

01 Leadership in Sustainability

1a Vision for Randwick City Council

P001	Council's planning and reporting	50%
Comments	The 2017-18 Annual Report and the September 2018 Quarterly Report were adopted at the November meeting of Council.	
P002	Update the Long Term Financial Plan	90%
Comments	The Long Term Financial Plan (LTFP) has been updated and rolled forward to the ten year period commencing 1 July 2019. On 11 December 2018 the Council endorsed public exhibition of the draft plan. The LTFP will be submitted to Council in February 2019 for consideration for adoption.	
S001	Monitor Council's financial performance and position	50%
Comments	Financial performance indicators for the second quarter of the financial year are tracking on or above target.	
S002	Collaboration around CCTV and other crime prevention measures	50%
Comments	Technology Systems and Health, Building and Regulatory Services staff assist the NSW Police with operation of the CCTV system at Coogee Beach. During the reporting period NSW Police were issued with two iPads allowing control of the CCTV cameras from any location with mobile coverage. These iPads were used extensively in support of Coogee Carols, Christmas Day and New Years Eve events.	
P003a	Business system related projects – Digital Strategy	50%
Comments	Implementation of the DRLC Leisure Management system continues, with User Acceptance Testing currently underway. Improvements are being made to the Waste Management System which is used to manage the waste services contract and on call clean ups. Enhancements to the DA tracking website allows users to make submissions from the DA details page. The search function of the Business Papers and Minutes site has been improved.	
P003b	Technology systems related projects – Digital Strategy	50%
Comments	Council was successful in winning two Commonwealth funded Smart Cities and Suburbs Grants – one focussed on the application of technology to improve safety and the beachgoing experience at Coogee Beach and surrounding precinct, and the second to implement innovative parking solutions in Randwick City using technology, with a particular focus on the Kingsford-Kensington light rail corridor. Council continued its investments in line with the Digital Strategy with a focus being deployment of Public Wifi to Coogee Beach with a soft launch in November 2018. On Boxing Day 2018, 176 members of the public were connected simultaneously to the five wireless access points installed at Coogee Beach. Orders have been raised and service provisioning is underway for wifi at Maroubra Beach Lifeguard station precinct and design work for the Mahon Pool and Clovelly Beach areas has commenced.	
P004	Spatial related projects – Digital Strategy	50%
Comments	Continue development of resident parking off street and on street audit for the whole LGA.	
P005	Prepare a new Recreation Needs Study	50%
Comments	Undertaking review and gap analysis of existing Recreation Needs Study as background to a new Study to be carried out in the 2019-20 financial year.	
P006	Prepare a 'Living the green strategy'	50%
Comments	Background investigations and a gap analysis carried out to identify necessary components of Green Infrastructure Strategy and areas of new work.	

1b Leadership

P007	ICARE corporate values	70%
Comments	Values applied in the attraction and selection of new employees. Additional branding refresh work delivered including signage.	
P008	Leadership capability	50%
Comments	Courageous Conversations Frontline Leadership training pilot design finalised and provider engaged. Randwick Australasian Management Challenge Team 2019 identified and selected by MANEX.	
P009	Attraction and retention	50%
Comments	Final recruitment projects for 2019 closed. Review of job vacancy advertising aligned to best practice to attract talent.	
S003	Media and public comment management	50%
Comments	Randwick City Council responded to 36 requests from media outlets for information and/or public comment during the October to December quarter. These included queries about Council's development levy for K2K, Night time economy survey, Mahon Pool upgrade, Council support of light rail affected residents, "cat ban", Anzac Rd heritage, Alcohol ban Munda St reserve, Council's objection to mobile phone stations, Bali Memorial, Blue Screening and Take 3 for the Sea talk, Cape Banks Walking Track, Smart City Strategy, SSR0C and Origin Energy partnership for Energy Supply, boat trailer survey, Interview with new Mayor Kathy Neilson, Conquer Coogee, New GM appointed, Affordable housing, Jack Vanny re-opening, Best Gift Market, Cycle route, Wheelchair matting, White Ribbon Walk, Yarra Bay Cruise ship proposal, Environmental Levy Survey, E-bike hire scheme, Randwick Sports Awards, Kingsford Noodle Market, Suicide Prevention Workshop.	
S004	Promote Council's achievements	50%
Comments	Randwick City Council issued 19 media releases during the October to December quarter covering topics such as: our Bali Commemoration Ceremony, being finalists in the Banksia Sustainability Awards, upgrades to Mahon Pool, a summary of our October, November and December Council meetings, ur concern over the rollout of mobile phone facilities, Jack Vanny remediation works, Sports awards, Kingsford Noodle Markets, Cycleway improvements, wheelchair matting at the beach, Cape Banks Walkway, White Ribbon Walk, Coogee Bay Rd works finishing in time for summer, Environmental Levy survey, electric vehicle charging stations, Coogee Carols and New Year's Eve celebrations.	
P010	Learning and Development Strategy	50%
Comments	Delivery of ICARE learning program to employees.	
P011	Employee engagement & wellbeing	50%
Comments	Service Awards presented to employees as part of annual reward and recognition program. Befit weekly fitness program and monthly lifestyle lunches to engage and support the wellbeing of employees.	

P012	High performance culture	50%
Comments	Employee Engagement Survey completed, and results delivered across the Council. Increase in response rate to 75%, increase in Employee Engagement score to 72%, and increase in Net Promoter Score to 25.	
S005	Provision of Business Papers	50%
Comments	100% of business papers for Council and Committee meetings have been posted on the website by the Wednesday prior to each meeting. 100% of business papers have been made available for Councillor and staff access by Tuesdays (1 week) prior to each Council meeting.	
S006	Government Information (Public Access) Act 2009 compliance	50%
Comments	2 Formal GIPA applications were dealt with during the quarter. All (100%) were determined within the statutory timeframe (being 20 working days). 296 Access to Information requests (informal GIPA requests) were dealt with during the quarter. 93% (or 275 of the 296 applications) were dealt with within the service standard (being 5 working days).	
S007	Compliance with purchasing procedures	50%
Comments	Purchase order audits indicated 95% compliance with the purchasing procedures for the quarter. The physical audit of the last store's inventory undertaken in December 2018 indicated a 99% accuracy of stock items. All tenders undertaken in the quarter were 100% compliant with legislative requirements.	
S008	Council's Property portfolio	50%
Comments	Council owned and managed properties are managed in accordance with legislative requirements and lease / licence agreements terms and conditions. 141 occupation of footway agreements and 147 lease or licence agreements are in place.	
S009	Council's Insurance Program	50%
Comments	2018-19 insurance renewals complete. Public liability/Professional Indemnity claims are managed by Echelon Australia. Property, motor vehicle and other claims are managed in house.	
S010	Electronic Document Management System	50%
Comments	Ongoing HPCM training for all new & existing staff (Beginner, Basic, Advanced and one-on-one) continues, along with information and training sessions tailored for specific Departments. All overdue reports were presented to MANEX and Joint MANEX every week. Utilising the iFerret application, statistical reports have been provided and reported to MANEX on the number of documents saved in HPCM versus ones saved on the Network directories.	
S011	Management of information	50%
Comments	All the projects contained in the Archives Project Plan 2017-2021 are either complete or up-to-date, including: GA39 & GDA45 implementation, electronic media, archiving of records (existing & new), procedures updates, physical holding accessibility, managing the flow of archives and Finance storeroom cleanup.	
P013	Local Planning Panel review	50%
Comments	The amended Randwick Planning Panel guidelines have been adopted at the Randwick Planning Panel meeting on 13 December 2018 in line with best practice. A detailed annual review of the panel will be undertaken in March 2019.	

S012	Financial operations, systems and information	50%
Comments	All financial operations policy, procedures and legislative requirements were achieved in the December quarter. Key financial functions include rates, debtors, accounts payable, GST, FBT, investments, payroll and cash management.	
S013	Rates and charges	50%
Comments	The 2018-19 Rate Levy was issued in accordance with legislative requirements incorporating new SRV increase and introduction of Port Botany business rate. The second instalment was due 30 November 2018. Additional \$75 pensioner concession introduced for 2018-19.	
S014	Maximise returns of Council's investment portfolio while minimising risk	50%
Comments	Council's investments have been maintained in accordance with the adopted policy. Monthly investment reports have been provided to Council and the investment position referred to the Internal Audit Committee for consideration. No capital loss or investment defaults occurred in the September quarter. Investment returns exceed industry benchmark. New Investment Policy adopted November 2018.	
S015	Provision of financial information, advice and reports	50%
Comments	All internal and external financial reporting requirements were met for the second quarter of the financial year. The 2017-18 financial statements Audit Report was issued in October 2018 and the September quarter budget review submitted to Council. The December quarter budget review is underway.	
S016	Customer service requests	50%
Comments	Council received 8,925 service requests during the September quarter of which 95.1% were completed within the service level agreement timeframe. Council received 26,142 phone calls via the call centre during this period of which 2.4% were abandoned. Council target is to have fewer than 5% abandoned calls on average.	
S017	Business programs and systems	50%
Comments	Decommissioned three unused or superseded systems, saving maintenance costs. Completed testing of the ATO compliance changes to the Payroll system in preparation for the full update to the system. Changed the way attachments to records were made in corporate systems, improving access to information and regulatory compliance.	
S018	Information technology infrastructure	50%
Comments	In October, Council executed contracts with Harbour IT and NTT COM ICT for the provision of new server equipment, colocation and communication services as per the resolution of Council in September 2018. Preparation work has been completed with the establishment of new racks and fibre optic links in the Global Switch facility in Ultimo and the Equinix SY3 facility in Alexandria. These will house the new server equipment due to be commissioned in January 2019. In December, a new tape backup library using high capacity LTO7 tapes was commissioned at the Margaret Martin Library. Other projects undertaken include connectivity to the Lexington Place Centre and Burnie Park Community Centre; continued consolidation and upgrade of the server environment and a strong emphasis on security vulnerability patching with compliance exceeding 99% for the first time.	
S019	Information technology support	50%
Comments	The Technology Service Desk continued to provide a high level of support during the quarter with 2,332 tickets resolved by the Service Desk. The team focus remained on the continued rollout of the Mobile Workforce Project with teams in Infrastructure Services and Health, Building and Regulatory Services being equipped with mobile Surface Pro devices. The deployment of mobile devices allows staff to work in the community rather than the office and provides access to all Council systems and services.	
S020	Information technology business processes	50%

Comments	Review of the invoicing process for the Licensing department continues with testing underway with the HBRS department. Review of the intranet content and forms and business processes is underway in preparation for the new intranet and digital working. Implemented 2 new online forms for Learning and Development conference bookings to streamline processes and ensure all information is captured correctly.	50%
S021	Information technology development & integration	
Comments	New online forms which integrate to Pathway CRM system are being tested. Continued to update integrations between property and asset systems to streamline processes. Improved the report portal, including TechnologyOne reports as well as Pathway reports for self-service access to data.	50%
S022	Maintenance of the Name and Address Register	
Comments	In the Corporate Name and Address Register, over 1,500 contact details were updated, and approximately 5,000 name and address data integrity anomalies were corrected. Three staff members received detailed training at the level of NAR Officer level.	50%
S023	Workers compensation program	
Comments	Workers Compensation claims managed. Claims Performance Measure well below industry average.	50%
P014	WHS management systems	
Comments	Personal Protective Equipment Procedure reviewed with consultation.	50%
P015	Encourage employee wellbeing	
Comments	Skin cancer awareness sessions facilitated across Council, followed by skin cancer checks offered to employees.	50%
P016	Workplace Health and Safety Strategy	
Comments	Return to work program reviewed, consulted and submitted for approval at first MANEX meeting for 2019. The Alcohol and Other Drugs Policy and procedure have been drafted and released to Unions for consultation.	50%
S024	GIS Services	
Comments	During the December quarter, 2 new map layers were created for internal use. 11 map layers were updated including those displaying the location of resident off street parking, state heritage, housing commission, pits and conduits. 17 cartographic maps were produced including maps for the Coogee Sparkies NYE celebration and land negotiations. As well as maps displaying the location of irrigation systems, venues, council owned properties, telephone booths, resident parking areas and outstanding footpath defects. 6,943 lot size, 29 height of building, 6 floor space ratio, 2 heritage and 26 land zoning data integrity errors were identified and corrected in the corporate Property and Mapping System.	50%
S025	Online maps	
Comments	Continue to develop apps for internal use as required by the business needs of Departments.	50%

S026	3D mapping	50%
Comments	The total area of Randwick City modelled in 3D is 5km ² .	
S027	GIS infrastructure	50%
Comments	GIS environment system uptime was high for the December quarter.	

1c Continuous improvement

P017	Business Excellence Framework	50%
Comments	The annual Councillors Workshop was undertaken in December, focussing on strategy.	
P018	Internal Audit Plan	50%
Comments	The Audit Plan for the December quarter has been implemented.	
P019	Crisis Management and Business Continuity Plan testing	50%
Comments	Review of BCP Subplans underway with relevant Managers across Council.	
P020	City Plan Indicators	50%
Comments	The 2018-19 Annual Report outlined relevant data / indicators.	
P021	Enterprise Risks	50%
Comments	Risk Register review workshops underway with teams across Council.	

02 A Vibrant and Diverse Community

2a Meeting Community Needs

P022	Community initiatives	100%
Comments	Communication strategy for the 2019 Community Service Awards developed and implemented. This included a more extensive advertising campaign and the production of a video clip shown at the Ritz Theatre encouraging residents to nominate worthy community members. Identified and planned community initiatives for 2018-19 financial year fully met.	
P023	Information sharing regarding disability services	70%
Comments	Several community workshops held covering a range of issues including access to NDIS services, Mental Health, and Hearing Impairments. Community members' feedback on actions taken to date was sought to inform Council's reporting on progress in implementation of its Disability Inclusion Action Plan.	

S028	Interagency meetings	50%
Comments	Community Development staff continues to attend, chairs or co-chairs 35 government and non-government interagency networks. These network meetings are an effective vehicle to share service information, highlight emerging trends and facilitating co-design community workshops and projects. They are also effective in providing feedback to Government agencies on reforms to policy and program implementation. Council staff are regularly consulted by Government agencies on these issues.	
S029	Implement the subsidised rental policy	50%
Comments	Community tenants are managed in accordance with legislative requirements and lease / licence agreements. 45 tenancies provided with subsidies under the Community Facilities Management Policy.	
S030	Moverly Children's Centre	50%
Comments	During the December quarter, staff focussed on preparing pre-school children leaving the Centre for their new school term. A graduation ceremony to 'big school' and the children's Christmas party were held at the Randwick Community Centre. During this period, staff were also occupied with the task of filling in vacancies by offering places to parents from the Centre's wait list. To date the childcare centre is operating at 90% capacity.	
S031	Multipurpose centres plans of management	50%
Comments	Budget forecasts have been achieved for both multi-purpose centres - Randwick Community Centre and Prince Henry Centre (PHC). At the PHC, 66 events were held (44 commercial/22 non-commercial) during the December quarter. At the Randwick Community Centre, 84 bookings took place (4 commercial/80 non-commercial).	
P024	Enhancing mobility access to beaches	100%
Comments	All access beach matting for wheelchair users has been installed at Malabar Beach and all works completed. All patrolled beaches have accessible beach wheelchairs for public use.	
S032	Translated content on Council's website	50%
Comments	Randwick City Council provides information in five languages on its website (Chinese – traditional, Spanish, Russian, Indonesian and Greek). During the December Quarter there were 666 page views with 515 unique page views. Content translated into Chinese continues to be the most visited page, with 384 page views (accounting for 57.7% of traffic to the translated content section of Council's website).	
S033	Project coordination to support our CALD community	50%
Comments	Randwick City Library has current partnerships with The Korean Cultural Centre, City East College, Randwick TAFE and the Ethnic Community Services Co-operative (formerly Eastern Suburbs Multicultural Access Project). Randwick City Library delivers community-led storytelling for children in 7 CALD languages- French, Russian, Chinese, Korean, Japanese, Portuguese and Spanish. In addition to providing our popular English Conversation Classes, we also host a book club for people from Non-English-speaking Backgrounds. Our partnership with City East College enabled us to host technology training for Spanish speakers in this quarter.	
S034	Library community language collections	50%
Comments	In the December quarter, the Culturally and Linguistically Diverse (CALD) community borrowed a total of 8,939 items from Randwick City Library's core collection of 7 languages. A further 255 items were borrowed by customers from the State Library's collection in this quarter.	

S035	Provision of programs and activities for CALD community	50%
Comments	In the December quarter, there were 868 attendees at 71 CALD specific activities, which includes early literacy activities for children, English Language learning and computer classes.	
P025	Library focus on accessibility and inclusivity	50%
Comments	The library provides Home Library Services to 166 customers, delivering library materials fortnightly to housebound members of our community. Our popular Seniors programs foster social inclusion through activities such as Bridge, Mah Jong and monthly sing-alongs with our Seaside Singers. Library facilities are designed to Australian Standards to allow aisle width accessibility for mobility scooters and wheelchairs. The library collections team support accessibility by providing materials such as Large Print and Audiobooks for vision impairment and our children's collection has brought in new dyslexic friendly reading materials for children with reading difficulties.	
P026	Improving community resilience and knowledge/access to support services	50%
Comments	In October Council staff delivered an information session at Margaret Martin Library on tenancy rights, tailored specifically for people renting in the private sector, in partnership with the NSW Tenants Advice and Advocacy Services. A second information session will be scheduled before the end of 2018-19 financial year. Completed delivery of the last Parenting Workshop courses for the calendar year. Commenced planning for the new six-monthly program, January – June 2019	
P027	Disability motorised scooters – recharge scheme	25%
	Preliminary investigation in progress, investigating feasibility of implementing this scheme.	
P028	Support women and families experiencing domestic violence	80%
Comments	Successfully established a transitional housing program for eligible women and their children exiting from women's refuges. Council continues to support an outreach women's domestic violence consulting service provided by The Deli Women and Children's Centre and facilitates 'Love Bites' respectful relationships sessions in local high schools. Council staff also completed implementation of November's <i>16 Days of Activism Against Gender Violence</i> activities in Eastern Sydney.	
S036	Assist in project coordination to support our ATSI community	50%
Comments	Council staff provided administrative support to 2 meetings of the La Perouse Aboriginal Non-Government Organisations Network and continues to attend the Aboriginal Government Interagency chaired by the La Perouse Local Aboriginal Land Council. Council provided financial support to the annual Guriwal Breast Cancer Awareness Morning Tea event. Community Development Officer continues to mentor staff responsible for running the Youth Off the Street's Aboriginal program in Maroubra.	
S037	Social inclusion activities and projects	50%
Comments	Supported students from Centennial park School to expand the confidence, employability and experience through a 'coffee club' project partnership. Staff provided support to the Inner and Eastern Sydney Multicultural interagency to plan and implement the annual Migrants Employment Expo held on Randwick TAFE campus. Council also partnered with local services during the December quarter to deliver Matraville Family Fun Day, Grandparents Fun Day, and CALD community information sessions on raising water safety awareness.	
P029	Community Funding Programs	50%
Comments	Successful applicants for the September round of the Cultural and Community Grant program have been informed and funds totalling \$55,926 have been allocated. The next and final funding round for the financial year will be held in February 2019.	

P030	Pilot program to reduce social isolation	0%
Comments	Pilot program to be funded by partner government agency has been deferred until further notice.	

2b Strong partnerships

S038	Support local precincts and Chambers of Commerce	50%
Comments	13 precinct meetings were held over the quarter. Council received 9 sets of precinct meeting minutes and responded to 28 resolutions of the precincts. The local business associations are regularly informed of all Council information relevant to the local business community.	
P031	Community hub and foodbank	100%
Comments	Staff in partnership with project partners completed the renovation project of the <i>Hub @ Lexo</i> facility. Official opening ceremony was held on 19 December 2018. Project partners have commenced activities planning aimed at enhancing the safety and social and health wellbeing of the local community. Services currently being delivered include: Housing NSW outreach, GP visits, Legal Advice from Kingsford Legal Service, and a supplementary food program.	

2c Community facilities

P032	Plan for and construct community facilities under the Major Projects initiative	50%
Comments	Refer to Major Projects response PO61.	

2d Cultural diversity

P033	Implement Cultural Events Program	50%
Comments	Randwick Town Hall hosted two performances in September and November to capacity audiences as part of the Twilight Concerts 2018 program, Orquesta La Luna (Tango music) and Keppie Coutts' Mad River (musical murder mystery). A puppet show for younger children and their parents was held in October at the Randwick Literary Institute's hall. The new members of the Council's Arts and Culture Advisory Committee held its first meeting in December 2018.	
P034	Implement the annual events calendar	50%
Comments	<p>During the December quarter Council held a total of 14 major events. These included the Bali Commemoration ceremony, the Kingsford Noodle Markets, Seniors Christmas Concerts, Sydney's White Ribbon Walk, Coogee Carols and NYE Coogee Sparkles.</p> <p>Highlights: The White Ribbon Walk was a highlight event with thousands of people walking to end domestic violence. Local high school representatives MC'd the event and ambassador Dr Angela Jay spoke about her experience and demonstrated why it was important for people to stand up and speak out about Domestic Violence.</p>	
P035	Development of a cultural program at La Perouse museum	50%
Comments	One of three temporary exhibitions (Aboriginal Art of La Perouse) leading the Museum's 2018-2019 calendar opened in November. This show was curated in partnership with the La Perouse Local Aboriginal Land Council, the Museum and representatives from Council. The exhibition comprises 40 artworks all sourced from the La Perouse Aboriginal community and celebrates the richness and unique cultural identity of this incredibly significant suburb.	
S039	Civic Events	50%
Comments	The Mayor recognised high achievers and the Garden Awards and Sports Awards. The Mayor also held a reception to commemorate 100 years of women in Local Government and invited current and past female Councillors and Mayor's to attend and presented them with a framed certificate.	

03 An Informed and Engaged Community

3a Communicating effectively

S040	Apply corporate communication and visual design standards	50%
Comments	Randwick City Council reviewed, edited and distributed approximately 80 publications during the quarter, including posters, fliers, banners, signage, brochures, newsletters and advertisements. These publications were edited to ensure they were of a high quality and reflected Council's refreshed and consolidated style. All publications go through a publication approval system to ensure quality of design and effective and correct communication.	
S041	Communication plans	50%
Comments	Randwick City Council developed and implemented 14 Comms plans to inform, educate and engage the community on various activities including Best Gift Market, Architecture on Show, Chemical clean out event, Coogee Sparkles, Environmental Levy extension, Marine Coastal Discovery, Night time Noodle market, Seniors Xmas Concert, White Ribbon Walk, Alcohol Ban, Marine & Coastal Discovery Program, Coogee Carols, Cycleway.	
S042	Community newsletters	50%
Comments	Randwick Council published 12 editions of Randwick news. The Open rate was 29% and click through rate was 21.43%, which is strong by industry standards. We currently have 43,245 subscribers to the eNewsletter. Council also produced its printed newsletter magazine Scene in December 2018 which was distributed to 60,000 households.	
S043	Graphic Design	50%
Comments	Council designed over 330 items for internal and resident communication pieces. We published the updated City Plan and Financial Plan as well as the Annual report. We have also created new creative for The Coogee sparkles, Christmas Carols and Best Gift Market. The Summer edition of Scene was released. Council designed collateral for The Environmental Levy consultation and the Cycleways consultation. The waste calendar was designed and distributed as well as all collateral for Australia Day.	
S044	Banner pole advertising	50%
Comments	We successfully installed six banner programs throughout the city council to inform residents of upcoming events and community activities including The Updated Tram Posters, Kingsford Night Noodle Market, Christmas in Randwick and the White Ribbon Walk.	
S045	Council's website	50%
Comments	There were 381,674 visitors to the council site who viewed 844,822 pages. Improved access to information with the interactive maps for Facilities. Improved the foot path dining section of the website in response to user feedback.	
S046	Library web sub-site	50%
Comments	During the December quarter, there were 144,310 views (from 77,306 unique sessions) on the Randwick City Library website. Over the same period, Randwick City Library's Facebook page grew by 2.6% to 1,479 likes, delivering 124 posts to a total reach of 48,668 users. The Randwick City Library had 750 forms completed online.	
S047	Online services	50%
Comments	Over 2000 people scheduled waste clean ups online, saving significant cost to the call centre. 24,204 users viewed over 100,000 Development Application pages. Over 3,000 people used our online services. In response to community feedback and consultations, the DA tracking site was updated to allow users to make submissions regarding DAs from the details page.	
P036	Online access solutions for Library Customers	50%

Comments	Based on feedback from patrons and staff the search results display for the Library catalogue has been changed to search options, providing visible access to collections at an earlier stage. Where available, the Marc 880 field has been enabled on the library catalogue, allowing for titles, authors, and series to be displayed in an items Language, for example Russian Characters now display for Russian works. Changes have also been made to improve Patron account security, changing the default PIN for accounts to a member's birthdate, as well as allowing patrons to reset their own password via email.	50%
P037	Implement innovative technology at the Library	50%
Comments	Over the Quarter there was 49,742 public Wi-Fi logins across all branches, 25,933 logins to public computers, and 34,833 Library catalogue sessions and 40,258 searches.	
S048	IT infrastructure support	N/A
Comments	Refer to S018.	
P038	Online DA service	50%
Comments	A big blue button labelled 'Make a submission' is now available on the DA tracking page. This button is only visible during the notification period and when selected, an email addressed to Council is opened (with the DA number in the subject heading). Business systems have also made a number of other improvements to the DA tracking page such as one-click to get to documents and acceptance of different formats.	50%
P039	Develop a sub-site for Council's venues	50%
Comments	The site has been developed and final tweaks are being made to the design before going live.	
3b Participation in decision making		
S049	Effective consultation plans	50%
Comments	Consultations conducted for the Night Time Economy perception survey, Walking and cycling improvements: South Coogee to Kingsford proposal, Draft Smart City Strategy exhibition, Financial Statements and Auditors Report 2017-18 and the Frenchmans Bay Playground Upgrade. Completed Resident Parking Scheme surveys for areas RA4, KN3, KF1 and KN2. Commenced the 2019 Communications Survey and Environmental Levy. Continued the Water Quality Survey, Bad Bollards and Street Libraries interactive mapping.	
S050	Social Media	50%
Comments	Council posted 20 Instagram posts and the number of followers grew by approximately 300 in the last quarter, sitting currently at 3583. We also posted 108 times on Facebook and currently have 17,788 followers. Our most popular post for the quarter reached 75,000+ people and was a video of a snake in Little Bay. Our second most popular post reached 8397 people and was a safety video for swimming at Coogee Beach. We tweeted 50 times between the two accounts @randwickcouncil and @RandwickMayor and we currently have 4894 followers between both accounts.	
P040	Engage the community regarding the environmental levy	50%
Comments	A community consultation program is underway to engage with the community regarding the continuation of the Environmental Levy from 20 November to 9 January 2019 (extended). Consultation techniques include a ratepayer survey mailed to every ratepayer, a random and representative telephone survey, advertising, public information sessions and a dedicated website.	
P041	Feedback on the events program	25%
Comments	Feedback from event attendees has been collected at the Noodle Markets and Coogee Carols. Further consultation planning is required.	

04 Excellence in Urban Design and Development

4a Improved design

P042	Light rail strategic development	50%
Comments	Discussions with TfNSW and Acciona are ongoing regarding the last remaining design issues on the project.	
P043	K2K urban design strategy and planning proposal	50%
Comments	On 8 October 2018, Council's Strategic Planning team members and consultants met with the Independent Planning Commission (IPC) to discuss the conditions placed on the Gateway Determination. Council's position that a community infrastructure charge is valid and appropriate was upheld by the IPC.	
P044	Development Control Plan controls for K2K	50%
Comments	DCP controls for K2K will be implemented following the finalisation of the Gateway determination conditions by the Department of Planning and Environment and public exhibition of the K2K Planning Proposal.	
P045	Architecture Talks and Urban Design Awards	80%
Comments	The final Talk for 2018 was held on 22 November with speakers covering heritage renovations. The Talk was well attended and video recorded.	

4b Robust development framework

S051	DA Determination	50%
Comments	<ol style="list-style-type: none">1. Median net processing time for all DAs determined was 31.71 days (target 35 days)2. Average net processing time for all DAs determined was 33.83 days (target 40 days)3. Average gross approval time for the first 90% of total development applications is to be 50 days4. Average gross approval time for the first 90% of residential development applications is to be 55 days <p>Points 3 and 4 are the KPI targets reported by the State Government in the Local Development Performance Monitor (the Monitor). The Monitor has not been updated by the relevant State Government agency since 2015, the following KPI targets prepared by Council's DA team are being reported as follows:</p> <ol style="list-style-type: none">5. Median gross processing time for all DAs determined was 62.7 days (target 65 days)6. Average gross processing time for all DAs determined was 85.39 days (target 80 days) <p>The median and average net processing times (points 1 and 2) and the median gross processing time (point 5) are in accordance with target KPIs. The average gross processing time (point 6) is slightly longer than the target KPI due to the determination of a backlog of DAs before the end of the year.</p>	
P046	Review of DA processing framework	50%
Comments	New standard RLPP report templates (including standard wording for assessing clause 4.6 variations) for medium density, mixed use, commercial and dwelling house developments have been prepared.	
P047	Prepare Council's housing strategy	50%
Comments	Housing Strategy work commenced in the December quarter and consultants housing capacity analysis was received in late December 2018. Initial study outcomes and directions are being reviewed.	

5a Maximise open space use

P048	Concept design and investigation of Coastal Walkway at Lurline Bay	10%
Comments	Historical report from SKM Engineers provides basis for further investigation.	

5b Range of activities

S052	Community programs at Des Renford Leisure Centre	50%
Comments	DRLC achieved an 8% increase in attendances for the July to December period compared to the same period in the 2017-18 financial year. The facility averaged over 19,200 visits per week with learn to swim participation maintaining over 4,600 weekly enrolments and gym attendance maintaining over 2,600 week-to-week memberships. Highlights: DRLC achieved over 500,000 visits between July and December.	
P049	Redesign and construct new playground at Frenchmans Reserve	50%
Comments	Concept design developed. Community consultation completed.	
PO50	Upgrade the Kokoda Memorial Park Playground	25%
Comments	Design development underway.	
PO51	Construct new boardwalk – western edge Randwick Environment Park	0%
Comments	This project has not progressed at this stage – conversations continue.	

5c Open space creation

P052	Advocate for Malabar Headland Access	50%
Comments	Council continues to advocate for improvements to facilities and access to Malabar Headland.	
P053	Open space opportunities in line with light rail	50%
Comments	Final design details and landscape elements for the plaza at High Cross Park above the underground substation were agreed upon with TfNSW and Acciona.	

5d Innovative library programs

S053	Community feedback on library services	50%
Comments	Satisfaction surveys continue to be collected at all adult events. Across the December quarter, aggregate feedback indicated that these events met the expectations of 98% of participants and 96% rated their overall impressions as good or outstanding.	
P054	Library resource acquisitions	50%
Comments	During the December quarter, 3,434 new items were added to Randwick City Library's physical collection.	
S054	Digital items and resources	50%
Comments	The Library offers a wide range of online resources, from eBooks & eAudiobooks to films streaming, language learning, and research resources. There were 77,157 sessions and 583,542 searches of the online databases during the quarter. There were 10,862 eBook loans, 6,767 eAudio loans, and 4,200 eMagazine loans. The eMagazines collection saw increased loans thanks to the new ability for patrons to subscribe to their favourite titles, having them loaned to them as soon as they are	

available.

The Library's film streaming service had 2,086 films played, and 6,031 Minutes were used by members learning another language.

50%

S055 Satisfaction with library facilities, services and resources

Across the Library service in the December Quarter 194,380 loans, 139,468 visits, and 2,348 new memberships were recorded.

50%

S056 Implement Library calendar of events

In the December quarter, Randwick City Library ran 372 individual events, attended by 9,764 people. Regular activities for pre-schoolers and children, and technology focused classes such as the Talking Tech series continue to be strongly patronised. Post event feedback for adult events showed 98% of respondents rated that the event met their expectations and 96% rated their overall impression of the event as very good or outstanding. Highlights include author talks delivered by Hugh Mackay and Richard Glover; The Lionel Bowen Young Writers' Award ceremony; the International Games Day; the Talking Tech event: Basic Photo Editing; history talks by Roy Williams and Naomi Perry. During the December quarter, there were 24,779 views (7,125 sessions) on the Randwick City Library events page.

50%

S057 Programs for children & families

During the September quarter, Randwick City Library delivered 203 activities for children, such as craft, children's book clubs, school holiday activities, baby lapsit and storytime to 6,022 participants.

50%

S058 Programs for seniors

In the December quarter, 1,619 seniors attended 98 sessions covering technology, singing, card games, chess, art and writing. The Senior Services area also developed an exhibition, based on the works of Create Art Class.

50%

S059 Implement Library Outreach Program

Randwick City Library engaged with 368 attendees at 10 outreach activities in the December quarter. This included a well-received talk on eBooks and online services for residents at The Grove at Randwick and a stall at the Best Gift Market at Alison Park where we led library promotion and craft activities with recycled materials.

25%

P055 Improve physical aspects of library facilities

CK Design International has been selected to enhance the façade, signage and street presence of the Lionel Bowen Library and the design phase will begin in January 2019.

50%

S060 Provide lifelong learning opportunities through the library

Randwick City Library provides lifelong learning opportunities via talks, educational workshops and information in various formats including audio visual, print and electronic. The majority of the library's electronic resources are accessible remotely 24/7. About 1,400 people attended the 96 different lifelong learning activities delivered. Key activities facilitated included seven writing workshops, five early childhood educational talks and toy workshops, three wellness talks, two Strata-living educational talks for seniors, five events for HSC students, 19 technology related classes and sessions (including three sessions run in Chinese and eight in Spanish language), and 35 English Conversation classes.

06 A Liveable City

6a & 6b Public asset management

25%

P056 Asset Management System

Stakeholder departments are contributing to the development of a brief with a view to commencing the procurement process in 2019.

S061 Comments	Maintain drainage infrastructure Road Services completed 59 drainage requests, at 90.3% within the SLA, and 74 clear culvert/pits requests at 69% within SLA during the December 2018 quarter.	50%
S062 Comments	Maintain open space areas During the quarter, scheduled maintenance within parks, sports fields and other public areas was completed within or near service times. Requests from the community were completed on or near SLA times including coastal walkway maintenance (80%), nature strip maintenance (90%), parks lighting maintenance (100%), parks maintenance (82%) and weed removal and spraying (100%) and Sportsfields maintenance (100%). There has been a substantial decrease in the amount of community requests received during the period which can be attributed to an improvement in the frequency of scheduled maintenance.	50%
S063 Comments	Maintain Council owned buildings and structures During the December 2018 quarter, all scheduled maintenance for Council owned buildings and structures were completed as per schedule. These services include general building maintenance, air conditioning, lifts and fire services. Council responded to other maintenance requests from internal and external customers of which 100% were completed within SLA.	50%
S064 Comments	Maintain road pavement infrastructure Road Services completed 63 Road Pavement repairs at 91% within SLA and 333 Pothole requests at 86% within SLA during the December 2018 quarter.	50%
S065 Comments	Maintain footpaths Road Services completed 288 footpath repairs at 94% within SLA Footpath Requests during the December 2018 quarter.	50%
P057 Comments	Footpath Construction and Renewal Program 2018-19 Footpath Program - new southward footpath construction at 100% complete.	50%
P058 Comments	Road Rehabilitation Program The Road Rehabilitation Program is progressing to schedule.	50%
P059 Comments	Building Capital Maintenance Program General Maintenance for Council owned buildings completed as requested.	50%
P060 Comments	Drainage Program The Drainage Capital Works Program is progressing to schedule. Numerous minor upgrades and the Duke Street project are now complete. Works are soon to commence on a range of projects including a structural pipe relining program and the upgrade of numerous Gross Pollutant Traps.	50%
P061 Comments	Major projects under the Our Community Our Future program The projects listed in the 2018-19 Our Community Our Future program include: The Heffron Centre - planning underway Randwick Administration Centre - planning underway Mahon Pool Amenities - construction underway Malabar Offshore Jet Rescue Facility - construction in early 2019 La Perouse Museum and Toilets - early planning underway Yarra Bay Bicentennial Park Amenities - concept stage underway Blenheim House (Cultural Centre) - concept stage underway Malabar Junction Amenities - concept stage underway	50%

Coogee Oval Grandstand - planning underway

P062
Comments

Engage with stakeholders and prepare a Smart City Strategy

Community consultation on the draft Smart City Strategy concluded at the end of October 2018. Submissions received on the Strategy assisted in finalising the draft Strategy including opportunities and future smart city ideas. Council adopted the final Strategy on 27 November 2018. The Strategy provides a strategic framework to embrace technological change, create an innovation culture across the organisation and provide improved services to the community.

100%

P063

Investigate Smart City funding opportunities

Council has received Federal Grant Funding for 2 projects under Round 2 of the Smart Cities and Suburbs program. The first project is the Smart Beaches project which is aimed at applying new technologies at Coogee Beach to improve information relating to beach conditions, safety, environmental conditions, transport and other beach related information. The second Grant is to be undertaken with UNSW and BaseUp as project partners and will involve investigating emerging and advanced technologies to assist in future parking management.

50%

P064
Comments

Repair and restore the La Perouse museum

Immediate repair work to the Museum has commenced. The Museum upgrade is listed in Council's 2018-19 Our Community Our Future program and planning for the upgrade underway.

50%

S066
Comments

Business centre and beach cleaning

City Cleansing teams have continued to meet scheduled services for the last quarter in both beach cleaning and business centres.

50%

6c
Community safety

P065

Harm prevention/intervention projects

The Stay Standing Fall Prevention program commenced in October 2018 for a six-week period from the Kensington Park Community Centre. Funded by Central & Eastern Sydney Primary Health Network, the program was designed to assist older residents to reduce falls at home. Planning has commenced for a drug and alcohol harm prevention forum scheduled for delivery in the June quarter.

50%

S067
Comments

Eastern Suburbs Liquor Accord and Crime Prevention Partnership

Council's Coordinator Regulatory Projects has attended Liquor Accord and Crime Prevention meetings on behalf of Council, generally on a quarterly basis and liaised with NSW Police on a number of events and operational matters.

50%

S068
Comments

Maintain infrastructure at risk of vandalism

Investigations into and inspections of graffiti are conducted throughout the City on a daily basis. 2,815m² of graffiti was removed by Council from public spaces during this quarter.

50%

P066
Comments

Develop emergency management plans in consultation with police for major events

Council met with Police to determine security requirements for summer events and development of plans.

50%

P067
Comments

Surf and Water Safety Education Program

Beach Lifeguards delivered the Water Safety educational program to 20 local schools during the quarter. The education program featured an interactive DVD presentation and a visit from Larry the Lifeguard.

100%

S069
Comments

Building regulation and compliance

In the October to December quarter, Council's Compliance team have actioned 251 customer action requests, issued 65 notices/orders and penalty notices, determined 64 local approval applications and carried out 65 swimming pool barrier inspections.

50%

S070	Building Certification and Fire Safety Programs	50%
Comments	In the October to December quarter, Council officers have issued 6 Construction certificates, 5 Complying Development Certificates, 20 fire safety notices/orders; carried out 115 PCA building inspections, 108 fire safety inspections and processed 556 fire safety certificates/statements.	
S071	Food safety programs	50%
Comments	In the October to December period, Council's Environmental Health Officers have carried out 202 primary food premises inspections; 89 food premises re-inspections; 19 temporary food registrations and actioned 201 environmental health related customer requests.	
S072	Water quality at DRLC	50%
Comments	The Des Renford Leisure Centre achieved 100 per cent compliance with the NSW Health Guidelines for Public Swimming Pools at all times during the December quarter. Independent laboratory water tests and NSW Health Department checks were regularly conducted with the facility achieving outstanding results for all bodies of water.	
P068	Road safety education	50%
Comments	Council's Community Road safety Officer continued to distribute Child Seat Fitting Vouchers many of which and were redeemed at authorised fitting stations (the program had recommenced again in August 2018).	

6d & 6e Strategic land use framework

P069	Prepare a Local Housing Strategy	50%
Comments	Commenced research and analysis work. Strategies relating to the growth and retention of affordable housing dwellings will be reviewed in conjunction with the development of the Council's Local Housing Strategy.	
P070	District Planning Strategy	50%
Comments	The LEP health check was completed during the quarter which assessed Randwick Council's existing and proposed plans and strategies against 75 actions contained in the Eastern District Plan. This was submitted to the Department of Planning and Environment and the Greater Sydney Commission (GSC) as the first step in the review of Council's planning controls as part of the LEP Roadmap process (as required for all councils in Sydney). On 21 December 2018, the GSC informed Council that this Review has complied with the requirements of the Eastern District Plan and has suggested a number of actions including collaboration and integration with other work across state and local government.	
P071	ePlanning opportunities	50%
Comments	Strategic Planning has completed draft building envelopes, street activation scenarios and public domain design for the Randwick Town Centre Strategy using in-house skills and 3D Modelling programs including Arc-Gis and Sketch-up. Graphic design and auto cad programs were also utilised for mapping work for the Vegetation Off-set and Night-time Economy projects.	
P072	Trial online S10.7 Certificate generation	50%
Comments	A program to insert the digital signature into S10.7 planning certificates has been prepared and ready to be activated pending completion of PATHWAY data integrity checks in the overall spatial system.	
P073	Regional planning influences	50%
Comments	The new Eastern City District Commissioner, Debra Dearing agreed to chair the Randwick Collaboration Group and detailed governance of the group which was discussed in December.	

P074	s-94A Development Contribution Plan for Kensington	50%
Comments	Strategic Planning staff have been liaising with the Department of Planning and Environment on the Council proposal for an increase in the s.94A levy from 1% to 3% of capital investment value in the Kingsford and Kensington town centres.	
S073	Home maintenance and modification program	50%
Comments	333 Home Modification jobs completed. 60 Home Maintenance jobs completed. Total number of jobs completed to date: 701.	
S074	Council's affordable rental housing portfolio	50%
Comments	Dwellings in rental portfolio fully tenanted. The Council received a net annual income of \$190,000 for the 2017-18 financial year. The Council's approved in December 2018 the transfer of 4 dwellings to its transitional housing program for domestic violence victims and children.	
P075	Investigate affordable housing opportunities	50%
Comments	Affordable housing opportunities across the City are being investigated as part of the local housing strategy work.	
P076	Prepare new Affordable Housing Strategy and Action Plan	50%
Comments	Refer to comments in P069. Affordable housing strategies and actions will be integrated into the Council's Local Housing Strategy framework.	

6f Distinctive neighbourhoods

P077	Randwick Junction commercial centre urban design review in line with light rail	50%
Comments	3D models of existing sites and proposed building envelope scenarios within the Randwick Junction Town Centre have been prepared and an analysis of the urban design principles underlying the strategy have been undertaken as part of the Randwick Junction Town Centre Strategy document and scheduled to go to the Council meeting in March 2019. The proposed building envelopes, laneway activation and structure plans for the Strategy have been generated through in-house skills using 3D computer modelling programs including Arc GIS and Sketch-up.	
P078	Investigate and plan for the undergrounding of power at The Spot	10%
Comments	The scope of the works have been developed. The project will require additional funding and will be carried over to the 2019-20 Capital Works Program.	

07 Heritage that is protected and celebrated

7a Heritage

S075	Promote heritage services and collections	50%
Comments	The library has hosted 4 heritage events in the final quarter with a total of 170 adults attending. Highlight was Dr Naomi Parry's presentation on the social impact of the Great War on the civilian population of NSW. This was held to mark the centenary of the armistice, ending the First World War. Events are not held during the summer holiday period of December and January. These events are a collaboration between both Randwick and District Historical Society and Cape Banks Family History Group.	
P079	Accessible heritage material	50%
Comments	Library staff continue to create metadata records for heritage items in the upgrade and conversion of the Randwick Photo Gallery to the new Portfolio software platform. Work has been ongoing with National Library of Australia staff to ensure ongoing connectivity with TROVE. Just over 200 new assets were added in the quarter. Image gallery usage for the quarter totalled 4,245 search sessions. Referrals from TROVE amounted to 957 for the quarter.	
P080	Heritage item maintenance	40%

Comments	Specialist heritage advice was provided on Heritage Division procedures and CMP requirements to enable the carrying out of important repair and maintenance works to La Perouse Museum and the Randwick Literary Institute.
S076	Heritage consideration of developments
Comments	During the December quarter, specialist heritage advice was provided on 39 DAs. Consultant heritage advice was sought in relation for a further 2 DA's. Five heritage minor works confirmations were raised.
S077	Heritage documentation
Comments	In the December quarter, the Randwick City Council Heritage Inventory was successfully transferred to the State Heritage Inventory Web Application (the SHI Web APP). Only some remaining updating of the SHI Web App with minor Randwick heritage data is required which can be undertaken progressively at later stages. Two Interim Heritage Orders (IHOs) were issued on 39 Dudley Street and 148 Brook Street, Coogee, to protect these properties while the preparation of a Planning Proposal and amendment to the Randwick LEP 2012 is underway.
P081	LEP amendments
Comments	<ol style="list-style-type: none"> 1. In November 2018, the Randwick Planning Panel supported the planning proposal (PP) to extend the boundary of the Dudley St Heritage Conservation Area to incorporate 38, 40, 42, and 44 Dudley Street Coogee and 122 Mount Street Coogee and to list as heritage items No.'s 38, 42 and 44 Dudley St, Coogee and 122 Mount St, Coogee. In December 2018 Council also endorsed this PP. The PP was forwarded to the parliamentary Counsel's office for finalisation in December 2018. 2. In December 2018, Council resolved to prepare a Planning Proposal (PP) to amend the Randwick Local Environmental Plan 2012 to list and create a Heritage Conservation Area to incorporate 37, 39 and 41 Dudley Street, Coogee and 144, 146A, 146B, 148 and 150 Brook Street Coogee, and to list 39 and 41 Dudley Street, Coogee and 148 Brook Street, Coogee as local heritage items. The PP is currently being prepared.
P082	Activate the La Perouse Museum
Comments	Visitation numbers for this quarter were 3,695. Six tours were conducted; Five events were held. The opening exhibition Aboriginal Art of La Perouse has been well attended. The main outcomes of the Aboriginal Art Show include capacity building for the local community, raising awareness of the artist traditions to our visitors, and strengthening relationships with key stakeholders in the future direction of the Museum.
08 A strong local economy	
8a vibrant commercial centres	
P083	Expand the scope of the Economic Development Strategy
Comments	A brief was prepared to obtain background information, modelling and strategic advice on the preparation of an economic development strategy. The Strategic Planning team issued a request for quotations from 3 consultants in the last quarter for the preparation of an Economic Development Study to assist in the preparation of an in-house Economic Development Strategy.
P084	Undertake a City Wide Business Audit
Comments	Planning for the comprehensive business counts/audit for the Randwick City town, village and local centres was undertaken. Background information was collated and business activity benchmark figures from past planning documents were researched. The local business audits are scheduled to begin first quarter 2019 in Maroubra Junction and Matraville. Australian Business Register data will be used to provide further accuracy and for ANZSIC categorisation. Esri mapping has also been researched as a method of mapping business activity across Randwick City as well as the Eastern Suburbs area in order to identify and locate industry specialisation areas.
P085	Initiatives to enhance visitor experience
	50%

Comments	<p>Discussions were held regarding the development of a Randwick City Visitor Management Strategy in 2019. Local Airbnb data was accessed and analysed in September. RCT held a local visitor information stall at the taste of Coogee event in September with great success and plans to again provide a local visitor information stall at the Spot Festival in March as well as again attend the Taste of Coogee in 2019.</p> <p>Discussions were held with UTS regarding sponsoring/supervising Tourism Management students during 2019 course assignments that focussed on methods to assess out of LGA day trip visitor numbers to Randwick City.</p> <p>Discussions were held with Waverley Council regarding a possible joint Plan of Management for the shared Coastal Walkway.</p>	P086	Prepare a night time economy strategy	50%
Comments	<p>Night time surveys were undertaken during the last quarter to collect information on user activities, characteristics and levels of trading within the town centres across the City. A Night Time Economy perception survey commenced at the end of October for a 4 week period receiving a good response rate. The second meeting of the Night Time Advisory Committee was held on 28 November 2018. A number of actions have arisen that will be followed up in 2019 and input into the draft Strategy.</p>	P087	Health and Education Precinct master planning	50%
Comments	<p>Work commenced on setting up Council's Steering Committee for the Randwick Health and Education Precinct. This working group will assist Council officers in planning and governance across the precinct.</p>	8c Effective partnerships		
S078	Business and economic networks	Comments	<p>Economic Development has continued to work on the ongoing engagement, effective partnerships and collaborative relationships with external stakeholders. Council participated in the NSW "Small Business Month" October promotion and hosted a free business event for the local business community at The Juniors on 4 October. Council partnered with the Coogee Chamber of Commerce to provide a Christmas Business Networking event at Wylies Baths on 11 December. Both events were well attended and received very positive feedback.</p> <p>A NSW Small Business Friendly Councils Executive Roundtable Meeting was attended on November 2.</p> <p>All public local Light Rail Business Forums were attended. The Light Rail Business Reference Group Meeting scheduled for December was cancelled and has been rescheduled for January 2019.</p>	50%
S079	Online economic information	Comments	<p>Council continues to host Randwick City Economy.id and the combined area Eastern Suburbs Economy.id on the Randwick Council website. Both these free services provide comprehensive economic information to Randwick residents and the wider community.</p> <p>Council met with Economy.id in October to put forward and discuss ideas to enhance these services in order to provide continuous improvement for users. Free information sessions for businesses and residents who want to learn more about these programs are in planning to be held first quarter 2019.</p>	50%
8d Tourism				
P088	Sustainable tourism management	Comments	<p>Visitors make a significant contribution to employment and the ongoing prosperity of Randwick City. Council is currently discussing the development of a Randwick Visitor Management Strategy to set directions to ensure that all tourism and visitor related initiatives contribute to a sustainable future.</p> <p>Discussions were held with Waverley Council regarding a possible joint Plan of Management for the shared Coastal Walkway.</p>	50%
09 Integrated and Accessible Transport				
9a Active transport network				
P089	Randwick City Bike Plan	Comments	<p>Work continues on design of the two nominated cycleway projects in Randwick. Following a Council report Route One (Doncaster / Houston) was endorsed for detailed Stage 3 design and eventual construction. Stage 2 design work continues to be undertaken on Route Two (Bundock / Sturt). Community consultation currently being analysed.</p>	50%

P090	Pedestrian accessibility	50%
Comments	Infrastructure Services continuing to work on the provision of dropped kerbs at required locations.	
P091	Promote private vehicle alternative transport	50%
	Bicycle logos installed on Fern Street to promote it as a cycle route.	
S080	Council's fleet emissions	50%
Comments	Total fuel use of Council passenger vehicles and plant combined for the December 2018 quarter was 188,851 litres producing 489 tonnes of greenhouse gases (CO ₂ -equivalent). Of this amount, 17,447 litres was 5% biodiesel fuel consumed by Council vehicles at the Works Depot.	
9c Integrated transport		
P092	Investigate extension of light rail to Maroubra	0%
Comments	No additional work was undertaken regarding this project.	
P093	Work with key stakeholders during light rail implementation	50%
Comments	Council officers continue to work with the consortium, Transport for NSW and RMS regarding various aspects of the light rail project.	
9d Traffic management		
P094	Road safety initiatives	50%
Comments	Activities continued regarding the roll out of child restraint voucher project, the Pedestrian Safety project and the delivery of road safety workshops and small projects	
S081	Implement parking patrol programs	50%
Comments	Council's Rangers and Parking Officers undertake regular patrols of school zones, business centres, beachside locations and local parking schemes, to assess compliance with the Australian Road Rules. In the October to December period, officers have also investigated 1,785 parking related customer action requests.	
9e Parking management		
P095	Area based parking scheme	50%
Comments	All required processes and reviews were undertaken as required.	
P096	Commercial Centre Parking Management Strategy	25%
Comments	Some early work has been undertaken regarding this task.	

10 A Healthy Environment

10a Leader in environmental sustainability

S082	Sustainability calendar of events and workshops	50%
Comments	Council's Marine and Coastal Discovery Program was completed in Spring with more than 100 participants including children and their families. Council's innovative Best Gift in the World Sustainable Christmas market moved successfully to Alison Park with almost 80 stallholders attracting between 3,000 and 4,000 residents on the day. Feedback from both groups was very positive.	
S083	Sustainability projects with external partners	50%
Comments	Collaboration continues with the Prince of Wales Private Hospital Environment Management Committee who participated in the Eco Living Fair and Earth Hour events. 'Blue' the movie on preventing plastics in the ocean was attended by 300 locals as part of an initiative that saw Council's single-use plastics efforts supporting and supported by The Ritz cinema, Take 3 for the Sea and Coogee Surf Lifesaving Club. A Vietnamese delegation was hosted and toured Randwick to see Council's various sustainability and strategic waste initiatives.	
P092	3-Council collaboration	50%
Comments	The 'Eat, Shop, Chop' community initiative instigated by Sustainable Salons and Oz Harvest at Kensington was supported by Sustainability and Infrastructure Services with more than 200 disadvantaged members of the community supported.	
P097	3-Council collaboration	50%
Comments	4 school installations of solar have now been completed with a further half dozen intending to complete or commence by start of 2019 school year. This program received another award taking out the LGNSW Climate Action category for its successful engagement with more than 90 percent of eastern suburbs government and non- government schools.	
P098	Garden & other school sustainability projects	50%
Comments	Free mulch giveaway for residents at the Works Depot resulted in just under 1000 residents receiving 2 free bags of mulch for local gardens. Almost two hundred local students attended excursions at Randwick Community Centre on energy and water conservation subjects delivered to support school curriculum learning outcomes.	

10b Management of environmental risks

P099	Sustainability framework	50%
Comments	Three workshops were held for residents on the environmental levy program and two workshops held to facilitate an evaluation of sustainability education programs. Both results to be reported to Council early in 2019.	
P100	Continue remediation works at Chifley Reserve, Heffron Park and Jack Vanny Reserve	75%
Comments	Chifley Works completed, Heffron Park 75% and Jack Vanny Reserve 95% of the work is completed.	
P101	Floodplain risk management	50%
Comments	The Floodplain Risk Management Program is progressing to schedule. The Birds Gully and Bunnerong Road Flood Study is complete. A committee meeting is to be scheduled following exhibition of the Kensington Centennial Park Floodplain Risk Management Study. An initial committee meeting was conducted by Waverly Council for the jointly managed Clovelly Flood Study. Additionally, investigations are underway at Rainbow Street, Upper Dolphin Street and Maroubra Beach in line with the recommendations of their respective Floodplain Risk Management Plans.	
S084	Tree work applications	50%
Comments	59 tree permit applications and DA for Tree Works applications received. Tree permit applications and DAs for Tree Works applications continued to be processed throughout the quarter at the target service level.	

P102 Climate change education

50%

Two community workshops were held for residents as part of our energy future collaboration project to facilitate increased solar on Randwick households. Both workshops attracted 120 residents.

10c Biodiversity and natural heritage

S085 Bush regeneration and revegetation program

50%

Comments Bushcare volunteers installed over 500 native plants along the Coast Walk at the Ladies Pool and Grant Reserve, Coogee and Malabar Wetland. Bush regeneration contractors installed over 2,000 native plants across more than 15 bushland sites. Bushcare Officer attended quarterly Volunteer Coordinator Network meeting and spoke on Council's recent achievements in attracting more volunteers to the program. Dune fencing project completed at Frenchman's Beach to enhance the protection of native vegetation and improve habitat values of the beach dune. 100% of Council managed bushland sites received prescribed weed control treatments and other priority works during the December quarter.

S086 Noxious and environmental weeds, and pest animal control

50%

Comments Measures to reduce the presence of foxes in the Clovelly and Coogee precincts were carried out. Bushland staff hosted a workshop on a new and emerging Biosecurity threat the Red Eared Slider Turtle. A biocontrol was released into Clovelly Bowling Club dam to treat the high priority weed Water Hyacinth. 100% of requests relating to General Biosecurity Duties were attended to by Bushland staff.

P103 Street tree planting program

30%

Comments New tree planting contractor engaged. Approximately 24 street trees planted throughout the City during the quarter.

P104 Tree canopy software

30%

Comments Negotiations are underway for the commencement of Council's Urban Tree Canopy analysis starting early in 2019.

10d Sustainable waste technologies

P105 Waste Strategy

50%

Comments Council collected 6,650 tonnes of residential garbage and 1,060 tonnes of hard waste and processed at three Alternative Waste Treatment and resource recovery facilities with recovery rates ranging from 51% to 96.1%. Including kerbside collected dry recyclables and garden organics Council achieved 71% landfill diversion.

S087 Waste Collection Services

50%

Comments

- Garbage 7,161 tonnes
- Green Waste 2,044 tonnes
- Comingled Recycling 2,679 tonnes
- AWT 7,161 tonnes
- Overall Diversion rate 55.40%

P106 Illegal dumping management

50%

Comments This quarter 326.41 tonnes of illegally dumped materials were collected.

S088 Waste education programs

50%

Comments Council provided 13 sessions of waste and recycling education to schools in the City with participation of 382 students. Four tours of the Randwick Recycling Centre were organised for Randwick residents.

10e Water conservation

S089 Water conservation

Comments Council saved 55.8 million litres potable water and water usages cost \$111,638 from October to December 2018. Bore water consumption: 33.5 million litres and recycle water consumption 22.3 million litres.

50%

P107 Stormwater, rainwater and wastewater harvesting projects

Comments Existing Water treatment Plant audits

50%

P108 Irrigation Management System

Comments New irrigation system at Jack Vanny Reserve 50% completed

50%

10f Energy conservation

S090 Energy saving projects

Comments Energy consumption across Council sites (excluding street lighting) for the December quarter was 8,285 gigajoules comprising 5,739 GJ of electricity and 2,546 GJ of gas.

50%

S091 Renewable energy projects

Comments During the December 2018 quarter, Council generated around 81 megawatt hours of electricity from renewable energy installed on Council buildings (equivalent to 292 GJ). The increase in energy generation reflects the natural increase in solar energy closer to summer.

50%

This renewable energy generation has saved the equivalent of 75 tonnes of greenhouse gas emissions (CO₂ equivalent) for the quarter, savings equivalent to energy required for 17 typical Randwick households.