



Our home
Our City Our future

2013-2017 DELIVERY PROGRAM REPORT JANUARY - JUNE 2014



INTEGRATED PLANNING AND REPORTING FRAMEWORK



AT A GLANCE

The Local Government Integrated Planning and Reporting (IPR) Framework aims to ensure a more sustainable local government sector. All NSW Councils are now required to develop a Community Strategic Plan (10 years) along with a Delivery Program (4 years) and Operational Plan (1 year). These documents are supported by a Resourcing Strategy (10 years) that is made up of a Long Term Financial Plan, Asset Management Strategy and Workforce Management Plan.



In order to achieve the integration envisaged by the IPR framework, there is an alignment between the Fairfield City Plan, Resourcing Strategy, Delivery Program and the Operational Plan. This alignment is formed through the five themes identified by the community in the Fairfield City Plan:

- 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**

As Council implements its 2013-2017 Delivery Program activities, it will need to keep track of progress. Accordingly, this six-monthly progress report focuses on the Delivery Program implementation period of January 2014 to June 2014. This report will be publicly available and will be included in Council's Business Paper.

Developed by:
Integrated Planning and Reporting Unit
Fairfield City Council
2014

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1. EXECUTIVE SUMMARY

The Six Monthly Report has been developed around each of the five Themes, as identified in the 2013-2017 Delivery Program. It also reports on the performance measures, status of projects/initiatives, highlights, service achievements and the advocacy undertaken within each of the Themes during the six month period (January to June 2014).

Council's original 2013-2017 Delivery Program was adopted in June 2013. Since this time Council has engaged with the community about making an application for a Special Rate Variation (SRV) to help fund extra projects. Council's SRV application was approved by the Independent Pricing and Regulatory Tribunal (IPART) and adopted its Revised 2013-2017 Delivery Program with SRV in June 2014.

This Six Monthly Report is the last report reviewing the original 2013-2017 Delivery Program adopted by Council in June 2013.

Listed below are the key highlights that Council has achieved during this reporting period:

- 119 projects and \$12.57 million of infrastructure works were completed. These included new roads, roundabouts, pedestrian facilities, local area traffic management and traffic control signal upgrades, car parks, footpaths, kerb and gutter, drainage works, a new community centre, playgrounds, and parks and community facility upgrades.
- Senator the Hon Marise Payne, turned the first sod to mark the start of major construction works for the new \$8.55 million Fairfield Youth and Community Centre. Council acknowledged the \$7.35 million funding awarded under the Australian Government's Regional Development Australia Fund and the importance of the facility to our community.
- Electricity consumption at Council's top eleven sites has been reduced by 10.3% compared to the same period last year. This has been achieved through the installation of solar panels on 17 Council buildings.
- The Museum and Gallery hosted 10 exhibitions and attracted close to 10,000 visitors over the last six months.
- Fairfield City Council partnered with the Fairfield Immigrant and Refugee Women's Network and hosted a Peace in the Home to Peace in the World Conference for 500 community members. The Conference aimed to encourage women to break the silence around domestic violence.
- Fairfield Multicultural Festival: attracted 850 community members, presented 15 performing groups representing the diverse cultures in Fairfield City.
- The 'Outstanding Youth Leader' category in the annual ZEST Awards, hosted by Western Sydney Community Forum was awarded to our Fairfield Youth Advisory Committee (YAC) Member - Katrina Di Pietro.
- Council completed 900 metres of footpath replacements and developed 5,700 metres of new footpaths across our City.
- The enhancement of Fairfield Heights Town Centre has been completed. This project included the upgrade of public footpath along The Boulevard, between Stranbrook and Station Street.
- Kids Environmental Education Program (KEEP) school education project has engaged 3,595 students from 13 Primary Schools in Fairfield City.
- Council purchased ten portable CCTV cameras and a number of handheld tracking devices for the Waste Enforcement Group to assist them in combating illegal dumping and littering throughout Fairfield City.
- Fairfield City Libraries were nominated for Australia's Favourite Library Award. More than 220,000 votes were submitted Australia wide and our libraries were ranked 30 out of 203.
- The Canley Heights Community Centre and Carpark were completed and open for operations.

2. PROGRESS PER THEME

THEME 1: COMMUNITY WELLBEING

What is Community Wellbeing?

Community Wellbeing relates to the quality of life we enjoy when we live, work, play, shop, or visit the Fairfield City area. It's about a good relationship with our neighbours, the opportunities we have to meet our daily needs and achieve our ambitions, our sense of belonging, respect for the things we value, the support that's available when we need it, and the pride we feel in our diverse community and neighbourhoods.

The goals that have been identified by the community to achieve this theme are:

Goal 1 Sharing values and respect for our diversity, culture and heritage

Goal 2 Being healthy and active

Goal 3 Enjoying a good standard of living and enhanced quality of life

Goal 4 Being safe and law-abiding

Goal 5 Increased opportunities for our community

A. HIGHLIGHTS

- Bring it On! Youth Festival was held as part of Youth Week and engaged 120 volunteers. The volunteers were given the opportunity to collaborate with a range of community organisations.
- Fairfield City Libraries were nominated for Australia's Favourite Library Award. More than 220,000 votes were submitted Australia wide and our libraries was ranked 30 out of 203.
- As part of International Women's Day, Council presented an information display about ending poverty for women through economic empowerment to the Vietnamese Women's Association The Museum and Gallery held a 'Food Flavour Fusion' event in collaboration with the Vietnamese Community in Australia, Assyrian Resource Centre, Australian Chinese Buddhist Society and the Australian Chin Lien Chinese Association. The event featured a writing workshop with Thang Ngo and cooking demonstrations from local community members.
- The Museum and Gallery facilitated a new pilot program "Museum Pieces" in partnership with the Western Sydney Children's Literature Project. The project focused on building literacy and research skills by using objects from the Museum as a starting point for creative exploration.
- The Museum and Gallery hosted 10 exhibitions and attracted close to 10,000 visitors over the last six months.
- International Day of People with a Disability Expo: provided 60 service stalls for 600 community members. The event was held in partnership with Bankstown City Council and Liverpool City Council.
- Council ran two Grant Information sessions for 80 community members about applying for Council grants and ClubGRANTS.
- Fairfield City Council partnered with the Fairfield Immigrant and Refugee Women's Network and hosted a From Peace in the Home to Peace in the World Conference for 500 community members. The Conference aimed to encourage women to break the silence around domestic violence.
- Fairfield Multicultural Festival: attracted 850 community members, presented 15 performing groups representing the diverse culture in Fairfield City. Participating Partners included Fairfield City Council, NSW Spanish and Latin American Association for Social Assistance (SLASA) Inc. and the Community Relations Commission.
- The "Outstanding Youth Leader" category in the annual ZEST awards, hosted by Western Sydney Community Forum was awarded to our Fairfield Youth Advisory Committee (YAC) Member - Katrina Di Pietro.
- Employment and Training Expo for Refugees and Migrants attracted 700 community members and hosted 19 workshops by the following organisations: Fairfield City Council, TAFE, Department of Human Services, Police and Job Networks, Fairfield Migrant Interagency and the Fairfield Emerging Communities Action Partnership.

- As part of the NSW Government Black Spot Fund, Fairfield Leisure Centre ran a Swim Program that engaged 60 Cultural and Linguistically Diverse (CALD) community members.
- The “We Are United” DVD launch was held at the Fairfield School of Arts. The DVD captures moments of cultural exchange among Aboriginal and Indigenous communities in Fairfield.
- Health Partnership - A new three year Memoandum of Understanding

Council provided funding to the following range of community organisations to deliver programs and information to the community.

- Cabramatta Community Centre Side By Side – Youth Disability Partnership Project
- The Heights Community Services Multicultural Active Seniors Together, Carers Access to Services in the Community , centre based meals for older people and people with disabilities, and at risk of malnutrition
- Bonnyrigg Public School
- Woodville Community Services
- Fairfield Immigrant & Refugee Women’s Network
- The Australian Karen Organisation
- Fairfield High School
- Cabramatta Community Centre
- The Smith Family
- Fairfield High School Life Skills for Unemployed Refugee Men
- Community Drug Action Team education sessions
- Parks Community Network – Older Men’s Healthy Lifestyle
- Vision Impaired Group

Council distributed funds as part of the Creativity Grant Program 2014 to the following community groups:

- Al Iraqia Cultural Foundation
- Cabramatta Community Centre
- Congolese Community of NSW
- Daystar Foundation
- Holistic Living
- NSW Spanish & Latin American Association for Social Assistance
- Share Care Incorporated
- The Benevolent Society
- The Choir of Love
- Vietnamese Community in Australia NSW Chapter
- Woodville Community Services
- Big Heart Big Vision

B. NEW INITIATIVES

Identified below are number of projects in Council's 2013-2017 Delivery Program that assist in delivering the community wellbeing outcomes.

Ref:	Project Description <i>(as per Delivery Program 2013-2017)</i>	13/14	Progress <i>(Jul – Dec 2013)</i>	Progress <i>(Jan – Jun 2014)</i>	Comments
IN33	Centenary Celebrations Cabravale Memorial Park	New	On Track	Carry Forward 2014-15	This project has been delayed as the Centenary date is in 2014/15 year. Stage one of planning has been completed.
IN181	Adventure Playground - Stage 1 - Fairfield District Park	New	On Track	Achieved	The final design of the Adventure Playground has been completed after consulting the community about the proposed landscape and architectural design, park furniture and pathways.
IN201	Avenel Tennis Court Upgrade	New	On Track	Achieved	The upgrade has been completed at Avenel Tennis Court and has been re-opened to the public.
IN266	Upgrade of Horsley Reserve Park	New	On Track	Achieved	The upgrade has been completed at Horsley Reserve and has been re-opened to the public.
IN287	Emerson Reserve Upgrade	New	On Track	Achieved	The upgrade has been completed at Emerson Reserve and has been re-opened to the public.
IN71	New Fairfield Centre Park – The Crescent	New	On Track	Carry Forward 2014-15	Design delayed due to change in scope with Special Rates Variation application
IN308	Circuit Walking Paths in Parks	New	On Track	Achieved	The Circuit Walking Paths in Parks has been completed, this includes Circuit Park, Emerson Reserve and Horsley Park.
IN306	Water Park Prairiewood Leisure Centre - Design and Approval	New	On Track	Carry Forward 2014-2015	Council resolving to decline all tender submissions and proceed to negotiate with respondents.
IN314	Whitlam Library Refurbishment	New	Achieved	-	The Library upgrades included new carpet and shelving for the Whitlam Library. This project was completed and resulted in improvements to the layout and look of the library.
IN13	Interwoven Arts Program in the Fairfield City Centre	New	On Track	Carry Forward 2014-2015	This project was delayed due to difficulties in identifying a suitable location for it to be undertaken. The Crescent Plaza and the Fairfield Library Expansion (SRV projects) have been identified as future Interwoven Projects.
IN14178	Multi-Deck Car Parks Upgrade	New	On Track	Carry Forward 2014-2015	This project is on track with the installation of two automatic toilets at Downey Lane Carpark and completion of capital works at Nelson Street Carpark including installation of ramps, fencing and railing.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
IN26	Electronic Hand Held Devices - Parking Enforcement	New	On Track	Achieved	Devices purchased, software upgrade and processes implemented.
CF1346	Bossley Park Preschool and Fairfield Preschool Construction	Carry Over	Behind Schedule	Carry Forward 2014-2015	Development Application has been lodged. This project has encountered delays due to difficulties that have been identified and resolved in relation to the centre's location, disabled parking, endangered flora and rated fire zone of the Reserve.
CF1301	Prairiewood Leisure Centre Improvement Works	Carry Over	On Track	Achieved	Atmospheric Boiler and three way valves along the controls have been purchased and installed to the 25m heated pool.
IN273	Community Centre / Halls – installation of Air Conditioning	New	On Track	Achieved	This work has been completed and the air conditioning installed on time and on budget.

C. SERVICES

Fairfield City Council is a multi-functional organisation which provides a wide range of services to the community. These all directly contribute in assisting Council to achieve the Community's Vision for Fairfield City. Some of the services that Council delivered under Theme 1 for the period of January to June 2014 are:

CCTV Camera Program

Manages the Closed Circuit Television (CCTV) program in public places and Council facilities across Fairfield City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in requests received from NSW Police video footage.	-50%	4%	A slight increase in video requests was experienced during this reporting period. These requests related to sites within Cabramatta, Canley Vale and Canley Heights collectively.

Children and Family Services

Provides quality Children and Family Services including child care and early intervention programs to ensure a good future for our children and families within Fairfield City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Customer satisfaction survey.	100%	N/A	The Customer satisfaction survey is completed at the end of the year and was reported in the last 6 monthly report.

Compliance Investigation and Enforcement

Conduct the investigation and enforcement of regulatory and compliance laws within Fairfield City on environmental, community, parking and companion animals (dogs and cats) issues.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend community matters investigated.	64%	50%	There has been a trend decrease in community matters investigated in this reporting period.
% Trend cats and dogs impounded.	31%	20%	There was a 20% increase in the overall number of cats and dogs impounded. This trend increase is a result of additional celebrations, events, fireworks etc during the reporting period.
% Trend cats and dogs returned/rehoused.	12%	12%	There was a 12% increase in returned / rehoused cats and or dogs for the reporting period.

Environmental and Public Health

Monitors and enforce regulatory and compliance laws within the Fairfield City for environmental and public health standards.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Food and regulated premises that comply at inspections	91%	90%	The result showed a decrease in trend on compliance at inspections. There were 768 out of 853 inspected premises found to comply with legislative requirements and standards.
% Compliance with environmental legislation and standards at inspections.	93%	92%	The result showed a decrease in trend compared to the last six months. There were 112 premises of 122 audited (92%) found to be initially complaint with environmental legislation and standards.
% Trend children attending immunisation clinics (ceases on 30 June 2014)	-11%	-22%	588 children were immunised during this reporting period. The result showed a decrease in trend in comparison to the last reporting period.

Leisure Centres

Manage and maintain Council's three Leisure Centres (Prairiewood Leisure Centre, Fairfield Leisure Centre and Cabravale Leisure Centre) which offer a range of aquatic and dry leisure services.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in facility usage (aquatic and dry recreation).	-6%	>10%	Total visits for this period have been strong. The percentage increase identified is higher then actual as the first period figures were incorrect.
Leisure centres customer satisfaction survey (annual).	1	1	Customer satisfaction has been achieved by consulting community members through feedback forms and informal calls.

Library

Provide library services (including a wide range of resources, information, internet access, programs and services) at five locations within the Fairfield City- Cabramatta, Fairfield, Wetherill Park, Bonnyrigg and Smithfield.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in customer visits to Council libraries.	10%	-1%	The Fairfield City Library Service recorded 377,816 visits during this reporting period. Despite visits to the Cabramatta Library increasing by 14% when compared to the same period last year, visits overall decreased slightly by 1%. This can be attributed to decreases of 32% at Wetherill Park Library and 9% at Fairfield Library. The significant decrease at the Wetherill Park Library can be explained by the works being carried out at the Wetherill Park Shopping Centre, which are impeding access to the Library.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in number of loans.	-9%	-7%	The Fairfield City Library Service provided 334,216 loans during this reporting period. The trend showed a decrease of 7% when compared to the same period last year. Loans at all libraries were down with the exception of the Cabramatta Library where loans increased slightly. Loans at the Bonnyrigg and Smithfield Libraries decreased slightly. Loans made at the Wetherill Park Library declined significantly by 32% and at the Fairfield Library by 12%. The significant decrease at the Wetherill Park Library can be explained by the works being carried out at the Wetherill Park Shopping Centre, which are impeding access to the Library.
Customer satisfaction survey (random sample users undertaken annually).	N/A	87%	The Library received 768 completed customer feedback forms. Over 87% of respondents indicated that they were satisfied with the level of service that they received.

Museum and Gallery

Manage and maintain the buildings which make up the Museum, Gallery and historic village site as well as collecting, preserving, curating and exhibiting the items of historical and cultural value the buildings house. It also runs a program of exhibitions, education, heritage culture and public arts to educate and inform a wide audience and showcase Fairfield's unique history and culture.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in customer visits to Council Museum.	-16%	-17%	Despite a successful School Holiday Program, the number of visitors to the Museum and Gallery were lower than expected especially during January and February. From March onwards there has been a steady rise in the monthly figures due to the commencement of education program in late February.

Property and Community Facilities

Coordinate the management of Council owned properties and community facilities including community buses, sporting fields, community centres or halls, leased and licensed properties and multi deck car parks. Property development and real estate functions to buy, sell, or lease land, grant easements and road closures.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend occupancy rate of Council's commercially and community leased or licensed properties.	96%	98%	Council has a single vacancy currently for which an Expression of Interest has been undertaken. The portfolio is under review to determine efficiencies of management and tenancy.
% Trend community facilities booked/utilised.	85%	90%	Utilisation includes community buses, community centres, halls and sportsfields.

Showground and Golf Course

Undertakes the management and maintenance of Fairfield Showground, Fairfield Markets, Fairfield Golf Course, Parklands Function Centre and a number of the Community Clubs based on site.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend on players at the Fairfield Golf Course.	4%	21%	There was an increase in number of players who played at the Fairfield Golf Course. Please note this percentage does not include member rounds or school clinics.
% Trend on visitors to the Showground.	-6%	16%	There has been a general increase in the number of visitors who attended Fairfield Showground activities. This figure includes Fairfield Market visitors, Fairfield Festival visitors and Parklands Room Hires. Casual users, schools and club village users have not been included.
Markets Customer Satisfaction (Bi-annual survey rating quality/value of markets)	81%	80%	The latest survey indicates that customers rate the value of the Markets as high to very high.

Street and Public Amenities Cleaning

Provides the cleaning of street and public amenities in the town centres, residential and industrial areas across Fairfield City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in complaints on street and public amenities cleaning.	200%	75%	Seven complaints have been received in relation to the cleanliness of street and public amenities which is 75% increase on the last reporting period.
% Requests attended to within agreed timeframe.	98%	98%	98% of requests have been actioned within the agreed timeframes.

Social and Cultural Development

Develop and implement policy, programs, community sector capacity building and partnerships in the areas of youth, arts, cultural development, health, family services, crime, safety, the Aboriginal and Torres Strait Islander community, aged, disability, multicultural and disadvantaged communities to ensure local services and advocacy makes a real difference to the life of the local community.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
# Strategies in implementation.	80	88	88 actions from Action Plans adopted by Council were implemented
# Disability access improvements.	3	2	Construction works at Cabramatta Community Centre, and Prairiewood Youth and Community Centre completed.
# Grant funds received to deliver services and programs.	5	4	Council received four grants from government agencies during this reporting period.
\$ Grant funds received to deliver services and programs.	\$121,553	\$89,000	The four grants received provided funds for youth activities, seniors, health and community safety.
# Community events.	134	130	Council ran 130 community events which engaged the community, built social cohesion and inclusion, supported local networks, and promoted health and wellbeing.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
Satisfaction survey with partners (annual survey).	N/A	100%	Community partners who have worked closely with Council during this year were surveyed. Survey results showed that 100% of respondents agreed, or mostly agreed, that networks were well run and supported, activities met their objectives, staff were friendly and partnerships have met community needs. These indicate a high level of satisfaction with Council's Community Development Team.
# People accessing Community Profile website.	6,130	4,944	During this reporting period, there were 4,944 users accessing community profile information on Council's website. 59% of these were new users. There were 17,508 page views which averaged 4 pages viewed per session.

Waste Management

Provides the management of domestic and commercial waste services across the Fairfield City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Complaints on waste management resolved within service level agreement.	98.7%	99%	2,667 service requests were received, resulting in 99% high service resolution rate in comparison to the last reporting period.
% Increase in domestic waste recycled per household.	0%	-3.10%	5,741 tonnes of recyclable material was collected, which is a decrease of 219 tonnes in comparison to the last reporting period.
% Trend in tonnes of material collected from Council clean-ups.	0%	42%	4,372 tonnes were removed via Council's residential clean up service, which is a 42% increase in comparison to the last reporting period.
% Tree mulch recycled.	70%	-44%	The mulching service diverted 313m ³ , which is a decrease of 176 m ³ of mulch in comparison to the last reporting period.

THEME 2: PLACES AND INFRASTRUCTURE

What are Places and Infrastructure?

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

The goals that have been identified by the community to achieve this theme are:

Goal 1 Our City is a clean and attractive place where we take pride in our diverse character

Goal 2 Buildings and infrastructure meet the changing standards, needs and growth of our community

Goal 3 Our City is accessible

Goal 4 Our City has quality public spaces as well as entertainment, leisure and recreation opportunities

Goal 5 We minimise the impacts from natural events and disasters

A. HIGHLIGHTS

- Senator the Hon Marise Payne, turned the first sod to mark the start of major construction works for the new \$8.55 million Fairfield Youth and Community Centre. Council acknowledged the \$7.35 million funding awarded under the Australian Government's Regional Development Australia Fund and the importance of the facility to our community.
- Improvements to air conditioning, car park lighting, furniture, security fencing and pedestrian path have been undertaken at Fairfield Showground, Prairiewood, Cabravale and Fairfield Leisure Centres and Fairfield Golf Course.
- Refurbishment works have been completed on toilet block roofs at the Joe Broad Reserve, Mount Pritchard and Terone Park, and Bossley Park.
- Council completed over 900 metres of replacement footpaths and over 5,700 metres of new footpaths across the City.
- Council received a Rural Fire Service Certificate of Appreciation from the Superintendent of Horsley Park RFS - Richard Petch for Council's ongoing support.
- The first stage of the Smithfield Road and Polding Street intersection upgrade to improve road safety and traffic movements through this busy intersection was completed.
- In total 119 projects and over \$12.57 million of works were completed. These included new roads, roundabouts, pedestrian facilities, local area traffic management works and traffic control signal upgrades, car parks, footpaths, kerb and gutter and drainage works, a new community centre, playgrounds, upgrades to park and community facilities, and childcare centres.
- Horsley Park Gateway Project was implemented which included the installation of banner poles to identify the suburb situated in a landscaped area and the upgrade of the Horsley Park Shopping Village signage.
- Completed Stage 2 of the Fairfield Heights Town Centre Streetscape Project which included the replacement of old concrete footpaths with a contemporary pavement treatment, new street furnitures, street trees and safer pedestrian crossing locations. This increased the visual quality and general amenity of the Centre and created a small but important civic space for social gatherings.
- The Canley Heights Community Centre and car park were completed and opened for operation.

B. NEW INITIATIVES

Identified below are a number of projects in Council's 2013-2017 Delivery Program that assist in delivering the Places and Infrastructure outcomes.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
IN267	Safety Switches Program (Residual Current Devices)	New	On Track	Achieved	This work is a portion of an ongoing program of works to comply with legislated requirements for the provision of Safety Switches.
IN283	Upgrade of Council's Administration Building Air Conditioning System	New	On Track	Achieved	Works completed
IN173	Street Tree Planting	New	On Track	Achieved	Street tree planting has been completed in Fairfield St, Brenan St, Polding St and Rawson St.
IN132	Integrated Parking Strategy	New	On Track	Carry Forward 2014-2015	Project has merged with Section 94 Contribution funds for the Review for Canley Heights to avoid duplications and potential policy conflicts. Funds allocated in the 2013/14 financial year to be carried forward and combined with funds allocated in 2014/15 to complete the second stage of this project.
IN288	Smithfield Road/Polding Street Intersection Upgrade. To improve road safety and traffic movements through this busy intersection.	New	On Track	Achieved	Upgrade of intersection and improvements of road safety has been completed.
IN286	Barbara Street Car Park Fairfield	New	On Track	Carry Forward 2014-2015	Design and site investigations completed. Received development consent for demolition of existing house.
IN95	Survey and Spatial Data	New	On Track	Achieved	Allocated funds used to complete purchase of survey equipment
IN134	Fairfield Youth and Community Centre - Fairfield District Park	New	On Track	Achieved	Project spanning 3 years. Project is progressing as scheduled for overall completion by November 2015.
IN117	Canley Heights Town Centre Improvement Program Stages 4 and 5	New	On Track	Carry Forward 2014-2015	Awaiting advice from Roads and Maritime Services on the 40km zone in Canley Vale Road to commence design works.
IN301	Gateway Entrances in Horsley Park	New	On Track	Carry Forward 2014-2015	This project was delayed due to resourcing and competing priorities.
IN182	Cabramatta Footpath Upgrade	New	On Track	Carry Forward 2014-2015	Carry forward project due to pavers not supplied.
IN148	Fairfield City Centre – Connecting Footpath Upgrades	New	On Track	Carry Forward 2014-2015	This project was delayed due to resourcing and competing priorities.
IN131	Fairfield Library Expansion - Design and Approval	New	On Track	Carry Forward 2014-2015	Carry forward project spanning 2 years. Council is currently re-evaluating project scope and options for expansion based on SRV funding.
IN22	Fairfield City Centre Upgrade – Hamilton Road and The	New	Behind Schedule	Carry Forward 2014-2015	This project was delayed due to resourcing and competing priorities.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
	Crescent				
IN107	Retail and Commercial Centres Study	New	On Track	Carry Forward 2014-2015	Amended project timelines endorsed by Council following receipt of grant funding for the project.
IN138	Public Domain Infrastructure	New	On Track	Carry Forward 2014-2015	Project is behind schedule and to be carried forward to 2014/15. Cabramatta Electrical installations to be completed and commissioned for Moon Festival.
CF1302	Don Dawson Sportsground Upgrade Works	Carry Over	On Track	Achieved	Upgrade works of the sportsground storage and toilets has been completed.
CF1303	Upgrade of Administration Building Fountain	Carry Over	On Track	Carry Forward 2014-2015	Delayed due to planning issues and design specifications.
CF1316	Upgrade works to Air Conditioning System at the Administration Centre - Ductwork	Carry Over	On Track	Achieved	Main project completed. Have carried forward remaining funds for additional minor works endorsed by Council.
CF1306	Fairfield Adventure Playground	Carry Over	On track	Carry Forward 2014-2015	Carry forward project as Council had resolved to revise scope of works. Design was completed. All major tenders have been awarded and work has commenced.
CF1307	Joe Broad Sportsground Upgrade	Carry Over	On Track	Carry Forward 2014-2015	This project is a Carry Over as re-design is required.
CF1308	Orphan School Creek Cycleway	Carry Over	On Track	Achieved	Works completed
CF1310	Traffic Management Works on Edensor Road, Edensor Park	Carry Over	On Track	Achieved	Works completed
CF1347	Bonnyrigg Park Bush Tucker Trail	Carry Over	On Track	Carry Forward 2014-2015	This project is nearing completion and will be finalised once the planting of the site has been finalised.
CF1319	Smithfield-Wetherill Park Public Domain Improvements	Carry Over	On Track	Achieved	Elizabeth Street and Horsley Drive intersection have been upgraded.
CF1320	Smithfield-Wetherill Park Economic Analysis	Carry Over	On Track	Achieved	Economic Analysis completed and being installed.
IN212	Smithfield-Wetherill Park Heavy Vehicle Access Improvement Program	New	On Track	Carry Forward 2014-2015	Project to be carried forward to 2014/15. Delay due to resourcing and RMS approval for works.
CF1321	Fairfield Heights Town Centre Enhancement Project	Carry Over	On Track	Achieved	The Fairfield Heights streetscape upgrade project has been completed.
CF1324	Cabramatta Footpath Upgrade	Carry Over	On Track	Carry Forward 2014-2015	Carry forward project due to pavers not supplied.
CF1326	Canley Heights Town Centre Improvements	Carry Over	On Track	Carry Forward 2014-2015	Kiosk fitout commenced and electrical set out completed.

C. SERVICES

Fairfield City Council is a multi-functional organisation which provides a wide range of services to the community. These all directly contribute to assist Council in achieve the Community's Vision for Fairfield City. Some of the services that Council delivered under Theme 2 for the period of January to June 2014 are:

Asset Management – Civil and Built

Monitors and maintains community infrastructure and assets at an agreed standard by undertaking condition inspections and identifying required maintenance and renewal works.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Increase in asset value.	0.1%	1%	New assets worth approximately \$12.0 million have been created during this reporting period.

Asset Management – Open Space

Provides the management (including the planning and scheduling of maintenance) of Council owned open space and associated assets including parks, reserves, sporting fields, trees, native bush and amenities.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Routine maintenance inspections on parks, playgrounds and sportsfields against service standard.	90%	80%	Approximately 1,295 requests for maintenance have been received for parks and sportsfields this financial year with 770 matters completed.
% Initiatives completed with timeframe.	100%	95%	Carry over of the Joe Broad upgrade project - due to a need for re-design based on underground service problems arising. Other sites have been opened and some media launches undertaken - (Avenel Street Tennis Courts, Lansvale Park, Emerson Street Parkour).
% Offensive and non offensive graffiti removed from Council assets within service standard.	100%	100%	Graffiti has been removed from 252 sites with 122 being on Council assets and a further 130 sites being removed from private property adjoining public land by Corrective Services and Juvenile Justice.
% Council and private tree inspections completed within timeframe.	90%	95%	Council received a total of 479 applications for tree inspections which resulted in the inspection of 721 trees.
% Trend in Council and private tree approval for pruning and removal.	90%	97%	Council approved 614 trees for removal, 98 for pruning and 9 rejected.

Built Systems

Produce the designs for civil, urban and landscape infrastructure and the development and implementation of traffic, transport and road safety programs and policies for residents within the Fairfield City as well as provide surveying and Spatial Data Services.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Civil, urban and landscape initiatives undertaken.	100%	99%	99% of civil, urban and landscape initiatives have been undertaken. Two projects have been carried forward for completion due to changes in scope of project.
% Traffic, transport and road safety initiatives delivered on time and within budget.	100%	100%	100% of traffic, transport and road safety initiatives have been undertaken and completed.
% Customer satisfaction with surveying service.	100%	100%	Customer satisfaction has been achieved with 100% of jobs undertaken.

Building Control and Compliance

Performs the assessment, investigation, certification and enforcement of laws and regulations for developments within the Fairfield City to ensure their health, safety and quality.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Applications determined within the statutory time limit.	61%	40%	111 construction certificates and complying development certificates were issued resulting in reduced turn around times, a result of issuing older applications.
% Trend Annual Fire Safety statements submitted.	60%	79%	A 16% increase in submissions of annual fire safety certificates was achieved during this reporting period.

City Connect Bus

Provide a free bus service for areas that are poorly serviced by existing private bus routes and increases accessibility to key destinations and community facilities.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Utilisation of City Connect bus service.	100%	100%	15,326 people utilised the City Connect bus service for this reporting period.
% Trend on time running of City Connect bus service.	100%	99%	The City Connect service ran 99% on time for this reporting period.

Development Planning

Conducts the assessment and processing of all development applications and engineering construction certificates across residential, commercial and industrial development and the preparation of zoning certificates.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Development applications and assessment determined within statutory timeframe.	57%	46%	During the period Council approved 292 development applications with a 9% reduction in approval times. This was the result of approving older applications and also a number of applications referred to Fairfield's Independent Development Assessment Committee.

Emergency Risk Management

Provides assistance, leadership and resources support to the emergency and disaster planning and response services within the Fairfield City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Completion of annual review of Fairfield Emergency Risk Management Plan.	100%	N/A	Completed

Fairfield Consulting Services (2013-2014 only)

Supply consultancy services to external clients on Engineering related matters. These include studies, designs and plans. This service aims to provide a sustainable business within Council, utilising Engineering staff, to ensure the highest quality services are provided to the community.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Customer satisfaction with Fairfield Consulting Services.	100%	100%	Customer satisfaction has been achieved with 100% of jobs undertaken.

Infrastructure Construction and Maintenance

Provides the construction, maintenance, repair, inspection and testing of Council assets - including fleet, plant, roads, signs, footpaths, drainage, kerbs, gutters, car parks, ovals and Council buildings.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Reduction in trend of reactive maintenance required.	20%	10%	A 10% reduction in reactive work based on 2012 – 2013 for the period of January – June 2014
% Programmed initiatives delivered on time.	90%	100%	100% completion of jobs provided to Construction and Maintenance from January – June 2014

Major Projects and Construction Contracts Management

Project manages the funding, design, construction and commissioning of major new community infrastructure. Also coordinates the design, construction and commissioning of other civil and building construction and special purpose projects.

Undertakes the procurement process and management of external construction contracts over \$100,000 for the Community Life, Infrastructure Operations and Place, Assets and Strategy Groups. Also provides advice and coordination for construction contracts under \$100,000.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Major projects on schedule.	100%	83%	Commencement of Fairfield Library has been delayed due to further investigations
% Major projects less than 10% cost variation.	100%	100%	All the projects have been completed well within 10% range
% Contracts completed with less than 10% cost variation.	90%	100%	All the projects were completed well within the 10 % variation
% Contracts completed.	59%	83%	83% of contract requirements have been completed over the last six months.

Strategic Land Use Planning

Oversee and manage Council's Land Use Planning Framework, as well as representing Councils interest in rural and urban planning matters with State and Federal Government and adjoining Councils. Preparation of Zoning Certificates.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
Review of Local Environmental Plan in Year 3 of Delivery Program.	N/A	N/A	This review will be conducted in 2016-2017.
% Planning Certificates (Section 149(2)) applications received are issued within service level agreement.	94%	92.5%	Targets for the issue of Section 149 Certificates consistently exceeded the 80% target.

THEME 3: ENVIRONMENTAL SUSTAINABILITY

What is Environmental Sustainability?

Our local environment and natural resources define our City and contribute to our wellbeing. In turn, our activities 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. Environmental sustainability is important at the local and global level and for the health and wellbeing of future generations.

The goals that have been identified by the community to achieve this theme are:

Goal 1 Protecting and enhancing our natural environment

Goal 2 Contributing to actions that address climate change

Goal 3 Supporting sustainable activities and development

A. HIGHLIGHTS

- Volunteers dedicated 550 hours on activities conducted by members of Fairfield Creeks and Wetlands Group, Fairfield Indigenous Flora Park Group, Cabramatta Flying Fox Committee and other environmental events.
- Natural Resource Management Creek Care Program selected 60 sites across the City and implemented the following initiatives: weeds reduction, increased biodiversity, creek and bush regeneration, cleaner waterways and maintained reserves.
- Sports field lighting upgrades were installed in four local parks which consisted of Knight Park, Endeavour Reserve, Brennan Park and Powhatan Reserve.
- Council purchased ten portable CCTV cameras and a number of handheld tracking devices for the Waste Enforcement Group to assist them in combating illegal dumping and littering throughout Fairfield City.
- Council collected 5,833 tonnes of domestic recycling over this reporting period.
- The total energy consumption for gas and electricity at Council buildings has been reduced by 2.5%.
- 6,000 native plants were planted by Council Staff and community volunteers near Orphan School Creek, Wakeley and De Freitas Wetland. The purpose of this initiative is to offset Council's greenhouse gas emissions produced from the Bring It On! Youth Festival and the development of Wilga Street Carpark.
- Electricity consumption at Council's top eleven sites has been reduced by 10.3% compared to the same period last year. This has been achieved through the installation of solar panels on 17 Council buildings.
- Council has mulched over 66 tonnes of garden waste during this reporting period. The mulch was distributed free of charge to local residents and parks as part of the Space Maintenance Program.
- Kids Environmental Education Program (KEEP) school education project has engaged 3,595 students from 13 Primary Schools in the Fairfield City.
- Council has restore and regenerated land on Orphan School Creek through Hawkesbury Nepean Catchment Management Authority Grant. This involved clearing noxious weeds and planting 8,001 native Alluvial Woodland plants.
- Council has removed 145 tonnes of rubbish from three local creeks and gross pollutant traps.
- As part of Council's Stormwater Projects, seven educational signs were installed to promote our initiatives: installation of gross pollutant traps, development of raingardens and rehabilitation of creeks.

B. NEW INITIATIVES

Identified below are number of projects in Council's 2013-2017 Delivery Program that assist in delivering the environmental sustainability outcomes.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
CF1330	Rural Area Flood Study	Carry Over	On Track	Achieved	Study completed and prepared to be presented to next Council Meeting
CF1331	Greenpower for Council's Events	Carry Over	On Track	Achieved	Plant 6,000 native plants to offset Council's carbon emissions for the Bring It On! Youth Festival.
CF1336	Replacement Air Conditioning system at the Administration Building - Boiler	Carry Over	On Track	Achieved	Replacement of Air Condition System has been completed and is ahead of schedule.

C. SERVICES

Fairfield City Council is a multi-functional organisation which provides a wide range of services to the community. These all directly contribute in assisting the Council to achieve the community's Vision for the future of Fairfield City. Some of the services that Council delivered under Theme 3 for the period of January to June 2014 are:

Catchment Management

Implements projects involving design, construction, maintenance, research and education that seek to reduce the risk to life and property from mainstream and stormwater flooding, as well as to improve water quality, reduce creek bank erosion, regenerate and maintain our creek and wetland corridors.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
Area of riparian corridors and bushland reserves rehabilitated and maintained.	643,930m ²	970,590m ²	Rehabilitation and maintenance was undertaken as part of Council's Creek Care Program and Stormwater Levy maintenance program.
Cumulative number of initiatives completed under Floodplain Risk management Program.	2	10	There were ten completed projects by June from 17 floodplain initiatives programmed for 2013/14.
Cumulative number of initiatives completed under Stormwater Management Program.	5	16	There were 16 projects completed by June from 21 stormwater initiatives programmed for 2013/14. Issues with resourcing and competing priorities has meant some projects have been carried forward to be completed in 2014/15.

Waste Education and Environmental Sustainability

Provides the education and promotion of environmental sustainability within Fairfield City. This includes the delivery of education programs and leading corporate and community sustainability initiatives.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Increase in number of participants attending activities undertaken.	15%	8.8%	During this reporting period, Council conducted 50 educational activities with a total of 4,203 local residents participating in these activities. This is an increase of 8.8% in the number of local residents participating in the educational activities compared to the last six months.
% Increase in recycling rates.	2.6%	-3.05%	During the reporting period, 5,833 tonnes were collected through the domestic recycling service, a decrease by 3.05% from the previous six month period.
% Trend in reduction on energy consumption.	10%	-2.17%	During the reporting period, total energy consumption for gas and electricity at Council buildings has been reduced by 2.5%.
% Trend in reduction on water consumption.	35.3%	5.5%	During the reporting period, total water consumption for Council buildings has increased by 5.5%.
% Trend cost savings to Council through intervention of Waste Enforcement Group.	1%	-76.6%	During the reporting period, the Waste Enforcement Group conducted 346 hours of patrols, attending 1,535 illegal dumping incidents and creating an estimate of \$30,215 cost saving to Council due to the waste removed by the offenders. The cost saving to Council decreased by 76.6%, compared to the last six months. However, revenue from issued penalty infringement notices has increased by 42.9% compared to the previous six month period.

THEME 4: LOCAL ECONOMY AND EMPLOYMENT

What is 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 not only provide a range of products and services, they are also important meeting places and often 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 goals that have been identified by the community to achieve this theme are:

Goal 1 A range of employment opportunities and a workforce with a variety of skills

Goal 2 Having vibrant, safe and attractive places for shopping and access to services

Goal 3 Prosperous businesses, industries and services

A. HIGHLIGHTS

- As part of Council's engagement with the community, Council identified a need for broader interaction with businesses through business district forums. The Fairfield Heights Town Centre forum was delivered to the community in June. The purpose of these forums was to:
 - Promote the broad range of Council's ongoing services that support local business.
 - Communicate Council's specific projects/activities that will be delivered in the local business district area.
 - Listen to local businesses concerns and issues and collate any recommendations they may have to improve the business environment.
 - Engage with interested local businesses to grow Council's Business Network Database and develop 'place based' working relationships.
- Continued meetings with key business stakeholders and Chamber of Commerce in the City's business centres to ensure their needs, challenges and opportunities are considered.
- Sponsored Fairfield City Local Business Awards and South West Sydney Regional Training Awards and delivered employment outlook presentations to high school career advisors.
- Delivery of the Smithfield Wetherill Park Action Planning Forum consultation with local businesses and the Cumberland Chamber of Commerce to inform the development of the Smithfield Wetherill Park Economic Analysis.
- Small Business Bus to Smithfield Wetherill Park and Fairfield City Centre to provide small business support and advice to interested businesses.
- The implementation of Fairfield City Centre Marketing Plan was completed to attract new businesses and increase numbers of visitors from local and metropolitan suburbs. This was achieved through the delivery of projects that increase local economic activity, generate business interest and activities in the streets including the Easter Bunny and Mothers Day events.
- Lunar New Year celebrations in Cabramatta during February, welcomed the Year of The Horse and thousands of people joined the fun in Freedom Plaza, Cabramatta Town Centre. The event was an action-packed weekend filled with entertainment, traditional rituals and some of the most authentic Asian dishes in Sydney. From the exciting lion dancers, to the beautiful traditional dancers complete with costumes and vibrant live performances, this free event offered a weekend that will not be forgotten.

B. NEW INITIATIVES

Identified below are number of projects in Council's 2013-2017 Delivery Program that assist in delivering the local economy and employment outcomes.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
IN20	Fairfield City Centre Tourism Pedestrian Signage	New	On Track	Carry Forward 2014-2015	Carry Forward Project 2014-15. This project was delayed due to resourcing and competing priorities.
IN122	Implement Fairfield City Centre Marketing Plan	New	On Track	Achieved	Council has implemented the following initiatives as part of the Fairfield City Centre Marketing Plan, which included two local events (Mothers Day and Easter) , re-designing the business newsletter and reprinting the Fairfield Feast Booklet.
IN183	Online Information Point for Canley Heights Town Square	New	On Track	Carry Forward 2014-2015	Carry forward due to delay in delivery of external rated display panel.

C. SERVICES

Fairfield City Council is a multi-functional organisation which provides a wide range of services to the community. These all directly contribute in assisting the Council to achieve the community's Vision for the future of Fairfield City. Some of the services that Council delivered under Theme 4 for the period of January 2014 to June 2014 are:

Place Management and Economic Development

Manages and coordinates activities, projects and issues across Fairfield City within the 3 place areas in Fairfield, Cabramatta and Parks Area.

Main tasks include the management of City and town centres, stakeholder management and liaison services, promotion and marketing of business and employment centres, review development applications and process minor activity applications.

Economic development works with local, state and federal stakeholders to identify the service needs of the residential, working and business communities, Local Policy and Strategy is developed to meet current and nurture needs of the City. Economic Development interprets Federal and State policies and programs to assess and implement for local benefit. In-house expert advice in Economic Development is also provided.

Performance Indicator <i>(as per Delivery Program 2013-2017)</i>	Result <i>(Jul-Dec 2013)</i>	Result <i>(Jan-Jun 2014)</i>	Comments
% Programmed initiatives completed.	25%	0%	Project behind schedule due to resourcing and competing priorities

THEME 5: GOOD GOVERNANCE AND LEADERSHIP

What is Good Governance and Leadership?

As a democracy, we want our leaders to listen to us, represent our 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 participates in the development of policies and decisions that affect them. Across all sectors of our community we look for a high standard of ethics, justice and honesty to be reflected in the actions and behaviour of individuals, organisations, businesses and governments.

The goals that have been identified by the community to achieve this theme are:

Goal 1 We are well represented and governed where all act ethically and in the interest of the community

Goal 2 All have a voice and the opportunity to participate

Goal 3 Our City has a good reputation for equity and fairness

A. HIGHLIGHTS

- Council hosted a breakfast for 40 local businesses as part of the Make Council Your Business Fairfield businesses program. Last year, Council spent about \$7.2 million with local businesses in Fairfield City.
- Audits were conducted by WorkCover NSW to ensure Council is meeting the standards required to hold a self insurance workers compensation licence. Council received outstanding results for both audits conducted in the Claims Management System and the Work, Health and Safety System.

Mayoral Donations Scheme

Over the last six months the Mayor donated to the following organisations or people;

- Rotary Club of Cabramatta Inc.
- Rotary Club of Liverpool West Inc.
- PAL International School
- Sydney United Soccer Club FC
- Ms Effie Burgoyne

Mayoral Scholarship Fund:

- As part of the Council donated funds to assist two residents with sporting and academic scholarships.
- Council has lobbied State and Federal Governments in support of 5% Pensioner Rebate which has been withdrawn in the 2014 Federal Budget.

B. NEW INITIATIVES

Identified below are a number of projects in Council's 2013-2017 Delivery Program that assisted in delivering the good governance and leadership outcomes.

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
IN28	Fairfield City Council Website upgrade	New	On Track	Carry Forward 2014-2015	Council put an Expressions of Interest responses in the process of evaluation for design and development. Submissions were received and evaluation process was held.
IN303	City Calendar	New	On Track	Carry Forward 2014-2015	This project has been delayed due to change in scope and has been relocated for completion in the 2014-15 period.
IN46	Upgrade Council's electronic communications system	New	On Track	Achieved	Council has deployed Lync onto all staff computers.
IN48	Digital Telephone Upgrade	New	On Track	Achieved	Voip has been implemented and is currently on target. Infrastructure is in place and two target groups have been migrated to Voip.
IN52	Upgrade Information Management Systems	New	On Track	Carry Forward 2014-2015	An upgrade to Objective has been delayed due to a change in data transfer process.
IN54	Integrate Business Papers System	New	On Track	Ceased	This project has been ceased due to issues with the Integrated Business Papers System and is to be replaced with an Objective Committes Module which has already commenced.
IN57	Improve Council's network speed	New	On Track	Achieved	Improvements to Council's network speed has been completed through the replacement of desktop network connections to 1000mb.
IN309	Special Rate Variation (SRV) Engagement	New	On Track	Achieved	Council received the determination from IPART in early June advising that its application for a 10% Special Rate Variation (SRV) was approved in full. Council subsequently adopted to apply the SRV in the 2014-2015 Operational Plan including the proposed works identified.
IN289	Subdivision of 65 The Avenue, Canley Vale	New	On Track	Carry Forward 2014-2015	Finalising the Development Application for lodgement, the project was delayed due to an additional flood modelling requirement.
IN290	Sale of 171 Cowpasture Road, Wetherill Park	New	On Track	Carry Forward 2014-2015	This project has been delayed due to site constraints and establishing the financial viability of this property.
IN293	Subdivision of 45-49 Diamond Crescent, Bonnyrigg	New	Behind Schedule	Carry Forward 2014-2015	Additional information about bushfire and ecological requirements have been submitted to Council and awaiting final

Ref:	Project Description (as per Delivery Program 2013-2017)	13/14	Progress (Jul – Dec 2013)	Progress (Jan – Jun 2014)	Comments
					determination.
IN292	Subdivision of 117a Wetherill Street, Wetherill Park	New	Behind Schedule	Carry Forward 2014-2015	Reported to Council in June regarding project delay due to a zoning issue. Project to be carried forward to 2014/15.
CF1339	Email System Upgrade	Carry Over	Achieved	-	This project is completed. All users are migrated to Microsoft Exchange.
IN291	Dutton Lane Car Park Redevelopment	New	On Track	Achieved	Final Development Application approval received in June 2014 with delay due to timeframe required for approval.
CF1340	Increasing IT System Capacity	Carry Over	On Track	Achieved	Capacity commissioning is completed, the database servers and storage has been installed by the vendors.
CF1341	Enhance Councils Core IT applications	Carry Over	On Track	Carry Forward 2014-15	Completed automated fees and charges, and management reporting outputs.
CF1345	Sustainable Resource Centre	Carry Over	On Track	Carry Forward 2014-15	Council has installed a Pugmill at the Sustainable Resource Centre.

C. SERVICES

Fairfield City Council is a multi-functional organisation which provides a wide range of services to the community. These all directly contribute in assisting Council to achieve the Community's Vision for the future of Fairfield City. Some for Fairfield City. Some of the services that Council delivered under Theme 5 for the period of January 2014 to June 2014 are:

Access to Information

Provide accurate and reliable information held by Council to the community, businesses and other stakeholders, including Council. Update and maintain the accuracy of the databases that contain land and spatial information.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Accuracy on property descriptions against NSW Land and Property Information description.	100%	100%	All 22 registered plans received from the Land and Property Information have been entered into Council's Authority system. 85 new property records have been created and various other council activities (Rates Cert, 149 Cart, Transfers, etc cannot proceed), and letters issued to the relevant parties within the allocated 15 working days. This is 100% completion rate.
% Trend in requests for information (Government Information Public Access Act).	-1%	23%	As part of the GIPA Act, 10 formal applications and 763 informal applications were received during this reporting period. This is a 233% increase in formal applications and 23% increase in informal applications trends compared to the last six months..

Civic and Councillors Services

Implements the management and administration of processes and protocols for Councils formal decision making, including supporting its elected representatives.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in accurate and timely business papers published.	-17%	100%	All business papers were accurate and published on time.
# Code of conduct breaches.	1	0	There were no reported breaches of the Code of Conduct. 2 complaints relating to Councillors were received and referred to a Conduct Reviewer for further examination.

Communications

Provides information and engagement with the local community through corporate publications, local newspapers, social media, promotes Council services and initiatives, and encourage participation in Council activities and Local Government.

Provides graphic design and printing services to enhance the cost effectiveness and quality of Council's publications and provides a commercial printing service to external customers.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Increase in number of followers on Facebook and Twitter.	-38.5%	-76%	There has been a 76% decrease in social media activity during this reporting period. The decrease in activity was mainly due to the decreased number of media releases. There were 184 tweets, 42 re-tweets and 134 new followers and total followers is now at 1,537. The 'likes' posted on facebook did see an increase from 235 to 305.
% Key publications (City Life and City Connect) published on time.	100%	100%	During the reporting period a 100% completion of City Life and City Connect publications were achieved. Completion of a special edition City Life publication was also achieved as well as the Annual Rates brochure.
% Graphic design and printing jobs completed within quoted timeframe.	90%	90%	Graphic design and printing jobs achieved its 90% target, where jobs were completed within quoted timeframes.

Corporate Business Improvement

Provides internal Business Consulting services to management. Manages Council's Improvement Program to ensure a strategic focus and alignment of Council's processes and systems. Maintains and continues to develop Council's Quality Assurance Program and Corporate Management System.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Internal Quality Management audits completed.	100%	100%	During the reporting period, there were nine internal Quality Management (QM) audits conducted and 1 External re-certification audit. The following areas were audited along with the overall Quality system: SRC, Children and Family Services, Workshops, and Building Trades.
% Corporate Business Improvement programmed initiatives completed.	100%	100%	There were 16 Projects and Initiatives undertaken and completed, these included 6 feasibilities, 3 lean six sigma projects, process reviews, Lync training, Craft rate review. In addition there are projects which have been started in the 2014 and are being carried over, these include: Council website, Quality management expansion and review, Major projects planning and reporting requirements.

Customer Service Administration Building

Delivers a centralised Customer Service Centre which provides information and advice to customers via the Administration Centre front counter and the Call Centre.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Customers satisfied with service received at front counter and call centre.	92%	95.3%	55,960 calls were received and managed through the call centre during this reporting period. Service levels achieved for these calls was at 95.3% answered within the target time of 120 seconds.

Financial Management

Conducts the delivery of Council's financial services, analysis, advice and reporting to ensure appropriate cash flow and long term financial viability.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Investment earning rate.	100%	100%	Council has achieved its budgeted investment interest rate and income.
% Long Term Financial Plan indicators are on target.	82%	73%	Of the 11 Council Financial Indicators 3 are not within benchmark/target. Operating Surplus is below budget expectations due to a timing issue of the prepayment from Federal Assistance Grants in 2012/13. Debtors Ratio is 12.1% and is above the target of 10% which resulted from legally contested debts that will be resolved in October 2014. The Asset Renewal ratios are below the target of 1 which indicates that the annual maintenance will stop the infrastructure asset backlog from growing. This is being addressed in 2014/15 with part of the new SRV being dedicated to addressing asset renewals.

Financial Operations

Produce and issue the annual rates notices, management and processing of revenue collection and supplier payments for Council.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend invoices paid within nominated trading time.	95%	95%	95% of all invoices once received in accounts payable have been processed for payment, according to the suppliers payment terms.
% Increased in rates notices issued electronically.	-10.33%	15%	The uptake of electronically issued rate notices is still very low. 532 residents receiving their rate notices electronically which is 15% increase in comparison to the last reporting period.

Governance

Ensure that Council maintains a sound system of internal control that supports Council's capability to fulfill its legal, financial and ethical obligations. These policies, processes and systems support the achievements of the Council's aims and objectives whilst safeguarding the public's privacy, access to information and public funds.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Internal audit recommendations implemented within agreed timeframes and budgets.	100%	100%	4 audits were conducted this reporting period within the agreed timeframe and budget.
% Governance initiatives completed within time and budget.	100%	33%	There was one project completed within the approved time and budget, with two projects carried over to the next financial period.

Human Resources

Provides strategic and operational human resources service including project management, industrial and employee relations, occupational health and safety and organisational and workforce development.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Workforce Management Plan's actions completed on time.	100%	100%	The Self-Insurers License was audited by WorkCover with Council achieving 100% in category 1 and 3 of the National Audit Tool. Mediated Enterprise Agreement Negotiations will reconvene in September 2014. Organisational Structure and Leadership programs are on track, Emerging Leaders has been successfully implemented; 301 Supervisors have completed the Leadership Survey. Organisational Culture Program is gaining momentum.
% Work Health Safety corrective actions identified completed.	85%	78%	1,638 corrective actions (a decrease of 7.5% from last financial year) were identified at site level and the corrective action completion rate was 78% (1,638 raised and 1,274 closed out). This is a 13% decrease on the last financial year result in completing corrective actions.

Information and Records

Organises and manage Council's records and information, (including access, retrieval, storage and disposal) to ensure information of Corporate value held by the Council is available to meet business requirements and to assist Council officials to inform decision-making in accordance with legislative requirements.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in documents processed within 2 days of received.	90%	85%	85% of documents received were processed within two days of receipt.
% Trend in Electronic Data Records Management System support and training sessions delivered.	93%	100%	3,151 requests were completed during this reporting period and advice on the correct location to save documents. A decrease of 4.16% trend in comparison to the last reporting period. Training sessions however saw an increase from 23 sessions to 38 sessions. This amounted to a 65 % increase during this reporting period.

Information Technology

Provides the planning, implementation, maintenance and support of Council's information technology systems and infrastructure.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in Infrastructure and core systems availability during business hours.	80%	98%	There was 180 minutes of combined core systems downtime during business hours.
% Trend in Service levels met for Helpdesk/Desktop support and core application availability.	100%	97%	Service Requests were completed within the Service Level Agreement timeframes

Insurance

Provides the management of Council's workers-compensation self insurer licence, general insurance renewals and management of claims.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Reduction in incoming new claims for workers compensation and public liability.	100%	1.6%	There was a 1.6% decrease in incoming new claims for workers compensation and public liability for this reporting period.

Integrated Planning and Reporting

Implement the compliance, coordination and development of the Integrated Planning and Reporting Framework (documents and reports) and internal improvements to corporate planning, performance and reporting.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
# Integrated Planning and Reporting requirements developed within 7 days of legislative timeframe.	100%	100%	All legal requirements for Integrated Planning and Reporting were met including the Quarterly Reports, 2014/2015 Operational Plan and the Revised 2013/2017 Delivery Program.
% Planning and reporting improvement program actions implemented within agreed timeframe.	N/A	N/A	Planning is underway with no actions or programs ready to be implemented at this stage.

Payroll

Manage Council's payroll system, including payment of staff, advice and support.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Trend in payroll reported errors.	94%	50%	There was a 50% decrease in reported payroll errors for the reporting period.

Procurement, Fleet and Stores

Develop, maintain and use competitive, transparent, accountable and ethical procurement and supply processes when the acquisition of goods and services are required to deliver Council services.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Purchasing and tendering compliance with policy and legislative requirements.	100%	100%	All contracts were renewed on time

Property Development Fund Unit (PDF)

Provides Council with a self funded Property Development Fund (PDF) for the purpose of generating additional revenue through entrepreneurial real estate activities with the commercial returns being reinvested and available for identified projects for the City.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
% Profit margin on Council's property development and investment.	100%	100%	Projects on track and profit margin for the developments remain on target.

Sustainable Resource Centre

Recycles construction waste to produce marketable construction materials utilising innovative and cost effective methods that result in a commercial return to Council. The service enables Council to divert construction and demolition waste from landfill for recycling and reuse.

Performance Indicator (as per Delivery Program 2013-2017)	Result (Jul-Dec 2013)	Result (Jan-Jun 2014)	Comments
# Tonnes CO ² emission saved.	3,369	2,438	2,438 tonnes CO2 emission was saved which is 4% above our target.

ADOPTED - 9 SEPTEMBER 2014