

BURWOOD2030

Half Yearly Report

1 July - 31 December 2019



Burwood
Inc.1874

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Introduction

The Integrated Planning and Reporting Process

Burwood2030 Community Strategic Plan

Delivery Program 2018-2021

Operational Plan 2019-2020

Half Yearly Report 1 July - 31 Dec 2019

This report forms part of Council's Integrated Planning & Reporting documentation. It is qualitative reporting communicated through a transparent and streamlined process to allow better access to information for residents.

This Half Yearly Report is the final report for the Operational Plan FY2019-2020. It provides the community with a summary of how Council has responded in the second half of this financial year to the strategic goals, objectives and planned actions outlined in the Delivery Program 2018-21.

Strategic goals, objectives and actions are grouped under five themes:

1. Community and lifestyle
2. Leadership and innovation
3. Healthy and sustainable environment
4. Planning and infrastructure
5. Vibrant city and villages

This report addresses the 147 actions incorporated under these themes and found into the Operational Plan.

Measuring our success

Each action has a rating status and comment section to provide information on the progress.

On watch	The activity/project is underway but may not be completed in time or it has been postponed
Progressing	The activity/project is ongoing, progressing or on schedule
Milestone	A significant achievement has been reached during the reporting period - such as the completion of a project or a highlight for the activity

Our highlights

6 Milestones achieved
141 actions progressing
0 items on watch

- Burwood Festival 2019 over 70,000 attended
- Blair Park upgrades including amenities building, Bocce Court and new park furniture
- Public Art program launched with murals in Burwood Park and at Woodstock
- New exercise equipment in Burwood Park
- Lighting up Christmas with additional installations, street garlands and fairy lights
- Online Development Application lodgement
- Launch of new Council Brand Identity
- Henley Park upgrades including new flood lighting, picnic shelters, children's playgrounds and double flying fox, exercise fitness stations
- New online venue and park hire booking system







Community and lifestyle

Community and lifestyle

High quality facilities, services and initiatives to meet the diverse needs of the community

Provide a diverse range of strategies and initiatives that meet the needs of the community

Provide services to meet the current and future needs of diverse members in the community

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.1	Community, Library & Aquatic Services	Monitor, review and develop programs to assist diverse groups in the community such as seniors, youth, families and children, people living with a disability and people on low income	Progressing	<p>The Mobile Playvan service is an inclusive program that encourages community connections through play. The service operated four days a week in different local parks facilitating information sharing, the development of child/ parent relationships and a sense of belonging.</p> <p>A Play to Learn Program was delivered to parents and grandparent carers on the importance of play and the impact it has on social interaction, language development, problem solving and resilience in children.</p> <p>A Grandparents Day event held in November 2019 celebrated and acknowledged the role grandparents play in supporting children and families. Participants learned how to stay healthy, active & engaged.</p> <p>The Stronger Minds Stronger Youth project was progressed in consultation with young people and aims to educate and insight conversation around mental health through the creation of a board game. The game will be rolled out locally in 2020.</p> <p>Seniors programs were delivered in partnership with NSW Health, including a Mental Health First Aid course for Mandarin speakers which supported people experiencing mental health and emotional issues and a pain management program which focused on the significance of exercise in managing pain.</p> <p>The Groovability Festival was held at Burwood RSL with over 300 people in attendance. The festival celebrated people living with disabilities, parents and carers.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Community programs such as Chinese Traditional Dancing were offered at a subsidised rate allowing for a range of cultural, recreational and creative programs to be accessible and enjoyed by all.</p> <p>Through these programs Council continued to engage with local residents and address their needs. These programs strengthened the relationship between Council and the community and helped to break down social isolation and build social capital, increasing community capacity, resilience and wellbeing.</p>

Provide financial assistance for community projects and actively seek funding from other sources

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.2	Community, Library & Aquatic Services	Administer a grants program and actively promote other funding opportunities available to community groups	Progressing	<p>Council's Community Grants Program provides funding to local community services and not-for-profit organisations that undertake valuable projects that benefit our community. This year as part of Council's 2018-19 Community Grants Program, 14 organisations were awarded a total of \$40,000 funding. Successful recipients are currently delivering projects that benefit local children, families, young people, culturally and linguistically diverse communities and people living with a disability. Funding under the 2019-20 Community Grants Program will be awarded in the first half of 2020.</p> <p>Council also participated in the Burwood Club Grants review committee and actively promoted the Club Grants program through its media channels and networks. Through the Club Grants Program Club Burwood, supported a number of charitable bodies, community groups and sporting organisations.</p>

Provide library services that engage the community in lifelong learning and provide recreational and social opportunities in accessible and people-friendly environments and spaces

Provide a range of information and services to meet the needs of new and existing members

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.1	Community, Library & Aquatic Services	Identify and implement resources and information services	Progressing	<p>Council's Library Services updated and added to its resources to reflect current trends and community needs, including the following examples:</p> <ul style="list-style-type: none"> • Streaming platform Beamafilm established to provide customers with access to hundreds of films • Major book suppliers provided accurate profiles based on statistical analysis of borrowing trends to ensure the collections remain relevant • A total of 1,920 items added to the collections <p>Library Services also provided regular and well-attended services and programs to the community including:</p> <ul style="list-style-type: none"> • Preschool story time • Burwood Babies • Wrap with Love knitters group • English conversation groups • JP service • School holiday activities • Seniors Book Club • Simultaneous Storytime • Book Week • Reading Hour • HSC lock ins • Visits by TAFE and local childcare centres

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> Better Beginnings Play to Lear Program Programs specifically for promoting access to digital resources <ul style="list-style-type: none"> Tech help sessions to help users to load apps, set up accounts and borrow digital resources A presentation to students at Burwood TAFE's Adult Migrant English program to introduce the library's online resources A Get Online Week event to help seniors to learn to use the internet safely, as well as downloading e-resources and accessing databases with their Burwood library card <p>These library activities created a more informed and better connected community.</p>

Provide resources to reflect the needs and interests of the multicultural community

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.2	Community, Library & Aquatic Services	Increase number of language resources available based on the demands and needs of the community	Progressing	Library Services added 309 items in Korean, Hindi, Italian and Chinese to its collections during the six months between July and December 2019. These resources included books, DVDs, CDs and magazines for both adults and children. Library Services also accessed language resources from the State Library of NSW to meet the needs of smaller language groups in the community, including French, Greek, Japanese and Russian. These resources support the needs of the growing culturally and linguistically diverse (CALD) communities in Burwood.

Establish key partnerships with agencies and services providers

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.3	Community, Library & Aquatic Services	Deliver services, resources and initiatives in conjunction with agencies and service providers	Progressing	<p>Library Services partnered with multiple agencies to deliver programs and services, including:</p> <ul style="list-style-type: none"> Information talks in both English and Mandarin in conjunction with Chinese Australian Services Society (CASS) and NSW Health

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> Information on volunteering in Burwood and surrounding areas in conjunction with Volunteer Network Information on the Commonwealth Government My Aged Care system through Council's Commonwealth Home Support Program (CHSP) provider Various activities in conjunction with local schools, including Burwood Public School and Enfield Public School Tech Savvy Seniors (training in information technology for older people) in conjunction with the State Library of NSW Participation in the Super Heroes Program with Community Development Pop up information stalls with APM Employment Services - a free government funded recruitment agency for people living with disabilities (Law and Drug Information Week) A talk on the aged pension in conjunction with Centrelink in English and Mandarin Sustainability workshops with the Ethnic Communities Council These initiatives help to create a more connected and informed community. <p>These initiatives help to create a more connected and informed community.</p>

Provide active and passive recreational and sporting activities that contribute to health and wellbeing

Enhance facilities at the Enfield Aquatic Centre to optimise use

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.1	Community, Library & Aquatic Services	Undertake Stage 2 of the Enfield Aquatic Centre Master Plan	Progressing	Significant planning was undertaken during the period July to December 2019 with Council giving the green light to the staged implementation of the master plan and the DA for the works being approved in December. Construction on the next stage, which is the new learn to swim pool, will commence in early 2020.

Offer programs at the Enfield Aquatic Centre based on the needs of residents and patrons

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.2	Community, Library & Aquatic Services	Improve the design of Learn to Swim and other programs and actively promote to the community	Progressing	Program administration and staffing were reviewed to improve effective service delivery. Program criteria and the assessments process were reviewed with new program assessment feedback implemented in September 2019. The program achieved 94% occupancy for Term 4 2019.

Provide a safe and healthy environment for patrons

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.3	Community, Library & Aquatic Services	Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health standards	Progressing	Continual daily monitoring and testing of pools and the water play park were carried out, inclusive of additional treatments and preventative actions in line with NSW Health requirements. Independent biological testing in place with all results within standard. Ongoing internal training program was maintained by staff. Preventative maintenance program was put in place and ongoing inspections and servicing were carried out.

Enhance parks and open spaces to promote recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.4	Assets & Infrastructure	Implement master plans for major parks and upgrade existing parks and reserves according to usage type	Milestone	<p>Staff has prepared master plans for Henley Park, Blair Park and the Woodstock Park. Some major projects in these and other parks are underway or have been completed as follows:</p> <p>Projects completed in Henley Park include:</p> <ul style="list-style-type: none"> • New 100 LUX Sports field flood lighting of fields 1, 2, 3, & 4 and mini fields • Five new picnic shelters • Two new children's playgrounds and double flying fox • Ten new exercise fitness stations • New solar lights to improve the level of lighting for the walking track on the eastern side of the park

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> • Three new cricket nets and a new cricket pitch for the eastern field • The construction of a synthetic Futsal field <p>In Blair Park the following capital works upgrades were completed:</p> <ul style="list-style-type: none"> • Upgrade of the amenities building • Upgrade of the Bocce Court • Installation of new park furniture <p>In Woodstock Community Centre the following capital works were completed:</p> <ul style="list-style-type: none"> • The refurbishment of the rotunda • A concept design for the sensory garden <p>Burwood Park</p> <ul style="list-style-type: none"> • Installation of a new fitness equipment station <p>Jackson Park</p> <ul style="list-style-type: none"> • A new picnic shelter and picnic facilities was recently installed in Jackson Park <p>Sanders Reserve</p> <ul style="list-style-type: none"> • New Fencing around Sanders Reserve along Oxford and Norwood Streets <p>Jackett Reserve</p> <ul style="list-style-type: none"> • New Fencing around the playground in Jackett Reserve <p>Martin Reserve</p> <ul style="list-style-type: none"> • New Fencing along Seymour Street

Promote an active and healthy lifestyle

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.5	Community, Library & Aquatic Services	Offer programs and activities that promote active and passive recreation in partnership with local organisations and groups	Milestone	<p>Council delivers a wide range of recreational programs that encourage active and passive community participation.</p> <p>The weekly Community Soccer Program continued to be delivered in partnership with Inter Lions Football Club at Burwood Park. The program is delivered to children aged 5 – 12 years old and is offered at a subsidised fee for participants. Over 40 children participated in the popular recreational program, increasing their physical fitness, soccer skills, confidence, team work and social networking.</p> <p>From July – November 2019 Council delivered a new bus outing program for seniors. Six bus trips were delivered for 223 participants. This year Council introduced smaller more frequent bus trips which resulted in greater social connections between participants and Council staff.</p> <p>Council secured a grant for over \$300,000 for the development of a 'Challenger Obstacle Course', a fitness structure that aims to increase youth participation and decrease anti-social behaviour. Consultation was undertaken with young people and children around the design, layout and equipment to be installed to ensure the structure meets the needs of our community. The obstacle course will be developed in Grant Park in 2020 and will be accessible to all community members free of charge.</p> <p>Council also continued to deliver the 'Stay Standing' and 'Stay Active' falls prevention programs for seniors from August – September 2019.</p> <p>Active and passive recreational activities are key to creating liveable urban environments and helps to achieve a more active, engaged and healthy community.</p>

Provide initiatives and facilities that encourage community participation and promote a healthy and harmonious lifestyle

Provide a range of venues and facilities for residents and community groups to meet their diverse needs

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by the community	Progressing	Council continues to promote and facilitate the use of venues to its community groups, particularly local groups, senior groups and not-for-profit groups. The community facilities usage from 1 July 2019 – 31 December 2019 is Woodstock 583, George Street Centre 126, Fitzroy Hall 274, Burwood Park Community Centre 205 and The Community Hub 104.

Provide space for sporting and recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.2	Customer Service & Records	Offer parks for hire and identify green and open spaces that can be used for passive and active use by the community	Progressing	Council recently installed and opened an outdoor fitness station Burwood Park. The fitness station includes a range of activities for people of all ages and abilities. The dynamic fitness machine activities include: Lat Pull – Down, Cross-Trainer, Hip Swing, Chest Press and Leg Press. Other fitness activities include: Jump Boxes, Sit-Ups, Leg Raise and a Dexterity Station. The fitness station is entirely surfaced in the highest quality rubber soft fall. The fitness station includes instruction signage for correct usage of all the equipment. Two additional Woodstock Artisan Markets have been held at Woodstock Community Centre and Park in August and December 2019, aimed at reactivating the site and providing a passive activity for the community.

Promote an inclusive and harmonious lifestyle in the community

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.3	Community, Library & Aquatic Services	Provide programs and activities that encourage active community participation	Progressing	Council continued to support the Multicultural Advisory Committee and work with members on the development of community programs and the development of Council's Cultural Plan. This meaningful engagement has resulted in greater connections between Council and local cultural groups

Code	Responsible Unit	Action Name	Status	Comments
				<p>and greater community satisfaction as a result of participation in decision making.</p> <p>Consultation has been undertaken with community members, including residents, local schools and service providers, on cultural development and public art, in particular during the development of Council's 2019-2022 Cultural Plan.</p> <p>The Burwood Youth Advisory Group (BYAG) continued to actively contribute to the development of Council's community programs for young people. Through their participation, members of BYAG have developed communication, leadership and advocacy skills and have provided Council with an avenue to engage meaningfully with young people in order to successfully address their needs.</p> <p>Council promoted active recreation and participation through community programs such as Tai Chi, Chinese Dancing and Zumba which were offered at a subsidised rate. These programs have resulted in increased physical fitness and social connections.</p> <p>The Groovability Festival was held in December 2019 at Burwood RSL with over 300 people in attendance. The festival celebrated people with disabilities, parents and carers and featured live entertainment, performances and activities.</p> <p>Mobile Playvan continues to be a popular service amongst families in Burwood and encourages active community participation. During term 3 and 4 1375 families attended the service. Woodstock Park had 214 families attending, Wangal Park 244, Henley Park 537 and Burwood Park had 280 families attend. This service has fostered positive community engagement between Council, local service providers and parents and has resulted in greater connections between children and parents.</p>

A well informed, supported and engaged community

Inform the community of Council's activities, facilities and services using accessible communication

Provide regular information in a range of formats to ensure that it is accessible to all members of the community

Code	Responsible Unit	Action Name	Status	Comments
1.2.1.1	Corporate Planning & Communications	Deliver ongoing communication through appropriate methods based on the target audience	Progressing	<p>Council has used a range of communication methods to reach members of the community. These include social media (Facebook, Twitter, Instagram and WeChat), Council's website, letters and newsletters, phone and online surveys, visual displays at facilities and street meetings.</p> <p>The popularity of Council's social media continues to rise with a 5% increase across the social media platforms from July 2019 to December 2019.</p> <p>Council employed these methods to promote its Community events and services.</p> <p>Council increased the frequency of its residents newsletters, to five per calendar year, understanding that for many in the community mailed information was still the preferred method of communication. Traditional and digital engagement methods were used to ensure the community had a say in future planning, such as the consultation on a modern library and community space.</p>

Ensure language is easy to understand for all members of the community

Code	Responsible Unit	Action Name	Status	Comments
1.2.1.2	Corporate Planning & Communications	Identify and utilise the appropriate language to use for communication of information based on the audience	Progressing	<p>Council utilises the appropriate language for the relevant audience. For instance informal language is used on social media channels in keeping with the users of the platforms and simple English for matters of importance such as its Operational Plan and Budget consultation. The choice of language ensures that all residents can understand the information that is provided. Council promotes the Telephone Interpreter Service for residents to access. The website employs the use of Google Translate to display all pages in a chosen language.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>In addition, Council uses different languages in order to communicate with cultural groups. For instance Council's community engagement surveys were translated into simplified Chinese, Korean and Nepali to reflect the desire to reach the growing and emerging communities in the LGA. Council's use of WeChat provides information in Mandarin to its Chinese speaking residents.</p> <p>Council has also commenced with monthly Council columns in the local Chinese, Korean and Nepali press.</p>

Modernise and enhance access to information on services

Ensure all information is available in a digital and accessible format

Code	Responsible Unit	Action Name	Status	Comments
1.2.2.1	Corporate Planning & Communications	Identify and implement new digital technology and social platforms to improve access to information	Progressing	<p>Council continues to look for ways to review new digital technologies and social platforms to improve communication with all its residents. Identifying that over 30% of the residents of Burwood are from a Chinese speaking background, it is relevant for Council to provide information that is accessible in Chinese. After being the first Council in NSW to introduce WeChat in 2018, Council has seen an increase in followers of 73% in the past six months.</p>

Increase Council's digital presence

Code	Responsible Unit	Action Name	Status	Comments
1.2.2.2	Corporate Planning & Communications	Develop a modern website with improved accessibility and digitised services	Progressing	<p>Over 50% of the community use tablets to access Council's website. This requires Council to ensure the technology used is suitable for the way people seek information. To improve this service, Council has embarked on a new website project. The scoping and planning for the site will enable a platform that will be easier to navigate, provide intuitive search capability and better arrangement of information based on data analytics of user activity and experience.</p>

Enhance communication and community engagement through innovative solutions

Engage with, and increase Council presence with its digital community

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.1	Corporate Planning & Communications	Monitor and identify emerging technology and communication tools to enhance engagement	Progressing	Council continues to seek out innovative solutions to enhance engagement. Since Council launched the first WeChat account in 2018 communication and engagement has been actively growing with an increase in followers of 73% in the last six months.

Establish regular interaction and communication with the community through targeted methods

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.2	Corporate Planning & Communications	Identify local communities and provide relevant information through appropriate communication methods	Progressing	<p>The profile and demographics of Burwood continue to shift and change. As communities become more established, new communities emerge. Identifying the growing Korean community and the emerging Nepali community, Council has begun placing monthly Council Columns in local the Korean and Nepali press as well as the local Chinese paper to keep them updated on works and what's on in Burwood.</p> <p>A recent engagement survey sought input about the development of a modern library and community spaces, which was translated into those languages. Council has also facilitated the Mayoral engagement with Korean Seniors Groups.</p>

Promote informal discussions between Council and the community

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.3	Corporate Planning & Communications	Engage with residents and the digital community through face to face interactions and social media	Progressing	<p>Council continues to engage with residents through social media with a 5% increase across digital platforms.</p> <p>Engagement for the development of the Local Strategic Planning Statement included online surveying and face to face pop up interactions at two major festivals held in Burwood Park - TVB and Moon Festivals and focus groups held in English and Mandarin. Over 440 people were engaged during the process.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Face to Face surveying was conducted at Burwood Festival and provided online resulting in over 150 people having input into future planning for major events.</p> <p>The Mayor has attended several community group events to promote Council's achievements and to listen to input and feedback that will inform ongoing Council improvements.</p>

Foster a sense of community pride

Provide leadership on the community's vision and values

Code	Responsible Unit	Action Name	Status	Comments
1.2.4.1	Corporate Planning & Communications	Develop a visual identify and vision for Burwood in line with community aspirations	Milestone	<p>In August 2019 Council launched its new brand and visual identity.</p> <p>The design and subsequent collateral created reflects the Burwood of today and into the future - a vibrant, diverse and dynamic place, rich with heritage. This was met with positive feedback from the community. While visible signs of the new brand are now appearing, as part of a sustainable roll out, Council has kept costs and material waste to a minimum with new branding replacing existing items only when needed.</p>

A safe community for residents, works and visitors

Work with key partners and the community to minimise crime and enhance community safety

Maintain and enhance CCTV capabilities

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.1	Compliance	Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed	Progressing	Council meets with the Local Police Command on a regular basis to discuss crime trends and statistics. Council and Police have a great working relationship especially on crime related matters. Police had requested 10 CCTV applications for the period and they were supplied within the service time frame. Crime in the Burwood LGA is low for most categories

Work in partnership with NSW Police to support crime prevention and increase community safety

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.2	Community, Library & Aquatic Services	Deliver and support safety campaigns to target specific crimes and raise awareness in the community	Progressing	<p>Council has successfully delivered a range of safety campaigns throughout the year.</p> <p>A Superheroes children's safety program was delivered at Westfield Shopping Centre on 16 July 2019 with over 150 people in attendance. This campaign educated children and the wider community on how to stay safe in public places and the impact of littering on the community. To further support the campaign, a comic book was developed featuring the superhero characters Super Safe Sally and Captain Clean Up.</p> <p>In partnership with local services and the Burwood Police Area Command, Council held a series of empowerment workshops for women who have experienced domestic violence. These workshops created opportunities for information sharing and social connections and built participants personal safety, online safety awareness and knowledge of financial planning.</p> <p>Council continued to disseminate the Household Safety Booklet to local residents. The booklet equips residents with personal and household safety tips, key contacts and information on illegal dumping.</p> <p>Feeling safe in your home and local community is an important part of everyone's health and well-being. Council's programs continue to target crime and safety issues and raise community awareness, making our community safer, more sustainable and resilient.</p>

Liaise closely with NSW Police and other stakeholders to identify crime activity and trends

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.3	Community, Library & Aquatic Services	Regularly meet with NSW Police and other stakeholders and implement strategies to address crime activities and trends	Progressing	<p>Council works closely with local Police and community organisations to plan for a healthy and safe community.</p> <p>Council staff attended monthly meetings with Burwood Police Local Area Command to identify and prioritise crime issues in the Burwood Local Government Area utilising statistical analysis mapping of crime hot spots and physical site assessments. Through this process, potential strategies to reduce crime and improve community safety were identified that may</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>be included in Council's Community Safety and Crime Prevention Plan, which is currently under development.</p> <p>In 2019, Council invited representatives from the Burwood Police Area Command and planners from Canada Bay Council to attend a Crime Prevention through Environmental Design (CPTED) training session, particularly in relation to crime in apartment settings. This training promoted information sharing between Council and police around streamlining Development Application processes specifically in regard to planning and designing apartment dwellings in order to reduce and prevent crime, ultimately promoting prevention and early intervention. The workshop resulted in increased knowledge among both Police and Council staff in CPTED principals as well as a greater understanding of each other's roles and contribution to the Development Application process.</p> <p>These actions are helping Council create a safer public environment for residents and visitors alike.</p>

Support and implement programs that aim to reduce anti-social behaviour

Implement strategies to reduce illegal dumping, vandalism, graffiti and abandoned trolleys

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.1	Compliance	Deliver campaigns and provide initiatives to target illegal dumping, vandalism, graffiti and abandoned trolleys	Progressing	Council's Waste Investigation Officer patrols local streets on a daily basis and focuses on common illegal dumping locations. Council's "Dob in a Dumper" Leaflets were distributed in Russel Street Strathfield during the period to encourage local resident to report people committing unlawful rubbish dumping. Council's Trolley Team patrol local streets on a daily basis and impound trolleys left unattended on the roadway. This program has reduced the amount of trolleys left on the streets in the LGA.

Deter anti-social behaviour through design

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.2	Assets & Infrastructure	Implement place activation and design solutions that	Progressing	Council has designed and implemented new glass balustrade fencing on Georges River Road, Croydon. As part of this project, new outdoor tables

Code	Responsible Unit	Action Name	Status	Comments
		beautify the area and deter anti-social behaviour		<p>and chairs, planter boxes and street tree plantings were also installed. These works have added some much needed vibrancy to the area whilst enhancing its aesthetics and supporting the growth of local businesses by attracting new customers.</p> <p>A Shopfront Improvement Program and Policy has been developed to provide local business owners and tenants who want to improve the appearance of their shopfront and building facades funding opportunities. The program aims to support the development of local businesses whilst raising the image of the Town Centre.</p>

Encourage and promote a safe night time culture

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.3	Assets & Infrastructure	Enhance street lighting, increase visibility and promote activities in and around town centres at night	Progressing	<p>Following the successful public lighting trial of new LED street lighting technology, Ausgrid updated its list of approved lanterns for pedestrian (P) category lighting to include a diverse number of LED options. LED technology has been found to increase visibility, improve reliability, enhance energy efficiency and more importantly reduce overall costs for Council. As of 31 December 2019, 1160 street lights have been upgraded within the Burwood LGA, approximately 85% of Council's local road street lighting inventory. Replacement of old technology will continue into 2020.</p> <p>Fairy lights have been installed around the tree trunks of the street trees within the Burwood Town Centre, as well as along the Georges River Road corridor in Croydon Park. Both lighting projects were designed and developed to improve the appearance of the corresponding areas but more notably to promote the use of the area.</p>

A proud and inclusive community that celebrates diversity

Celebrate the achievements of the local community

Share the achievements of the local community and its members

Code	Responsible Unit	Action Name	Status	Comments
1.4.1.1	Corporate Planning & Communications	Publish information on local achievements through appropriate methods of communication	Progressing	Through our multiple communications channels, Council regularly provides updates and information for the community on local achievements to foster a sense of pride in the local area. Utilising social media, media releases, Council's website, the regular Mayoral column and newsletters. Council is also proud to support and promote local schools by featuring school bands, musicians, dancers, sporting groups and vocalists as well as the cadets at Burwood Festival, Carols in the Park and the Sandakan Remembrance Service.

Encourage and award achievements within the community

Code	Responsible Unit	Action Name	Status	Comments
1.4.1.2	Corporate Planning & Communications	Provide initiatives such as awards and incentives to promote achievements and encourage community participation	Progressing	Council has commenced preparations for Citizen of the year and Young Citizen of the Year to be announced on Australia Day in 2020. A call for nominations has been promoted through all Council's communications channels.

Engage with Culturally and Linguistically Diverse communities

Ensure information is accessible to CALD community members

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.1	Corporate Planning & Communications	Provide translation support and information in relevant languages where appropriate	Progressing	Engagement was recently undertaken for the development of the Local Strategic Planning Statement and included face to face engagement at two major festivals with Chinese speaking engagement team. In addition, focus groups were held in Mandarin.

Code	Responsible Unit	Action Name	Status	Comments
				Signage promoting Council's language aide services is on display at Council's Customer Service Centre and features in Council publications residential newsletters and letterhead.

Harness the digital environment to provide information to CALD groups

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.2	Corporate Planning & Communications	Identify and implement technology which will assist in providing information to CALD communities	Progressing	<p>A year after introducing Council's WeChat account growth in followers has increased by 73% over the last six months.</p> <p>Council has included Google translate on its website to enable easy translation of content with up to 90% accuracy, ensuring all in our community are able to access important information.</p>

Develop key relationships with CALD service providers

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.3	Community, Library & Aquatic Services	Identify and support CALD service providers that offer services within the community	Progressing	<p>Council has provided assistance to a range of culturally and linguistically diverse (CALD) service providers.</p> <p>Council continues to engage a bi-cultural support worker at Council's Mobile Playvan Service. This support has assisted Council staff in communicating and liaising with attendees from different CALD groups.</p> <p>Council partnered with the Chinese Australian Services Society (CASS) to deliver English conversation classes at Speakers Corner at the Woodstock Community Centre. This program has resulted in the development of participant's language skills and has fostered greater community engagement and community connections.</p> <p>Council's Community Grants Program supported a diverse range of local community organisations providing services to the local CALD community, such as the Usman Khawaja Foundation who delivered the 2019 Chance to Shine Cricket Program. This program engaged primary school children who were newly arrived migrants and refugees, developing both their sporting skills and connection to the community.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council also delivered various Chinese specific educational and health related workshops including a practical Mental Health First Aid course for Mandarin speakers in partnership with Sydney Local Health District for seniors in the Burwood Local Government Area.</p> <p>The community information on Council's child and family landing page has also been updated this year, including the creation of fact sheets, updated information about CALD service providers and information translated into simplified Chinese.</p> <p>Burwood prides itself on becoming an increasingly diverse community made up of many languages and cultural groups. In order to understand and appreciate our many cultures, Council must identify and support local CALD services. This assistance builds local connections and creates a more engaged community.</p>

Provide opportunities for CALD communities to share and celebrate their cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.4	Community, Library & Aquatic Services	Host and support inclusive activities and initiatives to improve communication between different cultural groups and between cultural groups and council	Progressing	<p>Council staff supported a range of activities and initiatives to improve connections between Council and local cultural groups.</p> <p>Regular meetings were held with the Multicultural Advisory Committee (MAC), advising on issues impacting culturally and linguistically diverse (CALD) communities in Burwood. Following the success of Council's Harmony Day Film Competition in June 2019, the key recommendation was to continue to build on cultural engagement initiatives with our diverse community. Council will be exploring opportunities to undertake another cultural development activity in 2020 with the support of the MAC.</p> <p>In July 2019 Library and Community Development staff collaboratively delivered a NAIDOC week school holidays program. The program engaged and informed children, families and the wider community on Aboriginal story-telling through performance.</p> <p>Council also continued to improve connections with local cultural groups through the delivery of community programs such as Speakers Corner.</p>

Coordinate, facilitate and support inclusive cultural events and initiatives to celebrate community, diversity and cultural heritage

Provide a program of inclusive community events which celebrate diversity

Code	Responsible Unit	Action Name	Status	Comments
1.4.3.1	Community, Library & Aquatic Services	Engage with different cultural groups and encourage participation in events and services	Progressing	<p>Council staff engaged with a wide range of cultural groups through community development programs and activities.</p> <p>The Multicultural Advisory Committee (MAC) is made up of a diverse group of community leaders who come together to discuss and provide advice to Council on multicultural issues. This year the MAC delivered their first local community initiative, a multicultural film festival at Woodstock Park. Following its success the MAC will be exploring opportunities to deliver a second program, activity or event in 2020.</p> <p>The Burwood Youth Advisory Group (BYAG) is a diverse group of young people who provide advice to Council on future youth development initiatives. BYAG also work closely with Council to deliver a range of cultural programs for young people.</p> <p>Bilingual support is also provided to Council's Mobile Playvan to assist in communicating with parents and grandparents from culturally and linguistically diverse (CALD) backgrounds. This support allows Council to plan and address the needs of our CALD community.</p> <p>Culture plays a key role in creating a sense of place, identity and belonging. It influences views, values and connections. Through its actions, Council is making an effort to build a more engaged and culturally connected community.</p>

Seek to support events and activities within the area that celebrate diversity

Code	Responsible Unit	Action Name	Status	Comments
1.4.3.2	Corporate Planning & Communications	Provide support or sponsorship to cultural events and activities within the community	Progressing	<p>Council partnered with Chinese media agencies TVB and New Impressions by providing in-kind support to the TVB and Moon Festivals.</p> <p>Council continued to work with the Sandakan Educational Committee to hold the Sandakan Remembrance Services.</p>

Code	Responsible Unit	Action Name	Status	Comments
				The Malaysian community held a festival in Burwood Park. Merdeka Day celebrating Malaysian independence.

Promote and celebrate the area's heritage and Indigenous history

Preserve and maintain the area's heritage and history

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.1	Community, Library & Aquatic Services	Support initiatives which celebrate the area's history and heritage	Progressing	<p>Council undertook a number of actions to support and celebrate history and heritage, including:</p> <ul style="list-style-type: none"> History Week was celebrated with St Thomas' Cemetery Walk and Burwood and District Historical Society's photograph collection display 1874 Rate Books were digitized Historical information uploaded to Council's Instagram and Facebook platforms Use of creative displays to highlight the area's heritage <p>Council staff worked continued to work closely with both the local Family History Group and the Burwood and District Historical Society.</p>

Preserve and promote the local Indigenous history and identify existing cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Develop a strategy to acknowledge and celebrate the local Indigenous history and community	Progressing	<p>In July 2019 Council delivered a NAIDOC week school holidays program to engage and inform children, families and the wider community on Aboriginal story-telling through performance. The activity was called Wuruniri and delivered by Matthew Doyle. A cross cultural activity giving a Chinese perspective on Aboriginal storytelling was provided in Mandarin.</p> <p>Council provided funding to the NAIDOC Week School Initiatives Program, which actively promotes education and awareness of Aboriginal and Torres Strait Islander culture amongst primary and high school students. This year 411 young people participated in the program from five local schools.</p>

Code	Responsible Unit	Action Name	Status	Comments
				Council will continue to acknowledge and celebrate Indigenous history through cultural art projects, as reflected in Council's draft Cultural Plan.

Remember and reflect on Australia's history in local context

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local significance	Progressing	<p>Retaining the stories, history and heritage of the area is very important to the Burwood Community. In August, Council held the annual Sandakan Remembrance Service. This marked the 26th anniversary of the opening of the Sandakan Memorial in Burwood Park and Council's annual event.</p> <p>This service remains one of only a handful of its kind in Australia. The community came together to reflect on one of the darkest moments in our nation's history, the Sandakan Death Marches, which took place in Borneo during World War II.</p>

Promote volunteering opportunities and local participation

Work with agencies to support volunteering and partner with culturally specific organisations to provide opportunities for volunteers of CALD background

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.1	Community, Library & Aquatic Services	Form strategic partnerships and support local volunteering initiatives	Progressing	<p>Volunteering opportunities were promoted through the Council, Volunteer Network and GoVolunteer websites.</p> <p>Strategic partnerships were established and maintained with Australian Nursing Home Foundation and Co.As.It. to increase the number of volunteers from CALD backgrounds.</p> <p>Support was provided to local volunteering initiatives in the Inner West, including the Volunteer Appreciation Luncheon, to recognise and thank volunteers and volunteer organisations and to raise awareness of the important roles of volunteers, and the 2019 Service Providers Best Practice Forum on Quality in Aged Care, to explore different models and strategies to increase the wellbeing, independence, social connection and functional ability of older people.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Two volunteer workshops were held in partnership with Senior's Rights Service on Charter of Rights Advocacy & Elder Abuse and Dementia Australia on Dementia Awareness.</p> <p>A total of 260 enquiries were fielded regarding volunteering, with 96 specifically about volunteering in the Burwood LGA. From the enquiries 32 volunteer interviews were conducted and 243 volunteers were referred to not-for-profit organisations in the Inner West Area.</p>

Provide volunteering opportunities and participation within Council

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.2	Community, Library & Aquatic Services	Seek volunteering opportunities for Council projects, initiatives and events where possible	Progressing	Volunteers were engaged in the Corporate Planning and Communications area to carry out essential work for the Burwood Festival. Additionally, opportunities were provided to volunteers to gain valuable experience in the events management area. Volunteering opportunities continued to be provided for external agencies and businesses

Support the capacity of the local community to develop projects, events and activities

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.3	Community, Library & Aquatic Services	Provide skills development and project mentoring for individuals and groups	Progressing	Guidance and advice provided to 147 Inner West Commonwealth Home Support (CHSP) services providers regarding the Commonwealth Government Aged Care Reforms. Boards and management committees from five CHSP service providers were given support and advice on how to position their organisations in the new aged care environment to ensure they remain agile and relevant. Furthermore, 24 customised training sessions were delivered to increase productivity, build capacity and up-skill the CHSP workforce in order to ensure delivery of quality aged care services. Ten Australian Aged Care System Information sessions were delivered to over 300 participants in several languages that included Cantonese, Mandarin, Greek, Italian, Arabic, Vietnamese, Korean and English.



Leadership and innovation

Leadership and innovation

Community confidence in Council's decision making

Provide opportunities for discussions and report decisions back to the community

Consult and engage with the community on issues that impact the local community

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.1		Conduct workshops, special meetings and forums when necessary	Progressing	Open Forums are held at Ordinary Council Meetings where members of the public may address Council on a matter that is not on the agenda for that meeting. During the reporting period Council held open forums at each Council Ordinary Meeting. There is no Open Forum held at Extra-ordinary Council Meetings. There were no representations by the Public during the reporting period.

Provide an opportunity for the community to provide input and feedback on major decisions

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.2	Corporate Planning & Communications	Undertake community consultations in line with the Community Engagement Strategy	Progressing	<p>Community Engagement is a key framework that Council operates within, ensuring the community is able to participate in decision-making that affects the quality of their environment and lifestyle. Council employs the International Association for Public Participation (IAP2) methodology to ensure best practice approach to meaningful engagement.</p> <p>Community consultation was undertaken for the development of the Local Strategic Planning Statement. Over 440 people were engaged through a range of methods including pop-up consultation stalls at two major festivals in Burwood Park, an online survey and focus groups.</p> <p>Community consultation was undertaken at Burwood Festival to provide feedback on the festival and to gain insights the types of events the Community would like to see in Burwood Park.</p>

Report outcomes of Council decisions and resolutions

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.3		Provide information to the community on outcomes of Council decisions and resolutions in a timely manner	Progressing	Council during the reporting period held five Ordinary Council Meetings which were held on July, August, September, October, November, December and an Extra-ordinary Council Meeting on. The Council Agendas were published on Council's website six days prior to the meeting. The Council Meeting Minutes were published on Council's website within two days from the meeting.

Inform the community on key regional projects and plans

Inform the community on key infrastructure projects which affect the local community

Code	Responsible Unit	Action Name	Status	Comments
2.1.2.1	Assets & Infrastructure	Provide information on major infrastructure projects that impact the local area and community	Progressing	<p>Staff has prepared master plans for Henley Park, Blair Park and the Woodstock Park. Some major projects in these and other parks are underway or have been completed as follows:</p> <p>Henley Park:</p> <ul style="list-style-type: none"> • New 100 LUX Sports field flood lighting of fields 1, 2, 3, & 4 and mini fields • Five new picnic shelters • Two new children's playgrounds and double flying fox • Ten new exercise fitness stations • New solar lights to improve the level of lighting for the walking track on the eastern side of the park • Three new cricket nets and a new cricket pitch for the eastern field • The construction of a synthetic Futsal field <p>Blair Park:</p> <ul style="list-style-type: none"> • Upgrade of the amenities building • Upgrade of the Bocce Court

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> Installation of new park furniture <p>Woodstock Community Centre:</p> <ul style="list-style-type: none"> The refurbishment of the rotunda A concept design for the sensory garden <p>Burwood Park</p> <ul style="list-style-type: none"> Installation of a new fitness equipment station <p>Jackson Park</p> <ul style="list-style-type: none"> A new picnic shelter and picnic facilities was recently installed in Jackson Park <p>Sanders Reserve</p> <ul style="list-style-type: none"> New Fencing around Sanders Reserve along Oxford and Norwood Streets <p>Jackett Reserve</p> <ul style="list-style-type: none"> New Fencing around the playground in Jackett Reserve <p>Martin Reserve</p> <ul style="list-style-type: none"> New Fencing along Seymour Street

Provide community education on Council policies and regulations and other legislation which affects the community

Code	Responsible Unit	Action Name	Status	Comments
2.1.2.2		Distribute relevant information in a format that is easy to understand to ensure the community are aware of any changes to policies, regulations or legislation	Progressing	During the reporting period the Office of Local Government's new Model Code of Meeting Practice which affects the conduct of Council Meetings was made effective from the Council Meeting, 23 July 2019. The document has also been published on Council's website for members of the community.

Ensure transparency and accountability in decision making

Audit and evaluate projects and report outcomes to the community where possible

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.1		Provide transparent auditing processes and ensure reports are made available to the community where appropriate	Progressing	<p>Council continued its schedule of Audit, Risk and Improvement Committee meetings with two meetings held during the reporting period, on 20 August and 8 October 2019. The Committee were presented with these reports:</p> <ul style="list-style-type: none"> • Delegations Of Authority – Internal Audit Report • Financial Statements 2018/19 & Audit Report

Provide information in a transparent manner

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.2		Ensure all public information is accessible and made available in a timely manner	Progressing	<p>All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website.</p> <p>During the reporting period 91 informal application and 26 formal applications have been processed under the Government Information (Public Access) Act 2009.</p>

Provide efficient and transparent procurement and purchasing

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.3	Finance & Resource Management	Maintain a transparent process when engaging with contractors, suppliers and businesses	Progressing	<p>Council has set in place effective and efficient processes for purchasing and procurement of goods and services through a comprehensive Procurement Strategy and Purchasing and Contract Management Corporate Practice along with Tendering Manual. These are updated on a regular basis in accordance with Council's Corporate Review Practice.</p> <p>In addition Council uses a number of prescribed agencies for contracts and supply agreements, namely Local Government Procurement (LGP), and Procurement Australia (PA). Council is part of Southern Sydney Region of Councils (SSROC), and utilises some of their contracts to enable transparency and accountability. For certain purchases the NSW Government Contracts are used.</p>

Strong partnerships to benefit the community

Maintain dialogue between neighbouring councils to share resources and improve provision of services

Participate in regional associations and seek opportunities to work with neighbouring councils

Code	Responsible Unit	Action Name	Status	Comments
2.2.1.1	Organisation Development	Participate in inter-agencies and networks within the region and deliver initiatives through established Memorandums of Understanding	Progressing	Council is an active member of a number of industry networks including NSW Government agencies, StateCover, Local Government Professionals NSW, Local Government NSW and CivicRisk Mutual.

Develop strategic partnerships that will benefit the area and community

Maintain and establish relationships with State and Federal agencies, service providers and not for profits

Code	Responsible Unit	Action Name	Status	Comments
2.2.2.1	Community, Library & Aquatic Services	Seek funding opportunities and work with State and Federal agencies on initiatives that will benefit the community	Progressing	Strategic partnerships were developed with a number of Local, State and Federal and Peak bodies that take into account the key trends, challenges and opportunities in aged care. These have included partnerships with other councils based in the Inner West region, Sydney Local Health District, ACAT, NSW Ageing and Disability Elder Abuse Hotline, Dementia Australia, Ethnic Communities Council NSW, ACSA, Commonwealth Department of Social Services, Department of Health and committees such as Aged Care Liaison Group. These committees and partnerships facilitated collaboration within the sector assisted with obtaining additional funding for local resources and projects and increased the aged care profile of the Inner West region.
2.2.2.1	Community, Library & Aquatic Services	Participate in regional alliances and local interagencies	Progressing	Council participated in a range of interagencies and alliances. Staff hosted the local child and family interagency for government and non-Government service providers from Burwood, Ashfield, Strathfield and Canada Bay. The interagency provides opportunities for service providers to network, identify current gaps and develop programs and activities in partnership with one another and Council.

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council has also been working with child and family service providers across the Inner West on the Rhodes Peninsular Regional Collaboration Project. Government and community organisations formed a working group and meet regularly to plan and deliver collaborative services to priority families in Rhodes and surrounds.</p> <p>Council is also an active member of the Inner West Youth Alliance, attended by over 40 local youth services across the suburbs of Burwood, Strathfield, Ashfield, Canada Bay, Leichhardt and Marrickville. This interagency creates opportunity for Council and local service providers to plan and develop strategies to address key youth development needs across the Inner West.</p> <p>Council also supported and coordinated the Inner West Disability Forum, holding meetings in August and November 2019.</p>

Ensure financial sustainability and organisational effectiveness

Identify and maintain additional revenue sources to ensure financial sustainability

Maintain an investment strategy and policy

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.1	Finance & Resource Management	Implement appropriate strategies and report outcomes to Council	Progressing	<p>Council has developed an Investment Strategy and an Investment Policy through a third party Investment advisor which are reviewed regularly.</p> <p>Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate. Council staff ensures that these invested funds are in secure financial instruments.</p> <p>Staff ensure that Council are made aware of all Invested Funds through a monthly report tabled at each available meeting in accordance with Legislative requirements.</p>

Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.2		Manage Council's property portfolio to ensure best value returns and to ensure properties are developed, renewed and maintained for the benefit of the community	Progressing	<p>Council has achieved comparable market rental across its leased properties. The assets are regularly maintained to ensure requirements and compliance is met for community use.</p> <p>Council is in the process of implementing a new asset management system for the purposes of maintaining and managing Council's assets. The new Asset Management software, called Assetic, which will allow Council to capture its asset data within a single source and report and track the condition and maintenance of all assets.</p> <p>Council is currently reviewing its Property Strategy which outlines the manner in which Council should seek to effectively conduct all of the activities relating to Council's property portfolio. The purpose of the review is to ensure Council's property strategy continues to demonstrate a 'whole of Council' framework in managing its property assets and that the guiding principles align Council's property portfolio with its service delivery.</p> <p>The aim of the Property Strategy will continue to assist Council in working towards financial sustainability and provide a clear direction in the management of Council's income producing properties in order to maximise Council's financial return on investment, whilst providing for the Burwood community's needs and expectations.</p> <p>The current version of the Property Strategy was reviewed in 2014 and requires updating to reflect Council's portfolio and strategic direction. Subsequently there has also recently been new amendments to the Environmental Planning and Assessment Act 1979 (EP&A Act) which introduced requirements for councils to prepare and make Local Strategic Planning Statements (LSPS) which sets our land use vision, and planning principles, priorities, and actions for the next 20 years, particularly how change will be managed into the future.</p>

Seek additional sources of income to improve financial sustainability such as discounted loans, financial grants and special variations

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.3	Finance & Resource Management	Identify the community's capacity and willingness for additional sources of income and implement where appropriate or required	Progressing	<p>After a successful Special Rate Variation application (Drainage Infrastructure) in the first half of the year, Council has continued to implement its strategy to reduce Council's Infrastructure backlog.</p> <p>Along with the normal Capital Works program, Council has applied for and been granted additional Grant funding from the Roads and Maritime Services Blackspot program, Local Government Safer Roads program and Public Domain Works from developers within the Local Government area.</p> <p>Council is also seeking further Grant Funding opportunities for the upgrade of Henley Park Car Park and the creation of Netball Courts behind The Aquatic Centre. In addition a further Grant application has been lodged for an All Abilities Playground in Grant Park</p>

Ensure the organisation is well led, staff can carry out their roles efficiently and effectively in line with the community's vision

Deliver services and initiatives to the community in line with Council's Community Strategic Plan and supporting documentation

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.1	Corporate Planning & Communications	Develop, review and monitor a Resourcing Strategy including a Workforce Plan, Asset Management Plan and Long Term Financial Plan	Progressing	This was completed in the previous year and will be reviewed in the next semester.

Ensure corporate values and objectives align with the community's vision

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.2	Organisation Development	Develop, review and monitor a Corporate Plan	Progressing	The Executive and Leadership Team have developed and continue to implement and monitor an internal Corporate Plan, aimed at articulating the practical strategies for the implementation of Council's Community Strategic Plan.

Provide structured procedures and processes to ensure organisational effectiveness

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.3	Organisation Development	Identify and implement frameworks that will improve organisational efficiency and business excellence	Progressing	<p>Council continues to participate in the annual Local Government Professionals / Price Waterhouse Coopers Australasian Local Government Performance Excellence Program, an industry developed performance management tool. The program provides Council with comparative data into relevant areas of internal business operations to inform decision making. The program covers the following areas: workforce management; finance management; operations management; risk management; corporate leadership; asset management and financial data.</p> <p>Council has developed a Workplace Improvement Program as a result of the data of this program and the annual staff engagement survey.</p>

Efficient and innovative customer focused services

Provide a 'one stop shop' for customers

Optimise the experiences of visitors to Council

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.1		Implement a service centre at the new Council Administration offices	Milestone	<p>Council at its meeting of 23 July 2019 endorsed the scope of works for the proposed creation of a new community hub, upgrades to the Library and relocation of its administration centre at 2 and 8 Conder Street Burwood.</p> <p>Council expects that the co-location of Council's services will generate numerous synergies and open up opportunities to increase service levels across the broader community. As a result, the project has been designed to introduce desired community space and create a single point of service for residents and stakeholders, as well as meet the accommodation needs of staff into the future.</p> <p>Council envisages the Conder Street location to be a hub of community interactivity where people engage with technology, information, ideas, and each other; a space that includes an expanded library, and much needed community and cultural facilities.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council undertook a Burwood Council Library & Community Spaces Survey which commenced on 19 June 2019 to gather insights on what a modern library might be like, and uses for community spaces. There was a strong recognition that library and community spaces fulfil an important role in facilitating lifelong learning, skill development and social connections, particularly as they continue to live in increasingly high-density urban environments. Opportunities for children and young people were emphasized, as were opportunities to connect elderly residents and those with limited English proficiency into the community.</p> <p>The Burwood Library & Community Hub (BLCH) temporarily closed on 1 December 2019 in preparation for the commencement of the refurbishment works.</p> <p>It is projected that the construction works will be completed by mid-2020.</p>

Identify ways to provide enhanced customer service at key facilities

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.2	Customer Service & Records	Identify and implement the use of concierges and undertake customer service training with relevant staff	Progressing	<p>Council is researching different service models into its new customer service centre as part of the relocation to Conder Street scheduled for 2020.</p> <p>The service models include co-located Customer Service and Library staff which will improve service delivery to the community.</p>

Maintain high quality customer service for all points of contact

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.3	Customer Service & Records	Ensure customers are attended to in line with service standards	Progressing	<p>During the period 1 July 2019 to 31 December 2019, a total of 3,345 customers were served at the counter, with 81% of them being served within five minutes. Of the 16,907 calls received during the period, 76% were answered in less than forty seconds.</p>

Modernise and digitise relevant services to meet the needs of the community

Allow customers to 'do business with council' entirely online

Code	Responsible Unit	Action Name	Status	Comments
2.4.2.1	Information Technology	Digitise all forms, applications, requests and payment methods where possible	Progressing	Council has implemented "automation" using software robots to perform tasks of picking certain portions of emails and posting them into different fields of the application forms.

Explore new online communication tools

Code	Responsible Unit	Action Name	Status	Comments
2.4.2.2	Information Technology	Identify and implement technology that will enhance and improve customer experience	Progressing	<p>Implementation of "Always-ON" VPN with Microsoft Surface devices for "mobile" Council staff has been in operations since December 2019. The Compliance team will be provided with the same technology so that they are connected to Council network at all times to provide accurate information to Council residents.</p> <p>Council is developing interactive knowledge base so they can be used by both Library and Customer Service Staff in the new location. The knowledge-base is the collection of FAQ that would help anyone to get quick answers about Council operations.</p>

Provide opportunity for ongoing community feedback to ensure best practice

Allow customers to provide immediate feedback on their experience

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.1	Customer Service & Records	Implement customer feedback mechanisms at Council facilities to receive immediate feedback on customer experience	Progressing	<p>Council has introduced new customer feedback software and terminal at Fitzroy Hall. The electronic questionnaire allows customers to provide immediate feedback on their experience and to assist Council with decision-making processes for future activities at the facilities.</p> <p>Based on 474 ratings the statistics indicate that 64% rated the venue as Awesome, 83% would use the venue again and 60% rated it as value for money.</p>

Monitor and measure Council's customer service

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.2	Customer Service & Records	Conduct initiatives to support and improve the training of Council staff in customer service	Progressing	Customer Service staff have visited Burwood Library (and Library staff visited us here in Customer Service) to assist in having an understanding of what each other does each day – this is to assist the transition prior to the relocation of Customer Service to the Library in 2020.

Improve overall customer satisfaction

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.3	Customer Service & Records	Conduct regular surveys to gauge customer experience	Progressing	<p>Have A Go Satisfaction Surveys were conducted for Community Programs and Speakers Corner (English Conversation Classes) to receive feedback on the programs. Local Schools and Community Consultations were conducted for the 2019 Cultural Plan to provide feedback on creative programs, public art and festivals in Burwood. The survey was created to determine if the community would like to see more community development and art programs/art works in Burwood.</p> <p>Monthly meetings were held with Council's youth committee, the Burwood Youth Advisory Group (BYAG) on the future needs of youth and their current engagement with the Burwood area. These included consultations on both the upcoming obstacle course in Grant Park, and a mental health board game to be provided to local schools in 2020.</p>

Leaders in the Local Government sector

Provide strong leadership and advocacy on behalf of the community

Support the roles of Council and Councillors to ensure elected leaders can govern efficiently and effectively on behalf of the community

Code	Responsible Unit	Action Name	Status	Comments
2.5.1.1		Conduct regular training and induction sessions to support Councillors	Progressing	<p>During the period the following Councillor Workshops were conducted:</p> <p>July 2019</p> <ul style="list-style-type: none"> Heritage Matters Expansion of library and community hub at 2 and 8 Conder Street

Code	Responsible Unit	Action Name	Status	Comments
				<p>Burwood Council</p> <p>August 2019</p> <ul style="list-style-type: none"> • Parking Strategy Review Brief • Business Continuity Plan (BCP) • IPART Rating System Review <p>September 2019</p> <ul style="list-style-type: none"> • Public Interest Disclosure Training <p>October 2019</p> <ul style="list-style-type: none"> • Procurement and Contract Training <p>November 2019</p> <ul style="list-style-type: none"> • Online DA Lodgement • LSPS • Audit, Risk and Improvement Committee Annual Report on activities by the Committee Chair • Relocation, library upgrades and community hub project – update on tender • Community Satisfaction Survey – update from Micromex
2.5.1.1		Provide information and resources and encourage professional development	Progressing	During the reporting period Council provided several information sessions and resources to Councillors in the form of workshops, briefing memos and regular updates via online portals.

Monitor and review Council's performance against other councils

Review Council's services and functions to gauge residents' satisfaction and benchmark performance against other councils

Code	Responsible Unit	Action Name	Status	Comments
2.5.2.1	Customer Service &	Participate in benchmarking activities and analyse results to	Progressing	During the semester Council participated in the National Local Government

Code	Responsible Unit	Action Name	Status	Comments
	Records	improve Council's performance (in areas such as financial sustainability, customer services, and other service provisions)		Customer Service Benchmarking survey.

Strive for business excellence through innovation

Implement technology which will increase efficiencies and productivity

Code	Responsible Unit	Action Name	Status	Comments
2.5.3.1	Information Technology	Undertake an assessment of available technology to identify solutions that will streamline business processes	Progressing	<p>Council has completed upgrade of its network infrastructure including its internet bandwidth from 10 Mbps to 1 Gbps. With redundancy built into the network architecture, network connections to different Council sites are more reliable and much faster due to its high bandwidth of 1Gbps.</p> <p>Server migration to private cloud infrastructure is progressing well. This would ensure proper DR and BCP action plans with less variables as all servers would be accessible via internet in case of a disaster affecting Council Offices.</p> <p>New firewalls supporting "always on" VPN has been implemented which enables staff to connect automatically to Council network securely when the computer is turned ON using any internet connection. This enables Council staff to use their mobile devices to access Council network from anywhere to perform their duties. Council's compliance team will be accessing Council network from their MS Surface devices that have hard disk encryption software installed while they are on the road, starting February 2020.</p> <p>Email security has been implemented for all Council email system thereby improving the security posture of Council. Automated centralized email signature has been implemented for all Council staff. This has enabled implementation of consistency in staff signature and any additional email banners when required.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council has also migrated its booking system to new improved and user friendly online booking system for halls and parks booking. This system supports online payment and multitude of options to book venues.</p> <p>Integration between Council's record management system and Development Applications assessing system has been established. This is to streamline electronic lodgement of DA via NSW Planning Portal. All necessary templates have been updated as required so that applicants are provided adequate and precise information about their application.</p>

Anticipate emerging trends and changes that will impact the area

Proactively monitor external strategies, technology and solutions that have the potential to impact Burwood

Code	Responsible Unit	Action Name	Status	Comments
2.5.4.1	Customer Service & Records	Seek opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs	Progressing	Council has implemented a new booking system for community facilities and parks which includes online bookings capabilities. This has increased the efficiency of the booking process, making our facilities more attractive to current and potential hirers. Customers have easier access to information and the ability to make online payments.



**Healthy and sustainable
environment**

Healthy and sustainable environment

Maintain and enhance green and open spaces

Ensure strong planning controls to protect and encourage open and green spaces

Ensure planning policies enhance and protect open and green space where appropriate

Code	Responsible Unit	Action Name	Status	Comments
3.1.1.1	Assets & Infrastructure	Develop specific plans of management for public spaces	Progressing	Council Staff are working with a consultant team and Crown Land Management on updating the Burwood Park Plan of Management. A preliminary first draft has been received and staff are providing comment back to the consultant. The new Plan of Management will be completed in early 2020, put to public exhibition and then formal adoption.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Ensure State and District Plan strategies are included into relevant Council planning policies	Progressing	Council is finalising a draft Local Strategic Planning Statement (LSPS) which requires that the State and District Plan strategies are taken into consideration in preparing the LSPS. The final LSPS will go to the February 2020 Council meeting for endorsement prior to submission to the Greater Sydney Commission for assurance.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	Strategic planning input is provided through the Strategic Planning (SP) team and the Building & Development (B&D) team working closely together. In the past period, the team has advised on the Burwood Place planning proposal as well as the draft development application for the Burwood RSL previously approved concept plan. In both cases, an emphasis on public space interaction has been key to the advise given. Further, the team has been working with the Department of Planning, Industry and Environment on the Premier's Priority for Green Spaces in an effort to enhance those spaces within Burwood.
3.1.1.1	Assets & Infrastructure	Identify opportunities to increase canopy coverage within the area	Progressing	Trees in Burwood are managed according to the following categories: trees on private property, street trees and park trees. Trees on private property are managed according to Council's Development Control Plan. Council owned street trees are managed under

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council's Street Tree Management Strategy. Council has recently undertaken street tree planting in various locations.</p> <p>Staff have prepared a street tree master plan drawing for the Burwood Town Centre that shows existing trees and identifies locations for future tree planting in the Town Centre. Suggested tree species are notated on the drawing.</p> <p>Trees in Council's parks and reserves are managed according to the various park's Plans of Management. Staff have recently planted some "landmark" trees in Burwood Park and at the Woodstock Community Centre. The management of all trees in the Burwood Local Government Area is aimed at increasing the overall urban tree canopy and so there is no net loss.</p> <p>Council has also allocated \$100,000 to planting 500 trees in the Burwood LGA commencing in the 2019/20 financial year. Council staff have commenced a strategy to implement planting these trees in the most suitable locations. Staff have divided up the Burwood LGA into three sections. These sections have been ground-truthed for suitable planting opportunities. The project is aimed to increase the urban tree canopy and reduce the overall temperature of the urban environment.</p>

Pursue partnerships and opportunities to create new open spaces

Negotiate with developers for additional space upon redevelopment of sites

Code	Responsible Unit	Action Name	Status	Comments
3.1.2.1	Strategic Planning, Heritage & Place Planning	Quantify and report on additional open space provided as part of redevelopment	Progressing	Depending on the type of a redevelopment proposal, a Development Application assessment report normally includes the assessment of private and communal open space provisions in quantity and location and if Council's planning controls are complied with. The recently completed Open Space and Community Facilities Strategy along with the upcoming Burwood LGA masterplan will assist staff in the future with determining how much and where additional open space can be provided.

Ensure regular cleaning and maintenance of local areas to prevent damage to the environment

Monitor and maintain local streets to mitigate risk to the environment

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.1	Operations	Provide regular street sweeping and maintenance services	Progressing	<p>Council undertakes daily cleaning of the CBD areas with a combination of machine\manual sweeping techniques.</p> <p>Burwood Council's road network of approx. 91 lineal kms is swept over a three week sweeping cycle with an additional sweeping cycle implemented following the domestic waste collection by the second afternoon sweeping cycle. Further, due to the unusual climatic conditions in the last few months, additional sweeps have occurred to remove leaf drops caused by trees needing to retain critical moisture.</p>

Maintain the stormwater drainage network

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.2	Operations	Regularly maintain and clean the stormwater drainage network and clear blocked pits	Progressing	<p>Council actively and routinely inspects pits identified as being hot spot or critical and schedule cleaning of these pits and pipes.</p> <p>Re-actively Council responds to Customer requests within the stipulated time frames. Council Staff responded to 38 customer inquiries in the first half of the fiscal year.</p>

Remove priority weeds from public spaces

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.3	Operations	Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW)	Progressing	<p>Weed spraying by Contractors for all Streets and Council Carparks within the Burwood LGA is carried out approximately four times per year with the scheduled spray in September 2019 completed on time.</p> <p>Council's Parks Staff also carry out selective weed spraying of streets, parks and reserves within the Burwood LGA as required seasonally.</p> <p>All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per Council's Pesticide Notification Plan available on the website.</p>

Code	Responsible Unit	Action Name	Status	Comments
				Council Staff and contractors are investigating and trialing alternative products to glyphosate herbicides products.

Maintain trees and vegetation to ensure that they are attractive and safe

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.4	Operations	Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible	Progressing	<p>Park and Street Tree Maintenance activities are carried out by qualified Council Staff and Contractors to mitigate risk of damage or injury to property and persons. Tree maintenance works are completed in accordance with the Australian Standard for Pruning of Amenity Trees 2007.</p> <p>Opportunities for new vegetation and planting is considered for all Capital Works and where possible maintenance works. Beautification opportunities are also considered where possible to add amenity.</p> <p>Council's Operations Teams and Contractors have recently completed The Strand Croydon beautification works, Georges River Road Croydon Park beautification works and made significant progress on the Burwood Road Burwood beautification works which included the creation of a number small to large garden plant beds, installation of over 50 planter boxes, 21 tree pots with 200L Magnolia Teddy Bear trees and 24 benches.</p>

Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future needs of the community

Regularly maintain parks, playgrounds, sportsfields, gardens and open spaces

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.1	Operations	Undertake scheduled maintenance programs to meet community needs	Progressing	Council undertakes both a proactive and reactive maintenance program. Council's operations staff have attended over 800 reactive customer requests and have completed over 300 maintenance jobs in the first half of this fiscal year.

Ensure sustainable materials are used for park amenities and facilities

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.2		Maintain and upgrade existing park amenities to ensure longevity and sustainability	Progressing	<p>Council parks and reserves are maintained regularly to ensure continued service to the community.</p> <p>Council's parks and reserves are serviced daily to weekly depending on their location and usage. Facilities in which cleaning and servicing works are carried out include toilet's, BBQ and picnic areas. Additional maintenance includes emptying of bins and dog litter bins, rubbish/litter removal, playground inspections and repairs and landscape maintenance.</p>

Provide support for the establishment of sensory and community gardens

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.3	Assets & Infrastructure	Identify opportunities to implement sensory or community gardens in existing parks, reserves and open spaces	Progressing	<p>Staff have identified the area in the northwest corner of the Woodstock Community Centre as a possible suitable location to design and develop a sensory garden. This location is shown on the Woodstock Proposed Capital Works Master Plan. Staff have developed a concept plan and preliminary cost estimate for the sensory garden. At this stage there are currently no plans to develop any community gardens in Burwood's parks and reserves. However, staff will investigate suitable locations for possible community gardens</p>

Ensure parks are accessible and offer inclusive activities

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.4	Assets & Infrastructure	Ensure parks can be accessed by people living with a disability or impairment and that playgrounds are inclusive and accessible	Progressing	<p>All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. Recent playgrounds completed at Sanders Reserve and at Henley Park are fully accessible to children / people living with a disability or impairment.</p> <p>Staff recently posted a Request for Quotation for the design, supply and installation of a new playground at the Woodstock Community Centre. The design brief calls for an all-inclusive playground that satisfies the design principles of 'Everyone can Play'. The new Woodstock playground will be installed by the end of the 19/20 financial year.</p>

Provide sustainable waste management practices

Promote existing recycling services

Provide education and information about Council's recycling services

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.1	Environment & Health	Use Council communication to inform the community on existing services	Progressing	The Burwood Council Waste Info App has detailed information on recycling options for residents. Council's website offers alternative recycling options for materials and items not accepted through the kerbside recycling service, as well as accepted items for the kerbside collection service. The council social media platforms have been featuring a weekly #wastetipwednesday post outlining tips and facts relating to recycling, reducing waste and sustainability.

Ensure residents adhere to sustainable recycling practices

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.2	Environment & Health	Conduct bin audits and encourage residents to recycle correctly	Progressing	The comprehensive waste and recycling kerbside bin audit was undertaken in early 2019. The report has been finalised and Council will be using the outcomes to tailor the education campaigns to focus on the top priority areas.

Identify emerging waste management solutions

Actively seek and identify new processes and technology

Code	Responsible Unit	Action Name	Status	Comments
3.2.2.1	Environment & Health	Implement waste management solutions that will benefit the community	Progressing	Commencing in 2020 Council will introduce a mattress and whitegoods collection service. The mattresses will be diverted from landfill and if possible processed for reuse by charity organisations or processed for recycling of suitable components. The whitegoods will also be processed for recycling. An additional service will be offered on the regular e-waste drop off days, whitegoods and mattresses will be accepted from Burwood Council residents for diversion from landfill. A communication campaign will be rolled out to inform residents of the new enhanced services.

Establish clear targets for recycling and reducing waste to landfill

Ensure a community wide increase in recycling and reduction in landfill

Code	Responsible Unit	Action Name	Status	Comments
3.2.3.1	Environment & Health	Continue to report targets to the community	Progressing	An annual report is presented to Council outlining programs and projects undertaken which aim to reduce waste generation and divert material going to landfill and promote recycling.

Educate the community on sustainable practices

Provide initiatives to encourage more sustainable practices in the community and around home

Deliver educational programs to the community, networks and businesses that encourage sustainable practices

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.1	Environment & Health	Provide an annual calendar of initiatives on environmentally sustainable practices	Progressing	The e-waste drop-off days, NSW EPA CleanOut days are featured on both the Waste Info App and Council website. A program of events and workshops will be available from March 2020 with a sustainability/waste diversion focus and will be available to residents of Burwood.

Participate in regional sustainability programs

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.2	Environment & Health	Work with neighbouring councils and agencies to deliver sustainability programs to the community	Progressing	Council works with adjoining Councils on regional initiatives to standardise waste and recycling education and messages to the community. Many of the projects are coordinated through SSROC to ensure consistent and factual information is provided to the community.

Encourage the community to follow sustainable practices

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.3	Environment & Health	Award residents, streets, businesses or areas that follow sustainable recycling practices	Progressing	Council is compiling checklists for sustainable recycling practices for business, streets and residents. Internal discussions are being held to determine how to best promote and award successful recipients.

Promote public transport and more active forms of transport such as cycling and walking

Promote public transport, cycling and walking to residents going to work and those who work in Burwood

Code	Responsible Unit	Action Name	Status	Comments
3.3.2.1	Environment & Health	Undertake campaigns and initiatives that encourage the use of alternative transport	Progressing	Alternative transport promotion and education is being rolled out via Council communication channels. Council has dedicated cycle ways and makes provision in large developments to accommodate alternate transport infrastructure including share car services and bicycle parking stations.

Encourage the community to take pride in the cleanliness and maintenance of the area

Promote a clean environment through urban architecture and landscaping

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.1	Environment & Health	Identify opportunities to provide recycling and other waste collection terminals across town centres	Progressing	Council is investigating the opportunity to use the Community Recycling Centre at Regatta Road Five Dock. The facility is operated by Canada Bay City Council and Burwood Council has approached Canada Bay with a request to enter into a partnership for use of the facility by the residents of Burwood. Council is also reviewing recycling opportunities at parks and reserves throughout the LGA.

Raise awareness in the community on littering

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The waste team works with the Compliance and Clean and Safe teams to monitor and control littering in the town centres in an effort to ensure littering is kept to a minimum. Special attention is given to the main town centres to promote anti littering campaigns and messages. Council also has a dedicated waste investigations officer for the investigation and follow up and prosecution where possible of littering offences.

Leadership in environmental sustainability

Invest in green and renewable technology

Implement green and renewable energy initiatives across Council facilities

Code	Responsible Unit	Action Name	Status	Comments
3.4.1.1		Audit existing facilities and upgrade where appropriate	Progressing	Regular inspections of Council's facilities are conducted to assess and monitor the condition of the premises, and to ensure compliance and comfort for the benefit of the community. Council seeks to ensure that the service delivery for community facilities remains at a high level for residents and stakeholders. Council has recently implemented a cloud based software solution, called Assetic, to provide strategy and service level scenarios to manage and maintain assets, improve service levels and reduce capital and maintenance spending.

Promote greater use of more efficient green technologies and alternative energy sources

Support and promote Federal and State Government initiatives in the rollout of green technologies and alternative energy sources

Code	Responsible Unit	Action Name	Status	Comments
3.4.2.1	Environment & Health	Actively advertise State and Federal initiatives through Council's established communication channels	Progressing	State Government initiatives such as the Return and Earn scheme and Love Food Hate Waste programs are promoted through Council website.

Ensure planning promotes environmentally sustainable development to reduce impacts on the environment

Work with developers to promote sustainable developments

Code	Responsible Unit	Action Name	Status	Comments
3.4.3.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into developments where possible to encourage vertical gardens and green spaces within the Burwood CBD	Progressing	Assessment of planning proposals and development applications for land within the Burwood Town Centre requires consideration on green spaces provision whether by vertical, podium or roof top gardens. The Strategic Planning team is assessing planning proposals and responding to referrals (on development applications) from the Building and Development team.

Ensure developers follow sustainable practices during construction

Code	Responsible Unit	Action Name	Status	Comments
3.4.3.2	Compliance	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices (such as sediment control and removal of materials)	Progressing	Council's Compliance Team patrol all building sites on a daily basis and enforce all consent provisions. These patrols have seen an increase in compliance and developers seeking approval for roadway activities.

Encourage and contribute to public health and welfare

Provide services and encourage the community to take pride in the area to ensure public health

Reduce spread of foodborne, waterborne and transferrable diseases

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.1	Environment & Health	Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action against risk	Progressing	Councils Environmental Health Officers continued the inspection program throughout the reporting period. There were 280 Inspections carried out during the period. Enforcement action included the issue of five Improvement Notices and five Penalty Notices.

Mimimise urban related pollution such as air, water and noise pollution

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.2	Environment & Health	Investigate air, water and noise pollution complaints	Progressing	Public health and pollution incident complaints continue to be investigated by Council's Environmental Health Officers. There were 10 complaints investigated and resolved during the July to December 2019 reporting period.

Educate business owners on public health to ensure compliance with food regulations

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.3	Environment & Health	An annual calendar of initiatives on public health including information in relevant community languages	Progressing	Council's environmental health officers provide educational information by way of one on one discussions with shopkeepers and topic specific pamphlets in languages other than English.

Educate the community on public health matters

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.4	Environment & Health	Undertake and participate in relevant campaigns to raise awareness and engage the community	Progressing	Council provides public health information and alerts through the Council website. Council also delivers targeted information through food schools made available to shopkeepers and managers of premises which might present a public health risk. Risk premises include food shops, cooling towers, boarding houses and places of skin penetration (beauticians and the like).

Provide services and support to encourage responsible animal ownership practices and ensure that animals are well cared for in a safe community

Educate residents on companion animals

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.1	Compliance	Provide information and relevant campaigns to raise awareness in the community	Progressing	Council's Compliance Team patrols local parks and main streets on a daily basis and any related breaches are actioned accordingly. The Compliance Team review the companion animal register twice a year and send registration reminder letters to dog owners that have failed to register their dogs.

Establish pet friendly environments for animal owners

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.2	Assets & Infrastructure	Consider pet friendly facilities when undertaken any new plans of management for parks, reserves and open spaces	Progressing	<p>When undertaking new plans of management for parks Council will consider new pet friendly facilities. There are currently dog off- leash areas in Henley Park, Grant Park, Blair Park and Burwood Park.</p> <p>In particular, Council staff are working with a consultant team to draft a new Plan of Management (PoM) for Burwood Park. Council has received a preliminary first draft of the PoM and staff are reviewing the draft. The provision of an unfenced dog off-leash area is included in the PoM. The new Burwood Park PoM will be completed in the early part of 2020 and provided to Council for formal adoption.</p>

Provide regulatory support to ensure a safe environment for animals and residents

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.3	Compliance	Undertake compliance inspections for dangerous or displaced animals	Progressing	All dangerous and restricted dogs in the LGA have been inspected.



Planning and infrastructure

Planning and infrastructure

Implement regional traffic and parking strategies

Ensure strategies accommodate population growth

Design traffic facilities which improve traffic flow and alleviate congestion

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.1	Assets & Infrastructure	Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices	Progressing	Investigations are undertaken for all requests received for traffic calming devices or pedestrian facilities. Additionally locations are identified by staff based upon RMS accident data. Locations where improvements can be made are presented to the Burwood Local Traffic Committee prior to be reported to a Council Meeting for adoption.

Encourage opportunities for additional public parking spaces within developments

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.2	Strategic Planning, Heritage & Place Planning	Negotiate with developers for additional public parking within developments in the Burwood CBD where possible	Progressing	The Strategic Planning team is responsible for processing voluntary planning agreements negotiated between Council's General Manager and senior officers (on behalf of Council) and developers. Some of the VPAs provide for developers to make monetary contributions in lieu of the on-site provision of visitor parking. Council will spend the contributions on the public car parking in the Burwood (and Strathfield) Town Centres.

Ensure developments provide sufficient parking and off-street parking in line with Council policies

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.3	Assets & Infrastructure	Investigate parking provisions during assessments of development applications	Progressing	All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes ensuring that provisions of off-street parking for motor vehicles and bicycles meets Councils Development Control Plan or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas.

Consider social impacts of population growth

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.4	Community, Library & Aquatic Services	Investigate the social impact and quality of life of high density living	Milestone	Council engaged students from the University of Western Sydney who were completing a Masters of Social Work to undertake research into the social impacts of high density living. This research improved Council's understanding of the needs of residents in high density dwellings and increased capacity to leverage off the positive opportunities generated by higher densities, such as economic benefits, to better respond to identified needs. Staff continue to keep a watching brief on the effects of urban density on our current landscape and the community.

Implement strategies to promote alternative transport use

Investigate opportunities for bus priority lanes to improve public transport efficiency

Code	Responsible Unit	Action Name	Status	Comments
4.1.2.1	Assets & Infrastructure	Work with RMS and Transport NSW to identify locations for improved bus access	Progressing	Council is currently working with Transport NSW on the Bus Stop Guideline and Wayfinding Program. The Program will include an extensive review of all bus stops within the Burwood local government area to ensure consistent signage, compliance with Disability Discrimination Act, adequate facilities such as seating and bins, as well as ensuring that the location and length of the Bus Zone is safe and sufficient.

Seek funding opportunities for cycling facilities and cycleways

Code	Responsible Unit	Action Name	Status	Comments
4.1.2.2	Assets & Infrastructure	Identify and apply for grants where possible and implement facilities which promote cycling (such a bicycle parking stations)	Progressing	Council successfully applied for grant funding via the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways. The new cycleways link the Parramatta Road corridor to Burwood Park and Wangal Park, with the first link along Neich parade having been completed. Demand for additional bicycle parking will be considered as part of this project.

Work with key stakeholders to ensure an integrated transport plan

Work with RMS, STA, NSW Police and major stakeholders to continue to develop new parking initiatives

Code	Responsible Unit	Action Name	Status	Comments
4.1.3.1	Assets & Infrastructure	Conduct regular meetings with key stakeholders and report outcomes to the community	Progressing	The Burwood Local Traffic Committee is held monthly to review recommendations for the improvement of traffic facilities, parking initiatives, road safety matters and the movement of traffic throughout the Burwood local government area. The minutes of these Meetings are placed on the agenda for the following Council Meeting to provide an opportunity for the community to review and make comment on any recommendation prior to a decision being made.

Participate in regional projects to ensure an integrated transport network

Code	Responsible Unit	Action Name	Status	Comments
4.1.3.2	Assets & Infrastructure	Work with key agencies to ensure regional transport projects have a positive impact on the local community	Progressing	Regular meeting are held with Transport for New South Wales, Roads and Maritime Services, Sydney Metro, bus operators and the Southern Sydney Regional Organisation of Councils in relation to transport projects and improvements.

Consider pedestrians and cyclists as key stakeholders in traffic management planning

Code	Responsible Unit	Action Name	Status	Comments
4.1.3.3	Assets & Infrastructure	Ensure pedestrians and cyclists are consulted during traffic management planning	Progressing	Consultation is undertaken with all major traffic and transport projects in order to obtain feedback on designs and concepts. Consultation is undertaken with residents, businesses and schools directly via surveys where projects will have a direct impact on the movement of traffic, pedestrians and cyclists. Larger proposal such as the restriction of traffic movements are also placed on public exhibition and advertised in local media.

Enhance road and pedestrian safety

Educate residents on safe practices to reduce road incidents and fatalities

Code	Responsible Unit	Action Name	Status	Comments
4.1.4.1	Assets & Infrastructure	Undertake safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety.	Progressing	<p>Several Road Safety Programs are run every year with an aim of reducing accidents and educating the public on road rules and behavior improvements.</p> <p>Council's Slow Down campaign targets streets which have a high percentage of recorded accidents which contributed to speed.</p> <p>The Child Safety Restraint Check program provides a free check of any child seats installed by a qualified installer to ensure compliance with current standards.</p> <p>Council's Walk Safe campaign is targeted towards pedestrians to ensure that they are aware of their surroundings when crossing the street, and that they cross at safe locations.</p> <p>The Graduated Licensing Scheme Workshops helps new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers.</p> <p>In addition regular meetings with local schools are undertaken to ensure that the road environment surrounding the school is safe, in addition to providing educational materials to be passed on to students and parents.</p>

Implement traffic facilities which will enhance road and pedestrian safety

Code	Responsible Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement solutions to take action against potential incidents	Progressing	<p>Blackspot projects are identified on a yearly basis following the distribution of RMS accident data. Locations which meet the criteria based on the number of accidents which have occurred are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents. Council has successfully secured funding for four projects being Weldon Street, Paisley Road/Reed Street, Burwood Road/Nicolson Street/Ethel Street and Woodside Avenue/Conder Street.</p>

Provide connected an accessible infrastructure

Improve the accessibility of Burwood CBD

Improve pedestrian flow within the Burwood CBD

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.1	Assets & Infrastructure	Investigate opportunities to limit motorist access to certain areas within the Burwood CBD	Progressing	<p>Pedestrian only walkways are being provided as the Burwood CBD continues to be developed. An existing walkway has been provided as part of the B1/Emerald Square development which links Clarendon Place to Wynne Avenue. This walkway will continue as part of the current Burwood Grand development which will link Wynne Avenue to Conder Street. Additional pedestrian only walkways identified in Council's DCP include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.</p> <p>Further investigations into restricting access for vehicles will form part of the current Traffic and Transport Study to be completed in early 2020.</p>

Identify parking solutions that will alleviate traffic congestion

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.2	Assets & Infrastructure	Review parking strategy within the Burwood CBD and investigate parking initiatives to alleviate traffic congestion	Progressing	The third review of the Burwood Public Parking Strategy is currently underway and will be reported to Council in 2020. The Strategy Review looks at a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets.

Improve access and connection between the Burwood CBD and residential areas, facilities and open spaces and linkage to neighbouring areas

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.3	Assets & Infrastructure	Implement strategies and initiatives to enhance connectivity within the area	Progressing	Additional cycleways are being delivered to link the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways are fully funded via the Parramatta Road Urban Amenity Improvement Program. The first link along Neich Parade has been completed, with the remaining two links scheduled to be completed in the 2019/20 financial year.

Provide quality local infrastructure that caters to population growth

Regularly maintain and upgrade local roads, footpaths, kerbs and gutters

Code	Responsible Unit	Action Name	Status	Comments
4.2.2.1	Operations	Provide an extensive capital works program to regularly maintain and renew local infrastructure	Progressing	Council maintains a comprehensive Capital Works program covering all assets including but not limited to Roads, Drainage, Footpaths, KG, Beautification and other special projects

Continue to monitor the condition of infrastructure across the area

Code	Responsible Unit	Action Name	Status	Comments
4.2.2.2	Assets & Infrastructure	Undertake infrastructure audits in order to determine the condition of local infrastructure	Progressing	In 2019 Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data was imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and maintenance works programs. Next round of road infrastructure condition data capture and assessment is now underway and will be completed in early 2020. This data will inform Council's future capital works and maintenance programs.

Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

Code	Responsible Unit	Action Name	Status	Comments
4.2.3.1	Assets & Infrastructure	Identify and incorporate prams and wheelchair access ramps and other facilities to improve accessibility	Progressing	During this half year Council has upgraded 13 new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.

Integrate Burwood's existing heritage with high quality urban design

Encourage architectural integrity and aesthetically appealing buildings

Planning policies to enhance and promote architectural integrity and aesthetically appealing buildings

Code	Responsible Unit	Action Name	Status	Comments
4.3.1.1	Building & Development	Ensure that design is assessed as part of the development application process	Progressing	Four major DA's referred to Council's Urban Design Consultants for a review during this period.

Maintain and preserve heritage through relevant planning strategies

Ensure integrity in planning to preserve heritage

Code	Responsible Unit	Action Name	Status	Comments
4.3.2.1	Building & Development	Ensure that all development applications relating to heritage items or heritage conservation include a heritage assessment	Progressing	48 DA's were referred to the Executive Strategic Planner-Heritage Adviser during this period.
4.3.2.1	Strategic Planning, Heritage & Place Planning	Provide information and education relating to heritage as it applies to development	Progressing	Council's Executive Strategic Planner/Heritage Advisor provides information and advice on heritage matters to the public. The heritage data including mapping and schedule in the Burwood Local Environmental Plan is placed on Council's website and is updated when need arises.

Participate in regional planning and infrastructure projects to ensure the best outcomes for the community

Provide advocacy on regional and metropolitan projects on behalf of the community

Ensure that the community's interest are taken into consideration on regional and metropolitan projects

Code	Responsible Unit	Action Name	Status	Comments
4.4.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic and planning input into major regional infrastructure strategies and projects	Progressing	Strategic planning input is provided in response to request for information from State Agencies on major regional projects such as Planned Precincts, Metro West and Parramatta Road Urban Renewal.

Partner with key stakeholders to deliver major projects

Work with State and Federal Governments and developers to ensure major infrastructure projects benefit the community

Code	Responsible Unit	Action Name	Status	Comments
4.4.2.1	Strategic Planning, Heritage & Place Planning	Actively participate in the planning process of regional and metropolitan infrastructure projects and advocate for the area's needs	Progressing	This is ongoing as part of LSPS development including liaising with District councils, GSC, the Department, GANSW and adjoining LGAs to improve regional outcomes.

Ensure customer focused processes for development services

Ensure support and provide efficient assessment of developments

Provide support and information on development processes

Code	Responsible Unit	Action Name	Status	Comments
4.5.1.1	Building & Development	Develop and provide information on development application processes and services in an accessible and easy to understand format	Progressing	Electronic lodgement of DA's implemented, DA information on Council's web site has been reviewed and updated. Work flow for the DA process and procedures manual created.

Ensure streamlined and timely processes for development services

Code	Responsible Unit	Action Name	Status	Comments
4.5.1.2	Building & Development	Assess development applications in a timely manner	Progressing	71 applications determined, Average turnover time 99 days, Median 70 days.

Ensure independence and transparency in decision making on significant developments

Facilitate and coordinate the Independent Hearing and Assessment Panel

Code	Responsible Unit	Action Name	Status	Comments
4.5.2.1		Report decisions made by the Independent Hearing and Assessment Panel to the community	Progressing	During the reporting period three Burwood Local Planning Panel (BLPP) Meetings were conducted on 9 July 2019, 13 August 2019 and 12 November 2019. The BLPP Meeting Agendas are published on Council's website six days prior to each meeting. The official minutes and the recording of meetings are published within two working days on Council's website. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website.



City and villages

City and villages

Maximise Burwood's regional and strategic status within inner western Sydney

Stimulate the local economy and activate the Burwood CBD

Plan and facilities economic development strategies that stimulate the economy and attract businesses

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.1	Corporate Planning & Communications	Review and monitor Economic Strategies and policies	Progressing	<p>Council introduced a Beautification Works Program as part of its overall economic strategy in order to enhance its town centres and activate the local economy.</p> <p>A strong focus has been placed this semester on engaging with the Chinese business community and small businesses across the LGA. Forums and seminars have been held to further understand local business needs, provide learning opportunities and a forum for Council to better understand how it can help businesses to be sustainable and stimulate economic grow for the area.</p> <p>Council is in the process of reviewing its Economic Strategies in line with the Delivery Program for 2021-2025.</p>

Attract large scale festivals, events and initiatives to the Burwood CBD

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.2	Corporate Planning & Communications	Apply for grants and sponsorships, and seek participation regional, metropolitan and nation-wide initiatives	Progressing	<p>Council continues to seek partnerships for its major events such as Burwood Festival and Carols in the Park.</p> <p>Council is appreciative of the support from local businesses and entered into key Festival sponsorship agreements with Club Burwood, Burwood Plaza, Anson, Westfield and Commonwealth Bank. Council partnered with two large Australian Chinese media agencies TVBA and New Impressions for their respective events. TVB Anywhere Carnival and Moon Festival.</p>

Promote Burwood CBD as a destination for food and culture

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.3	Corporate Planning & Communications	Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors	Progressing	<p>Beautification works continue across town centres to enhance the visual aesthetics of the area with new tree planting, planter boxes and tree lighting.</p> <p>Council continues its Shopfront Improvement Program providing grant funding to incentivise business owners along Burwood Road to improve the appearance and quality of shopfronts and awnings.</p> <p>Council's recently launched WeChat account highlights Burwood as a destination for dining in order to attract visitors to the area.</p> <p>The Woodstock Markets were held in June with a variety of artisan stalls drawing crowds from across the Inner West region.</p> <p>Destination NSW featured Burwood in its official Sydney Guide Chinese Edition, as a food destination and provided advertising for Burwood in its Korean and English editions. The printed books are available at hotels, airports tourist spots and souvenir shops.</p>

Encourage mixed use buildings: commercial and residential to maximise Burwood CBD

Enhance and promote mix use buildings to ensure the Burwood CBD maintains its regional status

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.1	Strategic Planning, Heritage & Place Planning	Review planning provisions for development controls and encourage mix use development where possible	Progressing	<p>Land in the Burwood and Strathfield Town Centres is zoned B4 Mixed Use under the Burwood Local Environmental Plan (BLEP) 2012.</p> <p>Mixed use developments are permissible and encouraged in the B4 zone under the BLEP. The BLEP is required to be reviewed and updated by mid-2021. Development controls in the BLEP and the supporting Burwood Development Control Plan will be reviewed for appropriateness.</p>

Build links and partnerships with educational institutions for the development of diverse local skills

Promote and support local learning institutions to encourage residents to enter the local workforce

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.3.1	Organisation Development	Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate	Progressing	Council continues to support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work. During the reporting period the Operations Centre employed one Graduate Engineer within the Civil Construction and Maintenance team to assist in delivering the Capital Works Program.

Provide facilities to businesses, services and institutions for corporate events

Provide venues for businesses and services to conduct corporate events such as expos, conferences and seminars

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions	Progressing	Council provides a range of venues across the area to suit the diverse needs of the community with different venues providing spaces for corporate, community, educational and lifestyle events.

Support and engage with local services and businesses

Promote local businesses and services to the community

Promote the services of local businesses to boost the local economy

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.1.1	Corporate Planning & Communications	Develop communication material that promotes local services and businesses to the community	Progressing	Showcasing Burwood services and businesses is important for the community as it develops community spirit and builds support for the local economy.

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Burwood is known as a food hub and at the recent Moon Festival Council held a food competition with the local restaurants to find the best signature dish. The dishes were presented on stage and judged by rising food blogger and social media influencers and promoted heavily on WeChat through the Event organisers New Impressions.</p> <p>As Burwood also attracts visitors from outside the local government area, Council also promoted the Burwood as a food destination in Destination NSW publications The Official Sydney Guide. Maps of the food areas and articles were published in the English, Korean and Chinese language editions.</p> <p>Council's own WeChat account features information on the shopping and dining available in the area in order to promote local services to the wider community.</p>

Develop programs to strengthen and sustain local businesses

Facilitate educational and advisory initiatives that encourage good economic practices

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.1	Corporate Planning & Communications	Support State agencies in delivering business services to the community	Progressing	<p>Council actively supports small businesses by provided opportunities to learn and share good economic practices.</p> <p>During Small Business Month Council hosted a forum for small business owners to hear some of the developments in programs and policies Council are undertaking to make working in Burwood easy and sustainable. The forum also allowed the businesses to share their challenges and success stories and provided an environment conducive to networking. The event was highly regarded by those who attended.</p>

Engage with local business organisations and chambers

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.2	Corporate Planning & Communications	Maintain ongoing dialogue and identify opportunities to support initiatives or deliver joint projects	Progressing	<p>Council supports Service NSW and promotes their 'Easy to do Business' program developed by the Small Business Commissioner and Services NSW. The program provides Council and its existing and potential local businesses with a digital platform and state wide policy solutions that make it easier for small businesses to start up and grow.</p> <p>The service provides step by step guidance through application processes ensuring that the quality of submissions lodged with Council will be decision ready, saving time in having to go back and forth for more information or updates.</p>

Encourage participation of local businesses in community events

Invite local businesses to participate in Council's civic events

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.3.1	Corporate Planning & Communications	Provide regular notice to businesses of Council's upcoming events and provide opportunities for involvement	Progressing	<p>Council provides ongoing notifications to local businesses on Council's upcoming events and initiatives. In particular, Council sent letters to businesses in Burwood's Town Centre to notify, encourage participation and cross promotion of the TVB Festival, Moon Festival, Burwood Festival and Carols in the Park.</p> <p>Council encourages businesses to take out stalls to promote their services and products and offers affordable sponsorship packages for greater exposure and connection to their community.</p>

Enhance and foster the local identity

Promote opportunities for public art and culture

Encourage authorised public art and live performances and activations within the Burwood CBD

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.1.1	Community, Library & Aquatic Services	Implement public art and street music programs to enhance the culture within the Burwood CBD	Progressing	<p>Council adopted a Public Art Strategy in October 2018 and is now undertaking its implementation.</p> <p>Council staff worked with key stakeholders including local schools, Transport NSW and Croydon Park Business Chamber to plan for the implementation of public art projects in the Burwood Local Government Area. Council has also undertaken extensive external community consultation and internal cross-departmental consultation to develop public art that has a true connection to the Burwood community. The following artworks were implemented during October – December 2019:</p> <ul style="list-style-type: none"> • Burwood Park Pavilion Mural • Artwork on road safety bollards at the corner of Wentworth Road and Everton Roads, Strathfield • Fitzroy Hall Wall Mural <p>Planning is under way for public art projects to be implemented in the Burwood LGA in 2020.</p> <p>Arts and culture can create opportunities for individual expression, community dialogue and shared cultural experiences. The introduction of more public art to Burwood, such as murals and sculptures, will help to beautify the area and create an increased sense of community identity, ownership, connection and pride.</p>

Maintain an attractive Burwood CBD

Enhance the aesthetics of the Burwood CBD through architecture and landscaping

Code	Responsible Officer Unit	Action Name	Status	Comments
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Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.2	Assets & Infrastructure	Implement a CBD and Strathfield town centre master plan	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present.</p> <p>A specific town centre master plan has been prepared showing the proposed capital works for the beautification of the Strathfield town centre.</p> <p>Staff have prepared a photo montage of shopfront elevations for Burwood Road in the CBD to help inform and visualise potential areas for beautification. This works will dovetail into the specific town centre master plan currently being prepared for the beautification of Burwood Road from Parramatta Rd to Church Street within Burwood CBD.</p> <p>A consultant has been engaged to provide specific and detailed concept drawings for the beautification of Burwood Road in the town centre and for Railway Parade east.</p> <p>Staff are implementing Burwood Road beautification works which include some tree removals, garden bed plantings and potted tree installations.</p>

Ensure the Burwood CBD and town centres are clean and presentable

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.3	Compliance	Deliver a Safe & Clean program to monitor the CBD and town centres	Progressing	The Safe & Clean Team operate on a seven day roster between the hours of 10am to 6pm. The team patrols on main business streets in the LGA and a report is submitted to Council every quarter highlighting the team's performance.

Support innovation which will enhance local identity and culture

Ensure the Burwood CBD is a modern and innovative centre

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.3.1	Information Technology	Identify and implement emerging technology that will enhance the CBD and attract visitors	Progressing	<p>Council has updated its devices that provide digital content on the displays - such as the one on the Railway Square. The large screen TV on the Railway Square is now able to display other digital contents such as information about Council and any other messages. Additional displays and meeting spaces are planned in the new Community Hub that will open to public after April 2020.</p> <p>Upgrade of Wireless Network for the library and new Community Hub is planned for April who will provide better connection to library patrons. Upgrade of "Free WiFi" in Railway Square is planned which would allow better connection to users.</p>

Provide civic events which foster a sense of pride in the community

Deliver a range of civic events which attract visitors to the area

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.4.1	Corporate Planning & Communications	Facilitate and coordinate major events that celebrate the area	Progressing	<p>Council hosted a successful Burwood Festival event with 70,000 attending throughout the day. The day included a performance line up of local groups and schools and professional entertainers, roving performers, children's activities, classic car show, food and rides. Burwood Festival continues to be the showpiece in Council's event calendar that attracts local families and friends and visitors from outside the LGA . It is much anticipated and loved by the community. In the recent survey 63% of respondents had attended the festival previously, 97% indicated they would return.</p> <p>Another much loved annual event was Carols in the Park. The event was a great success with thousands attending throughout the afternoon and during the main stage program. The annual fireworks display was</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>cancelled due to the bad weather conditions and a total fire ban and it was decided that the funds would be donated to fire relief charities.</p> <p>Council partnered with Chinese media agency TVB for their Festival in August and with digital media company New Impressions for the New Moon Festival in September. Both event attracted thousands of locals and visitors from outside the region.</p>

Activate village precincts and preserve the distinct characters of surrounding residential areas

Update and maintain the aesthetics of town centres and villages

Enhance the aesthetics of village town centres including Croydon, Croydon Park and Enfield

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.1.1	Assets & Infrastructure	Develop master plans for village town centres	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present.</p> <p>These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. In particular Council has commissioned a consultant Landscape Architect to undertake Burwood Road Main Street Refurbishment project. This will look at strategic landscape and beautification plans for Burwood Road, in four distinctive precincts, namely; Burwood Road North, Burwood Park Precinct, Central Precinct, and Southern Precinct.</p> <p>A preliminary beautification concept plan has been developed by the consultant for the Railway Parade east.</p>

Promote and recognise local history through urban design

Interpret the local history and character of the area through art and design

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.2.1	Community, Library & Aquatic Services	Identify local history and implement art and design that creates a sense of pride in the area	Progressing	Through community consultation and feedback from Council's internal public art reference group, key information relating to Burwood's history and culture has emerged. This can be seen through the recent development of the Fitzroy Hall mural of Sissy the elephant. The mural was developed in an imaginative style and reflected an interesting historical story relevant to the site in Burwood. Since its implementation, community members have shown a great level of interest in the artwork and its connection to the local community.

