Energy Accounts Payment Assistance Scheme. Working in partnership with House of Sadaqa to facilitate the provision of essential household furniture and appliances to low income families and people facing financial hardships, as well as facilitate brokerage services for emergency moving expenses and home establishment. Assisted members in the community transitioning to NDIS by providing information, supporting clients in navigating the application and assessment process, and providing direct support at meetings. Provided Family Support Service: Early Intervention and Placement Prevention Program, including case management for young people and families who require additional support, convening parent support groups focusing on helping parents improve their capacity to build positive relationships with their children, convening skill development groups for young people including cyber safety, healthy relationships, body image, anti-bullying awareness and psychosocial support, and building connections with family.
Australian Catholic University	<ul style="list-style-type: none"> Established the Josephine Bakhita Campus in Blacktown in 2021, aligning their higher education and research programs to key partners such as local hospitals and the International Centre for Training Excellence.
Australian Nursing Home Foundations (ANHF)	<ul style="list-style-type: none"> Secured over \$500,000 per annum in Commonwealth Home Support Program grant funding, including a project that will help Fairfield City fulfil their dreams of ‘travelling’ the world, from the safety and comfort of a large screen/virtual reality room. Through the use of audio-visual technology, and in a cinema room with comfortable chairs, residents will be taken to different parts of the world.
Bonnie Support Services	<ul style="list-style-type: none"> Provided Kids Space program every Thursday from 3:30pm to 5pm. It is an opportunity for children from the Bonnie’s and Mimosa houses to drop in for some fun. Mothers are always welcome and encouraged to join in the activities with their children. Received OzHarvest deliveries for our families in need. OzHarvest is a food rescue organisation, which has delivered over 60 million meals and saved more than 20,000 tonnes of food since commencing in 2004. OzHarvest collects all types of surplus food from organisations, businesses and supermarkets and supplies that food to charities, which in turn use it for those in need. Provided activities such as oven baked clay jewellery making, paper plane flying competition, Japanese carp windsock decorating and glow in the dark magic jars. Additionally there are two external activities, such as going to the movies, attending inflatable world and rock climbing to name a few.
Community Legal Centres NSW	<ul style="list-style-type: none"> Distributed 10 editions of the Law Reform Bulletin, with 12,411 editions delivered. Drafted Victims Services open letter signed by 90 organisations and almost 550 individuals. Delivered 14 legal training and management training sessions, with 140 participants. Supported representatives from 17 community legal centres to build relationships with local Members of Parliament. Coordinated meetings with 27 MPs. Delivered a half-day cultural awareness training designed and delivered by Aboriginal workers to 48 participants.
CORE Community Services CORE Community Services – Multicultural Communities	<ul style="list-style-type: none"> Supported 808 Youth Homelessness Support Clients Supported 7,064 Settlement Support Clients Provided 639 Employment and Training Provided 211 Domestic and Family Violence Support Supported 64 Early Childhood Education Provided 1154 Clients with Financial Assistance Provided 6855 Clients with case work Hosted Law Expos in collaboration with Police NSW, NSW Department of Communities and Justice, and TAFE NSW, which have increase awareness to newly arrived refugees about Australian law and their rights and responsibilities under the law.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
<p>CORE Community Services – Multicultural Communities</p> <p>CORE Community Services – Youth Services</p>	<ul style="list-style-type: none"> • Partnered with Fairfield City Council to lead the Fairfield City Settlement Action Plan 2017-2020 (Plan) with over 22 local government and non-government agencies. The Plan improved the local coordination of settlement services, enhanced collaboration and help establish Fairfield City as a settlement city. • Implemented the Refugee Resettlement Program, which aims to equip and empower humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs, in order to improve social participation, economic well-being, independence, and community connectedness. • Delivered the Community Capacity Building Program, which assisted existing and emerging community organisations. This program provides access to opportunities, such as funding options, training, and information sessions. • Provided Emergency Relief Programs, Energy Accounts Payment Assistance, and Food Relief Program. These ongoing programs are funded by Federal and State Governments, designed to assist socio-economically disadvantaged residents of Fairfield City with financial relief, food hampers and electricity and gas bills. • Supported young LGBTQI people through crisis and transitional accommodation and support. • Provided Homelessness Services through safe accommodation for young people aged 12-24 in their refuges and transitional accommodation throughout Fairfield City.
<p>Corrective Services NSW Fairfield Community Corrections</p>	<ul style="list-style-type: none"> • Involved in the Open Training Education Network, an English, literacy and numeracy program for offenders. • Collaborated with Housing NSW and Odyssey House to support Community Correction clients as part of the Community hub.
<p>Department of Planning, Industry and Environment</p>	<ul style="list-style-type: none"> • In 2019–20, the Department launched a discussion paper to help inform the first-ever, long-term Housing Strategy for NSW. The discussion paper, released for public consultation in June 2020, will help shape the development of a 20-year, whole-of-government housing strategy that addresses the many aspects of housing in NSW from homelessness to home ownership. • Secured funding agreements with eight Local Aboriginal Land Councils to deliver infrastructure upgrades for Aboriginal communities as part of the \$55 million Roads to Home program.
<p>Department of Premier and Cabinet</p>	<ul style="list-style-type: none"> • Instrumental in the NSW Government establishing a new Premier’s Priority on Housing Affordability, which has a headline goal of increasing the number of dwelling completions to 61,000, on average, per financial year to 2020–2021. DPC will be involved in the oversight of the strategy’s implementation. • Partnered with NSW Treasury and the Department of Family and Community Services (FACS) to pioneer new reforms aimed at ending the cycle of inter-generational disadvantage and rising numbers of children entering the out-of-home-care system. The reforms, under the banner Their Future Matters: A New Approach, will include: a new commissioning unit within FACS responsible for ensuring children and families receive coordinated services across government departments; the tailoring of services to meet the specific needs of children and families, be it education, drug and alcohol, mental health or support with domestic violence; and funding for new programs to assist vulnerable families in more than 350 locations, based on internationally-tested evidence. • Worked to grow the NSW economy and create jobs around the state by increasing our global competitiveness and attracting foreign direct investment. In 2016–17, DPC’s onshore and offshore offices facilitated 23 foreign direct investment 825 projects, valued at \$1.5 billion, which created jobs. DPC’s efforts also attracted an additional \$1.2 billion in capital funding in to NSW.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Premier and Cabinet	<ul style="list-style-type: none"> • The NSW Government has a state priority to increase the proportion of students completing apprenticeships and traineeships to 65 per cent by 2019. DPC supported the NSW Department of Industry towards achieving this target. This included a data analysis exercise to identify performance patterns across industries and regions, which helped to prioritise a range of initiatives and policies. The proportion of students completing apprenticeships increased from a baseline of 56.47 per cent to over 60 per cent and is on track to achieve the target. • By 2031, the number of students in NSW schools will increase from approximately 1,224,000 in 2016 to 1,493,000 – representing a large 22 per cent growth in student numbers. DPC worked with the NSW Department of Education and the NSW Treasury to develop the School Assets Strategic Plan (SASP) to meet the future infrastructure needs of NSW schools. • Under the SASP, the NSW Government committed a total of \$4.2 billion in school infrastructure funding over the next four years. A new capital planning limit for education has also been agreed to provide longer term security of funding. • Partnered with Family and Community Services (FACS) and Treasury to deliver more social housing through the Social and Affordable Housing Fund scheme. The scheme will deliver an additional 2,200 social and affordable homes in metropolitan and regional NSW over the next four years. In March 2017, providers were selected to commence the commissioning process and the majority of homes are expected to be delivered within three years.
EducateAT Parramatta Alliance	<ul style="list-style-type: none"> • Parramatta City Council, University of Sydney, Western Sydney University, UNSW Sydney, University of New England, Swinburne University of Technology and the Western Sydney Local Health District has created an alliance to create a global destination for education, advocate for, and attract talent to, Western Sydney.
Hume Community Housing	<ul style="list-style-type: none"> • Managed a range of property types in several local government areas across NSW: 679 in Fairfield City. • In 2019–20, there was a significant increase in customer participation in the Tenants' Voice forums in Fairfield City. Tenants' Voice forums are open to all Hume customers, their family and friends. The forums are an opportunity for customers to have their say, learn about what's happening at Hume and in their community, as well as getting to know their fellow neighbours and the Hume team. • Conducted customer focus sessions in Fairfield to understand how we could transform our previous Tenants' Voice Newsletter into a vibrant new publication. The new Humelife magazine features customer success stories, simple easy-to-understand information about rent, water bills and tips to save money, recipes, and competitions. • Finalist at the 2019 AHI Professional Excellence in Housing Awards for Leading Housing Development Project: Hamilton@Fairfield • Finalist at the 2019 Urban Developer Awards for Development of the Year – Social Infrastructure: Hamilton@Fairfield City Council • Awarded at the 2020 ZEST Awards the Outstanding Project Promoting Social Cohesion and Community Harmony: Cabramatta Seniors Complex and Outstanding Project in a Not for Profit: Hamilton@Fairfield
Information and Cultural Exchange (ICE)	<ul style="list-style-type: none"> • Continued to develop unique social enterprise initiatives in Fairfield, working with women from a range of cultural background from South East Asia, the Middle East and Africa (including India, Sri Lanka, Pakistan, South Sudan, Iraq, Syria, Kenya Vietnam, Nigeria, Sierra Leone); and providing ongoing support to the participants via a rich array of creative activities tailored to individual needs. • Offered connection, brokered access to local community service providers, and opportunities to build social, English literacy, digital and employability skills via hands-on, creative based learning, training and technology. • Delivered Spellbound Storytime, a multilingual program focused on early childhood education, storytelling and publishing, with the aim to develop digital literacy, build confidence and social skills. Participants completed TAFE modules in Early Childhood Literacy and Community Engagement and pursued further educational pathways by enrolling in educational institutions. The program established a collective of storytellers performing in libraries and festivals.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
Information and Cultural Exchange (ICE)	<ul style="list-style-type: none"> • Delivered Fairfield West Sewing Hub, a social enterprise focused on sewing skills. Sewing workshops trained the women from the Fairfield West Public school community in the seamstress and alteration skills necessary to establish an alteration and creative textiles hub based at the school. • Delivered the South Sudanese Women Hub, a group of inter-generational women gathering to pass on/learn traditional skills like jewellery making, beading, braiding and cooking. A partnership with Fairfield City Museum; workshops culminated with an exhibition • Provided the Arts Ready Aboriginal Traineeship. In 2018 Information and Cultural Exchange engaged Tannika Keaton as Arts Ready Aboriginal Trainee for 12-months to work administration, reception and venue operations. • Delivered the Reflections of World War 1 Conference. 'Johnnies and Mehmetts: A Digital Memorial and Gallipoli Honour Roll' (produced by Information and Cultural Exchange) was presented by academic, Burcu Cevik-Compiegne.
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	<ul style="list-style-type: none"> • Conducted the Fairfield @ the Centre project, a weekly after school program where young people, mostly from Iraq and Syria, take part in activities such as homework assistance, job club, and psychosocial support including exercise, art, and mental health literacy.
St George Community Housing (SGCH)	<ul style="list-style-type: none"> • Provided 15 years of scholarships, with \$1.59 million supporting 2,000 students. • Provided an estimated value of \$97 million of rental subsidies to tenants. • Surveyed 10 per cent of Bonnyrigg customers about the SGCH placemaking plan for Bonnyrigg, which identified: 82% satisfied with education and training opportunities, 79% local events and activities meet their needs, 77% satisfied with their neighbourhood, and 69% satisfied with parklands and open spaces. • In June 2020, the NSW Government announced a \$36 million investment into our communities through Together Home. The program will support people experiencing homelessness by providing safe and secure housing with wrap around support services provided by community housing providers in partnership with government, specialist homelessness and health services. • Completed in May 2020, the Elizabeth Drive, Liverpool property is a St George Community Housing home to 42 social and affordable housing customers. The development has a 7.8-star NatHERS rating. • Completed in April 2020, the Cabramatta Avenue, Miller property is home to 39 new social housing customers. The development has a 7.1-star NatHERS rating. Customers came from the social housing waiting list or transfer list. • Currently constructing two further projects in Sydney's high demand southwest. Due for completion in early 2021, these developments will bring a further 102 social and affordable homes to South West Sydney.
University of New South Wales and Western Sydney University	<ul style="list-style-type: none"> • Delivering a \$280 million engineering hub in the Parramatta CBD, which is set to open in 2021.
University of Sydney	<ul style="list-style-type: none"> • Signed a framework agreement with the NSW Government to develop a shared vision for a mixed-use University campus at Parramatta/Westmead, hoping to attract more than 25,000 students and 2,500 staff by 2055, as well as provide student and staff accommodation. • Planning a \$500 million campus to open in North Parramatta by 2030.
Western Sydney University	<ul style="list-style-type: none"> • Constructed the Ngara Ngura Building in 2020, which houses the Liverpool City campus, accommodating up to 5,000 Western Sydney University students and contributing an expected \$54 million in economic and employment uplift to the region. • Funding and delivering a joint venture with Charter Hall for the \$350 million Innovation Quarter in Westmead, which is expected to open in 2022.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Woodville Alliance	<ul style="list-style-type: none"> • Strong Families Strong Communities (SFSC) have worked with over 9,400 participants. We have delivered services across all our programs including 1,674 outreach sessions for supported playgroup, Family Fun Wednesdays, major community events, school programs, parenting programs and case management. • The work of SFSC is funded under the NSW Government’s Targeted Earlier Intervention Program and secured the maximum five-year funding contract, and established internal systems and data reporting for outcomes-based performance reporting to the Department of Communities and Justice. • Focused on setting a detailed learning program for each child to suit their individual needs, with a strong focus on early literacy through written language as well as storytelling opportunities. • As part of the science experiences projects, we engaged our children in the hatching egg, where children learnt about the egg incubation process. • At Carramar Early Learning Centre, we acknowledge and celebrate diversity of ethnicity, culture, language and religious belief and incorporate children’s interests and cultures into our learning program and family and community events.
Youth Off the Streets	<ul style="list-style-type: none"> • Over the 2019–2020 financial year, Outreach Services had 16,554 attendances at their programs, with over 3,000 in Fairfield City. Key areas of support provided were: mental health (12%); education and training (16%); health/sexual health (3%); housing/accommodation (15%); and legal support/court support (9%).
Fairfield City Council	<ul style="list-style-type: none"> • Supported Youth Co-Lab Inc. to deliver the Kitchen Co-Lab Youth Week activity, bringing young people together to participate in a multicultural cooking class instructed by young leaders from CALD communities. Youth participants learned to cook while instructors shared stories about their cultural heritage and experiences. • Delivered the Tech Savvy Seniors program, which provides seniors with the opportunity to develop skills and confidence in the use of technology for socialising, accessing important services or conducting personal business. This program was also presented in Mandarin, Cantonese, Spanish and Arabic. • Delivered the Vietnamese story time, which is a monthly program that supports emerging literacy and numeracy in the early years. The program was also conducted in Vietnamese to support cultural inclusion and maintenance of first language for young children, as well as increasing parent skills and confidence to share songs, rhymes and books with their children. • Wetherill Park Early Learning Centre implemented inclusive practices, which allows children of all backgrounds to attend our early learning centre. Staff undertake ongoing training to help them support children with additional needs. • Provided \$1,150,000 worth of subsidies to community members at Council’s Leisure Centres, which included 176,000 free entries for seniors and residents who presented a Disability Support Pension Card. • Provided access to over 3,488,000 visitors that attended Council’s Leisure Centres. • Provided access to more than 2,264,000 visitors that attended the Fairfield Showground. Visitors attended the Fairfield Markets, Pickers Bazaar, Festivals and Parklands Function Centre. • Administered a total of 787 applications for ClubGRANTS, with a total of 364 projects selected for funding. The allocated funds from the participating clubs totalled \$4.5 million. • Provided access to nearly 900,000 customers that visited Council libraries. • Delivered 111 programs and events at Council’s libraries with a total of 1,917 sessions being attended by 33,581 people • Provided 159 programs and events for over 31,000 participants at Council’s Libraries, which included topics such as computer literacy, study assistance, conversational English classes, Family Literacy Program and Citizenship Preparation Classes.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Provided \$115,000 in funding to 23 projects as part of the Social Change through Creativity Grant program to encourage and support creative based projects that include and address issues of importance in the community such as music as trauma therapy, an online writers room for young people, and video production with local digital artists and storytellers. • Won the Museums and Galleries NSW IMAGInE Award for the exhibition A Home Away from Home, which explored Fairfield City’s Multicultural Clubs. • Delivered 95 capacity building programs activities, which included National Disability Insurance Scheme advocacy training, grant writing workshops, internet training for seniors to a range of service providers and stakeholder, harm minimisation from gambling, life skills for young people and refugee youth mentoring. • Accumulated over 1,800 free youth hours at the Fairfield Youth and Community Centre from over 1,200 young people, who participated in a range of activities such as a “Wear it Purple” banner making workshop promoting inclusion and an Amazing Race activity providing education on Alcohol and Other Drugs in partnership with NSW Police, Ted Noffs Foundation and the Fairfield Liverpool Youth Health Team. • Held the Bring It On! Festival during NSW Youth Week for 5,000 young people, which included the Fairfield Warrior obstacle course competition, performances, skating and games as well as rides, information stalls and interactive activities. • Held the Annual Senior’s Concert for 550 community members, which featured a wide range of entertainment and performances including Latin music, belly dancing, opera singing and much more. • Hosted the annual Seniors’ Talent Quest with more than 700 community members participating, which included a variety of performances and activities. • Held three free Senior Bus Tours for more than 50 attendees, visiting Nalawala Community Nursery, Prairiewood Leisure Centre, Crescent Plaza and Fairfield Showground. Attendees then enjoyed a meet and greet with the Mayor, lunch and tour of Fairfield City Museum and Gallery. • Delivered a pop-up public art exhibition along Gallery Walk at the Crescent Plaza, Fairfield. • Hosted a number of events for International Day of People with Disabilities to enhance positive community attitudes of people with disability at Prairiewood Community Centre and the Bonnyrigg Community Centre. The events included face painting, photo booths, barbeque and lucky door prizes. • Delivered “Fort Thunder” at the Fairfield City Museum and Gallery, an interactive exhibition designed to engage children with interactive tactile and musical artworks that included strings, springs, chimes and microphones. • Delivered a National Children’s Week event at the Crescent Plaza, to over 500 community members. The event featured an animal farm, play dough, craft and entertainers. • Delivered the Merge exhibition at the Crescent Plaza, Fairfield, which featured portraits of over 120 Fairfield City residents. • Provided assistance to over 500 community members for the Library’s Smart Bar Service with more than 70% of these sessions being provided in Chinese or Vietnamese. • Delivered the Library home service, which provided over 8,000 loans to eight nursing homes across the City. • Advocated for community needs and concerns about the Federal National Disability Insurance Scheme to the National Disability Insurance Agency. • Received a Local Government Youth Week Award for best on-going commitment to Youth Week for the Bring it On! Festival. • Held the FLAME Festival (Fairfield Live Art, Music and Entertainment) at ten locations throughout the Fairfield CBD to more than 700 community members. Over 90 musicians played a range of genres including jazz, folk, pop and Bollywood, with all artists coming from across Western Sydney. • Delivered the Train the Trainer Peer support program as part of the National Disability Insurance Scheme (NDIS) Transition Training. Since the program was established, volunteers have become an NDIS ‘buddy’ to fellow carers who are starting out with NDIS.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Opened Studio 2166, a creative digital space for sound and video recording at Whitlam Library. • Renewed toilet at Fairfield Community Hall to improve accessibility as part of the Disability Upgrade program to ensure community facilities meet standards required by legislation. • Held the Annual Senior’s Concert for over 500 community members, which featured live musical entertainment, dancing performances and a three course meal. • Hosted the Active Inclusion Sports Day at the Fairfield Youth and Community Centre and Fairfield Leisure Centre in partnership with NSW Sport, with more than 100 young people with disability participated. • Won the Museum and Galleries NSW IMAGinE Award for the exhibition Fairfield on Film, which explored the evolution of Fairfield’s film industry. • Won the “Exceptional Community Partnership in a Local Government Area” category as part of the ZEST awards for the Fairfield City Settlement Action Plan (FCSAP). The FCSAP was developed with a partnership between Council and Core Community Services. • Awarded the AH Pierce Memorial Facility of the Year by the Aquatics Recreation Institute for Prairiewood Leisure Centre • Open Libraries was awarded Service Delivery Award by the Local Government Professionals • Marlborough Street Preschool received the Outstanding Preschool Award by the Fairfield Local Business Award. • Supported The Promoting Connections Project (PCP) run by Diversity and Disability Alliance (DDA) Inc. to provide information about disability through the production of a radio program in Assyrian. • Held a forum, led by people with disability, to bring together people living with disability from a range of communities to inform recently settled communities about disability services available. • Provided the disability access program ‘Create Abilities’ to facilitate social inclusion and encourage students to build on their creative skills. • Constructed the Bossley Park Preschool, which increased capacity to 40 places for children. • Constructed shade cloths and play equipment such as sandpits, bike paths, and slides at various preschools across the City such as Fairfield Preschool, Marlborough Preschool, Smithfield West Preschool, Bossley Park Preschool, Mobile 2 Preschool (Cabravale Leisure Centre) and Tasman Parade Preschool. • Constructed an accessible toilet block at the Fairfield City Museum and Gallery as part of Council’s commitment to Disability Inclusion. • Completed refurbishment of the Children’s area at Whitlam Library, including new joinery and flooring, interactive screen and projector, Lego, and tactile walls. • Launched a new website for Fairfield City’s heritage and local history collection which allows the community to view in the comfort of their homes as well as contribute local history items to the collection online. • Delivered the Wellness Day for Seniors during Seniors Week, an event focused on maintaining mental and physical health. Over 450 attendees browsed the health and wellbeing stalls, enjoyed light refreshments and watched live performances. • Delivered 598 sessions on early intervention to 158 clients through the Fairstart Early Intervention and Support program. • Provided 107,456 places of care in Long Day and Preschool. • Held Flicker Fridays at the Crescent Plaza, Fairfield, for 120 community members. The free event presented films developed through Council funded filmmaking workshops, including themes around women’s empowerment, mental health, disability and diasporic stories through mini-documentaries. • Bonnyrigg Early Learning Centre was awarded the inaugural Excellence in Early Childhood Education Award for the “Community Involvement Excellence” category.

GOAL D – AN INCLUSIVE CITY WITH ACCESS TO OPPORTUNITIES FOR THE COMMUNITY

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
Fairfield City Council	<ul style="list-style-type: none"> • Won the Community Development and Services category (Population over 100,000) as part of the Local Government Excellence Awards for the Fairstart Early Intervention program. • Provided more than \$67,500 in funding to 27 projects as part of the Community Development Grants program to support projects in youth, arts and culture, community capacity building, disability, Harmony Day, Domestic and Family Violence, and Refugee Week. • Delivered Flavour Fairfield, a cultural cooking workshop, as well as youth stereotypes and identity workshops for young people as part of the Bring it On! Legacy Youth Leadership and Development program. • Offered seniors and people with a disability free entry to Council’s leisure centres during non-peak hours. This resulted in free access to 23,130 seniors and 30,711 people with a disability. • Provided reduced rates for disability groups to hire sports halls at the Fairfield Leisure Centre. • Held Gyms In Parks sessions, which included instructors who monitor the progress of people with disability as well as modifying and selecting exercises to meet the needs of the individual. • Delivered 257 supported playgroup sessions that were attended by 263 young children from 198 families including children with disabilities. • Celebrated International Day of People with Disability with an event at Wetherill Park Library for carers, people with disability and their families. Over 200 people from diverse backgrounds attended the event.

Detailed Indicator Results

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal A: A diverse cultural community that is valued and celebrated					
<i>Fairfield City Plan Indicator</i> Increased social tolerance	Indicators Survey	3.71	3.82	→	Scored more favourably by those who speak a language other than English at home.
<i>Fairfield City Plan Indicator</i> Increased community cohesion	Indicators Survey	4.07	4.10	→	
<i>NSW Goal – Better Services</i> Increasing cultural participation	Create NSW	86%	81.1%	←	Target is to increase attendance at cultural venues and events in NSW by 15% by 2019.
Goal B: Healthy and active community					
<i>Fairfield City Plan Indicator</i> Increased access to affordable health activities	Indicators Survey	N/A	4.01	↔	
<i>Fairfield City Plan Indicator</i> Improved community health	Indicators Survey	3.50	3.50	↔	
<i>NSW Goal – Protecting the vulnerable</i> Tackling childhood obesity*	NSW Health	21.5	24	→	Reduce overweight and obesity rates of children by five percentage points by 2025.
<i>NSW Goal – Better Services</i> Improving service levels in hospitals*^	NSW Health	Triage 1: 100% Triage 2: 95% Triage 3: 85%	Triage 1: 100% Triage 2: 80% Triage 3: 76%	↔	
<i>NSW Goal – Better Services</i> Cutting wait times for planned surgeries	NSW Health	81% of patients through emergency departments within four hours	70.7% of patients through emergency departments within four hours	←	
<i>NSW Goal – Protecting the vulnerable / Improving the Health System</i> Towards zero suicides^	NSW Health	11.6	11.4	↔	Reduce the rate of suicide deaths in NSW by 20% by 2023. 2019 data.
<i>NSW Goal – Protecting the vulnerable / Keeping Children Safe</i> Increasing permanency for children in out-of-home care^	Department of Communities and Justice	1,050 The number of permanent outcomes for children or young people who have exited out-of-home care (OOHC)	1,100 The number of permanent outcomes for children or young people who have exited out-of-home care (OOHC)	→	Goal is to double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care.

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal B: Healthy and active community					
<i>NSW Goal – Protecting the vulnerable / Improving the Health System</i> Improving outpatient and community care [^]	NSW Health	21.6% average	21.90%	←	Reduce preventable visits to hospital by five per cent through to 2023 by caring for people in the community.
Goal C: A safe community					
<i>Fairfield City Plan Indicator</i> Decreased crime rates	NSW Bureau of Crime Statistics	10,008 average	8,533 average	←	
<i>Fairfield City Plan Indicator</i> Increased perception of community safety	Indicators Survey	3.78	3.84	→	
<i>Fairfield City Plan Indicator</i> Decreased road and traffic accidents	Transport for NSW	1,241 average	704 Average	←	
<i>NSW Goal – Protecting the vulnerable / Breaking the Cycle</i> Reducing domestic violence* / Reducing domestic violence re-offending [^]	NSW Bureau of Crime Statistics and Research	1,814	1,780	↔	Reduce the number of domestic violence reoffenders by 25% by 2023 (1,360).
<i>NSW Goal – Protecting the vulnerable / Keeping Children Safe</i> Protecting our kids* / Protecting our most vulnerable children [^]	Department of Family and Community Services	40.4%	38.6%	←	Decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.
<i>NSW Goal – Protecting the vulnerable / Breaking the Cycle</i> Reducing youth homelessness* / Reducing homelessness [^]	Department of Family and Community Services	1,297	N/A	↔	Reduce street homelessness across NSW by 50% by 2025. Data will be based on the 2021 Census.
<i>NSW Goal – Safer Communities</i> Reducing violent crime	NSW Department of Communities and Justice	Stable/Falling	Stable	←	LGAs to have stable or falling reported violent crime rates by 2019.
<i>NSW Goal – Safer Communities / Breaking the Cycle</i> Reducing adult re-offending / Reducing recidivism in the prison population [^]	NSW Department of Communities and Justice	25.5%	29.4%	→	Reduce adult reoffending following release from prison by 5% by 2023.
<i>NSW Goal – Safer Communities</i> Reducing road fatalities	Transport for NSW	254.8	353	↔	Reduce road fatalities by at least 30% from 2011 levels by 2021. 2019 data.

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal D: An inclusive city with access to opportunities for our community					
<i>Fairfield City Plan Indicator</i> Increased number of support programs for youth and elderly	Indicators Survey	3.68	3.79	→	
<i>Fairfield City Plan Indicator</i> Improved educational institutions	Indicators Survey	3.62	3.68	→	
<i>NSW Goal – Protecting the vulnerable</i> Transitioning to the NDIS	National Disability Insurance Scheme	Successful transition to NDIS by 2018.	Completed	→	From July 2018, NDIS available to all residents across NSW.
<i>NSW Goal – Better services / Lifting education standards</i> Improving education results* / Bumping up education results for children ^	NSW Education Standards Authority	31.6%	32.2%	→	Increase the proportion of public school students in the top two NAPLAN bands (or equivalent) for literacy and numeracy by 15% by 2023.
<i>NSW Goal – Better services / Lifting education standards</i> Improving Aboriginal education outcomes / Increasing the number of Aboriginal young people reaching their learning potential^	NSW Education Aboriginal Affairs	46%	44.9%	←	Increase the proportion of Aboriginal students attaining year 12 by 50% by 2023, while maintaining their cultural identity.

*12 Premier's Priorities 2015-2019

^14 Premier's Priorities 2019-2023

SNAPSHOT OF SERVICE LEVELS AND INDICATORS SURVEY	2016 % Satisfaction	2020 % Satisfaction	TREND
Cultural activities and events	97%	97%	↔
Activities provided at Aquatopia	N/A	98%	→
Activities and programs at Leisure Centres	95%	97%	→
Activities and programs to support multicultural groups	N/A	95%	→
Activities to support the arts	90%	93%	→
Affordable access to early education and care including child care services	83%	89%	→
Services for older people and their carers	87%	87%	↔
CCTV camera program	88%	88%	↔
Service for adults and children with a disability and their carers	90%	88%	←
Activities and programs to support crime prevention	N/A	88%	→

Note: N/A means data not available

THEME 2 – PLACES AND INFRASTRUCTURE

Places and Infrastructure are the buildings, facilities, open space, town centres, roads, footpaths, public transport and all other built structures that the community use to meet their day-to-day and future needs. The availability of places and infrastructure in the community enables services to be provided and therefore contributes to the wellbeing of the community. The quality of places and infrastructure create a first impression for visitors to the City and helps shape the pride the community takes in their area.

The following are some of the achievements that have been delivered by stakeholders in the Fairfield City Plan over the past four years. These have been listed under the goals for this Theme area these projects, programs and/or services are working towards.

GOAL A – AN ACCESSIBLE AND LIVEABLE CITY	
STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Planning, Industry and Environment	<ul style="list-style-type: none"> Supported 33 councils in Greater Sydney in drafting their first local strategic planning statements (LSPSs). As at June 2020, 31 councils have adopted and published their final statements on the NSW Government's Planning Portal. Continued to fund 18 councils for the strategic planning studies required to inform their LSPS. The Accelerated Local Environmental Plan (LEP) Review Program also allowed them to fast-track a review of their planning controls. The 18 Councils received \$22.375 million to meet the program's key milestones, including the preparation of planning proposals with updated controls. In November 2019, the planning pathway for data centres was confirmed through an amendment to the Infrastructure State Environmental Planning Policies (SEPP). Before this change, data centres were assessed inconsistently under various definitions of land use. In March 2020, recommendations from the NSW Productivity Commission's Review of the Independent Planning Commission were implemented through an amendment to the State and Regional Development SEPP, with the result that the Independent Planning Commission will focus more on the determination of contentious state-significant developments, allowing it to manage its workload more effectively.
Department of Premier and Cabinet (DPC)	<ul style="list-style-type: none"> Worked with stakeholder agencies in developing the framework for the Western Sydney City Deal, which is being developed with the Australian Government and eight local government areas in western and south-western Sydney. Worked with the NSW Telco Authority, the Commonwealth and mobile phone carriers to support the continuing roll-out of the Mobile Black Spot Program to enhance mobile coverage across regional NSW. The NSW Government has committed \$39 million to date that will deliver at least 183 new or upgraded mobile phone base stations across regional NSW by the end of 2018 to reduce mobile black spots.
Roads and Maritime Services	<ul style="list-style-type: none"> Increased focus of the Working Near Traffic Program on sharing information about risk controls and strengthening arrangements for the safe introduction of innovative control measures to improve safety for workers and customers at roadwork sites. Continued to divert traffic from roadwork sites by planned road closures on a number of projects where it is feasible, which improved safety, project delivery and community/customer outcomes. Commenced the Network Fatal Risks Program this year. This program is a targeted safety initiative that builds awareness and better understanding of the critical risk activities across the agency. Roads and Maritime Services and Service NSW worked closely with NSW Police and other organisations that require licences for identification, to finalise the introduction of digital licences across NSW. Trialed a Mobile Pink Slip, which was undertaken in Sydney, Illawarra and Hunter regions offering more than 3000 customers an online and on-the-spot pink slip for complying cars, motorcycles, trailers and caravans. The trial was positively received with 99 per cent of customers stating they would use the service again. Each month the performance of major traffic routes across the State was measured so that trends could be identified over three, four or six months. Using this data, RMS developed a number of predictive models for the busy periods on the State's road network, alerted drivers about the busiest times and recommended the best travel days and times to help avoid delays.

GOAL A – AN ACCESSIBLE AND LIVEABLE CITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Roads and Maritime Services	<ul style="list-style-type: none"> Delivered infrastructure projects that helped realised the Government's vision of three Sydney cities, in Future Transport 2056. They are connecting motorists with transport hubs, returning local streets to communities and creating more opportunities for cycling and walking. The Australian and NSW governments are jointly funding \$4.1 billion for road investments to support the opening of the Western Sydney International (Nancy-Bird Walton) Airport. The new M12 Motorway will provide a fast and direct connection to Western Sydney Airport. Planning is continuing with the environmental impact assessment expected to be displayed later in 2019. Construction will be completed in time for the opening of the Western Sydney Airport in 2026. Progressed the M12 Motorway, M7 to The Northern Road (State and federal funded), Badgerys Creek project. Completion date unknown, with \$80,826,000 expenditure to date. Progressed The Horsley Drive, M7 Motorway to Cowpasture Road, Horsley Park, Planning project. Completion date unknown, with \$7,006,000 expenditure to date.
Fairfield City Council	<ul style="list-style-type: none"> Renewed over 16 kilometres of footpaths throughout the city. Constructed over 18 kilometres of new footpaths throughout the city. Repaired over 60 kilometres of road surfaces throughout the City. Renewed over 30 kilometres of kerbs and gutters throughout the City. Delivered the City Connect Bus for over 85,500 passengers, which continues to run reliably and on time to support the local community as an affordable method of transportation. Renewed car park lights on all levels of the Dutton Lane Car Park with LED lighting to improve energy performance and community safety. Installed a bus shelter to provide shade for residents at the corner of Edensor Road and Smithfield Road, Greenfield Park. Repainted traffic islands at 14 locations to improve visibility and safety for the community along Fairfield Street, Ferrers Road, Gladstone Street, Hamilton Road, Humphries Road, King Road, Lansdowne Road, Meadows Road, Mimosa Road, Polding Street, Prairie Vale Road, Restwell Road, Sackville Street, and Victoria Street (between Elizabeth Street and The Horsley Drive). Constructed a single lane roundabout at the intersection of John Street and Bold Street, Cabramatta, to improve traffic flow. Continued consultation and collaboration with key stakeholders with regards to the development of the Western Sydney Airport. Implemented speed radar signs as part of a city wide safety program at eight locations across the City, which included Boronia Road, St Johns Road, Sadlier Crescent, Coleraine Street, Edensor Road, Emerson Street, Salter Road, and Harrington Street. Completed design for Hughes Street Car Park to create an additional 150 car parking spaces and to rejuvenate frontage. Implemented speed radar signs and banners near six public schools across Fairfield City including Mt Pritchard, St Johns Park, Fairvale, Smithfield, Governor Philip King, and Edensor Park. Updated infrastructure to a number of intersections along Wetherill Street and Cumberland Highway in preparation for the Western Sydney Airport. Installed new traffic signals at the intersection of Polding Street and Maud Street, Fairfield West to improve traffic flow for the community. Improved traffic flow by installing a right hand turn signal at the intersection of Sackville Street and Hamilton Road, Fairfield. Upgraded the intersections of Hamilton Road, St Johns Road and John Street on the Cumberland Highway to improve traffic flow. Completed traffic signal initiatives associated with Smithfield Road to improve traffic flow. Installed a total of 21 speed radar display signs at various locations across the City to improve traffic and community safety.

GOAL B – COMMUNITY ASSETS AND INFRASTRUCTURE ARE WELL MANAGED INTO THE FUTURE

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Provided over \$55,497 in funding to heritage listed properties as part of the Heritage Grants Program. • Delivered the Heritage Rates Relief Scheme resulting in over \$123,338 being distributed to 49 properties as support and maintain local heritage access the City. • Undertook 697 instances of graffiti removal on Council property through inspection or customer reporting. • Upgraded the amenity buildings at Fairfield City Council’s Administration Centre and the Stein Gallery at Fairfield City Museum and Gallery. • Prepared a master plan to guide the development of the Fairfield Showground. • Upgraded the Fairfield Tennis Courts including building, court surfaces, fencing and existing shade structure. • Upgraded the amenity buildings at Knight Park, St Johns Park and Fairfield Park Baseball Building. • Received a highly commended award from the Institute of Public Works Engineering Australasia for the development of Aquatopia. • Installed a new UV water treatment system at Cabravale Leisure Centre and new pool cleaner, pool covers, reel caster and sun covers at Prairiewood Leisure Centre. • Upgraded the electrical system, which included the air-conditioning system (HVAC), at Parklands Function Centre at Fairfield Showground. • Upgraded the Babies Pool at the Fairfield Leisure Centre, which included the concourse, tiling and new pumps. • Renewed finishes on doors and repainted the exterior of the Stein Gallery at the Fairfield City Museum and Gallery. • Adopted the Heritage Strategy for 2018-2021, which details the future direction and management of local heritage. • Adopted the Building in Saline Environments Policy. • Renewed plant and equipment at Fairfield, Prairiewood and Cabravale Leisure Centres, including pool tile replacements, pool pumps, and valve upgrades. • Replaced the roof and air-conditioning system for the Parkland Function Centre at the Fairfield Showground. • Replacement of air-conditioning at Prairiewood Leisure Centre. • Completed electrical fit out and replacement of roof, windows and doors to the Blacksmith Shop at the Fairfield Showground. • Renovated the Fairfield Leisure Centre’s steam room with the replacement of floor linings, fixtures, entry door and relayed tiles within steam room. • Refurbishment of Parklands Function Centre with the replacement of ceiling, installation of acoustic panels, new floor coverings, internal painting and new furniture. • Replaced the lifts in Dutton Plaza and Whitlam Library, Cabramatta. • Completed the concept design for the new grandstand at Fairfield Showground.

GOAL C – INVITING AND WELL USED OPEN SPACES

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
<p>Department of Planning, Industry and Environment</p>	<ul style="list-style-type: none"> One of the Premier's Priorities is to increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10% by 2023. As at June 2020, approximately 73,300 homes have benefited from being within a 10-minute walk to a major new or improved public space. More than 70,000 homes have also benefited from projects including Everyone Can Play inclusive playgrounds, Metropolitan Greenspace Program grants, and public facilities. Completed a Voluntary Planning Agreement (VPA) Prioritisation Framework, which was endorsed by the interagency steering committee. Released \$199 million of infrastructure grants, including \$40 million for open space Exhibited a draft strategic vision and rezoning proposal for the Western Gateway (the first sub-precinct of the Central State Significant Precinct at Central Station). The rezoning proposal seeks to amend planning controls so a new technology and innovation precinct excelling in design and sustainability can be developed. In 2019–20, the Office of Strategic Lands surplus land sales generated \$99 million in revenue. The fund was established as a self-funding model and has minimal demand on the NSW Government budget. It is also used to acquire land for open space in Greater Sydney. Acquired 8.6 hectares of land valued at \$20.74 million for open space and environmental conservation. Transferred 33.3 hectares of land valued at \$43.35 million to the Western Sydney Parklands Trust for open space and ongoing management. Funded 33 Metropolitan Greenspace Program grants, totalling \$7.57 million.

GOAL C – INVITING AND WELL USED OPEN SPACES

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> Constructed Koonoona Park in Villawood, which included a ground level ropes course, flying fox, a circuit path, exercise equipment, basketball facilities, and a ping-pong table. Installed seven new BBQ facilities at Aquatopia, which are now available for hire to the community. Restored the cannon and installed a badminton court, drinking fountain and decorative surfacing in Cabravale Memorial Park. Upgraded the existing tennis court into a futsal court at Emerson Park. Upgraded playground equipment and soft fall at Springfield Park. Installed new playground equipment, including a slide, double swings and a carousel, as well as landscape beautification and seating at Longfield Street Park. Installed new playground equipment, soft fall, up-lighting to highlight sculptures, landscaping, street furniture, pavement improvements, new fencing and plaques for Thomas Ware and Epoch Plaza to improve the aesthetic quality of these public spaces. Constructed and installed the Wave Rider at Aquatopia, Prairiewood. Planted various trees throughout the City as part of the Street Tree Planting program: Wetherill Park Industrial Area, St Johns Park and Smithfield. Constructed a sports court, bench seats, shelter, footpath and installation of exercise equipment at St Johns Park. Upgraded landscaping to Ace Avenue Reserve and in the memorial garden at Council's Administration Centre. Received first place for the Landscape NSW and ACT (LNA) Master Landscapers Association Awards for the design and practical use of urban space at the Crescent Plaza, Fairfield. Installed new fitness equipment, chess table with seating, seven sandstone log seats and landscaping at Prout Park. Installed replacement fencing with catch guards at Chisholm Park, Canley Heights Constructed the new Bradbury Wharf at Chipping Norton Lake. Installed the outdoor environment at Wakeley Childcare Centre, including replacement of softfall and synthetic grass. Renewed play equipment and softfall at Montrose Park, Fairfield East. Installed new gate at Joe Broad Memorial Reserve, Mount Pritchard. Installed cricket nets for Adams Park. Installed all-inclusive and accessible Exeloo toilets at Chisholm Park and Brenan Park. Upgraded Cabravale Memorial Park, which included installation of a badminton court and upgrade to the amphitheatre. Defibrillators delivered and installed to support community safety across five parks including Allambie Park, Cook Park, Irelands Bridge Reserve, Joe Broad Reserve and Mount Pritchard Sports Complex. Replaced park identification signage across the City, which included Bradbury Wharf, Stockdale Park, Carrawood Park, Avery Park, Irelands Bridge, Studley Park, Percy Street, St Johns Park, Terone Park, and Lansdowne Bridge Reserve.
Fairfield City Council	<ul style="list-style-type: none"> Installed inclusive play equipment, which includes an inclusive seesaw, wheel chair carousel and inclusive double swing set, at Fairfield Park. Implemented a tree planting program to provide shade for visitors and spectators at parks and sportsfields, which included Bosnjak Park, Endeavour Reserve, Carrawood Park, Rosford Park.

Detailed Indicator Results

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal A: An accessible and liveable City					
<i>Fairfield City Plan Indicator</i> Increased use of public transport (train and bus)	NSW Bureau of Transport Statistics Household Travel Survey	N/A	29%	→	
<i>Fairfield City Plan Indicator</i> Improved public transport	Indicators Survey	3.90	3.90	↔	
<i>Fairfield City Plan Indicator</i> Decreased traffic congestion	Indicators Survey	3.59	3.53	→	
<i>Fairfield City Plan Indicator</i> Increased access to parking across the city	Indicators Survey	3.15	3.22	→	
<i>Fairfield City Plan Indicator</i> Improved high quality development across the city	Indicators Survey	3.31	3.30	↔	
<i>Fairfield City Plan Indicator</i> Increased access to affordable housing	Indicators Survey	N/A	3.35	→	
<i>NSW Goal – Building Infrastructure</i> Faster housing approvals*	NSW Department of Planning, Industry and Environment	Housing Completions: 61,000 Faster Housing Approvals: 90% Rezoning: 10,000	Housing Completions: 75,000 Faster Housing Approvals: N/A Rezoning: 14,000	→	Faster housing approvals was not available.
<i>NSW Goal – Building Infrastructure</i> Improving road travel reliability	NSW Transport – Roads and Maritime Services	90%	91%	→	90% of peak travel on key road routes is on time
<i>NSW Goal – Building Infrastructure</i> Increasing housing supply	NSW Department of Planning, Industry and Environment	50,000	64,504 average	→	Deliver more than 50,000 approvals every year.
<i>NSW Goal – Protecting the vulnerable</i> Creating sustainable social housing	Future Directions for Social Housing in NSW	2,176	1,862	←	2018/2019 households exiting from social housing to private rental home/home ownership.

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal A: An accessible and liveable City					
<i>NSW Goal – Better Services</i> Ensure on-time running for public transport	Transport for NSW	Train (metropolitan): 92% Train (regional): 92% Bus (metropolitan): 95% Bus (private): 95% Ferry: 95% Light rail line 1: 90% Light rail line 2 and 3: 90%	Train (metropolitan): 93% Train (regional): 91% Bus (metropolitan): 95% Bus (private): 97% Ferry: 97% Light rail line 1: 89% Light rail line 2 and 3: 83%	→	Majority of services have maintained or improved reliability.
Goal B: Community assets and infrastructure are well managed into the future					
<i>Fairfield City Plan Indicator</i> Improved condition of roads	Indicators Survey	3.49	3.42	←	
<i>Fairfield City Plan Indicator</i> Improved condition of infrastructure	Indicators Survey	N/A	3.75	→	
<i>Fairfield City Plan Indicator</i> Improved community facilities	Indicators Survey	3.82	3.75	←	
<i>Fairfield City Plan Indicator</i> Improved access to phone and Internet/National Broadband Network	Indicators Survey	N/A	3.69	→	
<i>NSW Goal – Strong budget and economy</i> Accelerating major project assessment	NSW Department of Planning, Industry and Environment	Baseline in 2014 was 1,089 days.	400 days for complex state-significant projects (SSP) reviewed by Independent Planning Commission 144 days for all other SSP	←	Project assessment times for state significant proposals have been increasing from 598 days in 2008 to 1089 days in 2014. Significant reduction from baseline
<i>NSW Goal – Building infrastructure</i> Building infrastructure*	Infrastructure NSW	10 projects to be delivered by 2024.	Northern Beaches Hospital and Newcastle Light Rail completed. 8 on target	→	10 Key metropolitan, regional and local infrastructure projects to be delivered on time and on budget.

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal C: Inviting and well used open spaces					
<i>Fairfield City Plan Indicator</i> Increased usage of parks and recreational grounds	Fairfield City Council Internal Booking Management System Data	N/A	77%	←	COVID-19 restrictions
<i>Fairfield City Plan Indicator</i> Increased community satisfaction with open spaces	Indicators Survey	3.71	3.65	←	

*12 Premier's Priorities 2015-2019

^14 Premier's Priorities 2019-2023

SNAPSHOT OF SERVICE LEVELS AND INDICATORS SURVEY	2016 % Satisfied	2020 % Satisfied	TREND
Access to City Connect Bus	89%	90%	→
Cycle ways and walking paths	91%	90%	←
Continue to protect heritage properties and landmarks	89%	89%	↔
Sports fields and facilities	90%	85%	←
Condition of Council owned assets	N/A	92%	→
Assess and determine applications for developments	77%	79%	→
Enforcement of development and building regulations	78%	77%	←
Regulation of new development designs	81%	78%	←
Access to parking facilities	74%	73%	←
Maintain cleanliness of public toilets	75%	69%	←

Note: N/A means data not available

THEME 3 – ENVIRONMENTAL SUSTAINABILITY

The local environment and natural resources define the City and contribute to the community's wellbeing. In turn, the activities undertaken throughout the city impact the quality and viability of many species and finite resources. Increasing awareness of environmental challenges such as climate change and water shortages has increased the pressure for protection and management of our bushland, local wildlife and waterways as well as improved design and operation of the built environment. Environmental sustainability is important at the local and global level, and for the health and wellbeing of future generations.

The following are some of the achievements that have been delivered by stakeholders in the Fairfield City Plan over the past four years. These have been listed under the goals for this Theme area these projects, programs and/or services are working towards.

GOAL A – A SUSTAINABLE AND NATURAL ENVIRONMENT	
STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Planning, Industry and Environment	<ul style="list-style-type: none"> In March 2020, the NSW Government released the Net Zero Plan Stage 1: 2020–30. The plan is the state's foundation for action on climate change. The goal is to reach net zero emissions by 2050. The Net Zero Plan sets out how NSW will deliver a 35% cut in emissions by 2030 compared to 2005 levels. This year, the Return and Earn container deposit scheme collected 1.8 billion drink containers, significantly contributing to the reduction of litter in NSW. January 2020 was the highest month on record, with 194 million containers returned. Waste Less, Recycle More initiatives resulted in more than 4,000 tonnes of potentially hazardous household waste being collected; 43% reduction in the volume of litter since 2013–14; and \$10.5 million awarded to 22 projects to divert 12,500 tonnes of kerbside organics from landfills and increase processing capacity by 110,000 tonnes. The Department, in conjunction with the Environment Protection Authority (EPA), is developing a whole-of-government 20-Year Waste Strategy to set the future direction of the state's waste and resource recovery system. Nearly \$80 million has been invested in approximately 400 listed threatened species, ecological communities and key threatening processes. This includes working with our partners to establish more insurance populations of threatened animals. The Biodiversity Offsets Scheme proceeded to full commencement across the state on 25 November 2019, following a staged rollout. The scheme uses market mechanisms to avoid, mitigate and offset biodiversity impacts of development and clearing. In 2019–20, we undertook 27,474 hectares of hazard reduction. An additional area of approximately 110,000 hectares proposed for hazard reduction was burnt in wildfires. At 30 June 2020, the rolling five-year average area treated for hazard reduction was 112,038 hectares. Provided a \$15-million grant program (as part of the COVID-19 response) for councils to activate temporary projects that improve exercise options on local streets completing the Greater Sydney Outdoors Study on recreation Another Premier's Priority is to increase the tree canopy and green cover across Greater Sydney by planting one million trees by 2022. As at 30 June 2020, 244,293 trees have been planted and a further 262,904 procured for planting. The Department expects to meet its target of planting one million trees by 2022. Partnered with Landcare NSW and Greening Australia in a \$4.7 million deal to plant 172,000 trees across Western Sydney, including at schools and community events awarded a total of \$5.4 million to 20 councils for 32 tree-planting projects as part of its first round of grants The COVID-19 pandemic has demonstrated that green, open space is crucial to public health and personal wellbeing. It is vital to the provision of urban ecosystem services and the maintenance of biodiversity in cities. Undertook a green infrastructure needs assessment for two Place-based Infrastructure Compacts (PICs) led by the Greater Sydney Commission to satisfy a commitment under the Western Sydney City Deal.

GOAL A – A SUSTAINABLE AND NATURAL ENVIRONMENT

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
<p>Department of Planning, Industry and Environment</p>	<ul style="list-style-type: none"> In 2019–20, the Department drafted a new 50-Year Vision for Greater Sydney’s network of parklands and green, open spaces. To accompany this 50-Year Vision, the Department completed the planning phase enabling the announcement of a new Greater Sydney Parklands agency. The agency will bring parklands together to create a sustainable network of green, open space and realise the vision of the blue and green grid. The Cumberland Plain Conservation Plan (CPCP) will help deliver the Western Parkland City and is one of the largest strategic conservation planning projects to be undertaken in Australia. The Department completed early engagement to develop the CPCP and the Strategic Conservation Plan for Western Sydney. In April and June 2020, amendments to the ISEPP were made to enable battery storage development. The amendment also updated policies relating to renewable technologies such as solar energy systems (including expanded exemption and complying provisions for household, small commercial and rural applications). There are now seven wind energy and 32 solar energy projects in the Department’s assessment process, with an estimated capacity of 4,000 megawatts—enough to power 3.6 million homes. Together, these projects have a combined capital investment value of around \$9 billion, generating approximately 6,700 construction jobs. In addition to wind and solar energy, NSW is also becoming a leader in pumped hydro, which will be important in delivering dispatchable energy as NSW transitions away from a reliance on fossil fuels. Snowy 2.0 was approved in May 2020, with the potential to generate 2,000 megawatts of clean power and play a major role in the National Electricity Market. The project will also create much needed investment in the Snowy Mountains region by creating up to 2,000 new jobs and injecting more than \$4 billion dollars into regional NSW. The Snowy 2.0 approval also includes around \$85 million to improve the biodiversity and recreational values of Kosciuszko National Park, including \$10 million for fish conservation measures. In November 2019, the Minister for Energy and Environment released the NSW Electricity Strategy setting out a roadmap to ensure affordable and reliable electricity and to support the electricity system’s transition to a low-emissions future. The strategy encourages \$8 billion of private investment in NSW and supports 1,200 jobs, mostly in regional NSW. In 2019–20, the Department delivered \$316.7 million in energy financial assistance programs to around one million NSW households. This included the launch of a new Seniors Energy Rebate, which provided \$200 to more than 28,800 households in the first year. To support local councils and communities affected by the devastating bushfires of 2019–20, the Valuer General released a study on the effect of past bushfire events on land values. The study gives landowners and councils important information about the potential effects the unprecedented bushfire events of the past summer may have on land values in their communities.
<p>Department of Premier and Cabinet (DPC)</p>	<ul style="list-style-type: none"> In November 2016, the NSW Climate Change Policy Framework was released. It commits NSW to achieving the aspirational long-term objective of net zero emissions by 2050. DPC worked closely with the Division of Resources and Energy and the NSW Chief Scientist, to advise the Premier and Minister for Energy and Utilities, on policies that would support energy security and energy affordability in NSW.
<p>Fairfield City Council</p>	<ul style="list-style-type: none"> Wetherill Park Early Learning Centre staff use resources where possible made of natural materials and promote sustainability to the children and community. Installed 10 new solar street bins, six along Smart Street, Fairfield, and four at the Aquatopia Water Park, Prairiewood, with 158 cubic metres of litter collected. The litter holding capacity of the bins was increased through their solar-powered compactors, reducing collection visits and associated emissions. Committed to being a member of the Western Sydney Regional Illegal Dumping (RID) Squad. Installed “Hey Tosser” Banners at Cabravale Leisure Centre and Water Park as part of the litter education campaign to minimise the community’s environmental impacts. Completed flood modelling to determine the merits to increase the capacity of the Prairiewood Basin as well as to reduce flood impacts to downstream properties. Adopted the Central Overland Flood Study report, which identifies options and recommends actions to reduce the effects of flooding in Fairfield City.

GOAL A – A SUSTAINABLE AND NATURAL ENVIRONMENT

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Completed the Bushfire Prone Land Study with bushfire prone maps endorsed and included in planning controls. • Recycled 289 tonnes of tree mulch. • Awarded joint winner in the 2017 Green Globe Awards for the Light Years Ahead project, which installed energy efficient lighting and saved \$2.15 million a year in energy costs for all of the councils in the program. • Replaced domestic waste management truck used to collect community waste, street sweeper used for town centres and loader used in the recycling of concrete and road materials at the Sustainable Resource Centre. • Local Emergency Management Committee developed the Fairfield Emergency Management Plan and consequence guides. • Provided support to State Emergency Service (SES), Rural Fire Service (RFS), and Fire and Rescue NSW during emergency events. • Provided facility and place for SES and RFS local operations. • Completed topographic survey for Prospect Creek to investigate creek bank erosion and inform the detailed design of stabilisation works. • Delivered a range of work to stabilise the Prospect Creek floodway from further erosion. • Completed flood mitigation design for Wetherill Park as identified in the Wetherill Park Catchment Management Plan. • Completed flood modelling and construction designs for the Prairiewood detention basin to reduce flood impacts and risk for the community. • Completed the detailed design for the creek bank stabilisation works at Orphan School Creek. • Received two Highly Commended awards at the Stormwater NSW 2018 Awards for Excellence in the categories of Excellence in Asset Management for the Water-Sensitive Urban Design (WSUD) Device Audit and Maintenance Program, and Excellence in Policy or Education for the joint Get the Site Right Sediment and Erosion Control Campaign. • Purchased a Mini Rear Loader Compactor to assist in the collection of domestic waste from residential units, and four rear loading garbage trucks and software for the trial of a resident book-in kerbside clean up service. • Completed revegetation and bush regeneration works along Green Valley Creek to protect, restore and enhance the City. • Audited 49 Gross Pollutant Traps to identify efficiencies across Fairfield City. • Installed native plants at the Canley Vale Commuter Car Park to improve flora and fauna habitat connectivity with Orphan School Creek. • Conducted water quality monitoring to over 15 sites across Fairfield City on a monthly basis, with the information used to inform future stormwater quality improvement projects. • Completed the Dam Break Assessment for Emerson Street Detention Basin in order to develop an informed flood mitigation design. • Conducted 3,132 hours of active patrol by Waste Enforcement Officers in Fairfield City, including responding to customer requests. • Recycled and distributed 940,000 tonnes of construction material through the Sustainable Resource Centre • Generated 1,239,300 kilowatt hours of solar power across Council's buildings to ensure that Council continues to be sustainable into the future. • Removed over 463 cubic metres of litter and grass cutting as part of the Main Roads Beautification program. • Saved a total of 1,321 tonnes of CO2 (equivalent) emissions due to continued improved cost efficiencies by reducing electricity consumption at Council's buildings and facilities. • Collected over 26,428 tonnes of material from Council's Kerbside Clean-Up Service for local residents. • Collected over 1,077 tonnes of rubbish from Council's Gross Pollutant Traps throughout the City. • Delivered over 4,000 kilometres of street sweeping annually across the City to beautify local streets from litter and minimise blockage of stormwater pits. • Diverted an average of 600,000 tonnes of construction material annually from landfill at the Sustainable Resource Centre which saved on average 17,000 tonnes of Greenhouse CO2 annually.

GOAL B – ENVIRONMENTALLY AWARE AND ACTIVE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
St George Community Housing (SGCH)	<ul style="list-style-type: none"> Received a \$50,000 NSW Government <i>My Community Project</i> grant to create the Bonnyrigg Sensory Garden. With input from the community, the garden design created an accessible space with features for people with a physical or intellectual disability. Completed in July 2020, the garden features a range of trees, shrubs and plants to appeal to the senses of sight, smell, taste and touch.
Fairfield City Council	<ul style="list-style-type: none"> Hosted the annual free Chemical CleanOut and E-waste collection event where over 1,200 cars participated and over 76 tonnes of waste collected. Delivered a number of environmental sustainability events which included the Spring Clean Drop off event, National Tree Day and Moon Festival Eco stall where over 2,900 local residents participated. Collected over 3 tonnes of rubbish at a number of Clean Up sites across the City as part of Clean Up Australia Day with a total of 430 local residents participating in this event. Hosted a total of 372 educational environmental sustainability workshops to local residents including worm farming and composting, propagation, furniture repair workshops, backyard habitats, cooking with leftovers, enviro boot camp and weed identification. Held successful annual Spring Clean Up events at the Fairfield Showground, with an average of 100 tonnes of bulky waste collected from an average of 900 vehicles including household items, garden waste, e-waste, metal items and mattresses. Strengthened partnerships with over 9,348 hours of volunteer time contributed to natural resources activities throughout the City, including National Tree Day, Sartor Crescent Bushcare and the Fairfield Community Nursery. Held free asbestos collection events, collecting an average of 400m² of asbestos from local residents across the City. Conducted bin audits and community education activities to over 700 multi-unit dwellings across the City.

GOAL C – ENVIRONMENTAL COMPLIANCE STANDARDS ARE MET

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Planning, Industry and Environment	<ul style="list-style-type: none"> The NSW Food Authority continues to play a central role in managing and mitigating risks associated with food—from paddock to plate. As a result of partnerships with local councils, food retailers, growers, industry and suppliers, in 2017–18 the NSW Food Authority reported a 17% reduction in its overall notification rate for salmonellosis and a 54% reduction in illness caused by <i>Salmonella Typhimurium</i> from the 2014 levels. The dramatic reductions mean that NSW has met its target of reducing illness caused by salmonella well ahead of schedule. This target was ambitiously set in the Food Safety Strategy 2015–21. Started a review and reform of impounding laws in NSW. Secured funding to complete the early phases of a new Pet Registry.
Fairfield City Council	<ul style="list-style-type: none"> Actioned an average of 300 complaints annually in relation to public health matters by the Community Health team. Undertook an average of 260 investigations annually into pollution matters relating to air pollution, land pollution (including asbestos), noise and water pollution.

Detailed Indicator Results

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREN D	COMMENTS
Goal A: A sustainable natural environment					
<i>Fairfield City Plan Indicator</i> Decreased littering and illegal dumping	Fairfield City Council Internal Customer Request Management System Data	N/A	5,382	←	Average number of reported illegal dumping incidents identified per year.
<i>Fairfield City Plan Indicator</i> Improved stormwater drainage	Indicators Survey	3.63	3.60	↔	
<i>Fairfield City Plan Indicator</i> Improved condition of creeks and rivers	Indicators Survey	3.40	3.23	←	
<i>NSW Goal – Better Services</i> Keeping our environment clean*	NSW Environment Protection Authority	N/A	43% reduction in litter	←	Waste Less Recycle More June 2020 report card.
<i>NSW Goal – Better Services / Better Environment</i> Greener public spaces^	Department of Planning, Industry and Environment	230,000 homes in urban areas within 10 minutes' walk of new or improved quality green, open and public spaces	100,010 homes in urban areas within 10 minutes' walk of new or improved quality green, open and public spaces	→	Increase the number of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10% by 2023 based on 2.3m homes in urban areas.
<i>NSW Goal – Better Services / Better Environment</i> Greening our city^	Department of Planning, Industry and Environment	1,000,000	500,000	→	Planting one million trees by 2022. 500,000 as of March 2021.
Goal B: Environmentally aware and active community					
<i>Fairfield City Plan Indicator</i> Increased environmental awareness	Indicators Survey	N/A	3.50	→	
<i>Fairfield City Plan Indicator</i> Increased community involvement in environmental and sustainability programs	Fairfield City Council Internal Report	N/A	8,141	→	Average number of people attending education activities and participating in environmental events per year.
Goal C: Environmental compliance standards are met					
<i>Fairfield City Plan Indicator</i> Increased environmental compliance	Fairfield City Council Internal Customer Request Management System Data	N/A	3,220	←	Average number of community matters investigated per year.

*12 Premier's Priorities 2015-2019

^14 Premier's Priorities 2019-2023

SNAPSHOT OF SERVICE LEVELS AND INDICATORS SURVEY	2016 % Satisfied	2020 % Satisfied	TREND
Household garbage collection	97%	92%	←
Emergency management of disasters	95%	88%	←
Stormwater drainage management	87%	83%	←
Control of standards such as food, health, animal and environment	93%	88%	←
Environmental programs about saving electricity, water and waste at home	N/A	82%	→
Environmental and sustainable activities	87%	82%	←
Removal of graffiti	88%	78%	←
Condition of creeks and natural bushlands	80%	75%	←
Control illegal rubbish dumping	82%	71%	←
Develop and enforce climate change policies and plans	N/A	68%	→

Note: N/A means data not available

THEME 4 – LOCAL ECONOMY AND EMPLOYMENT

The businesses and industries in Fairfield City and the surrounding areas provide goods and services as well as local employment opportunities. The shopping centres provide a range of products, services and meeting places, and represent the identity of their suburb. The Smithfield-Wetherill Park industrial area is one of the largest industrial estates in Australia and therefore a major employer, traffic generator and economic powerhouse. Higher than average levels of unemployment, especially youth unemployment, place increased importance on access to education and training.

The following are some of the achievements that have been delivered by stakeholders in the Fairfield City Plan over the past four years. These have been listed under the goals for this Theme area these projects, programs and/or services are working towards.

GOAL A - RANGE OF RESILIENT BUSINESSES	
STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Australian Foundation for Disability (Afford)	<ul style="list-style-type: none"> Recruited 30 Allied Health clinicians across the disciplines of psychology, occupational therapy and speech pathology, to enhance our ability to provide whole of life support.
Department of Planning, Industry and Environment	<ul style="list-style-type: none"> International education services exports (NSW's largest services export) contributed \$11.3 billion to the NSW economy in 2017, up 20.6% on 2016. In 2017–18, the department's onshore and offshore offices facilitated 40 foreign direct investment projects, valued at \$2.2 billion, which created over 3,000 jobs. The Boosting Business Innovation Program delivered a state-wide network of business innovation infrastructure including labs, makerspaces, and co-working facilities for start-ups and small to medium-sized enterprises (SMEs). The NSW Government has invested \$18 million over four years. So far, academia and industry has provided an additional \$18 million in cash and in-kind funding. The program has created jobs for both participating businesses and partner organisations. The \$30-million Business Connect program is a small business advisory service that assisted over 10,800 small businesses during the 2017–18 financial year. It also provided more than 48,000 hours of face-to-face business advice and business skills training to small businesses during this time, including 660 workshops and seminars. This included close to 600 multicultural small businesses, providing nearly 2,200 hours of practical face-to-face business support to culturally and linguistically diverse (CALD) small businesses in Western Sydney. The department supported the NSW Government's launch of the \$25 million Sydney School of Entrepreneurship in August 2017. The school is a joint venture of NSW universities and TAFE NSW and is teaching students from across the state the practical entrepreneurship skills they need to start successful high growth businesses. In 2017–18, the School officially commenced its academic classes and graduated its first cohorts of students. The Stronger Country Communities Fund (SCCF) was originally established as a \$200-million fund to deliver local infrastructure projects in regional communities. An additional \$100 million was allocated to the fund during the 2017–18 financial year for local sports infrastructure, increasing the total value of the fund to \$300 million (\$25 million was incurred during 2017–18). In March 2018, the NSW Parliament passed a significant reform package for liquor and gaming laws brought forward by the Minister for Racing and developed by Liquor and Gaming NSW. Key highlights of the reforms include: an overhaul of the Local Impact Assessment (LIA) scheme that regulates gaming machine movements, including capping the number of machines in high-risk communities in Fairfield; directing LIA community contributions through the Responsible Gambling Fund, with a mandate that the money be spent locally; streamlined regulation of clubs and tougher penalties for directors who do the wrong thing; and a tenfold increase in fines for wagering operators advertising illegal gambling inducements. In late 2016, the NSW Government announced the trial of an extension of later lockout and last-drinks times for genuine live entertainment venues in the Sydney CBD and Kings Cross. For venues assessed and approved by Liquor and Gaming NSW, lockouts are extended from 1.30 am to 2.00 am, with last drinks moving from 3.00 am to 3.30 am.

GOAL A - RANGE OF RESILIENT BUSINESSES

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
<p>Department of Planning, Industry and Environment</p>	<ul style="list-style-type: none"> • By 30 June 2018, Liquor and Gaming NSW had granted 30 approvals for extended trading for live entertainment music venues in the Sydney CBD and Kings Cross precincts. • Liquor and Gaming NSW has made substantial progress towards its digital transformation agenda. Initiatives including digitising previously manual applications and using smarter form design to consolidate previously separate applications into one intelligent form, enable streamlined lodgement and processing, and enhance the customer experience. • Automated the mandatory notification process to local councils and the NSW Police Force has also removed risk of notification failures and helps key stakeholders better manage their submissions. The transformation agenda has achieved extraordinary improvements in application handling times and resolved previously chronic backlogs while embedding contemporary, risk-based decision-making. • In 2017–18, the Office of Racing was responsible for implementing the NSW Government’s reforms of the state’s greyhound racing industry. This included the key reform to separate the commercial and regulatory functions of the industry through the reconstitution of Greyhound Racing NSW (GRNSW) and the establishment of the Greyhound Welfare and Integrity Commission (the commission). • In 2017–18, a range of improvements were made to the Infrastructure Grants program, including a move to a one-step grant process, four rounds across the year and revised ranges of funding for each category in Sport and Recreation, Arts and Culture and Emergency Preparedness. This has meant a streamlined process for community organisations applying for grants and scheduled grant rounds to better plan their applications. • 2017–18 has seen 94 projects funded across NSW, totalling \$12.5 million. • The department delivered 94 export capability building events to over 3,800 business participants across NSW. The NSW export advisers, in partnership with Austrade’s TradeStart network, delivered export services to businesses across NSW and supported 188 NSW businesses during their attendance at international tradeshows. • The Western Sydney Investment Attraction Office was set up as an outcome of the Western Sydney City Deal. Under the deal announced in March 2018, the three levels of government jointly committed to the establishment of a Western Sydney Investment Attraction Office in Liverpool. • In May 2018, the department was instrumental in attracting overseas investors to the Aerotropolis Investor Forum (AIF) hosted by the NSW Premier. The AIF informed investors of the wide-ranging opportunities resulting from the Western Sydney City Deal endorsed in March 2018, and includes support from the Western Sydney Airport. • In May 2018, NSW DPI released the NSW Animal Welfare Action Plan to modernise legislation that is almost 40 years old. The plan will deliver an animal welfare system that is focused on outcomes and reflects evolving animal welfare science and community expectations. The objective of the action plan is to ensure that people responsible for animals provide for their welfare in line with the best available science and community expectations • The Office of the Small Business Commissioner (OSBC) re-launched the Small Business Friendly Councils initiative in 2017–18. Now freely available to all NSW councils, the initiative helps councils create flourishing local business communities through knowledge sharing opportunities, resources and regulatory reform. • In 2017–18 the OSBC hosted twelve Small Business Friendly Councils workshops across NSW, providing hundreds of council staff with the chance to participate in policy roundtables and learn from best-practice business support programs. • As at July 2018, NSW is second on the overall economic performance rankings compared to other states and territories, but still holds top spot for retail spending and the relative performance on unemployment. • Forty-four per cent of Australian start-up founders are located in NSW. • In 2019–20, the Valuer General delivered annual land values successfully to all 128 local government areas. • Led the development of the NSW Government Housing Affordability Strategy announced by the Premier, Treasurer and Minister for Planning on 1 June 2017. The comprehensive \$4.3 billion package is designed to improve housing affordability across NSW through three key policy changes: increasing the assistance available to first home buyers; increasing housing supply at reasonable prices; and accelerating the delivery of infrastructure to support growing communities.

GOAL A - RANGE OF RESILIENT BUSINESSES

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Premier and Cabinet	<ul style="list-style-type: none"> Supported the launch of the Deputy Premier's Regional Growth Fund, a \$1.3 billion investment in regional infrastructure to boost local economies and improve services in communities. The fund aligns with the NSW Government's Regional Development Framework which establishes a plan for regional development over the next 30 years that ensures every community across the state benefits from NSW's economic success. Continued its engagement with the Australian Government on the development of the Western Sydney Airport, to ensure the opportunities for new jobs, infrastructure planning and delivery will support NSW's economic growth.
Fairfield City Council	<ul style="list-style-type: none"> Delivered, in partnership with the Canley Heights Restaurant Committee and local businesses, an open community Christmas celebration at Canley Heights Town Square for over 400 community members. The event featured Santa arriving with the Cabramatta Fire Brigade, rock climbing wall, children's amusements rides, refreshments and giveaways. Supported The Multicultural Network to deliver the Zero Barriers Project, which aims to recognise and promote businesses in the Fairfield City Centre that accommodate people with a disability. The project included distribution of an Accessibility Guide, business networking and information session and launched the Zero Barriers Business Excellence Award which recognised large and small businesses that are disability friendly. Adopted the Fairfield City Economic Development Strategy 2019, which provides the vision and direction for a sustainable economy for the City and region. Supported cafes and restaurants to conduct weekly safety audits in accordance to State and Federal Government guidelines regarding COVID-19. Conducted 20 personalised business advisory sessions with 109 webinar attendees, covering topics such as Business Blogging Basics, Depreciation and Tax Support for Small Business. Added 543 food businesses to the Local Business register who offer delivery or takeaway during the COVID-19 disruptions, as well as conducted a marketing campaign on social media to promote the register. Provided a series of business breakfasts and forums for the business community including topics on marketing your business, exporting and innovation, celebrating small business and global workshop. Supported businesses through ongoing e-mails and social media to provide the most updated information on COVID-19 restrictions, grants available and free business advice and webinars.

GOAL B – ATTRACTIVE AND LIVELY CITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Premier and Cabinet	<ul style="list-style-type: none"> Managed the roll-out of the Commonwealth’s 2016–17 Tourism Demand Driver Infrastructure funding program. After assessing more than 100 applications from across New South Wales, DPC executed \$4.9 million worth of funding agreements with 21 proponents. The projects, ranging from upgrades to events and conference facilities to new nature-based attractions, will help to drive visitation in key destinations, particularly in regional New South Wales.
Fairfield City Council	<ul style="list-style-type: none"> Upgraded the Canley Heights Town Centre with low level hedging and plants to improve pedestrian safety and visual aesthetics to the town centre, as well as installed ‘in pavement’ decorative lighting to enhance the corner landscape treatments. Provided free public Wi-Fi at Canley Heights which can be utilised by all visitors to the area. Upgraded Carramar Shopping Centre including expanding the existing landscaping and street furniture. Completed the Traffic Lights Feasibility Study including the development of signal control design for Cumberland Highway and Ferngrove Road, Canley Heights. Supported the Channel Seven Sunrise television program in filming seven weather segments that celebrated the Vietnamese community and culture in Cabramatta to over 373,000 viewers. Partnered with St George Community Housing to deliver the Fun@Bunker event from various places of worship from Bonnyrigg for over 400 community members. The event included a variety of cultural performances, children’s amusement rides, face painting, craft activities and an outdoor movie. Delivered Eastside Fun Day event in Cabramatta and Lansvale for 400 community members. The event involved active play directed at school age children, including non-competitive games, rides and a dance workshop by Dauntless Movement Crew. Upgraded Cabramatta Town Centre which included the installation of decorative lighting, safety bollards, replacement of street furniture and landscaping, as well as the installation of a table tennis table and badminton court. Installed banners across Fairfield City to honour the Centenary of Armistice Day, to thank Horsley Park Rural Fire Service and all the firefighters for their hard work during the devastating bushfire emergency in December 2019, and a range of photographs of the Guntawang Women’s group as part of the Interwoven Arts Program. Installed lemon trees in planter boxes along the Horsley Drive, Smithfield. Completed spray paving treatment and street tree replacement at the Carramar and Fairfield East Shops. Planted additional street trees along Bonnyrigg Avenue, Bonnyrigg to improve the streetscape and provide additional shade for pedestrians. Upgraded the footpaths, kerbs and gutters at Fairfield Heights Town Centre. Held the Christmas in Fairfield City Centre event attended by 2,500 community members, which included carols performed by Mary MacKillop Catholic College, a petting zoo and the lighting of the Christmas tree. Delivered the Canley Heights Children’s Christmas Party at Canley Heights Town Square. Over 550 children and their families enjoyed amusement rides, face painting and a visit from Santa. Delivered the annual Christmas Lighting Project at Horsley Park with decorative lighting in street trees and a Christmas display at the Horsley Park Reserve. Held Cabramatta East Community Fun Day at Cabravale Leisure Centre. The Community fun day hosted the Western Sydney Wanderer’s football activation zone and offered a variety of children activities such as balloon twisting, face painting and other amusements. Upgraded Cabramatta Town Centre, which included improvements to footpath connections and the implementation of ‘Smart Poles’ for lighting to improve community safety. Improved the streetscape along the Crescent and Court Road, and Smart Street in the Fairfield Town Centre, which included footpath treatment to encourage local foot traffic in Fairfield City. Delivered landscape beautification at Fairfield West Town Centre to improve the visual quality of public spaces in Fairfield City. Completed landscaping works and replaced playground softfall at Canley Heights Town Centre. Provided \$108,500 in funding to 31 projects as part of the annual Bonnyrigg Town Centre Activation Fund to not for profit organisations to support the unique diversity of Bonnyrigg and encourage community interaction. Events held included Outdoor Movie Nights, Spring Festivals, Youth events and culturally specific events such as Lao New Year celebrations, and multicultural events.

GOAL B – ATTRACTIVE AND LIVELY CITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Held Drive-in movie events at the Fairfield Showground, with 17 sessions held and attended by over 2,000 community members. • Delivered annual Moon Festival events to over 90,000 people per year, with attendance by NSW Premier Gladys Berejiklian, hosts SBS Pop Asia's Andy Trieu and K-pop star Kevin Kim, and headline acts including Dami Im, Vietnamese pop sensation Minh Tuyet, children's entertainers PJ Masks, Australia's Got Talent grand finalist Lil Kookies and Kookies N Kream. Attendees enjoyed street food, speciality food trucks, and the Moon art installation which featured LED lights programmed to change colour. • Delivered annual Illuminate New Year's Eve event, with more than 7,000 attendees in 2019 alone. The events included highlights such as live music, amusement rides and a fireworks display. Attendees also enjoyed face painting, circus workshops and whip cracking demonstrations. In 2019, the event helped raise money for the families of the two Rural Fire Services volunteers from Horsley Park Brigade, Geoffrey Keaton and Andrew O'Dwyer, the RSPCA National Bushfire Appeal and the Salvation Army Australia Disaster Appeal. • Delivered Culinary Carnivale in Fairfield City Centre attended by 7,500 people on average. The event has featured Australian singer, Christine Anu, alongside traditional and contemporary Latin American acts, MasterChef Contestant Bryan Shu, The Three Assyrian Sisters and Get Kids Cooking. • Held the Lunar New Year Festival in the Cabramatta and Canley Heights Town Centres. Over 9,000 visitors attended on average, which showcased children's entertainment, cultural ceremonies, fireworks and a variety of multicultural food. • Street activation program delivered in Fairfield City Centre including Wonderful Wednesday, Easter Bunny and Mother Day music and mascots. • Public Domain Plans completed for 9 business centres to support their development as visually attractive, active and prosperous places. • Streets as Shared Spaced NSW Grant delivered in Fairfield City Centre and Cabramatta Town Centre as visually attractive and interactive 'pop up' public spaces. • Fairfield City Centre Wayfinding Signage installed as a phase one with an extension of the signage to continue in future. • Enabled annual ANZAC Day remembrance marches through traffic approvals in conjunction with the NSW Police Force.

GOAL C – DIVERSE EMPLOYMENT AND JOB OPPORTUNITIES	
<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
Arab Council	<ul style="list-style-type: none"> Partnered with Settlement Services International and received Refugee Employment Support Program funding to provide employment assistance to refugees and provide capacity building and leaderships skills with the long-term goal of attaining sustainable employment.
Community Legal Centres NSW	<ul style="list-style-type: none"> Delivered 5 online training sessions to support members to transition to remote working arrangements in response to COVID-19 with 227 participants.
CORE Community Services	<ul style="list-style-type: none"> The Employment, Training and Education specialist project had engaged in key initiatives aiming at unlocking some of the key barriers newly arrived refugees and migrants face in accessing training and employment opportunities
CORE Community Services – Multicultural Communities	<ul style="list-style-type: none"> Led the annual Fairfield Emerging Communities Action Partnership Employment Expo. The event hosts migrant and refugee jobseekers from Fairfield and surrounding areas, and provides a platform where they can engage with employers, training and education institutions. Participants are also engaged in relevant workshops, mock interviews and resume support.
Department of Premier and Cabinet	<ul style="list-style-type: none"> Worked with the NSW Coordinator-General for Refugee Resettlement, Professor Peter Shergold AC, to expand health, education and family support services for refugees and develop new initiatives to meet their needs. This support includes the \$22 million Refugee Employment Support Program which leverages the expertise of case managers, training and education providers and corporate supporters to provide sustainable and skilled employment pathways for refugees. Partnered with Aboriginal Affairs to deliver a strategy to promote the economic prosperity of Aboriginal people. The strategy was launched and focuses on three key areas: boosting jobs and employment by doubling the number of Aboriginal people in senior leadership roles; improving education and skills by ensuring that at least 95 per cent of Aboriginal children are enrolled in early childhood education programs; and developing economic agency by ensuring infrastructure plans include Aboriginal economic participation.
South West Connect (SWC)	<ul style="list-style-type: none"> Aimed to ensure disadvantaged young people from low socio-economic, culturally and linguistically diverse, refugee or migrant backgrounds facing challenges of disengagement, generational unemployment and welfare dependency are supported and have a strong foundation to build their futures. Provided work placement coordination services for all Vocational Education and Training (VET) at High Schools and businesses in Fairfield City for Higher School Certificate (HSC) students studying a VET Industry Curriculum course. Work placements are mandatory to achieve the HSC. These courses have National Accreditation. Work placement opportunities and work readiness activities offered by South West Connect give students exposure to the world of work to gain valuable workplace skills both generic and industry specific. Students are often offered part time work while still at school from their placement, this opportunity gives them a foundation to future work and lifelong career development through further training and developing work readiness skills. Coordinated 23,000 work placements and 12,000 work readiness initiatives since 2017. Offered a wide range of innovative Youth Collective Impact Team initiatives that inspire young people (aged 5 to 25 years) and their families by connecting them to resources, skills and opportunities that create pathways to achieve their educational, social and employment potential and ultimately empowering them to be their best. Through our collaboration and established networks across the education, business, and community sectors, we have created over 100 sustainable initiatives that address health and wellbeing, youth unemployment, employability skills, transition and pathway options that will allow young people to become economic, social, and civic contributors in their community. A further 8,000 young people have participated in the Youth Collective Impact Team's initiatives since 2017.

GOAL C – DIVERSE EMPLOYMENT AND JOB OPPORTUNITIES

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Partnered with CSIRO and local high schools (Bonnyrigg High, Cabramatta High, Freeman Catholic College, Patrician Brothers) and commenced the Generation STEM Program, an initiative to attract, support, retain and train students in STEM for further education and into employment. • Partnered with Regional Development Australia for the development of Food and Beverage Industry Study to support the local and regional Food and Beverage Industry including skills development and talent attraction. • Represented Fairfield City in the development of Local Jobs and Skills Taskforce (Federal Government) for South West Sydney. • Hosted business events on various business development topics such as Exporting, Digital Marketing, Tendering, Design Thinking, and Starting an E-Commerce business. • Creation of #supportlocal initiative to support local businesses in response to COVID-19. • Assisted local manufacturing businesses in applying for Federal Governments Modern Manufacturing Initiative Grant to increase productivity and job creation. • Hosted Arabic, Vietnamese and Chinese speaking business advisors at the Fairfield Libraries Workary, who support those that were looking to start up, expand or grow a business. • Supported 556 community members in participating in educational training, including refugee work experience placement and youth volunteers for activation projects in Bonnyrigg, Cabramatta and Canley Heights. • Provided a number of training sessions at Council’s Libraries to assist mature people to re-enter the workforce. • Participated in the ‘Employ Me First’ Expo held in Fairfield City, advocating for local jobs for local residents. • Developed a work experience program to support people with disability to develop work skills and experience. • Implemented the Refugee Work Experience Program to support new arrivals to gain local work experience. • Strengthened over 300 partnerships throughout Fairfield City, which included participating in a number of meetings such as Mayor’s Crime Prevention, Western Sydney Parklands Trust, Western Sydney Investment Attraction Office, NSW Business Chamber, TAFE NSW, Department of Education, NSW Treasury, NSW Department of Industry, Cabramatta Chamber of Commerce, Fairfield City Centre Chamber, Cumberland Business Chamber, as well as presentations to local interagencies such as the Fairfield Migrant Interagency and Fairfield Emerging Communities Action Partnership on a range of local issues such as employment and the local market. • Hosted a total of 34 work experience placements, including the Refugee Work Experience Program, in various areas of Council including childcare, libraries, regulatory compliance and community development.

Detailed Indicator Results

INDICATOR	SOURCE	PREVIOUS BENCHMARK	2020	TREND	COMMENTS
Goal A: Range of resilient businesses					
<i>Fairfield City Plan Indicator</i> Increased support for businesses	Indicators Survey	3.44	3.51	→	
<i>Fairfield City Plan Indicator</i> Decreased unemployment	Australian Bureau of Statistics	9.20%	10%	→	
<i>NSW Goal – Strong budget and economy</i> Making it easier to start a business	NSW Department of Planning, Industry and Environment	N/A	12,400 small businesses assisted	→	Business Connect and the Small Business Strategy launched in 2017.
<i>NSW Goal – Strong budget and economy</i> Encouraging business investment	NSW Department of Planning, Industry and Environment	N/A	Growth: 1.2% decline Foreign Direct Investment: 52.6% of GDP Ease of Doing Business: 18 out of 190 countries	↔	
Goal B: Attractive and lively City					
<i>Fairfield City Plan Indicator</i> Improved attractiveness of the city	Indicators Survey	3.64	3.62	↔	
<i>Fairfield City Plan Indicator</i> Increased activities and improved liveliness in our town centres	Indicators Survey	N/A	3.47	→	
Goal C: Diverse employment and job opportunities					
<i>Fairfield City Plan Indicator</i> Increased number and diversity of jobs available	Indicators Survey	N/A	3.18	→	
<i>Fairfield City Plan Indicator</i> Increased access to affordable job skills training	Indicators Survey	N/A	3.34	→	
<i>NSW Goal – Strong budget and economy</i> Creating jobs*	NSW Department of Planning, Industry and Environment	150,000	442,776	→	442,776 new jobs created since April 2015 to April 2019.
<i>NSW Goal – Strong budget and economy</i> Boosting apprenticeships	NSW Department of Planning, Industry and Environment	56.47% completion rate	59.4% completion rate	←	Improved above the baseline but did not meet target of 65% of students completing apprenticeships and traineeships by 2019.

*12 Premier's Priorities 2015-2019

^14 Premier's Priorities 2019-2023

SNAPSHOT OF SERVICE LEVELS AND INDICATORS SURVEY	2016 % Satisfied	2020 % Satisfied	TREND
Promote local centres and businesses	N/A	84%	→
Support local businesses and start-up businesses	N/A	87%	→
Promote local identity through neighbourhood activities	N/A	82%	→
Improve businesses and tourism opportunities	86%	82%	←
Improve local attractiveness of town centres	80%	80%	↔
Provide training and resource skills for employment opportunities	N/A	78%	→

Note: N/A means data not available

THEME 5 – GOOD GOVERNANCE AND LEADERSHIP

In a democracy, the community wants their leaders to listen to them, represent their views with integrity and strive to achieve for the good of the community. Decision-making, especially in the public sector, must be transparent, objective and accountable. Good governance and leadership ensures the community has access to information and is able to participate in the development of policies and decisions that affect them. The Fairfield community expects a high standard of ethics, justice and honesty to be reflected in the actions and behaviour of individuals, organisations, businesses and governments.

The following are some of the achievements that have been delivered by stakeholders in the Fairfield City Plan over the past four years. These have been listed under the goals for this Theme area these projects, programs and/or services are working towards.

GOAL A – DECISION MAKING PROCESSES ARE OPEN AND TRANSPARENT	
STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Office of Local Government	<ul style="list-style-type: none"> Progressed government responses to Independent Pricing and Regulatory Tribunal NSW reviews on local government. Introduced electoral reforms to modernise and improve local government elections. Developed a comprehensive discussion paper for a four-month consultation period that proposed a new, mandatory, risk management and internal audit framework for NSW councils. Developed comprehensive guidelines to help councils comply with the new regulatory requirement to webcast council meetings. Developed a discussion paper on councillor superannuation. Launched the Your Council Website, which showcased comparative financial and non-financial metrics for NSW councils. Administered more than \$157 million in grants and programs to NSW councils.
Fairfield City Council	<ul style="list-style-type: none"> Reported no breaches of the Code of Conduct. Completed 100% of Work Health and Safety compliance audits to ensure a safe work environment for Council staff. Adopted the new Code of Meeting Practice and Code of Conduct which included associated procedures, Councillor Induction and Professional Development Guidelines. Conducted live online Council Meetings and provided residents with access to listen. Placed social distancing measures at Council's public forum and meetings for the health and safety of residents, visitors, councillors and staff. Presented 13 Public Forum submissions prior to Council Meetings, which allowed the community to present on matters of policy, services, regulatory functions or issues of community concern. Received and processed approximately 80 formal Government Information (Public Access) Act (GIIPA) requests annually and 1,200 informal GIPA requests annually.

GOAL B – A WELL ENGAGED AND INFORMED COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Department of Premier and Cabinet	<ul style="list-style-type: none"> The NSW Government’s central website, www.nsw.gov.au, was relaunched with a new design and new features for users. These included customised content based on users’ location, and a services directory to help users more easily navigate to the information they need on any other NSW Government website. The government’s Have Your Say portal is now part of the central NSW Government website.
Fairfield City Council	<ul style="list-style-type: none"> Won the 2018 A R Bluett Memorial Award, which recognises the most progressive Council in NSW in the past 12 months. The award is described by Local Government NSW as ‘the greatest accolade a council can achieve’ and ‘the pinnacle of local government achievement’. Fairfield City Council received the award in the City and Regional Councils category, which includes city, metropolitan and major regional rural councils. Finalist for the 2017 A R Bluett Memorial Award, presented by Local Government NSW to the most progressive Council in the state. Produced 64 publications providing information to the community including City Life, City Connect, Council Calendar, Healthy Choices Catering Guidelines and the #CaptureFairfield Photo Book. Received the CivicRisk Award for Excellence for the Aquatopia risk assessment process, which demonstrated a strong commitment to due diligence, risk management and public safety. Received the Excellence in Government Leadership award from Urban Design Institute of Australia for the development of Dutton Plaza in Cabramatta. Developed the Fairfield Seniors’ Recreational Directory, which provides information to seniors about accessible recreational and physical activities to help improve health and well-being. Developed branding, maps and promotional video as part of the Destination Fairfield initiative, which is designed as a tourism and job creation program. Conducted a valuation on Council’s fine arts and collectibles such as the Mayoral Chains and Robes, artworks and sculptures. Launched Council’s new website, making significant progress towards better accessibility, including new features such as online forms, online payments, and map locations. Developed and adopted the Community Participation Plan as part of the Council’s Community Engagement Strategy. Released additional information on COVID-19 as well as support available for the community through Council’s website, including access to the Mayor’s Wellbeing Register, and Council’s free COVID Safe Packs for local community groups. Increased social media and letterbox drop to communicate with residents while the newspapers ceased printing due to COVID-19. Surveyed more than 2,100 members of the community on the Fairfield City Plan, representing 1% of Fairfield City’s population, which allowed them the opportunity to provide feedback on the community’s vision, priorities, goals, and strategies over the next ten years. Conducted 69 community engagement promotions, including activities to promote the Capture Fairfield competition, Australia Day Community Awards, and the Local Government Week Mobile Office, as well as City Connect and City Life publications. Translated 36 information items into community languages, including Mayor’s Messages, COVID-19 posters, and Australia Day nominations, to reach non-English members of the Fairfield City community. Conducted a survey during Local Government Week, with 90.5% of the community responding that Council communicates well with residents. Reviewed and enhanced Council’s new website to ensure screen reader access. Established the Mayors Wellbeing Register as part of Council’s response to COVID-19. This register enabled isolated and vulnerable people to seek support and assistance including welfare checks and referrals to community support services Established the Volunteer Register to recruit and supply volunteers to community organisations as part of Council’s response to the pandemic Conducted citizenship ceremonies at Council Chambers, welcoming 2,491 new citizens. Reached a total of 17,953 social media followers across three platforms. Received over 3.56 million unique page views on Council’s website. Held the Australia Day Community Awards at Prairiewood Leisure Centre recognising outstanding community members with awards for Citizen of the Year, Volunteer of the Year and Sport Achiever of the Year.

GOAL C – FAIRFIELD CITY IS FINANCIALLY SUSTAINABLE AND RESPONSIBLE

<i>STAKEHOLDERS</i>	<i>PROJECTS, PROGRAMS AND SERVICES</i>
Fairfield City Council	<ul style="list-style-type: none"> • Achieved all Fit for the Future financial benchmarks set by the State Government. • Invested in excess of \$220 million in capital projects during the 4 year period while maintaining minimal bank borrowings compared to other councils. Bank borrowings at the end of the period totalled \$59,000. • Maintained one of the lowest residential rates in Sydney. • Ensured Council remained financially sustainable by generating net operating surpluses each year. • Despite the financial challenges of the COVID-19 Pandemic Council remains in a strong financial position due to prudent financial management and tight cost control. • Delivered Operation Cat program, which offered pensioners and residents with low income discounts on micro-chipping and desexing for cats. • Surveyed parents who utilise Council’s childcare centres, which resulted in 99% of these parents reporting to have good educational outcomes for their child. • Implemented a satisfaction survey where 81% of leisure centres customers rated their satisfaction with facilities and services as higher than very good. • Surveyed users at the Fairfield Showground markets where 75% of participants rated their satisfaction higher than good and would recommend the facility to a friend. • Replaced the Customer Service Call Centre Management software and improvement to the faxing system to reduce the number of fax machines and phone lines used by Council. • Conducted five Continuous Improvement Reviews on Council’s services to identify opportunities to improve service efficiencies. • Recognised as an exemplar performer and deemed a Top Tier performer by the State Insurance Regulatory Authority (SIRA). As a result, SIRA has granted Council an 8 year self-insurer licence to 30 June 2026. • Upgraded site links and modems to Council’s Childcare centres to improve productivity and connectivity of service to the community. • Replaced construction and maintenance plant equipment, which included mowers, pitch rollers, trailers and trucks in order to delivery Council’s services effectively. • Installed new telephone systems at all Council sites, including Council’s call centre. • Provided free lessons as part of National Water Safety Week held at Council’s Leisure Centres for adults, pre-school aged children and children with a disability. • Provided a range of rental relief options to commercial, residential and community tenants including a rent-free period, rent reductions or deferment over a four-month period in response to COVID-19 disruptions. • Developed and adopted a Business Continuity Plan to ensure that Council is prepared in the event of an incident affecting one or more of its services, including Pandemics. • Introduced the COVID-19 Financial Hardship Policy to assist ratepayers. • Continued to provide rate rebates to eligible pensioners in Fairfield City. • Donated a combined total of \$97,034 to over 80 members of the community through the Mayoral Donations Fund, Mayoral Scholarship Fund, Mayoral Community Benefit Fund, Community Volunteer Fund, Councillors Donations Fund, Language and Cultural Awareness Fund, the Cultural Event Sponsorship Fund and the Mayoral Welfare and Relief Fund.

GOAL D – STRENGTHEN RELATIONSHIPS THROUGH PARTNERSHIPS WITH THE COMMUNITY

STAKEHOLDERS	PROJECTS, PROGRAMS AND SERVICES
Fairfield City Council	<ul style="list-style-type: none"> • Provided a submission to the Office of Local Government on each of the following: Draft Model Code of Meeting Practice, Draft Model Code of Conduct including associated Procedures, and Draft Councillor Induction and Professional Development Guidelines. • Participated at the National Council on the Economic Participation for Refugees to promote the issues faced by Fairfield City residents in gaining employment, learning English, navigating systems and engaging with job support service providers. • Participated at the Multicultural NSW Consultation and Refugee Week event at NSW Parliament House to raise awareness about issues affecting refugees and to celebrate positive contributions made by refugees. • Highlighted issues faced by the Fairfield Community in relation to refugee resettlement in Fairfield for consideration by NSW Senior Officials Settlement Outcome Group. • Presented on the barriers to accessing settlement services faced by family sponsored humanitarian entrants in Fairfield City to the Department of Social Services. • Participated in community engagement sessions with the Department of Prime Minister and Cabinet during the review and refresh of the “Close the Gap” initiative. • Presented to the United Nations High Commissioner for Refugees in Canberra, discussing lessons learned from the ongoing delivery of the Fairfield City Settlement Action Plan • Advocated at the Cultural Shift Conference on the need for areas with high levels of settlement to be resourced to build extra infrastructure to support ease and success of settlement. • Advocated for the expansion of Gandangara Health to provide health services to Aboriginal people living in Fairfield City. • Provided a submission in response to the Department of Jobs and Small Business to address concerns of residents and community organisations in Fairfield on the performance and appropriateness of employment services for people settling in Australia on humanitarian visas. • Launched the Homelessness Engagement Program trial at Whitlam Library, providing morning tea for people who are homeless every Monday. • Lodged a submission in response to the discussion paper released by the Australian Government, through the Department of Jobs and Small Business, titled “The next generation of employment services”. • Advocated for funding to be provided to local organisations in response to the Commonwealth Department of Social Services discussion paper on the principles, approach and methodology for future funding to provide support for families in Australia. • Advocated for breastfeeding areas in public spaces, which was promoted through the ‘Breastfeeding Welcome Here’ stickers across Council’s facilities, as well as businesses in Fairfield City. • Provided a submission to the NSW Legislative Council in response to the Portfolio Committee No. 2 – Health inquiry into “the current and future provision of health services in the South-West Sydney Growth Region” to advocate for increased services and infrastructure upgrade at Fairfield Hospital. • Raised \$125,000 in bushfire relief to support the families of Horsley Park Rural Fire Service volunteers Geoffrey Keaton and Andrew O’Dwyer, as well as The Salvation Army’s Disaster Relief Appeal and RSPCA NSW’s Bushfire Appeal. Council ran a number of collection points across the City, which included the Illuminate New Year’s Eve event and partnered with local clubs and associations. • Commissioned research into Asylum Seekers in Fairfield City to identify the number of asylum seekers in the City and the issues faced by this group and organisations assisting them. • Raised the profile of refugee settlement issues through participation in the NSW Joint Partnership Working Group on Refugee Settlement. • Provided settlement data and advice to support Western Sydney Regional Organisation of Councils (WSROC) advocacy regarding refugee and migrant settlement. • Advocated for Refugee Transitional Housing Scheme in partnership with the Fairfield Housing Taskforce. • Worked closely with Fairfield Migrant Interagency (FMI) and Local Government Multicultural Network (LGMN) to improve communications with CALD Communities about COVID-19 through raising the profile of the gaps in communication and service provision. • Co-convened the Homeless interagency to support people who are sleeping rough

Detailed Indicator Results

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal A: Decision making processes are open and transparent					
<i>Fairfield City Plan Indicator</i> Increased community consultation on large changes or impacts	Indicators Survey	N/A	3.55	→	
Goal B: A well engaged and informed community					
<i>Fairfield City Plan Indicator</i> Information is available and clearly communicated	Indicators Survey	3.54	3.50	↔	
<i>Fairfield City Plan Indicator</i> Increased involvement or participation by the community	Indicators Survey	3.25	3.39	→	
Goal C: Fairfield City is financially sustainable and responsible					
<i>Fairfield City Plan Indicator</i> Increased community satisfaction with affordability of services	Indicators Survey	3.46	3.44	↔	
<i>Fairfield City Plan Indicator</i> Increased Gross Regional Product	Australian Bureau of Statistics – National Accounts	8,158	10,148	→	
<i>NSW Goal – Strong budget and economy</i> Protecting our credit rating	NSW Treasury	AAA Rating	AAA Rating	→	Maintained both Moody's and Standard and Poor AAA ratings.
<i>NSW Goal – Strong budget and economy</i> Delivering strong budgets	NSW Treasury	Revenue Growth: 6.0% Expenditure Growth: 5.4%	Revenue Growth: 5.6% Expenditure Growth: 5.5%	←	Expense growth was below the long-term average revenue growth rate of 5.6%
Goal D: Strengthen relationships through partnerships within our community					
<i>Fairfield City Plan Indicator</i> Increased number of partnerships between community and government organisations	State and Local Government Internal Databases	124 average	129 average	→	

INDICATOR	SOURCE	PREVIOUS BENCHMARK	RESULT	TREND	COMMENTS
Goal D: Strengthen relationships through partnerships within our community					
<i>NSW Goal – Strong budget and economy / Better Customer Service</i> Driving public sector diversity* / World class public service^	NSW Public Service Commission	Women: 50% ATSI Roles: 114 People with a Disability: 5.6%	Women: 40.3% ATSI Roles: 98 People with a Disability: 2.5%	→	Working towards 2025 goals to increase the number of women (50%) and Aboriginal and Torres Strait Islander people (114) in senior leadership roles by 2025. Ensuring 5.6% of government sector roles are held by people with a disability.
<i>NSW Goal – Better services / Better Customer Service</i> Improving government services* / Government made easy^	Department of Customer Service	60	25	→	Increase the number of government services where citizens of NSW only need to "Tell Us Once" by 2023.
<i>NSW Goal – Better services</i> Better government digital services	Department of Finance, Services and Innovation	70%	69.70%	→	70% of government transactions to be conducted via digital channels by 2019.

*12 Premier's Priorities 2015-2019

^14 Premier's Priorities 2019-2023

SNAPSHOT OF SERVICE LEVELS AND INDICATORS SURVEY	2016 % Satisfied	2020 % Satisfied	TREND
Provide digital communication and interaction with the community	N/A	88%	→
Provide customer service experience to Council services	N/A	88%	→
Provide capacity building and training to social and cultural based groups	N/A	87%	→
Advocate on behalf of the community through stakeholder management liaison services	N/A	87%	→
Provide information to the community	84%	84%	↔
Access to record and information management services	N/A	75%	→
Deliver value for money services	85%	81%	←
Advocate on the community's issues to State and Federal Government	N/A	83%	→
Involve and consult the community in decision-making	79%	80%	→
Council acting on behalf of you and the community's priorities	83%	77%	←

Note: N/A means data not available