

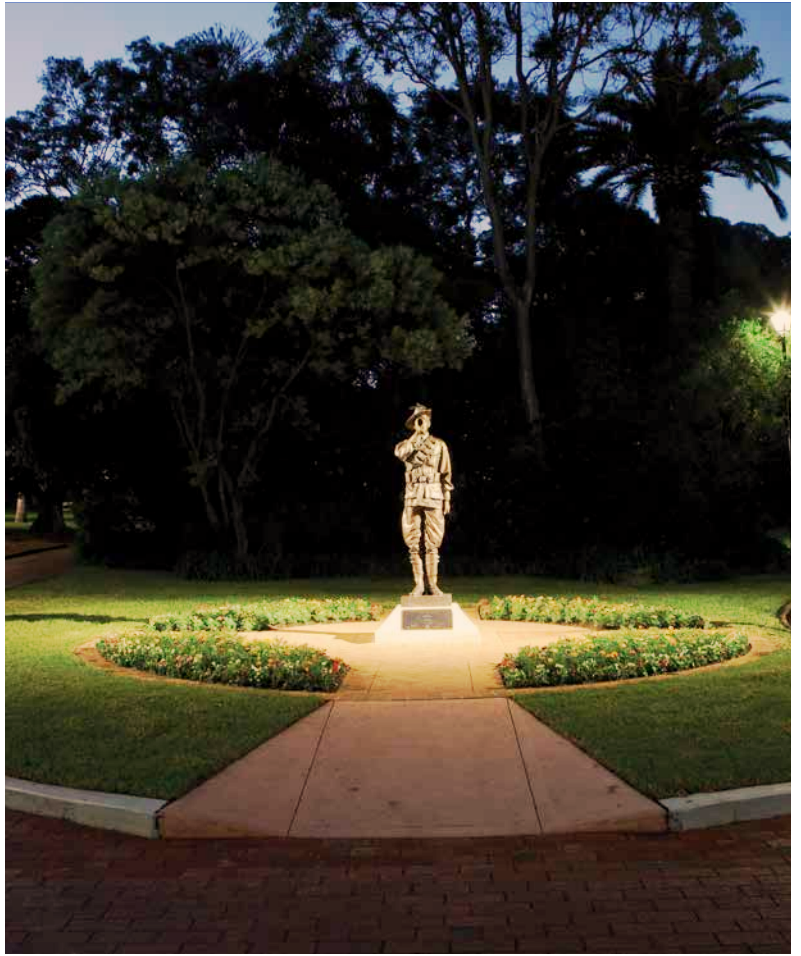
BURWOOD COUNCIL ANNUAL REPORT 2015

A SENSE OF COMMUNITY



Burwood Council
heritage • progress • pride

OUR VISION
A well connected, sustainable and safe community that embraces and celebrates its culture and diversity.



OUR VALUES
Governance - consultation, accountability, transparency.
Service - efficiency, effectiveness, responsiveness.
Sustainability - prudence, innovation, preservation.
Respect - honesty, fairness, dedication, integrity.

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OUR MISSION

To create a quality lifestyle for Burwood Council citizens by promoting harmony and excellence in the delivery of Council's service.



Introduction

The Annual Report has been prepared in accordance with the requirements of Section 428 of the *Local Government Act 1993* and Clause 217 of the *Local Government (General) Regulation 2005*.

The Report outlines Council's achievements in implementing the Delivery Program and the objectives set in conjunction with the local residents and stakeholders, following the five themes chosen to represent the main priority areas for the community:

- A Sense of Community**
- Leadership Through Innovation**
- A Sustainable Natural Environment**
- Accessible Services and Facilities**
- A Vibrant Economic Community**

In addition, the Annual Report includes a State of the Environment Report, summarising the achievements of Council in relation to the objectives for the environment established by the Community Strategic Plan.



Message from the Mayor



As Mayor of Burwood, I'm pleased to present your Council's Annual Report for 2014-15. In the past financial year, we have undertaken a number of major capital projects across our area, implemented numerous safety initiatives in our town centres and hosted vibrant civic and cultural events attracting more than 350,000 visitors to ensure that Burwood remains the hub of the Inner West.

The Annual Report 2014-15 provides you with an overview of the number of exciting projects and initiatives we have undertaken throughout the year and highlights our major achievements in fostering a sense of pride, providing better accessibility, improving our local economy and ensuring future environmental sustainability.

Delivering a better Burwood and strengthening our community

Council continues to place a strong focus on building a better Burwood, in line with our community's vision for the area over the next twenty years. This includes the delivery of major projects to ensure better access to a wide range of facilities for all members of our diverse community to enjoy.

In March, we officially opened Railway Square, a new open space in the heart of the town centre which has improved pedestrian traffic flow to Burwood Station and the Railway Parade bus interchange while providing a place to relax and enjoy a coffee.

Council remains committed to maximising the potential of our public spaces with the Bugler from Burwood sculpture, unveiled at our Anzac Day Centenary Dawn Service 2015, installation of new automated restrooms and café in Burwood Park, new playgrounds in Martin and Prowse Reserve and ongoing works in Wangal Park.

While providing new amenity, we also ensured our existing facilities remain at a high standard with significant works undertaken at Enfield Aquatic Centre to maintain the longevity of our local and historic icon.

In addition, Council continues to deliver our extensive capital works program to ensure that our area is a safe and accessible place. During the financial year, Council re-sheeted 8,700 square metres of our roadway, upgraded 3,000 square metres of footpath and constructed 1,700 metres of kerb and gutter.

A safer place

My top priority as Mayor is to ensure that Burwood remains a safe place for everyone in our great community. In the past year, Council has introduced a range of projects and initiatives which have led to an increase in safety across our town centres and surrounding suburbs.

COUNCIL CONTINUES TO PLACE A STRONG FOCUS ON BUILDING A BETTER BURWOOD

In particular, Council installed three new taxi ranks with CCTV cameras in Burwood and Strathfield and our new Safe and Clean initiative ensures our town centres are maintained and cleaned seven days a week.

Looking ahead

Our community can look forward to Council building on this success with the completion of Wangal Park, refurbishment of Woodstock and the new Burwood Park Stage scheduled to be undertaken in the next financial year.

I am proud of our Council's performance in 2014-15 and our achievements are testament to the hard work and dedication of community members, Councillors and Council staff coming together to ensure Burwood remains a great place to live, work and visit.

Cr John Faker
Mayor of Burwood



Message from the General Manager



Located between Sydney and Parramatta cities, Burwood is a mixing pot of culture with a thriving business and retail centre surrounded by historic villages. In particular, our strategic location and accessibility provides significant opportunities for our community as we look ahead to 2015-16.



Burwood Council continues to build on its success from previous years, delivering a \$3.2 million surplus in its 2014-15 Budget while continuing to provide a high level of services and initiatives to our community. This strong financial result was achieved through our commitment to fiscal responsibility, improved procurement processes and investment opportunities.

Council continues to invest surplus funds and generate additional income through initiatives such as our Property Strategy to ensure that we can continue to deliver on targets identified in our Delivery Program and meet the needs of our community.

This year has presented many opportunities and challenges to the Local Government sector. In particular, the NSW Government's proposed Fit for the Future reform which proposed the reduction of Councils in NSW.

Although Council firmly believes it is fit for the future under our existing structure, the NSW Government has given a strong indication that 'no change' is not an option. For this reason, Council elected to submit a merger proposal with Auburn City and City of Canada Bay Councils in the event that amalgamations proceed.

Our primary objective during this process was to ensure that our community was kept informed and were able to provide feedback. Council undertook extensive community consultation from February to June 2015 through a range of methods including telephone surveys, a dedicated website with information on the reforms and fact sheets distributed to all residents in the area.

I MAKE EVERY EFFORT TO ENSURE THAT WE CONTINUE TO REMAIN EFFICIENT AND EFFECTIVE IN OUR DELIVERY DURING THE NEXT FINANCIAL YEAR

In addition, Council undertook our bi-annual community satisfaction survey in October 2014 in order to gauge whether the community's priorities outlined in the Burwood2030 Community Strategy Plan were still important to you. The survey also asked residents for their thoughts on potential amalgamations.

We understand the community has high expectations on the services and facilities provided by Council and I make every effort to ensure that we continue to remain efficient and effective in our delivery during the next financial year.

I appreciate the support given by my staff in improving this organisation and in implementing Council's policies. I would also like to thank the Councillors for their support throughout the year.

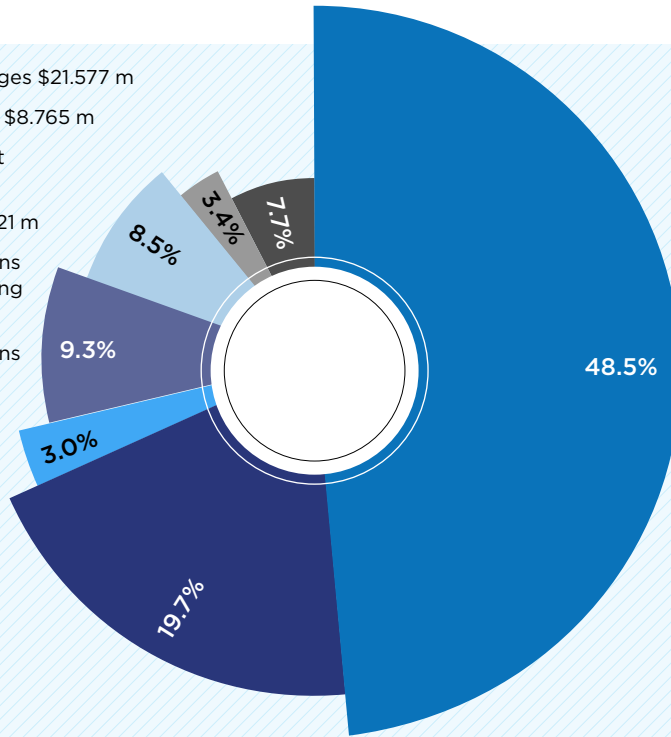
Michael McMahon
General Manager

Our financial performance

2014-15 Total Income

\$44.503 Million

- Rates & Annual Charges \$21.577 m
- User Charges & Fees \$8.765 m
- Interest & Investment Income \$1.356 m
- Other Revenues \$4.121 m
- Grants & Contributions Provided for Operating Purposes \$3.777 m
- Grants & Contributions Provided for Capital Purposes \$1.498 m
- Net Gains from the Disposal of Assets \$3.409 m



Stormwater Drainage Management

During 2014-15 an amount of \$266,419 was expended for stormwater services and included works in the following areas:

- + Stormwater Drainage Investigation
- + Boundary Street - investigation
- + Belmore Street - pipe and pit reconstruction
- + Oxford Street - pipe and pit reconstruction
- + Lees Avenue and Georges River Road - pipe and pit reconstruction

2014-2015 Stormwater Management

\$'000s

Levied 266

Expenditure 266

48.5%

income generated by rates

\$1.50m

obtained in capital grants

21.22%

of income spent on Infrastructure

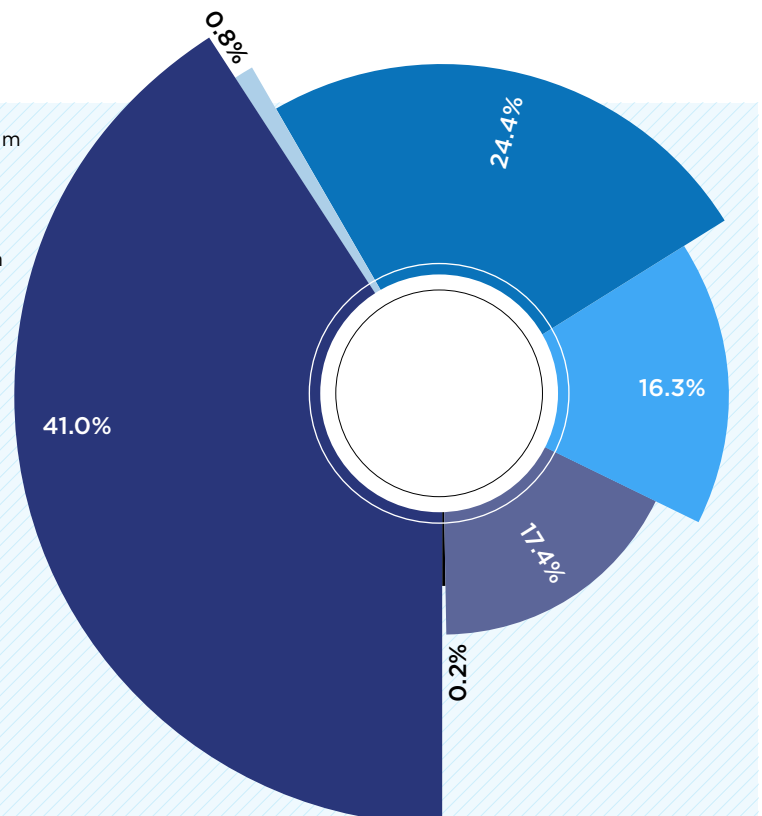
\$9.485m

spent on upgrading existing assets

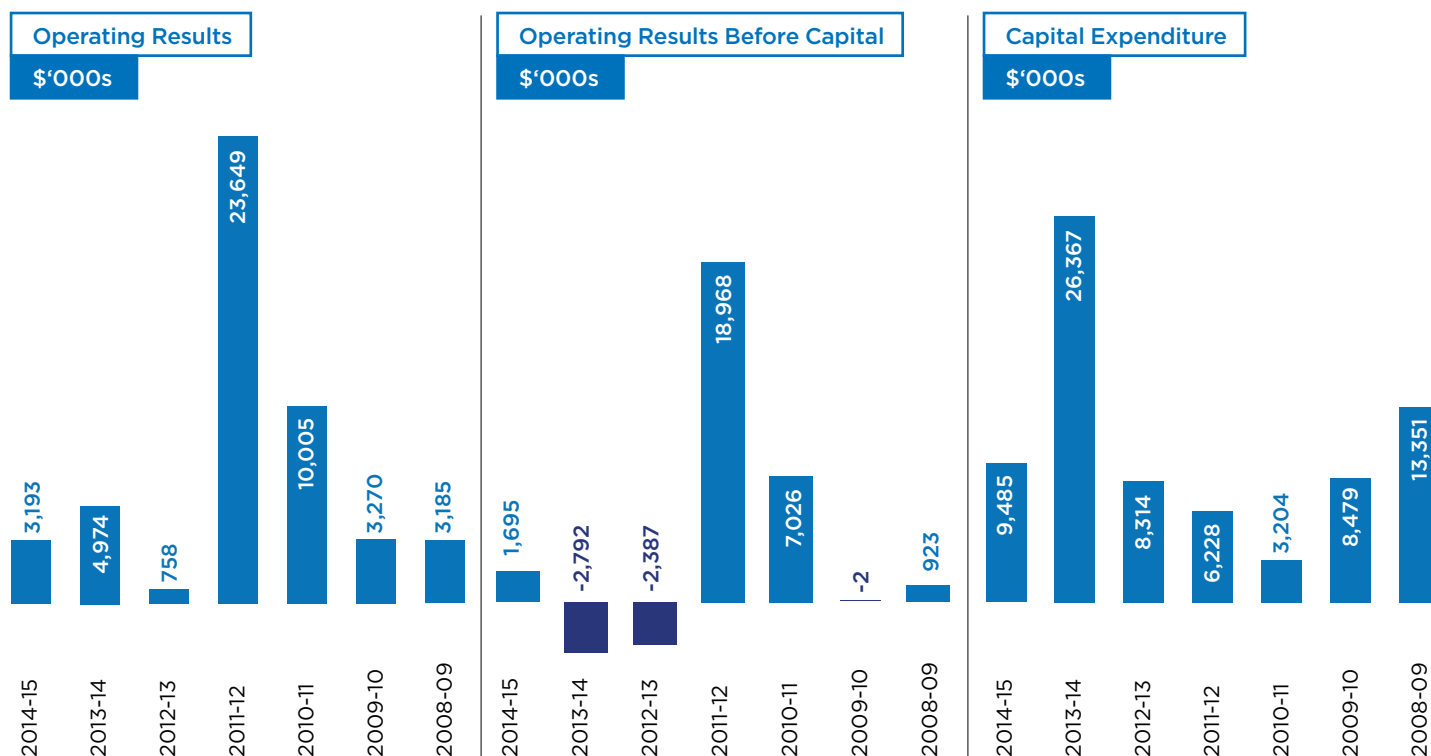
2014-15 Total Operating Expenses

\$41.310 Million

- Employee Benefits & Oncosts \$16.937 m
- Borrowing Costs \$325 m
- Materials & Contractors \$10.066 m
- Depreciation & Amortisation \$6.733 m
- Other Expenses \$7.178 m
- Net Share of Interest in Joint Venture - Metro Pool \$71 k



COUNCIL ACHIEVED A \$3.2M SURPLUS IN 2014-2015



Special Rate Variation

Following extensive community consultation, in 2014 Council submitted an application to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation. On June 3, 2014 IPART approved Council's application for a special rate variation, allowing for a four-year progressive increase, commencing in 2014/2015 with an increase of 3.2% above the 'rate peg'.

The additional funding received from the special variation is allocated to fund Council's comprehensive capital works program to upgrade local roads, footpaths, kerbs and parks.

Below indicates the projects funded by the special rate variation during the 2014/2015 period.

	Income	Expenditure	Closing balance
Income levied throughout 2014/2015 from Special Rate Variation	\$507,275.00		
Work carried out			
Location			
Footpath and kerb and gutter reconstruction and road resheeting		\$222,489.55	
Footpath reconstruction		\$79,274.67	
Footpath paving reconstruction		\$29,670.00	
Footpath and kerb and gutter reconstruction and road resheet		\$21,180.00	
Road reconstruction		\$8,408.84	
Maintenance of Roads		\$35,800.00	
Maintenance of Footpaths		\$45,975.00	
Maintenance of Kerb & Gutter		\$10,250.00	
Maintenance of Parks		\$10,250.00	
Special Rate Variation Administration		\$15,781.76	
Total	\$507,275.00	\$479,079.82	\$28,195.18

Note: The outstanding balance of \$28,195.18 for the 2014/2015 financial year was due to works not being completed on the Comer Street road resheeting project as a result of the need to perform additional testing. The carryover amount will be utilised and reported in the first quarter Budget review for the 2015/16 financial year.

A sense of community



Anzac Centenary unveiling of Bugler from Burwood sculpture

The theme 'A Sense of Community' relates to supporting the community to create a feeling of belonging, inclusiveness and wellbeing amongst Burwood's culturally and linguistically diverse population.

It's about people being proud of where they live, feeling safe and engaged in the community and having access to facilities and services that ensure they can lead a healthy and satisfying lifestyle.

What the Community said

- + Provide services and facilities for the ageing population and for young people
- + Balance population growth with quality of life
- + Improve accessibility to park structures for people with disabilities
- + Provide opportunities to share different cultures and heritage
- + Monitor antisocial and criminal behaviour such as graffiti and littering
- + Encourage community events
- + Maintain a sense of community pride
- + Preserve heritage

Our Progress

Council has implemented a number of initiatives around safety, sustainable planning, infrastructure maintenance, accessibility, multiculturalism, integration and civic celebrations.

BUCKLE RIGHT CAMPAIGN ON CHILD RESTRAINT SEATS, RESULTED IN 45 PERSONAL CHILD RESTRAINT FITTING APPOINTMENTS... FREE OF CHARGE

Safety

Council maintained a proactive relationship with the Burwood Police Local Area Command and continued to deliver a range of community safety and crime prevention initiatives, which included:

- + White Ribbon Day activities - worked in partnership with the local Police, Schools, Clubs and a number of Community Services to run an awareness raising campaign.
- + The Burwood Safer Taxi Project - funded by the Commonwealth Attorney General's Department to deliver safer and more accessible taxi ranks in Burwood.
- + The Disability Access Plan 2015-2018 - adopted by Council to enable people with a disability to safely access community spaces.

Council ran a number of road safety campaigns including:

- + Choose Right, Buckle Right campaign on child restraint seats, resulted in a total of 45 personal child restraint fitting appointments provided free of charge.
- + Watch Out Cars About campaign targeted at addressing pedestrian accidents within the Town Centres.
- + Slow Down campaign which identified streets with excessive vehicle speeds and reinforces the message of safe driving behaviour.
- + Senior Drivers and Senior Pedestrians Program campaign to provide the elderly with information and tips on how to ensure safety while keeping mobile.
- + Two Helping Learner Drivers Workshops which inform not only learner drivers but their parents on the correct methods in educating first time drivers.
- + Development of a kit with road safety information and resources for local schools' road safety representatives to address school's and parents' concerns.

Burwood Park Bugler

The 'Bugler from Burwood' a bronze statue inspired by the survival of local man Leonard Francis Hall and representing the young men and women who defended our nation was unveiled at the Anzac Centenary Service.

Planning

The Burwood Local Environmental Plan (BLEP) 2012 came into force on 9 November 2012, which provides a statutory planning framework for medium to long term development in the Burwood Local Government Area.

The Burwood Development Control Plan (BDCP) became effective on 1 March 2013. The BDCP provides supplementary planning controls to help achieve the purpose and aims of the BLEP and facilitate development.

As of 1 September 2012, there are two Section 94A Contributions Plans applying in the Burwood Local Government Area. One plan applies to land within the Burwood Town Centre, while the other applies to land outside the Burwood Town Centre. These Contributions Plans provide for funding towards the provision, extension or augmentation of local public infrastructure and services to support the expected growth and development.

There have been five amendments to the BLEP and two amendments to the BDCP since they came into force. Two of the five amendments to the BLEP were made within the last financial year. The latest amended BDCP became effective from 10 March 2015. These amendments have been made in response to emerging issues.



350sqm
of nature strip
repairs and
replacements

920
twitter
followers
at end of year

51
volunteers
recruited across
council

THIS YEAR COUNCIL'S YOUTH WEEK WON A NATIONAL YOUTH WEEK AWARD FOR NSW HEALTH'S PLAY SAFE SEXUAL HEALTH PROJECT AWARD

Council is in the process of establishing a bonus development scheme in the Burwood Town Centre. Such a scheme would allow for developers to offer public benefits through voluntary planning agreements in exchange for a certain amount of floor space over and above the development standards set by the BLEP.

Youth

Council continued to engage with local young people through a range of youth leadership opportunities, in particular the Burwood Youth Advisory Group (BYAG), which is one of the largest Council youth advisory groups in Sydney. BYAG undertook a range of activities for local young people including:

- + Expect Respect project - a domestic violence and sexual assault prevention program targeted at young people 12-18 years, delivered by community workers, police and BYAG in local schools.
- + Pop up stall outside the Library & Community Hub with merchandise and healthy communication cards for RUOK? Day 2014.
- + Fair in Burwood Park for Youth Week 2015 - this year Council's Youth week celebrations included a focus on sexual health for young people as part of the Going Viral campaign being rolled out by Sydney Health District. The event had a mix of fun activities and practical information stalls and won a National Youth Week Award for NSW Health's Play Safe Sexual Health Project Award.

3,000sqm
of footpath
improvements

24
ramps
upgraded

4,300sqm
of turf
to parks and
playing fields

200sqm
of driveway
upgrades

4
traffic calming
devices
maintained



Multicultural Engagement

To improve communications between cultural groups and Council, a number of programs were developed:

- + Information sessions in Mandarin on a range of topics from diabetes, eye care, and dementia to road safety, tax and superannuation were held at the Library and Community hub.
- + Council continued to coordinate Speakers Corner in collaboration with Chinese Australian Services Society (CASS). Speakers Corner is a volunteer driven English conversation class for Mandarin & Cantonese speaking Burwood residents.

Infrastructure

Council continued to deliver a program of infrastructure maintenance and upgrades.

The following improvements were delivered:

- + 3,000 square meters of footpath
- + 7,800 square metres of asphalt roadway
- + 900 square metres of concrete roadway
- + 350 square meters of paving
- + 1,700 lineal meter of kerb and gutter
- + 24 pram ramps upgraded
- + 4 traffic calming devices
- + 4,300 square meters of turf to parks/playing fields
- + 350 square meters of nature strip repairs and replacements
- + 200 square meters of driveway

A sense of community (continued)

Enfield Aquatic Centre

During the year the following improvement works were undertaken at the centre:

- + 50 metre pool filtration upgraded
- + 25 metre pool filtration upgraded
- + Plant room upgraded and resurfaced with non-slip covering
- + Pool water heating upgraded
- + New staff kitchen and training room completed

Wangal Park

The construction of the Wangal Park wetlands is substantially completed. The wetlands will be surrounded by natural bush vegetation that will attract ducks, migrating birds, frogs and other wildlife. The entrance to Wangal Park from Cheltenham Road is underway. The Wangal Park wetland area will be open to the public in late September 2015. Council successfully negotiated a land swap agreement with the Department of Education over access for services and for the public into Wangal Park from Cheltenham Road.

Railway Square

Council recently completed the construction of a public open space area on Railway Parade under a Voluntary Planning Agreement. The facilities include the adaptive reuse of the former Railway Parcels Office building that includes a café and outdoor eating area, open space landscape works and a large video screen.

Upgraded Playgrounds

Council has recently upgraded the playgrounds in Martin Reserve and one of the playgrounds in Prowse Reserve. These playground upgrades included the installation of new play equipment, rubber soft fall and shade structures to provide a safe play environment for children.

Burwood Park Automated Toilet Block

Council completed the construction of the automated toilet block in Burwood Park. This project adaptively reused the existing toilet building to include three fully automated toilet units.

THE WETLANDS WILL BE SURROUNDED BY NATURAL BUSH VEGETATION THAT WILL ATTRACT DUCKS, MIGRATING BIRDS, FROGS AND OTHER WILDLIFE



Burwood Park Outdoor Café

Council completed the construction of an outdoor eating and café facility in Burwood Park. The facility includes a large all weather structure and an upgraded automated toilet block.

Stanley Street Reserve Bicycle Track

The Stanley Street children's bicycle track has been installed, this includes security solar lighting and fencing.

Blair Park Bocce Court

Council installed a Bocce Court in Blair Park. Senior members of the community enjoy the use of the court on weekends.

Burwood Road Planter Boxes

Council replaced a total of 34 planter boxes (12 stainless steel and 22 composite terracotta) in the public areas of Burwood Road and including the outdoor eating areas.





1397
enquiries
assessed
by the
Volunteer Network

200+
children
aged 5-12
attended school
holiday programs



Volunteer Network

- + During the year, Volunteer Network assessed 1397 enquiries, conducted 71 interviews, delivered 14 training/information sessions, trained 288 volunteers and recruited 51 volunteers for Council.
- + Volunteer Outreach Service & Volunteer Information Sessions are held every second Wednesday of the month at Burwood Library and Community Hub. During these sessions volunteer services were able to inform the wider community about local volunteer opportunities.

Heritage

Council is progressing a Heritage Study Review, which is to be undertaken in stages. To date heritage consultants have investigated fifteen properties for potential heritage listing. Council also initiated its second Interim Heritage Order, enabling an assessment of the potential heritage significance of the property at No. 100 Lucas Road Burwood to be carried out.

Library

Children and Early Literacy Services

- + Weekly story telling sessions for preschool aged children feature stories and craft activities that develop reading and literacy skills, foster and encourage an enjoyment of literature and stimulate imagination and creativity. Over 80 children and parents/carers regularly attended these weekly sessions.
- + Over 200 children aged 5-12 years attended the school holiday programs, which ranged from a magic show, chess workshop, craft activities, dancing workshop and film making.
- + The Library engaged with preschool centres and hosted visits from these groups, providing a targeted program of stories and activities for preschool children.
- + The Library participated in its first International Games Day in November. Over 40 participants played a wide range of board games as well as online games highlighting the value of play as a means of education and social connection.

- + The Toy Library collection provided toys, puzzles and games to stimulate the literacy and numeracy skills of very young children. Toy Library operated twice weekly with 2,443 toys being borrowed.

Youth

- + Study areas, group study rooms, computers, free WIFI and a meeting place were used to maximum capacity.
- + The Young Adult collection provided information and recreational materials in a range of formats, including e-books and e-magazines, DVD's, graphic novels and books. The non-fiction collection includes topics of specific interest to young people such as health, how to deal with bullying and career information.

**REGISTERED
BORROWER NUMBERS
GREW TO 21,225,
WHO MADE 703,667
PERSONAL VISITS
TO THE LIBRARY
AND BORROWED
252,429 ITEMS**

- + Access to online resources to further facilitate research and study. These resources included electronic databases, online tutoring and links to current social and environmental issues. Specific internet sites were selected and continually updated to reflect the school curriculum.
- + The carefully selected HSC collection of 671 items was updated to reflect changes to the syllabus. It is located close to the study area and was heavily used throughout the year by students. Students also had access to the YourTutor online tutoring service which provided learning support during term time. Almost 600 students from years 4-12 used this skilled educational assistance in 2014/15.
- + For a number of years HSC Lock-in evenings have been scheduled at the library on the weekend prior to the first HSC paper. Lock-ins provide a secure environment, expert staff assistance and the full range of library resources. The number of attendees more than doubled to 121.
- + Several workshops for high school students were held during the year including how to write creatively for the area of study, developing research skills, mathematics masterclasses and how to approach maths examinations effectively.

A sense of community (continued)



121
students
attended the HSC
lock-in sessions

7,811
items added
to the Library's
collection over the
past 12 months

232
local history
enquiries
were answered
during the year

Seniors

- + The Home Library Service (HLS) was provided to 56 residents who are either permanently or temporarily unable to visit the library in person. Large print books and MP3s were available for patrons who are visually impaired. A total of 15,302 items were loaned during the year.
- + Library Services and Community Development staff combined their talents to produce an engaging program for Seniors Week 2014 including technology help, yoga and meditation sessions as well as the screening of the movie, "Advanced Style" which challenges ideas about beauty and ageing. 90 people attended these activities.
- + The senior's book group continued to be a popular monthly programme allowing seniors to meet and discuss literature as well as being a social get-together.

Library Information Services

- + Burwood Library and Community Hub has a collection of approximately 68,650 items and a range of electronic resources, including e-books, MP3s, e-journals and electronic databases to meet the information, recreation and cultural needs of the community.
- + Registered borrower numbers grew to 21,225, who made 703,667 personal visits to the library and borrowed 252,429 items.
- + On May 1, the Library and Community Hub introduced an annual non-resident membership fee for borrowers living outside the Burwood LGA. By the end of June, 272 out of area borrowers had paid for membership to the Library.

- + The Library and Community Hub held 370 activities (workshops, training sessions, talks and seminars) attended by 10,378 participants. These activities included health talks in Chinese, job seeking workshops, English Conversation classes, JP Service, Wrap With Love, Law Week talks, Seniors Week activities, tax and superannuation talks, author talks and school holiday activities.
- + Approximately 7,811 items were added to the Library's collections over the past 12 months. The availability of resources for patrons was extended through the SWIFT consortium intra-library loans scheme, where 10,536 items were lent to other libraries, and 6,142 items borrowed for Burwood patrons.
- + The MobilePrint Service was launched on 8 May 2015 to enable patrons to print both in the Library and also remotely from smartphones, tablets and computers.
- + The Library had 258 Twitter followers at the end of the year.
- + The Library subscribed to 24 online databases and services providing access to hundreds of periodicals and thousands of articles during the year. Examples included Standards Australia, ANZ Reference Centre, Consumer Health Complete and Literary Reference Centre. 75,276 total logins and downloads were recorded.
- + The SirsiDynix Enterprise, a discovery tool, went live on 31 March 2015. This program is integrated with EBSCO Discovery Services and combines some of the features of the web catalogue and search discovery tools to provide a single entry search bar for borrowers to locate both print, electronic resources and full-text articles from the catalogue.
- + The Internet Service recorded 132,272 wireless and 41,981 public access PC logins during the year.
- + Services were also enhanced through the assistance of volunteers who enabled programs such as the JP Service and the English Conversation Group to be delivered. An Advanced English class was also added to this popular program.

Local History

- + All Burwood Council historical Rate Books (1876-1964) held in the Local History Collection were digitised and saved in Council's records management system TRIM. The digitisation of Burwood and Enfield Councils' Honour Boards was also completed, whilst the digitisation of Burwood Council Valuation Books commenced. The local papers were microfilmed as they were being published.
- + Histories of buildings, events and people were researched and information provided in different formats upon request of Burwood Council's staff, various organisations and individuals. A total of 232 enquiries were satisfied during the year.

- + Four historical displays and one talk were organised to commemorate the 100th anniversary of World War I, including an ANZAC display assembled by the Burwood and District Family History Group. The display included a compilation of a select list of ANZAC and World War I resources and a slide show of World War I photographs and film footage in the Library. Further events are being planned for the next 3 years until the conclusion of the commemorative festivities in 2018.

Inner West HACC Development and Training

- + The Home and Community Care Development Officer mentored and coached 86 HACC services in the understandings of Commonwealth reforms and implementation of service provision.
- + The Inner West Home and Community Website was launched, aiming to build capacity to the service providers and the broad community members.
- + Forty training calendar sessions were delivered with attendance of over 400 Home and Community Care Service providers. Twenty in-house tailor-made training sessions were organised for services across seven Local Government Areas in the inner West. These training sessions provided opportunities to upskill Home and Community Care staff and volunteers.

Podiatry Services

- + The Inner West Home & Community Care Podiatry Service conducted over 1100 assessments and reassessments.
- + A total of 480 new clients were signed up for Podiatry Services.
- + The client numbers reached 96% of the target figure which is the highest achievement to date.
- + The Podiatry service was involved in eight different community forums, eight regional Expos and special events and provided 48 presentations to the local community.

**FORTY TRAINING
CALENDAR SESSIONS
WERE DELIVERED
WITH ATTENDANCE
OF OVER 400 HOME
AND COMMUNITY CARE
SERVICE PROVIDERS**



Leadership through innovation

The theme relates to the leadership not only of our elected representatives but also leaders in our business, volunteer, spiritual and environmental community. It is about encouraging greater participation and engagement in decision making processes, and about thinking outside the square to resolve some of the challenges facing our community as we strive to be a leading community in economic prosperity, environmental sustainability and social responsibility.

What the Community said

- + Provide efficient, effective customer focused services
- + Ensure Burwood Council is financially sustainable
- + Encourage young people to get involved in decision making
- + Provide information in the different languages spoken in the community
- + Implement best practice effective governance
- + Promote Council's role as responsible employer of choice

Our Progress

In 2014/15 Council continued to engage with the community on a range of important topic, in particular the reform agenda promoted by the State Government for councils in NSW, named Fit for the Future. Through careful and strategic planning, Council remains financially strong, and continues to identify innovative solutions to improve funding of major infrastructure projects and ongoing maintenance.

Fit for the Future

In the last 12 months Council conducted extensive community consultation in relation to the NSW Government's Fit for the Future reform agenda, which proposed the reduction of Councils in NSW. While Council firmly believes it is in a

sustainable position for the future, the NSW Government has given a strong indication that 'no change' is not an option. In particular, for Burwood the State Government proposed a merger with Strathfield, Canada Bay, Ashfield, Leichhardt and Marrickville councils.

The consultation included a range of traditional and innovative communication methods in order to raise awareness across Burwood's diverse community. A telephone survey was undertaken in October 2014 by an independent research company to gauge residents' knowledge of the reform agenda and determine their perception of the proposal.

Given the community indication that a large Inner West Council would not be supported, Council investigated a number of alternatives, and in June 2015 elected to submit a merger proposal with Auburn City and City of Canada Bay Councils in the event that amalgamations proceed.

The Independent Pricing and Regulatory Tribunal (IPART) is due to complete their assessment of councils' submissions by mid-October, while a final decision by the State Government is expected by December 2015.

Grants

During the year Community and Library Services secured over \$1 million in grants under a wide range of categories.

Council obtained \$5,000 funding from Clubs NSW for 'Safe Places and Spaces' to educate primary school aged children and their carers on staying safe online and in shared community space, and \$5,000 for 'The YES (Youth Employability Skills) project' a capacity building project to deliver practical four day training in a range of skills areas, to prepare young people for future work placement or traineeships. It also received \$1,500 funding for Youth Week activities from the Minister for

Citizenship and Communities and \$7,500 from Sydney Local Health District for the Going Viral youth health campaign.

Just over \$1 million in HACC funding was received which enabled delivery of a range of programs for older residents and residents who have a disability, including Podiatry Services, Volunteer Training and Recruitment, HACC Training and Development and Information and Referral and Advocacy.

Internal Audit

Council continued to operate an Audit Committee, consisting of two independent members and two Councilors, and maintained the services of an independent Internal Auditor via a shared agreement through the Southern Sydney Regional Organisation of Councils (SSROC).

In 2014/15 the Committee considered reports on Overtime, Enfield Aquatic Centre and reviewed the 3-Year Audit Plan and the schedule of annual reviews.

In addition, the Audit Committee reviewed the annual Financial Statements, and received updates from Council management on Fit For the Future reform agenda, Compliance with Environmental Legislation, Risk Management framework, compliance with State legislation and external reviews.

90% OF RESIDENTS SAID THEY ARE SATISFIED WITH COUNCIL'S PERFORMANCE

Community Engagement

Council has provided opportunities for the community to have a say in a range of matters. The following community engagement projects have been undertaken:

- + Quarterly information sessions at the Burwood Seniors Computer Club.
- + Competitions were held throughout the year on social media including *BurwoodUnited* to promote Burwood as a rich and diverse area and to foster a sense of pride in the community. Residents submitted photos of themselves in team colours for their chance to win prizes. The competition concluded during the financial year.
- + Council undertook its satisfaction survey in October 2014 to February 2015 with 90 per cent of residents satisfied with Council's performance.
- + Local retailers were given an opportunity to celebrate the busy Christmas trading period by participating in a visual merchandising display the Christmas Window Competition.



- + Council partnered with MLC Sydney to provide 25 bicycles to Kids@Weldon day care centre.
- + Council partnered with Southern Cross Catholic Vocational College to promote Burwood as a destination, by producing the 'Our Burwood' video, this has been made available on Council's YouTube channel.
- + The AnzacConnect project provided intergenerational engagement, a video was produced highlighting the connection of the younger and older generations of the community through the exploration and meaning of the Anzac Legend. This video was shown at the Anzac Service 2015.
- + Railway Square was opened, the new open space in the heart of the CBD features urban art from renowned street artist Mike Watt. The artwork represents Burwood's diverse community with young and old, and people from many cultures, coming together for one of Burwood's favourite pastimes, chess in the park.
- + A Mayoral Facebook page was launched in February 2015.
- + Key staff received training on social media and Council's Community Engagement Strategy.
- + A comprehensive communications campaign was undertaken to promote Burwood Festival, helping to attract 70,000 visitors on the day. The Festival Facebook page received 186,259 total impressions during the campaign and increased its audience by 23.5 per cent.

Well Informed Community

- + Council's website registered approximately 575,000 unique visits.
- + Council's news on services and initiatives was distributed to the local papers (Inner West Courier and Burwood Scene) and published online on Council's website and social media pages.
- + Council published a quarterly newsletter, Burwood Update, which was delivered to all households and businesses in the LGA and distributed digitally to Council's e-news subscribers.
- + 32 per cent of web users accessed Council's website via a mobile device or tablet.
- + Council has experienced a positive growth in engagement through social media with an increase in online audience by 58 per cent in the 2014/15 financial year.
- + This year, Council launched a Mayoral Facebook page to provide Mayoral news and information.
- + The Burwood Library Twitter page continued to grow with an increase of 66 per cent.

980
Facebook
followers
at end of year

575,000
unique
website visits
per year

32%
of web users
accessed Council's
website via mobile
or tablet device

95.3%
positive or
neutral
coverage received
by Council

- + During 2014-15, Council distributed 64 media releases which generated 432 articles in both local and metropolitan publications. Overall, 95.3 per cent of coverage Council received was either positive or neutral.
- + Council devised the following new sections on its website; Venues for Hire, Dial Before You Dig, Online mapping system, Business section, Works on footpaths/roadway and a What does Council do? section.

Management of Complaints

Council continued to seek feedback from residents and stakeholders through a process of compliments and complaints.

Through its Complaints Management Policy and the Internal Ombudsman Policy, Council promoted accountability and transparency in dealing with community's feedback, and related data was analysed on a monthly basis by the Executive Committee.

Regular training is provided to staff on Customer Service and Complaint Handling and procedures have been implemented to ensure objective assessment of complaints and appropriate allocation of resources.

Customer Service

40,647 calls received by the Customer Service call centre at an average service level of 81% of calls answered within 40 seconds. The Customer Service counter staff served 13,630 customers with an average of 80% attended to within five minutes of arriving at Council.



Celebrate Community Achievements

Council sought nominations for Local Citizen of the Year Awards, in the categories of Citizen of the Year, Young Citizen of the Year and Sportsperson of the Year. An awards ceremony was held as part of the Australia Day ceremony, these awards were given out by Ricardo Goncalves, presenter and finance editor for SBS World News through the Woolworths Ambassador Program.

Congratulations to the winners:

Citizen of the
Year Award

Reverend Dr James Collins

Sportsperson of the
Year Award

Ms Samantha Panos

No nominations were received for the Young Citizen of the Year Award

The staff lodged over 9700 customer requests in the Customer Request Management system (CRM) and mailed an acknowledgement letter with the CRM number to the resident to enable them to track their request.

Council certificates, hire of community facilities and permits for works on Council property, can now be lodged and paid online through the Burwood Council website.

Records

The Records department introduced Action Tracking in Council's electronic document management system (EDMS) to monitor incoming correspondence sent to Council including applications, letters, emails and faxes. The action tracking allocates a set timeframe to an officer to ensure correspondence is investigated and responded to in a timely manner. This process has improved service delivery and provided more in depth reporting.

THE CUSTOMER
SERVICE COUNTER
STAFF SERVED 13,630
CUSTOMERS WITH
AN AVERAGE OF 80%
ATTENDED TO WITHIN
FIVE MINUTES OF
ARRIVING AT COUNCIL

A sustainable natural environment

This theme is focused on maintaining and ensuring we live in a healthy, safe and sustainable natural environment. This theme aims to protect our natural resources and assets including parks, trees, open green spaces and also ensure that our impact on the environment is reduced.

What the Community said

- + Educate the community on sustainable practices in different languages
- + Promote leadership in environmental sustainability
- + Promote water saving initiatives
- + Provide incentives to recycle

Our Progress

Council continued to operate under clear targets of environmental sustainability, and promoting best practice to its residents and businesses. As a result of continuous monitoring, Council was able to implement a number of strategies at its main centres of activity.



COUNCIL PROVIDED 45 FREE PRESENTATIONS TO PRIMARY SCHOOLS INCLUDING RECYCLING AND RESOURCE MANAGEMENT

Compost Revolution Program

Council secured a grant for Compost Revolution program. The program promotes diversion of organic material from landfill by offering Burwood Council residents to purchase worm farms or compost bins at 50% off with free delivery. The Compost Revolution program promotes how easy it is to recycle food and organic waste at home along with online how-to guides.

Environmental Score Keeping

Council continued the environmental scorekeeping service through the engagement of independent firm Planet Footprint to provide a managed data collection service in relation to energy and water usage as well as fuel consumption and waste disposal activities.

The information showed how Council was performing in reducing its environmental footprint and gave an indication as to how Council was performing compared to similar sized organisations.



As part of this service, Council was provided with regular and timely reports which can be used as management tools to improve Council's environmental performance.

Education

The Treading Lightly program continued with seven workshops hosted by Council. Topics included Native Bee Keeping, Backyard Veggies, Composting and Worm farming for Kids, New Plants from Old - Plant Propagation Techniques and No Dig Gardens.

Council provided 45 free presentations to primary schools in the LGA on a range of topics including recycling and resource management with 1,076 students receiving the presentations. Childcare centres in the LGA also benefited on a range of topics with 336 children attending the presentations. The presentations included Better Get it Sorted, The 3R's - RU Ready, Recycling It Won't Cost the Earth, Litter Litter Everywhere and It's a Wormy World.

Recycling

Council continued to deliver its successful kerbside recycling program. A Bin Inspection Program (BIP) was undertaken throughout February and March 2015 to address the issue of contamination in recycling bins. Over the one-month period, four areas were inspected with 400 bins checked. Prizes were awarded by the Mayor to the Most Improved and Most Consistent recyclers from the top two performing areas.

400
bins checked
during the Bin
Inspection Program

1,076
students
attended
presentations
on recycling
and resource
management

80kg
of mobile
phones
and accessories
were collected
for recycling

97%
of e-waste
was recovered
for recycling

6,773
litres of
rubbish
removed
from roadway

994
shopping
trolleys
were removed from
main streets and
high traffic areas



THE TREADING LIGHTLY PROGRAM CONTINUED WITH SEVEN WORKSHOPS HOSTED BY COUNCIL. TOPICS INCLUDED NATIVE BEE KEEPING, BACKYARD VEGGIES, COMPOSTING AND WORM FARMING FOR KIDS...



ENERGY SAVING INITIATIVES

Sustainable Choice Purchasing

Council continued to be a partner in the Sustainable Choice procurement program for NSW Local Government, aimed at increasing the level of sustainable purchasing within the local government sector. Council has established a Committee which has undertaken training to advance the cause of sustainable purchasing.

Council also required that environmental and sustainability criteria should be included when preparing and requesting contract tenders.

Sustainable Events Management Plan

The plan applied to all Council hosted events and events held in the Burwood LGA. The plan outlined requirements and expectations as to how events would be conducted and staged in relation to environmental and sustainability

considerations. Sustainability guidelines were sent to all stallholders involved in events and they were required to complete a sustainability questionnaire as a part of their risk assessment, prior to attending any Council run events.

Fleet Management

Council continued to update its vehicle fleet to be more environmentally friendly.

Council only purchased vehicles listed on the NSW State Government Prequalification Scheme for Motor Vehicles, and Green Vehicle Guide was used to determine the vehicles environmental score which is based on measures to improve fuel consumption and reduce greenhouse gas emissions.

E-waste collection

Council continued regular Saturday morning electronic waste (e-waste) drop-off days at the Council Depot in Croydon Park. The drop-off days

during 2014-15 collected 45.7 tonnes of e-waste of which 97% was recovered for recycling.

Safe and Clean Team

Council's Safe and Clean Team operates on a daily basis between the hours of 10am to 6pm. The Safe and Clean Team patrol all main business streets in the Burwood Local Government Area including; Burwood Road, Liverpool Road, The Boulevard, The Strand and Georges River Road. The team focus on removing small waste and cleaning infrastructure as well as reporting all crime activity and local law breaches.

In 2014-2015 the Safe and Clean Team;

- + Removed 6,773 litres of rubbish from roadway
- + Reported and removed 994 shopping trolleys from main streets and high traffic areas
- + Removed 367 advertising posters

Accessible services and facilities

This theme relates to the infrastructure that supports our community including roads, public transport, health facilities and education providers. This theme is about improving the quality and equitable access to services in our community and also to enhance the visual appearance of our neighbourhoods, streetscapes and town centres.

What the Community said

- + Address parking issues in the area
- + Ensuring accessibility to services and facilities especially for people with a disability
- + Improve street lighting and lighting in public spaces
- + Maintain vibrant and clean streetscapes so that they are free of graffiti and litter

Our Progress

Council continued to implement ambitious infrastructure and traffic management programs to improve accessibility to services and facilities, taking into consideration the broader transport and road networks affecting the area. Council also maintained a colourful program of urban decorations aimed at making Burwood an attractive place to live, work and visit.



100+
flags installed
around Burwood
each season

24
pram ramps
upgraded

300sqm
of footpath
upgraded

\$180m
worth of
developments
determined over the
past financial year



Burwood Public Parking Strategy

The second formal review of Council's Public Parking Strategy was undertaken during the year, including consultation with residents in high demand parking areas outside of the original Parking Strategy area. In addition to parking management, focus was also placed upon reducing the need for private vehicle use via analysis of Car Share Schemes as well as additional bus services throughout the LGA. The review also recommended the inclusion of Commuter Parking Permits for residents of Burwood who live south of Liverpool Road who require a vehicle to get to and from work via public transport. The review was placed on Public Exhibition with the final report to be presented to the October 2015 Ordinary Council Meeting.

Safer Suburbs Program

Roll out of the Burwood Safer Taxi Program was completed which included the installation of a new taxi rank in Victoria Street East outside of Westfield Shopping Centre, as well as the upgrade of existing taxi ranks in Deane Street and Everton Road. This saw the installation of new shelters and seating, new way finding signage, new bins, as well as improved lighting and the installation of CCTV for added security.

Black Spot Program

Council was successful in securing funding via the State Government for the National Black Spot Program. The funding was for the installation of a new roundabout at the intersection of Fitzroy Street and Brady Street which was identified due to the number of accidents resulting in injuries. The new traffic facility will help in reducing the frequency and severity of future accidents.

Urban Decorations

Over 100 flags were installed around Burwood each season, injecting vibrant colours and a festive tone into the area. In addition, Council installed garlands and fairy lights, as well as three Christmas trees during the Christmas season.

Litter and Illegal Dumping Prevention

Council continued its educational approach on rubbish dumping with articles in local papers and leaflets placed in letter boxes of streets identified as common offending locations. Council took a more strategic approach by conducting site audits of main offending locations.

Graffiti Management Strategy

Council continued to complete the actions detailed in the Graffiti Management Strategy 2011-2015 including meeting rapid removal timeframes and developing strategies to tackle graffiti on private property and within view of the public.

Compliance

The Compliance Team performed various patrols for specific offences. Some proactive patrols included park surveillance, school parking enforcement and building site management. These patrols have seen numerous offences observed and formal action commenced against offending parties.

ROLL OUT OF THE BURWOOD SAFER TAXI PROGRAM WAS COMPLETED WHICH INCLUDED THE INSTALLATION OF A NEW TAXI RANK, AS WELL AS THE UPGRADE OF EXISTING TAXI RANKS

Building and Development

The trend for major development applications being lodged in the Burwood LGA has continued with determinations on developments worth more than \$180 million being made over the past financial year. The protracted legal proceedings in the NSW Court of Appeal and High Court of Australia relating to the development of 1 Railway Parade Burwood have also been finalised.

Council has determined:

- + 211 Development Applications (DAs) and Section 96 modifications
- + 7 Complying Development Certificates
- + 1023 Planning Certificates
- + 25 Construction Certificates
- + 77 Outstanding Notices
- + 48 Pre-DA Applications

Accessibility

Council upgraded 24 pram ramps, constructed 3,000 square metres of footpath and 350 square metres of footpath pavers were upgraded, improving the overall accessibility of the area.

211
development
applications
determined

17,000+
park patrols
performed

2,000+
building site
patrols
performed

COUNCIL WAS SUCCESSFUL IN SECURING FUNDING VIA THE STATE GOVERNMENT FOR THE NATIONAL BLACK SPOT PROGRAM



A vibrant economic community

This theme relates to the businesses and services that contribute to the wider Burwood economy. It aims to ensure an economically sustainable and prosperous future in Burwood with a strong network of services that support existing businesses and institutions, and attract new and divers organisations.

What the Community said

- + Establish Burwood as the commercial hub of the Inner West
- + Encourage and support the Chambers of Commerce
- + Provide apprenticeship programs in the area to capture local knowledge
- + Improve the standard of the shopping precincts so that the retail is high quality
- + Encourage more community events

Our Progress

Council continued to support local business with regulatory education, up skilling opportunities and networking initiatives.

At the same time, Council liaised with State and Federal Governments to attract grants and programs to the area to contribute to the activation of Burwood as the commercial hub of the Inner West region.

- + Council joined the Small Business Friendly Council program to foster and support small business in the area.
- + Council presented a series of free evening events for business owners covering marketing, time management and customer engagement.
- + Council produced a bimonthly electronic newsletter that provides the latest news and information to small businesses.

Civic Events

Through a program of civic events, Council attracted over 350,000 visitors to Burwood activating the local economy and promoting Burwood as a destination for shopping, family fun and good dining.

Council conducted the following civic events and memorial services:

- + 21st Annual Sandakan Remembrance Service
- + Burwood Festival
- + Carols in the Park
- + Australia Day
- + Lunar New Year Night Market
- + Easter in the Park
- + Heritage Week
- + Anzac Day Centenary Service
- + 9th National Servicemen's Memorial Service
- + Local Government Week
- + Citizenship Ceremonies
- + Railway Square opening
- + Business Event Program
- + National Aborigines and Islanders Day Observance Committee (NAIDOC) Week

COUNCIL PRESENTED A SERIES OF FREE EVENING EVENTS FOR BUSINESS OWNERS COVERING MARKETING, TIME MANAGEMENT AND CUSTOMER ENGAGEMENT

Regulatory Inspections

In an effort to support small businesses, Council carried out a comprehensive program of public health premises inspections which incorporates twice a year inspection of food premises, and annual air conditioning cooling tower inspections and other premises that can present a risk to public health including hairdressers, beauticians, boarding houses and restricted premises.

The program also included education by way of distribution of information pamphlets in a range of languages to assist with non-English speaking clients.

Council carried out a total of 442 inspections during the reporting year.

In addition, targeted workshops were conducted twice a year on health and food handling regulations. One of the workshops was conducted in the Chinese (Mandarin) language with the aid of an interpreter for non-English speaking participants.

Economic Development

Council continued to implement its Economic Development action plan to position the area as a regional business district and as the hub of the Inner West.

In particular, Council:

- + Managed and supported the activities of the Economic Development Advisory Panel, comprising of local industry leaders from various business sectors and the local Chambers of Commerce.
- + Engaged with local Chambers of Commerce.
- + Engaged with large centres of employment and education institutions in the area.

Support Small Business

Council has participated in numerous initiatives to help promote local business and strengthen the relationship between business, Council and the community.

- + Continued to host a small business advisory service 'SmallBiz Connect' in partnership with Clearly Business Enterprise Centre. Located in Council Chambers, SmallBiz offers support to local business in the inner west.
- + Sponsored the Inner West Local Business Awards.

350,000
visitors
across all civic
events

442
regulatory
inspections
carried out
throughout the year

3
business
workshops
held

7
local
businesses
won their category
at the Inner West
Local Business
Awards





Statutory requirements

Elected representatives

Mayoral & Councillors' Fees 2014-2015

Mayoral Allowance	39,110
Councillors' Fees	123,601
TOTAL	162,711

Payment of Expenses and Provision of Facilities for Councillors

During 2014-2015 an amount of \$318,504 was expended on the payment of expenses and the provision of facilities for Councillors. These expenses were provided in accordance with Council's Councillors Expenses and Facilities Policy and were made up as follows:

Councillors Support Staff	97,756
Care & Other Related Expenses	0
Conferences & Seminar Expenses	14,781
Council Meeting Suppers	7,541
Councillors Civic Expenses	938
Councillors Donations	7,335
Councillors Travel Expenses	4,709
Equipment Purchases	4,352
Mayoral Civic Functions	19,146
Advertising	84,254
Overseas Travel Expenses	0
Printing & Stationery	24,087
Telecommunication Expense	7,980
Training Expenses	7,636
Miscellaneous Expense	22,989
Travel Expenses - Mayoral Vehicle	15,000
TOTAL	\$318,504

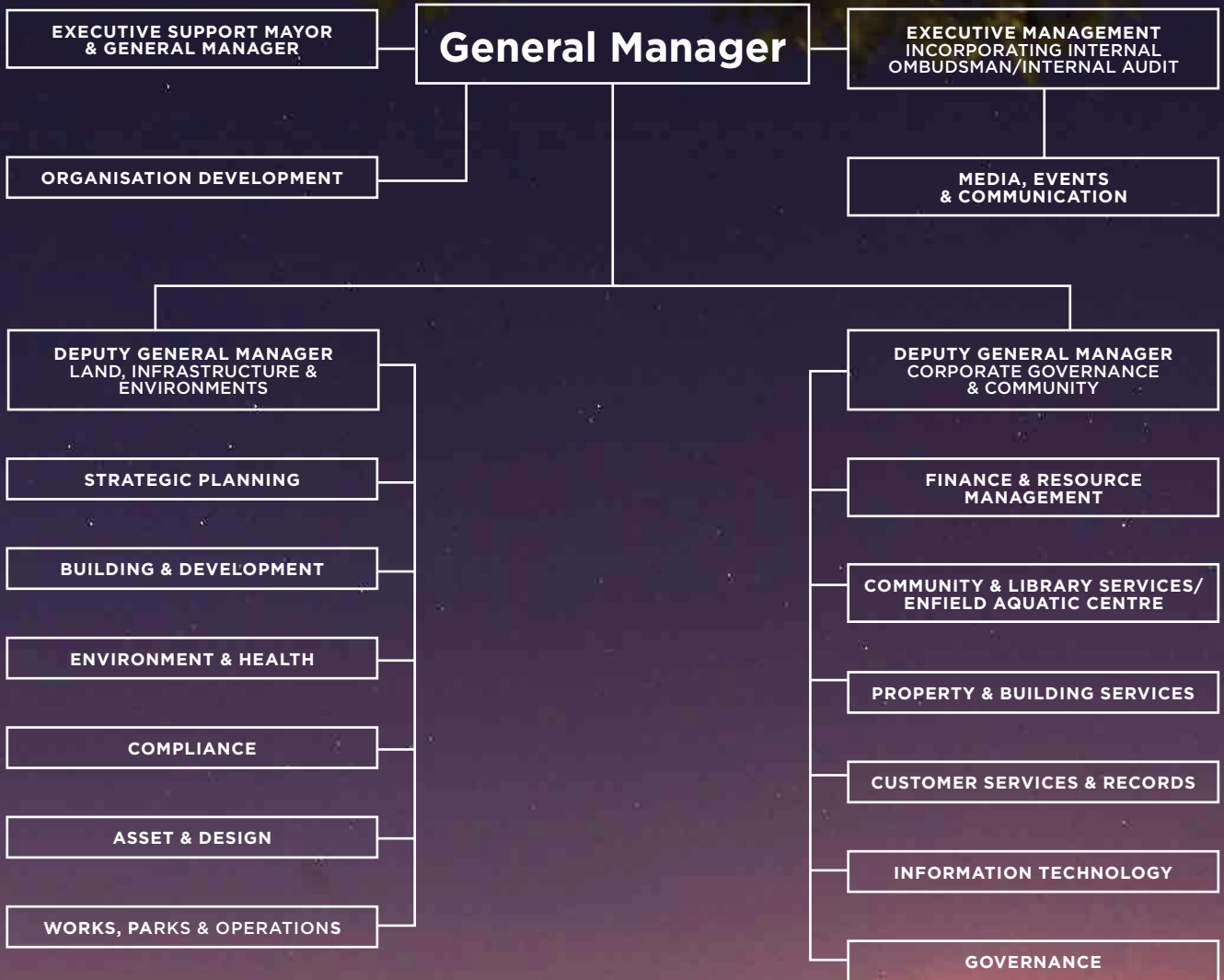
The senior executive team

Details of the General Manager's remuneration and total expenditure on Senior Staff remuneration.

Employee	Salary Component	Employer Super/ Salary Sacrifice	Non Cash Benefit (Car)	FBT	Non Cash Benefit (Leave)
Michael McMahon	\$257,559	\$26,675	\$12,814	\$21,837	\$10,415
Bruce MacDonnell	\$197,071	\$28,639	\$ 10,689	\$18,914	-
Ian McCallum	\$184,668	\$27,090	\$10,589	\$14,848	-

Organisational structure

As at June 30, 2015



Details of contracts awarded

This section lists contracts awarded by Council for amounts greater than \$150,000.

Contractor	Nature of Goods and Services	\$ (excl GST)
Garwood International	Purchase of 2x Waste Compactors	\$582,760.00

Council Panels

Legal Panel

Council ran a Tender for the Provision of Legal Services in late 2014 with the aim of establishing a panel of law firms that would assist Council in a broad range of legal matters. The evaluation included provision for different categories of work and resulted in three firms being chosen for the panel:

- + Houston Dearn O'Connor
- + Matthews Folbigg Lawyers
- + Pikes and Verekers Lawyers

Based on the evaluation of categories, the following categories are allocated to each provider:

Name	LG Act 1993 and related legislation	Planning & Development	Property & Conveyancing	Industrial & Employment Relations
Houston Dearn O'Connor	✓	✓	✓	
Matthews Folbigg Lawyers		✓	✓	✓
Pikes & Verekers Lawyers	✓	✓	✓	

The contract commenced on 3 January 2015 and will expire 2 January 2018. There is an option to extend the contract for a further 12 months based on satisfactory performance.

Provision of Stormwater Maintenance

Council, with the assistance of Regional Procurement Pty Ltd, established a panel of appropriately experienced and qualified preferred contractors to carry out stormwater drainage maintenance works within the Burwood Local Government Area. The contract commenced 1 July 2014 and will end 30 June 2016, with the option to extend for a further 12 months based on satisfactory supplier performance.

The tender was broken down into categories and tenderers were ranked on their response to the relative categories. After evaluation, the tenderers were ranked in these categories and a matrix was developed to show Council Officers the first, second and third preference in each relative category. The successful contractors are:

- | | |
|------------------------------|---------------------------------|
| + AP Drain Inspections | + Interflow Pty Ltd |
| + Aqua Assets Pty Ltd | + Pipe-Eye Pty Ltd |
| + Insituform Pacific Pty Ltd | + Total Drain Cleaning Services |

The following includes the matrix of preference for each of the contracted categories:

	1ST PREFERENCE	2ND PREFERENCE	3RD PREFERENCE
Job Specific Relining job	Interflow Pty Limited	Insituform Pacific Pty Limited	Aqua-Assets Pty Limited
CCTV inspection	AP Drain Inspections	Pipe-Eye Pty Ltd	Total Drain Cleaning Services
Pipe jetting vacuum	AP Drain Inspections	Pipe-Eye Pty Ltd	Aqua-Assets Pty Limited
Pipe Relining	Aqua-Assets Pty Limited	Interflow Pty Limited	-
Pit Cleaning	Total Drain Cleaning Services	AP Drain Inspections	Pipe-Eye Pty Ltd

Provision of Tree Maintenance and Mowing Services

Council, with the assistance of Regional Procurement Pty Ltd, established a panel of appropriately experienced and qualified preferred contractors to carry out tree maintenance and mowing services within the Burwood Local Government Area. The contract commenced 5 February 2015 and will end 30 June 2017, with the option to extend for a further 12 months based on satisfactory supplier performance.

The tender was broken down into two categories, one being for tree maintenance throughout the Local Government Area and the other for the nature strip mowing service offered by Council to pensioners and people with disabilities.

The successful contractors are:

- + Active Tree Services
- + CJ Murphy Tree Recycling
- + Luhrmann Environment Management
- + Sydney Arbor Trees Pty Ltd

The contractors were awarded the following services:

Tree Pruning	Mowing
Active Tree Services Pty Ltd	Active Tree Services Pty Ltd
CJ Murphy Tree Recycling	Luhrmann Environment Management
Sydney Arbor Trees Pty Ltd	

Legal costs – proceedings and services

During 2014-2015, Council incurred legal expenses in the amount of \$631,657 in proceedings taken by, or against it, in accordance with Section 428(e) of the Local Government Act 1993. Details of all legal matters dealt with during 2014-2015 are as follows:

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded /Recovered	Fines \$
Legal Proceedings						
Appeal, Land & Environment Court - 10 Gladstone Street		✓	Finalised	32,082		
Appeal, Land & Environment Court - 10-12 Burwood Road		✓	Finalised	45,980		
Appeal, Land & Environment Court - 2 Boronia Street		✓	Finalised	6,469		
Appeal, Land & Environment Court - 22-24 Grosvenor Street		✓	Finalised	35,193		
Appeal, Land & Environment Court - 24 Burleigh Street		✓	Finalised	106,673	30,000	
Appeal, Land & Environment Court - 24A-26 Gordon Street		✓	Finalised	35,734		
Appeal, Land & Environment Court - 428-430 Parramatta Road		✓	Finalised	12,150	950	
Appeal, Land & Environment Court - 5-13 Carilla Street		✓	Finalised	34,512		
Contempt Proceedings - 22 Austin Avenue	✓		Finalised		1,000	
Construction Certificates - 1 Railway Parade	✓		Finalised	142,835		
Dog Attack - Blair Park	✓		Finalised	2,840	2,085	
Failure to Comply, Environmental Planning and Assessment Act	✓		Finalised	3,350		
Failure to Comply, Food Standards Code	✓		Finalised	3,778		
Illegal Use of Premises - 26 Everton Road	✓		Finalised	1,290	4,000	
Illegal Use of Premises - 3 Belmore Street	✓		Finalised		5,697	
Illegal Use of Premises - 41 George Street	✓		Finalised	1,359		
Non Compliance with Development Consent Conditions - 1 Greenhill Street	✓		Ongoing	2,124		
Unauthorised Development - 113-117						
Burwood Road	✓		Finalised	707	8,000	
Unauthorised Development - 47 Stanley Street	✓		Finalised		10,134	4,500
Weigh Bridge / Crane Recovery - 1 Railway Parade	✓		Ongoing	54,276		
SUB TOTAL				521,352	61,866	4,500
Legal Services						
Legal Advice - Miscellaneous Matters				31,989	1,614	
Legal Advice - Plans of Management				3,635		
Property Sales / Acquisitions				24,256		
Rates Debts Recovery Actions				32,243	25,343	
Voluntary Planning Agreements				18,182		
GRAND TOTAL				631,657	88,823	4,500

Council uses the services of a debt collection agency for the collection of overdue rates and charges and sundry debtor accounts. As a result of this service, some legal proceedings are instigated. The cost of this service amounted to \$32,243 the period 2014-2015, of which the majority is recoverable from the ratepayer or trade debtor.

Details of work carried out on private land

No work was carried out on private property during the reporting period.

Companies in which Council held a controlling interest

Council does not hold a controlling interest in any companies.

Statement of partnerships, co-operatives and joint ventures to which council was a party

Regional Recycling Materials Contract

The regional recycling materials contract for the receiving, sorting and marketing of dry recyclables was established between six Councils including Burwood, Strathfield, Ashfield, Canada Bay, Leichhardt and Auburn, continued during the reporting year. The contract resulted in an additional income stream for Council.

The new contract commenced on 1 October 2013 and is for a seven (7) year period.

Joint Burwood/Strathfield Recycling Collection Contract

Burwood and Strathfield Council's joint recycling collection service has been in place since April 2001. Both Councils recognised that there were economic and service benefits to be gained by sharing recycling collection services. The greatest advantage to both communities is the provision of a more comprehensive recycling service that caters for a far greater range of material than was previously being recycled.

Tenders were called for the continuation of the service in 2009 and a new contract was awarded for the continuation of the joint recycling collection service for a seven year term expiring in 2016. The service has been well accepted throughout the community and education programs will continue to be implemented to ensure that only proper recyclable material is placed in the bins and that contamination is avoided.

SSROC Waste Disposal Contract

Burwood Council along with seven (7) other SSROC Councils has entered into an agreement with Veolia Environmental Services for a long term waste disposal contract. The contract is scheduled to commence in July 2016 and a prime focus will be the recovery of recyclable and reusable material from the domestic stream resulting in a reduction in the quantities of waste material that is disposed of to landfill.

Burwood Leichhardt Green Waste and Clean up material contract

Burwood Council along with Leichhardt Council called for tenders for receiving and processing green waste material and clean up material which is collected from residential properties.

The Councils awarded the contract to Veolia Environmental Services for a period of three (3) years commencing 1 July 2014.

State of Activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation

Council delivered a number of programs this year in relation to animal

management. These programs include annual inspection for all dangerous and restricted dogs, Dog Training School lectures and a Dog Day Out Event.

Apart from these programs, Council has a set of companion animal obligations which must be undertaken during the year and below is a summary of achievements:

- + Increased enforcement of off-leashed dogs in public places and the introduction of educational articles on responsible companion animal management. The increase of enforcement of the off-leash areas and dogs roaming public places has highlighted a low dog attack rate in the area.
- + Lodgement and submission of pound data collection information to the Division of Local Government at the end of the financial period.
- + The immediate notification to the Division of Local Government for all reported and known dog attacks in the Burwood LGA.
- + Council Law Enforcement Officers regularly attend Dog Training Schools for educational lectures.
- + Council has continued to ensure that the majority of animals are re-homed as per the "no kill policy" and funding allocated to ensure the success of this program. Funding for this program is generated from the Companion Animal Funds, donations from the public and Council. The "no kill" policy does not take into consideration dangerous dogs, restricted dogs and feral cats as there are legislative provisions preventing each of these categories being re-homed. However, Council has maintained a high percentage of re-homed animals and our reputation is reflective of our high standards.
- + Currently Council has four off-leash dog areas within the Burwood LGA with new fencing, new signage and better defined areas. Council is creating a new off leash area at Blair Park and this will take our total off leash areas to four.
- + Council conducted a Dog Day Out Event in September 2014 targeting education on responsible pet ownership.

Overall, Council has not only met its requirements relating to companion animal activities but also improved its enforcement service to the community ensuring Burwood is a safer place to live by enforcing legislative provisions.

Organisation development

During the reporting year there were two Corporate Inductions undertaken for 13 staff, in October 2014 and May 2015, introducing new staff to Council's services

and functions to the community as well conditions of employment and our vision and values expectations. In addition Council conducted 18 Mini "one on one" on-line inductions as an orientation into Council for a range of contract and agency staff, volunteers and work experience students.

A new Salary System and a new Competency and Performance framework have been introduced, with a streamlined 10 Grade system and clear rules for progression based on the application and annual review of technical and professional skills, behaviour, work performance and the demonstration of applied organisational values for all staff (except designated Senior Staff under the Local Government Act 1993).

The development and review of performance plans is undertaken through an online management system.

During the year Council reviewed its 2011/2015 Workforce Plan and developed a new Plan for 2015/2019. Building on key achievements from the previous Plan (including successful employee opinion surveys, enhanced training and development programs, development of a Succession Plan) the 2015/19 Plan continues to manage the organisational needs derived from the Delivery Program, as well as anticipating and identifying some challenges and potential changes that might occur, such as the State Government's Fit for the Future reform program, an aging and multigenerational workforce, attraction and retention capacity in maintaining a skilled, trained and flexible workforce and delivering on increased community expectations in service and delivery.

In November 2014, Council undertook its third Employee Opinion Survey (EOS) with Insync Surveys and the results were extremely positive. The 2014 EOS achieved a response rate of 84%, an increase of 14% from the 2012 survey of 70%; employee engagement increased to 70% in 2014 from 68% in 2012; overall positive satisfaction increased to 4.78 out of 7 in 2014 from 4.59 out of 7 in 2012. When the 2014 results are compared to Insync's NSW Council's data base, Burwood is now ranked third.

Enterprise Risk Management and Insurance

Council continues to be a pro-active member of both United Independent Pools (UIP) and Metro Pool Mutual for all of its insurance cover (excluding workers compensation) and continues to maintain significant premium savings through strong claims management practices.

During April and May 2015 all Managers and related staff were involved in updating Council's Enterprise Risk Register which identifies specific risks and appropriate control measures established to mitigate against risk. In addition, all Managers undertook Risk Management training with focus on developing strategic Risk Appetite Statements in consultation with the Risk Management Committee.

The Risk Management Committee continues to meet on monthly basis and its focus over the reporting year was the testing of Business Continuity Plan (BCP) and implementing the recommendations of the UIP Continuous Risk Improvement Program (CRIP) audit which was undertaken in November 2014.

The first test of the BCP was undertaken in August 2014. InConsult was engaged to conduct the workshop and a disaster scenario was established (total loss of the Administration Centre in Elsie Street due to fire). During this test Council's staff rehearsed the crisis management and business recovery components of the BCP and identified further opportunities to enhance the BCP, improve communication and streamline documentation.

The second "real life" testing of the BCP occurred in May 2015 when the Burwood LGA experienced a total electricity power failure for several hours. This event further identified opportunities to apply the plan, improve communication practices across multiple sites and to be crisis ready.

In November 2015, Council participated in the United Independent Pool's (UIP) Continuous Risk Improvement (CRIP) audit. The audit identified that Council had a sound risk management framework in place with considerable effort over recent years to develop and embed risk management thinking across the organisation.

As part of Council's membership to Metro Pool and UIP, CGU Risk Engineering undertook a review of Enfield Aquatic Swimming Centre in May 2015, using the CGU Five Star risk-engineering rating system, and Council received a three star rating, with minimal cost effective adjustment recommendations to be implemented to achieve an increased rating. The majority of these recommendations have been implemented.

Work Health and Safety

During the reporting year, Council received the results of the 2013/2014 of the StateCover Work Health and Safety (WH&S) Audit and obtained an overall WH&S performance score of 87.7% which is above average when compared to all Councils.

Council continues to develop relevant corporate practices (covering areas such as Personal Protective Equipment, Dangerous Goods and Hazardous Substances, Incident Reporting and Investigation) and staff are regularly trained through information sessions and tool box talks.

Major health and safety initiatives conducted during the reporting year were:

- + Fire and Emergency Evacuation Training for Library and Community Hub staff -November 2014
- + Heavy Vehicle Driver Training - August 2014
- + Influenza vaccinations - April 2015
- + New First Aid Kits installed in Burwood Park Community Centre and in the Fitzroy Centre

- + All First Aid Kits are restocked every 6 months
- + Defibrillator training for identified Depot staff - April 2015
- + Light Vehicle Driver Training - June 2015

A number of reviews and improvements have been implemented during the year, including:

- + 57 Safe Work Method Statements (SWMS) have been updated and implemented
- + 24 New Safe Work Method Statements (SWMS) have been developed and implemented
- + Overall, 73 SWMS have been inducted to relevant staff.
- + 106 Safe Operating Procedures (SOP's) have been revised and updated
- + 17 New Safe Operating Procedures have been developed

In March 2015, Council purchased Chemwatch, an on-line chemicals management database register that provides access to over 140,000 Material Safety Data Sheets (MSDA) and allows Council to record, track and safely manage all chemicals utilised.

All workers compensation claims continue to be effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame and as at 30 June 2015, there were only 5 active claims.

Council and StateCover conduct quarterly workers compensation claim reviews. Due to effective claims management and pro-active return to work programs, Council received a rebate on its 2014/15 insurance premium of \$11,506 to be reinvested into WH&S initiatives.

In April 2015, Council went to the market with a tender for the provision of Workers Compensation Insurance and related services from suitably accredited insurance providers. Five tenders were received and after a comprehensive review, StateCover Mutual was the successful tenderer for the 2015/2016 financial year.

Equal Employment Opportunity activities

Strategies within the EEO Management Plan continue to be implemented across Council.

Council continued to demonstrate its commitment to the Equal Employment Opportunities across the organisation.

Public interest disclosures

Internal Reporting Policy

Burwood Council's *Public Interest Disclosures Act 1994 - Internal Reporting Policy* was adopted by Council on 23 March 2015.

The Policy is accompanied by a PID - *Procedure for assessing disclosures and investigations.*

Statistical information on PIDs

Summarised below are the matters reported and actions taken during the reporting period in accordance with the legislation and procedural requirements.

Jul 2014–Jun 2015

Number of public officials who made PIDs	0
Number of PIDs received	0
Of PIDs received, number primarily about:	
Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	0
Local government pecuniary interest contravention	0
Number of PIDs finalised	0

PID Obligations

Actions taken by the General Manager in 2014–2015 to ensure staff awareness:

- + *Public Interest Disclosures Act 1994 - Internal Reporting Policy* circulated to all staff via email and in hard copy to outdoor staff
- + Reminders on PID framework circulated through staff bulletins
- + Brief introduction to PID legislation included in all new staff inductions
- + Regular training sessions for new staff carried out by Council's Internal Ombudsman
- + Video interviews with staff who have reported are circulate to staff and shown at induction
- + Creation of "Line in the Sand" e-newsletter about reporting and ethical conduct

Access to information

Council's Public Officer is responsible for dealing with requests from the public in gaining access to information under the Government Information (Public Access) Act 2009. The Public Officer is supported by the Governance Officer in relation to the administration of all access to information applications received by Council.

For the 2014–2015 period Council received 255 informal access to information applications and five formal access to information applications. The majority of these applications were related to Development Applications and were all determined within the statutory timeframe.



State of the environment report

An important element in the growth and development of Burwood is to ensure that Council and the community recognise the significance of protecting and maintaining a sustainable environment. Recognising its community leadership role in environmental management, Burwood council carefully considers the environmental impacts associated with any of the activities resulting from any new policy, program or plan it formulates and develops. Further, Council is committed to developing and fostering a range of corporate and community 'green' actions and initiatives.

The State of the Environment Report (SoE) presents the condition of the Burwood Local Government Area (LGA) and the human impacts on our local environment during the 2014-2015 financial year as identified in the Burwood Council Community Strategic Plan.

Strategic Goal: Improved Waste Management

Action	Service	2014-15 Assessment Measures																
Better promote existing recycling services	Education	<ul style="list-style-type: none"> + Information is provided on Council's website and updates featured in both the quarterly newsletters to residents and regular updates through the Mayoral column in the local paper + A Bin Inspection Program (BIP) in Single Unit Dwellings (SUDs) was undertaken in February and March 2015 with 400 recycling bins inspected, to determine the most common contaminant in the kerbside recycling bins. Awards were presented by the Mayor to the most consistent and most improved recyclers + Free bin bay signage (20 signs distributed), flyers and noticeboard posters were provided to Multi Unit Dwellings (MUDs) to promote correct recycling practices + Recycling information was provided to MUDs, as requested by the body corporate, in multi lingual pamphlets 																
Encourage a reduction in waste generation through the community education	Education	<ul style="list-style-type: none"> + Council continued to organise and promote Second Hand Saturday events. The LGA is divided into five areas and within each area residents have the opportunity to hold a garage sale which is advertised by Council and a registration kit send out with resources to promote and use on the day of their sale. A total of seventy four (74) garage sales were held during 2014-15 + Council promoted the diversion of organic material from landfill through the promotion of the Compost Revolution program, which allows Burwood Council residents to purchase worm farms or compost bins at 50% off with free delivery. The Compost Revolution program promotes how easy it is to recycle food and organic waste at home along with online how-to guides + Council continued to offer both a battery recycling program and a mobile phone recycling program through collection points located in Customer Services. During the reporting period 79.80kg of mobile phones and accessories were collected for recycling + Council, through the Providing the Links program, undertook 45 free presentations to primary schools in the LGA on a range of topics including recycling and resource management with 1,076 students receiving the presentations. Childcare centres in the LGA also benefited on a range of topics including recycling and worm farming. With 336 children attending the presentations + Council continued to support the Fridge BuyBack program through promotion on the website, quarterly resident newsletters and referral via telephone enquiries. The program is an energy efficiency and greenhouse gas abatement scheme that involves removing second working fridges from households + Council continued to offer regular free electronic waste (e-waste) drop-off days at the Council Depot during the reporting period. A total of 45.70 tonnes of e-waste was collected, of which 97% was recovered for recycling + Council has continued its partnership with the Love Food Hate Waste program, which is managed by the NSW Environment Protection Authority (EPA). The program aims to raise awareness about the impact of food waste in NSW and reduce how much 'good' food is wasted. The program helps residents to avoid food waste, save time and money and reduce their environmental impact by planning better, shopping smarter and storing food effectively. Council promoted the program on the website and through the quarterly residential newsletters 																
<p>Annual waste tonnages:</p> <table border="1"> <thead> <tr> <th></th> <th>Residential Waste</th> <th>Recycling</th> <th>Green Waste</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td>6880</td> <td>2758</td> <td>2350</td> </tr> <tr> <td>2013-14</td> <td>7465</td> <td>2708</td> <td>2199</td> </tr> <tr> <td>2014-15</td> <td>7553</td> <td>2646</td> <td>2369</td> </tr> </tbody> </table>				Residential Waste	Recycling	Green Waste	2012-13	6880	2758	2350	2013-14	7465	2708	2199	2014-15	7553	2646	2369
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Establish clear targets for recycling and reducing waste to landfill	Waste	<p>The Strategic Waste Action Plan (SWAP) implementation continued with promotion and encouragement of correct recycling practices through regular education campaigns, twice yearly bin inspection programs and working with strata managers of Multi-Unit Dwellings (MUDs) to improve recycling from unit buildings.</p> <p>Council has joined with the Southern Sydney Region of Councils (SSROC) to develop contracts for the diversion of waste from landfill through alternate waste treatment processes.</p>																

State of the environment report (continued)

Strategic Goal: Reduce Impacts of Population Growth on the Environment

Action	Service	2014-15 Assessment Measures
Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages	Workshops	Council's Treading Lightly free workshop program continued with seven workshops hosted by Council throughout the reporting year. Workshop topics ranged from Native Bee Keeping, Backyard Veggies, Composting and Wormfarming for Kids, New Plants from Old - Plant Propagation Techniques and No Dig Gardens
Seek community interest and support the establishment of community gardens in neighbourhoods to use as education tools	Community Gardens	Council has considered the possibility of establishing a community garden however has decided at this time to defer any further action.
Educate the community on native plants and animals	Education	Council identified species of local native flora and fauna and the information is available on Council's website.
Provide incentives or awards for projects, developments and initiatives that promote environmental sustainability	Incentives and Awards	Program has been temporarily deferred.

Strategic Goal: Leadership in Environment Sustainability

Action	Service	2014-15 Assessment Measures
Promote Burwood as a Tidy Town and encourage community ownership	Promote Burwood as a Tidy Town	<ul style="list-style-type: none"> + The Dob in a Dumper program continued with media releases, information on Council's website, letterbox drops and information in the quarterly resident newsletters promoting the clean up options available and to deter residents from illegally dumping unwanted household items + Council continued trialling the use of CCTV cameras to further reduce the incidence of dumped rubbish and graffiti throughout the LGA + Information on waste transfer stations and self-haul disposal options is on Council's website + Council assisted with the Clean Up Australia event held on 1 March 2015 collecting twenty (20) bags of waste from a registered clean up site
Promote greater use of more efficient green technologies and alternative energy sources	Green Technologies and Alternative Energy Sources	<ul style="list-style-type: none"> + Council continues to promote sustainability and energy conservation through the Treading lightly workshops + Council promoted and participated in the Earth Hour event which was held on 28 March 2015

Strategic Goal: Community Educated on Sustainable Practices

Action	Service	2014-15 Assessment Measures
Develop management plans that improve the performance of Council operations to address global warming	Develop Management Plans	<p>Council continued to implement initiatives and programs relating to the following Plans:</p> <ul style="list-style-type: none"> + Green Action Plan + Sustainability Action Plan + Water Savings Action Plan + Strategic Waste Action Plan + Litter and Illegal Dumping Prevention Plan + Sustainable Event Management Plan + Waste Less Recycle More (WLRM) program <p>A report was submitted to Council advising of the progress and action taken in relation to each of the plans</p>

Looking Forward: The Future

The diversion of waste from landfill remains a priority for Burwood Council. Council has joined with other SSROC Councils to develop a comprehensive regional waste strategy which provides a suite of initiatives that will encourage and promote resource recovery and waste diversion. This will be supported with funding from the NSW EPA as part of the Waste Less Recycle More program.





Burwood Council

heritage ■ progress ■ pride

If you have a comment or a question about the Annual Report 2014-15 and the State of the Environment Report please

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