

Annual Report

2021–2022



Burwood
Inc.1874

Burwood . Burwood Heights . Croydon . Croydon Park . Enfield . Strathfield

Acknowledgment of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.





Contents

Introduction

Message from the Mayor	2
Message from the General Manager	3
Our Councillors	4
Burwood 2030: The framework	5
Our community's vision	6
Burwood Council community snapshot	7

Section 1.

Our achievements **11**

1. Community & lifestyle	12
2. Leadership & innovation	20
3. Healthy & sustainable environment	28
4. Planning & infrastructure	32
5. Vibrant city & villages	42

Section 2.

Statutory reporting & information **53**

CRC	Community recycling centre
DA	Development application
DIAP	Disability inclusion action plan
EAC	Enfield Aquatic Centre
EPA	Environmental Protection Authority
ERP	Enterprise resource plan
LEP	Local Environmental Plan
LGA	Local government area
LSPS	Local Strategic Planning Statement
NSW	New South Wales
SMS	Short message service
VPA	Voluntary Planning Agreement

From the Mayor

Cr John Faker



I am thrilled to share Burwood Council's Annual Report for the financial year 2021–2022. This report is a testament to our vibrant and thriving community and the productive and fruitful work of Council this year.

It has been a joy to see so many big events return over the past 12 months, particularly after the hardships of the last two years.

A highlight of 2022 was the rollout of the Burwood Bounce Back Economic Recovery and Resilience Building program, which included fantastic community events such as the Lantern Festival, Beats and Eats, and Autumn Fest. These events activated our streets, boosted our local economy, and fostered a sense of community and belonging.

Sustainability continues to be a priority, both for Council and for myself as Mayor. We have now entered the third year of our annual 500 trees program, on top of the 1,200 already planted trees. I am also pleased to see green and open spaces remain a significant focus in our upcoming major projects, like the Burwood Urban Park Arts and Cultural Centre.

Council has continued to enhance and beautify our spaces and facilities. The Enfield Aquatic Centre upgrade was opened in May 2022, which includes a new accessible programs pool, and we continue to see key spaces like Henley Park, Grant Park, Burwood Park and the Enfield Village revitalised to better meet the needs of our community.

Over the past 12 months, Council has also delivered 15 public art projects across our LGA, employing over 30 artists. This is the biggest public art rollout in Burwood's history, and a welcome investment into a sector that has been hurting for the past few years.

Council continues to invest millions in our community through the delivery of major infrastructure projects. After a huge cross-departmental effort, the Deane Street Precinct Pilot Activation Project is poised to go live in the first quarter of the 2022/23 financial year. This space will provide colour, greenery, public seating and art right in the heart of Burwood, and is evidence of our continued commitment to providing quality public spaces for our residents.

It is with excited anticipation that I look forward to the next 12 months, and all the wonderful projects we will see come to fruition.

I would like to thank my fellow Councillors and all Council staff for their hard work and fantastic results this financial year, and commend them for their dedication in serving our community. It is a pleasure to serve alongside them.

Cr John Faker
Mayor of Burwood

From the Acting General Manager

George El Kazzi



After a few years of unprecedented hardship and challenge, our organisation and community have shown great resilience and innovation as we well and truly bounced back.

We began the financial year with recognition for our Burwood Cares program at the NSW Local Government Professionals Awards, and the accolades did not stop there. Council received further acknowledgment in the 2022 Local Government Excellence Awards, 2022 National Local Government Awards, and the 2022 Premier's Multicultural Communications Awards for the Burwood Bounce Back Recovery and Resilience Building program.

While the true impact of these programs can be seen through the coming together of our community after a tough few years, Council is proud of this state-wide recognition and we know that we are cementing our reputation as a distinguished, proactive and supportive Council.

The 2021 Census data shows that Burwood continues to be one of the most diverse local government areas in Australia. Our population is growing, with over 40,000 people now calling Burwood home. 63% of our residents speak a language other than English and over 58% were born overseas. Council continues to seek innovative ways to develop a sense of belonging and inclusion in our community, most significantly with the launch of Participate Burwood, a new community digital engagement platform.

Council remains committed to a sustainable future. We have significantly expanded our sustainability efforts over the last 12 months, in particular with the launch of our Sustainable Burwood Plan underpinned by extensive community consultation. Our Food Organics and Garden Organics (FOGO) trial commenced in February 2022, and early feedback suggests this has been a great success. Council is actively supporting the NSW plastic ban, and continues to support businesses in our community to meet the new legislative requirements in this area.

Our successful Capital Works Program remains a point of pride for Council, particularly with wild weather this past year providing obstacles at every turn. We are pleased to have delivered our Capital Works Program efficiently and to a high standard despite these setbacks, and have received positive feedback from the community regarding both individual staff members and our organisation as a whole. Works included multiple park upgrades, traffic calming initiatives, street tree planting, road and footpath upgrades, stormwater improvements and much more.

On behalf of the Executive team, I would like to thank the Mayor and Councillors for their support and cooperation, and the entire Council staff for their tireless efforts this past year.

I look forward to seeing our Council produce further ambitious and innovative projects and programs, to continue making Burwood a wonderful community in which to live, work, study and play.

George El Kazzi

Acting General Manager

Our Councillors

The current Council was elected in December 2021. The Councillors have been elected to represent the local community and deliver its long-term vision for Burwood.



Cr John Faker
Mayor of Burwood



Cr George Mannah
Deputy Mayor



Cr Heather Crichton
Councillor



Cr Ned Cutcher
Councillor



Cr Pascale Esber
Councillor



Cr David Hull
Councillor



Cr Hugo Robinson
Councillor

Burwood 2030: The framework

Local councils in NSW are required by legislation to work with their communities to develop a long-term plan for the social, environmental and economic health, sustainability and prosperity of their areas.

Three layers of plans are required under this Integrated Planning model—the Community Strategic Plan, the four-year Delivery Program and annual Operational Plan. The Annual Report is a key reporting mechanism for these plans. This Report is the final iteration of the Delivery Program 2018–2022 and an End of Term Report was prepared following the Council elections held in December 2021 detailing the achievements in implementing the Community Strategic Plan over the previous four years.



How to read the Annual Report

The Annual Report outlines Council’s key achievements and statutory responsibilities from 1 July 2021 to 30 June 2022. It is divided into two sections;

Section 1. Our achievements

This section highlights Council's achievements against objectives in the Operational Plan and Budget 2021–2022. It also provides a summary of Council's financial performance throughout the financial year.

Section 2. Statutory reporting & information

This section includes reporting requirements prescribed by the Local Government (General) Regulation 2021. This includes a summary of Council's legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community and information relating to the *Government Information (Public Access) Act 2009 (NSW)*.

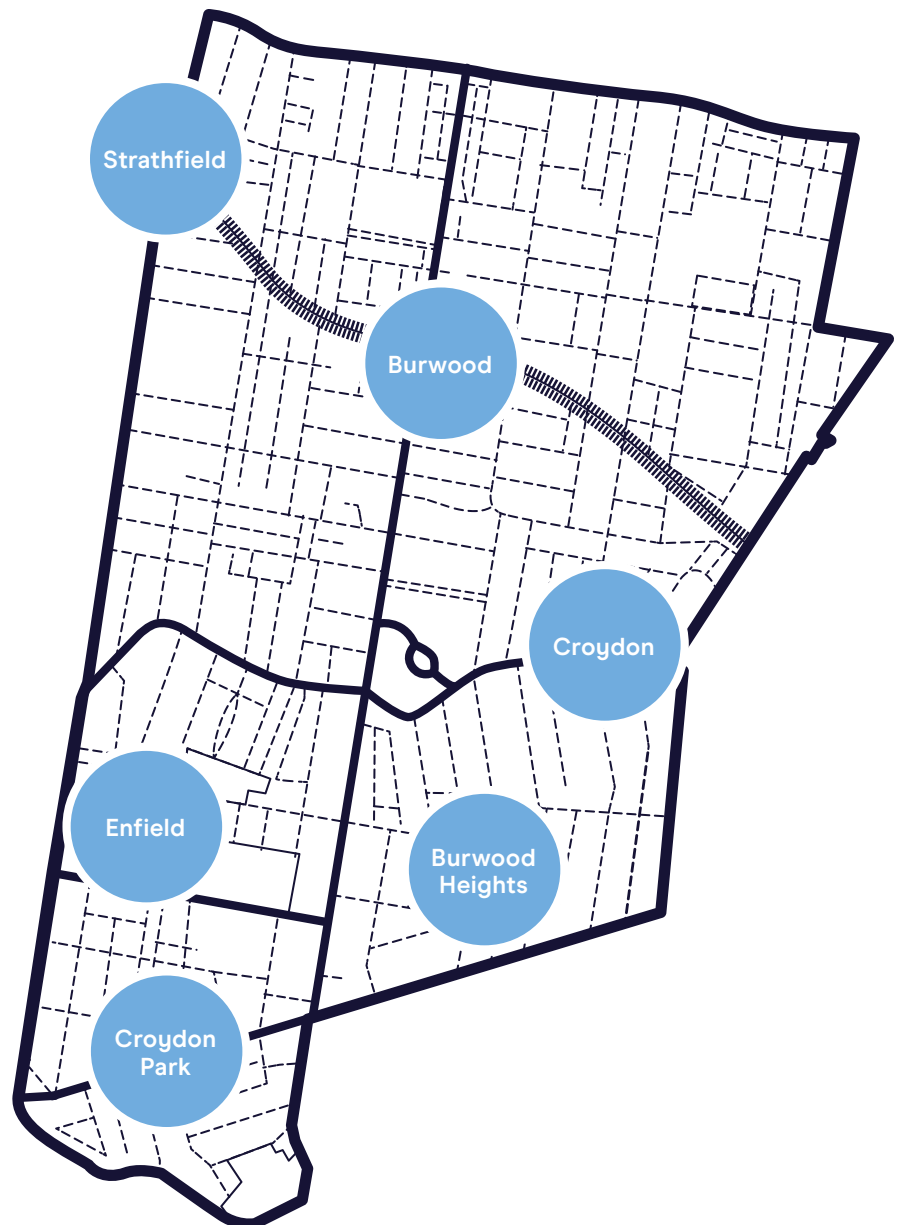
Our community's vision

**A well connected,
innovative, sustainable
and safe community that
embraces and celebrates
its diversity.**

Burwood is a melting pot of culture with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm, including Burwood Heights, Croydon, Croydon Park, Enfield and Strathfield.

The quality of life residents enjoy, the central location, local schools and excellent transport infrastructure have made Burwood an attractive destination for people to live, work and visit.

As a major strategic hub and geographic centre, Burwood will continue to strengthen its role in central Sydney over the next 10 years by providing a mix of higher skilled jobs and a diverse mix of housing.



Burwood Council community snapshot



Total population:

40,217



Total households:

16,160

If our community was 100 people...*



51

are female
(51.1%)



49

are male
(48.9%)



37

were born in
Australia (37.0%)



71

speak a language
other than English
at home (71.2%)



< 1

is Aboriginal
and/or Torres Strait
Islander (0.4%)



63

(15 year olds+) have
completed Year 12 or
equivalent (63.3%)



47

rent their home
(47.0%)



23

live in a single
person household
(22.7%)



33

people have
Chinese ancestry
(32.8%)



44

are married
(43.7%)

-20

17

are under 20
years old (16.5%)

60+

20

are over 60 years
old (20.2%)

* Reference: All statistics are from the Australian Bureau of Statistics 2021 Census of Population and Housing (accessed on the 15/07/2022)
<https://www.abs.gov.au/census/find-census-data/quickstats/2021/LGA11300>

**Please note that all statistics have been rounded to the nearest whole number, unless otherwise specified.

Burwood Council community snapshot

cont'd

Housing

- **45.2%** of housing is an apartment or flat in a three storey or higher block, compared to **27.1%** in Greater Sydney.
- **69.1%** of households are families. The average household size is 2.7 persons.
- **91.5%** of private dwellings are occupied.

Household expenses

- In 2020/21, household expenditure on utilities was **\$3,214**.
- Median weekly household income is **\$1,867**.
- **\$500** is the weekly median rent.
- Median monthly mortgage repayments are **\$2,500**.

Education

- There are **8** primary schools and **10** high schools in the Burwood LGA.
- In Burwood **34.6%** of people were attending an educational institution at the time of the 2021 Census. Of these, 15.1% were in primary school, **14.6%** in secondary school and **41.7%** in a tertiary or technical institution.
- In the Burwood Council area, **63.3%** of people aged over 15 years had completed Year 12 schooling (or equivalent) as of 2021. This percentage is higher than across Greater Sydney.

Languages

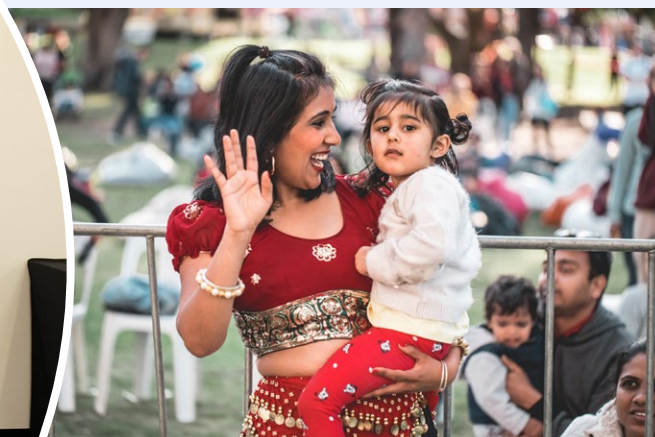
The top 5 languages spoken at home (other than English) by suburb

Suburb	Population	Top 5 languages (other than English)
Burwood	18,224	Mandarin, Cantonese, Nepali, Vietnamese, Korean
Burwood Heights	1,134	Mandarin, Arabic, Cantonese, Italian, Greek
Croydon	10,755	Mandarin, Cantonese, Italian, Arabic, Greek
Croydon Park	10,929	Italian, Arabic, Mandarin, Cantonese, Greek
Enfield	2,992	Mandarin, Arabic, Cantonese, Italian, Korean
Strathfield	25,915	Nepali, Mandarin, Cantonese, Korean, Arabic

Cultural diversity

63% of residents are born overseas. Top responses for country of birth include China (excluding SARs and Taiwan; 18.1%), Nepal (7.6%), India (3.1%), Vietnam (2.7%), and Republic of (South) Korea (2.4%).

Ancestry, top responses	Burwood %	NSW %	Australia %
Chinese	32.8	7.2	5.5
English	10.7	29.8	33.0
Australian	9.6	28.6	29.9
Nepalese	7.4	0.9	0.5
Italian	7.3	3.7	4.4



Overseas arrivals

Year of arrival in Australia	Number	Burwood %	Greater Sydney %
2011 to 10 August 2021	10,636	45.8	32.8
2001 to 2010	3,710	16.0	21.3
1991 to 2000	2,413	10.4	14.3
1981 to 1990	2,387	10.3	12.8
1971 to 1980	1,432	6.2	7.5
1970 or earlier	2,038	8.8%	9.0

Religion

Top 5 religions (ranked by size):*

1. Catholic (22%)
2. Hinduism (10%)
3. Buddhism (7.8%)
4. Eastern Orthodox (3.8%)
5. Anglican (3.5%)

* 34.6% of respondents indicated no religion

Age structure

The median age of the Burwood LGA on Census night 2021 was 34 years old.

Age group (years)	Number	Burwood %	Greater Sydney %
Babies and pre-schoolers (0–4)	1,532	3.8	6.0
Primary schoolers (5–11)	2,238	5.6	8.8
Secondary schoolers (12–17)	2,044	5.1	7.1
Tertiary education & independence (18–24)	5,820	14.5	8.8
Young workforce (25–34)	8,805	21.9	15.5
Parents and homebuilders (35–49)	7,262	18.1	21.5
Older workers and pre-retirees (50–59)	4,380	10.9	12.0
Empty nesters and retirees (60–69)	3,578	8.9	9.8
Seniors (70–84)	3,387	8.4	8.7
Elderly aged (85 and over)	1,177	2.9	2.0

Population change

- Burwood LGA is projected to grow by **41%** (or 1.7% per year) from 2021-2041; the fastest annual growth rate within Eastern Harbour City.
- The population of Burwood LGA in 2001 was 30,393 and is projected to reach 58,178 by 2041. This is a growth of 91.4% in a space of forty years; almost double!

Source: NSW Department of Planning and Environment







Section 1.

Our achievements

This Annual Report highlights Council's key achievements for the 2021–2022 financial year. Full and detailed reports against each strategic goal in Council's Operational Plan can be found in the Half-Yearly reports on Council's website. The Operational Plan identifies the actions that Council will undertake to support these strategic goals.

The Burwood 2030 Community Strategic Plan identifies five themes. This financial year an additional section has again been included in this report to highlight how Council has responded to the COVID-19 global pandemic.

1. Community & lifestyle

We have a vibrant multicultural community and growing population that requires a variety of facilities and resources to meet its diverse needs. The COVID-19 pandemic has continued through this year and Council has continued to adapt, devising new ways in which to engage the community and provide access to facilities and services in a safe manner.

Community strategic plan goals

- 1.1 High quality facilities, services and initiatives to meet the diverse needs of the community
- 1.2 A well informed, supported and engaged community
- 1.3 A safe community for residents, workers and visitors
- 1.4 A proud and inclusive community that celebrates diversity





Library

2,639

new members with a total membership of 23,641

129,765

total visits to the library

103,205

physical items loaned including books, magazines, DVDs, CDs and toys. Most popular genres were Children's Board Books, Junior Fiction, Children's Picture Books and Junior Graphic Novels

7,713

new physical items added to Council's collection



32,515

e-resources downloaded



41,526

items are available for the Burwood community in **Chinese, Korean & Hindi**



61,258

visitors to the **Enfield Aquatic Centre (EAC)**

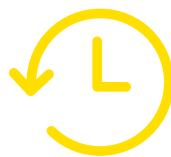
15

school carnivals run at the EAC



520

volunteers were referred to external organisations within the Burwood LGA between June 2021 & March 2022



61

local history enquiries received, researched and responded to



75

artists exhibited their artworks in the **Burwood Art Prize**



290

students attended the **Midnight Study Hours trial**



15,000

social media followers with WeChat becoming our best performing social media tool with 43% growth

LinkedIn reach increased by 50% in five months



Milestones



Enfield Aquatic Centre Indoor Program Pool Opening

Council was proud to open the doors to the historic centre's biggest ever upgrade. The \$5.4M upgrade includes a new 25 metre heated programs pool dedicated to teaching children and adults to swim as well as a revamped splash park.

The opening of the new indoor programs pool and splash park was held on Saturday, 14 May 2022 and welcomed in excess of 600 visitors on the day.



Encouraging active community participation

A comprehensive community engagement program was undertaken to support the preparation of Council's first Library Strategic Plan.

Additionally, 156 participants shared their views through various formats including surveys, focus groups, workshops and interviews in preparation of the draft Disability Inclusion Action Plan.

Engagement of the draft Disability Inclusion Action Plan included people with a disability, carers and service providers. Council has also formed a Disability Inclusion Advisory Panel to ensure ongoing participation of people with a disability in Council projects.



Lighting up Burwood

Feature lights have been installed in key locations throughout the LGA including:

- Fairy lights around the tree trunks of the existing trees within the Burwood Town Centre, the Georges River Road shopping precinct and the The Strand in Croydon
- Tree up-lighting has been installed within Burwood Park and the Everton Road Pocket Park
- Under awning decorative ball lights have been installed along The Strand in Croydon and Georges River Road
- Catenary lighting has been installed in Unity Lane



Towards Burwood 2036

A completely new suite of corporate planning documents was developed in line with the Integrated Planning & Reporting Framework.

Council adopted a new Community Strategic Plan (Burwood2036), a four-year Delivery Program including a new Resourcing Strategy and an Operational Plan for 2022–2023.

The comprehensive Resourcing Strategy was developed for the period 2022–2026 and includes:

- The Workforce Management Plan
- The Asset Management Plan
- The Long-Term Financial Plan

More than 1,000 community members were directly engaged in the community strategic planning process through nine engagement programs.



Anna Xu—Young Volunteer of the Year 2022



2022 Volunteers

Celebrating the contribution of our community

In 2021–2022, Council’s Award programs celebrated the contribution made by community members from across the Burwood Local Government Area (LGA).

The Mayor’s Inaugural Commendation Awards recognised 11 small businesses across five categories that have made a significant contribution to Burwood’s sense of place and have operated continuously within the Burwood LGA for a minimum of 10 years.

Awards were presented to those businesses who have served the Burwood LGA for 10, 25 and 40 years as well as Generational Family Business and Business Impact.

The 2022 Volunteer Recognition Awards, presented as part of Council’s National Volunteering Week, included awards for:

- Young Volunteer of the Year
- Adult Volunteer of the Year
- Senior Volunteer of the Year
- Volunteer of the Year

Additionally, Awards were presented for the 2022 Burwood Citizen of the Year and 2022 Burwood Young Citizen of the Year.

Delivering events that support and promote our diverse community

In the 2021–2022 financial year Council ran a variety of events commencing with the Sandakan Service in August 2021.

Anzac Day 2022 saw the return of the Anzac Day March along Burwood Road to the Dawn Service with the ceremony attracting over 2,000 attendees.

In May 2022, the National Servicemen’s Commemorative Service was held in Burwood Park.

Other events hosted by Council included:

- The Moon Festival—September 2021
- Australia Day—January 2022
- Burwood China Town Lunar New Year Activation—February 2022
- Burwood Lantern Festival—March 2022
- Beats & Eats—April 2022
- Autumn Fest—May 2022



Milestones *cont'd*

Celebrating First Nations culture and values

Over recent years, Council has increased its efforts in delivering meaningful First Nations focused projects and cultivating relationships. This has involved engagement with First Nations artists, elders and cultural advisors. Council has been working on increasing our engagement efforts over the coming months to build even stronger relationships with First Nations people as we work towards the development of the Urban Park, Arts and Cultural Centre, Burwood North, and the development of Council's first Reconciliation Action Plan which is expected to be developed next year.

Council commissioned Barkindji artist Maddison Gibbs and Biripi artist Jason Wing, known collectively as MadWings, to co-create a series of public artworks which were installed throughout Wangal Park. Council also prepared a comprehensive NAIDOC Week celebration for Burwood Library including an Aboriginal astronomy workshop and a NAIDOC Week story time.

Our recently adopted Community Strategic Plan Burwood 2036 seeks for Council to 'acknowledge, respect and engage First Nations people, their culture and heritage'. Council's Operational Plan 2022–2023 extends beyond this and includes the action to 'deliver initiatives that recognise and respect First Nations' history and ongoing culture'. As we embark on further work to acknowledge and recognise First Nations people here in Burwood, Council will ensure that meaningful engagement and ongoing relationship building is a critical component.



The Chinese Drumming Group performing at Burwood Laneway Markets

Engaging with and supporting Culturally and Linguistically Diverse (CALD) communities

Council continued working with the Multicultural Advisory Committee receiving advice on issues impacting local CALD communities. Council also continued to develop relationships with the Inner West Multicultural Network and the Local Government NSW Multicultural Network to action outcomes for CALD communities.

During the 2021–2022 financial year, Council staff worked closely with CALD service providers to deliver a range of activities for the CALD community including:

- Speaker's Corner
- Tech Savvy Seniors
- Chinese Line Dancing
- Chinese Traditional Dancing
- Chinese Art Workshops

The Burwood Council library has a large variety of items available for our CALD community including 41,526 items available in the Language Other than English (LOTE) collection including books, DVDs and magazines for children and adults. The collection includes items in Chinese, Korean, Italian, Arabic, Vietnamese, Spanish, German and French.

Council's website has been enhanced with digital translation in the top nine languages spoken in the Burwood Local Government Area (LGA).

Other services provided to CALD communities include:

- The attendance of a bilingual support worker who speaks Mandarin and Cantonese with Council's Mobile Playvan
- Council's WeChat social media tool provides Council news to the Chinese community and the Council column appears in the Korean, Chinese and Nepali foreign press
- Business fact sheets printed in Chinese
- Council hosted a series of webinars with updates and support information in Chinese to local businesses



Highlights



Our library supporting the community

The library was closed from 1 July 2021 to 17 October 2021 due to COVID-19 restrictions. This closure did not stop the library from continuing to provide services to the community both during the closure and following the re-opening.

During the year, the library held 254 programs. Programs included the:

- Summer Reading Club Challenge with 109 children registered
- Circus and Mini Juggling Show with 60+ adults and children in attendance
- Bike and Blend Event with 120 children and adults in attendance
- Provision of a Justice of the Peace service with the number of community members utilising this service growing to 97
- History Walks with an average of 22 people enjoying the history of Burwood and Enfield

In addition, Council launched the highly successful Midnight Library Study Hours trial which was attended by 290 students the maximum allowed with the COVID-19 restrictions in place at the time.

The Urban Park, Arts and Cultural Centre

The Urban Park, Arts and Cultural Centre will deliver a new vibrant and dynamic civic and cultural precinct for our growing community.

The precinct will celebrate the unique diversity of cultures in Burwood and will feature:

- A new urban park including a public plaza, water play features, sloping green lawn area, high-canopy tree plantings, landscaping and public art
- A new multi-purpose community and cultural centre, featuring spaces to support a broad range of community, cultural and recreational activities, including performance and rehearsal spaces
- An underground public carpark

Stage 1 and 2 of community engagement for the Urban Park, Arts and Cultural Centre was completed during 2021–2022.

The two stages of engagement involved:

- Seven community consultation stalls engaging 114 people
- Two community workshops
- 23 organisations engaged
- 45 surveys completed
- Five community drop-in sessions
- 27,000+ reach for social media posts
- 17,000 households receiving the Mayor's promotional card
- Website had 397 views and 253 visitors in one month



The Burwood Art Prize

In 2022, Council again delivered the Burwood Art Prize with 75 local artists exhibiting artworks in the competition.

Council provided the largest prize pool to date of \$13,500 and for the first time, the entries were expanded to include digital artwork submissions.

The artwork submissions were included in a series of public programs inside the Burwood Library and Community Hub to activate the exhibition.

Highlights *cont'd*

The Community Grants Program 2021–2022

Council's Community Grants Program awarded \$55,000 to 16 community organisations funding projects that are designed to foster a connected, inclusive and engaged community.

Among the programs funded were those with a focus on working with Burwood's most vulnerable, helping those with a disability and overcoming trauma or cultural barriers to help new migrants settle into the community.



Celebrating our young people

Council continued to provide activities and initiatives designed to engage and support Burwood's youth.

The Give Us Your Best Shot photo competition was run from June to September 2021 for young people aged between 10 to 16 years who sent in their favourite place or space in Burwood.

During April 2022, Council held Youth Week Celebrations including:

- Burwood's Youth Outreach Program with more than 80 young people from local schools participating in the Youth Week Fun Games held at Burwood Park
- The Youth Upcycled Fashion Project was showcased in the Burwood Library and Community Hub with 22 young people participating in the project

International Day for People with a Disability

In partnership with the Groovability working group (a network of disability organisations in the Inner West region) the International Day for People with a Disability event was delivered in December 2021 and attended by 100 people as well as those that participated via livestream.



#RacismNotWelcome campaign

There's no room for racism in Burwood and in July 2021 Council adopted the #RacismNotWelcome campaign to build on its existing public stance against racism.

In conjunction with the Multicultural Advisory Committee, Council rolled out a number of actions including:

- Completion of the Burwood Chinatown Public Art Project, The Last Lion
- There's No Room for Racism in Burwood video
- Wearing the #RacismNotWelcome message t-shirt with pride at local community activities and events



Supporting our seniors

Council supported the annual NSW Senior's Festival from 25 March to 3 April 2022 helping our seniors connect, meet friends and enjoy activities that were healthy for both mind and body.

Highlights included:

- Free access to the Enfield Aquatic Centre
- Two free movies with 50 people attending each session
- Five community activities held in community venues including Zumba, line dancing, yoga, meditation and aqua aerobics
- The ever popular Senior's Lunch at Burwood RSL



Informing the community about our Racism Not Welcome campaign at TVB Moon Festival

Celebrating Burwood's history and heritage

Council supported a range of initiatives that celebrated Burwood's history and heritage including:

- Two heritage tours in partnership with Burwood and the District Historical Society and a talk on Thomas Rowley the first land grant recipient in Burwood
- 48 volumes of Burwood's historical valuation books were digitised
- Partnering with the Burwood and District Family History Group to support the delivery of Family History community workshops
- Council's weekly publication of "Burwood Memories" on social media
- Provision of support for heritage grant applications
- Three displays were exhibited including:
 1. International Women's Day – life and achievements of Maria Sanders
 2. Anzac Day – memorabilia of the local WWI Veteran – Walter Clissold
 3. History of local pubs



The late Victorian mansion "Cranbrook"



"Club Burwood" opened in 1878 as Freemason's Hotel

2. Leadership & innovation

We strive for community leadership that fosters our community values and celebrates our culture, diversity and heritage. This also encourages greater participation and engagement in decision making by involving people in local activities and programs. Our leadership and innovation strategies focus on thinking outside the square to resolve challenges and develop economic prosperity, environmental sustainability and social responsibility.

Community strategic plan goals

- 2.1 Community confidence in Council's decision making
- 2.2 Strong partnerships to benefit the community
- 2.3 Financial sustainability and organisational effectiveness
- 2.4 Efficient and innovative customer focused services
- 2.5 Leaders in the Local Government sector





32,120

calls were received by our **customer experience team** with 20,604 customer actions



80%

of customers were **assisted online** versus 20% at the Customer Service Counter



1,727

parking permit applications processed



No. 1

ranking council nationally in **contact resolution** in the National Local Government Customer Service Network Benchmarking Survey



\$6.6M

in **grant funding** received



120

forms are accessible via Council's website with 5,939 online form responses received including:

- 1,784 requests for household clean-ups
- 941 requests for parking permits
- 619 change of address requests
- 438 bin requests



25

e-newsletters sent to 13,000 subscribers



172

tree permit applications processed



1,591

venue bookings



744

park bookings

Milestones



Introducing Participate Burwood

In October 2021, Council launched the community engagement platform Participate Burwood. This platform has enabled the digital community to have input into draft plans, policies and major projects that Council is assessing.

Between October 2021 and June 2022, the community provided feedback on 53 projects and the platform was viewed more than 26,000 times.



Improving organisational efficiency, effectiveness and business excellence

In March 2022, Council implemented a new organisational structure designed to improve organisational efficiency and create an agile and responsive workforce delivering high quality outcomes for the community.

As part of the new organisational structure, a role was created focused on business improvement. This role is responsible for undertaking service reviews across the organisation to enhance business processes and encourage business excellence.



Utilising technology to improve our services to the community

During 2021–2022, Council implemented new technology platforms designed to improve service delivery to the community.

These platforms included the Park 'n' Pay software that was installed in Council's Paisley Street car park in Croydon (27 parking sensors) and in the Byer Street car park (39 parking sensors) in Enfield in August 2021.

This \$11,000 project allows Council to collect data that assists with more effectively managing parking facilities in line with the community's needs.

Additionally, Council has implemented an asset management system and mobility solution (Assetic) to enable staff to perform their duties from mobile devices from any location. This asset management application is allowing Council to improve the effectiveness of the management of Council's assets.

Highlights

Council's award-winning Bounce Back Program



Council's Bounce Back Program won the Supporting Local Enterprise Award at the NSW Local Government Excellence Awards for 2021–2022.

In partnership with the Department of Planning and Environment (DPE), through the Festival of Place Open Streets Program, Burwood Council delivered the Burwood Bounce Back Program which was introduced to support businesses to reactivate following the extended lockdown period with a focus on business trade and live entertainment.

The focus areas of the Program included:

- Cutting red tape and streamlining processes
- Partnering with local business to build capacity
- Focusing on hard hit industries
- Activating high street and laneways
- Providing financial support
- Building our night time economy

The Bounce Back Program delivered outcomes across five streams:

1. Outdoor dining and entertainment
2. Events and public space activations
3. Burwood After Dark
4. Business recognition and support
5. Council subsidies and fee waivers

Highlights of the Program included:

- A \$500,000 partnership with DPE for the Festival of Place Open Streets Program–Light Up Burwood, closure of Burwood Road and Clarendon Place over three weekends during March to May 2022 to hold the Lantern Festival, Beats & Eats and Autumn Fest and parklet pilot program
- Interim COVID-19 Alfresco Dining and Live Performance Activation Policy
- 24-hour outdoor dining approvals
- Waived outdoor dining fees for 12 months
- Discounted fees and charges (50%) for facility hire–September to December 2021
- The Shopfront Improvement Program with eight businesses in Burwood and Enfield supported through \$21,000 in funding

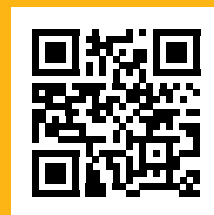
The results of the Program included:

- Over \$1 million in financial relief measures
- 21 activations and events
- 150% increase in Council's engagement with local businesses
- 60% increase in visitation on Burwood Road including a one-hour increase in community dwell time on Burwood Road
- 30% increase in sales turnover for participating businesses
- 282 people employed by Council from hard hit sectors
- 15 new partnerships developed
- 7,503sqm of road space reallocated
- 430sqm of public space improved/made accessible
- 24-hour turnaround for outdoor dining approvals

Improving our social media reach to connect with the community

During the 2021–2022 financial year Council increased our online communication with the community through social media and our e-newsletters including:

- Facebook – 6,915 followers with a reach of 71,831
- Instagram – 2,722 followers with a reach of 15,852
- Twitter – 3,094 followers with 23,100 impressions over a three-month period
- WeChat – 1,238 followers an increase of 43.75%
- 119 community e-newsletters sent to 13,000 subscribers weekly
- 12 library e-newsletters sent to 11,000 subscribers
- 13 business e-newsletters sent to 2,000 subscribers
- Five print newsletters sent to 17,000 households in the Burwood LGA



Follow us on social media
@BurwoodCouncil



Highlights

cont'd



Providing an outstanding customer experience

Council's commitment to the provision of a high quality customer experience saw Council rank **first nationally** for first contact resolution and in the top three nationally for phone handling time, counter service handling time, rates payments and event/facilities bookings in the National Local Government Customer Service Network Benchmarking Survey.

In the 2021–2022 period, our customer experience team managed:

- 32,120 calls received with 79.19% of all calls being answered within 40 seconds
- 849 customer service counter visits after re-opening in October 2021
- 20,604 customer actions raised
- 1,591 venue bookings and 744 park bookings

Providing information, reporting on decisions and maintaining transparency with our community

Council has consistency met or exceeded statutory requirements for local service standards. The service standards set out in Council's Delivery Program and Operational Plan for the 2022–2023 period are now more transparent.

Following each Council meeting, Council made available the draft minutes of Council meetings within three working days and audio recordings of meeting proceedings open to the public were posted on Council's website on the first working day after each meeting.

Transparent auditing processes were undertaken by the Audit Risk & Improvement Committee who met in February and May 2022 where the Committee considered key matters related to strategic risk, procurement, cyber security, parks and facilities bookings management and business continuity planning.

Council's strategic partnerships

Council participated in eight key regional, metropolitan and nation-wide initiatives during the 2021–2022 financial year including:

- Business Concierge Program with Service NSW
- Festival of Place Open Streets Program with the Department of Planning and Environment securing \$500,000 in funding
- Night Time Economy Council Committee Activation Masterclass in partnership with Investment NSW and metropolitan councils
- Streets as Shared Spaces Program with Transport for NSW securing \$500,000 in funding
- Improve Crown Land through the Department of Planning and Environment's Greater Sydney Open Space Activation Program securing \$414,243 in funding
- NSW Government's Free Tree Giveaway Program
- Everyone Plant One Campaign

In addition, Burwood Council is represented on Investment NSW's Government 24 Hour Economy Advisory Committee and the Night Time Economy Councils' Committee with Local Government NSW.



Night Time Economy Council Committee Activation Masterclass

Representing Burwood in regional alliances and local inter-agencies

Council represented the Burwood community through a number of forums throughout the 2021–2022 year including the:

- Inner West Disability Forum—this forum enables Council to remain informed about issues impacting the lives of people living with a disability and their carers.
- Burwood Regional Child and Family Inter-agency—the members of this inter-agency are service providers who are active in reviewing the needs of local families and children.
- Inner West Multicultural Network (IWMN)—an independent network of services, agencies and organisations that provide support of, and action for, local CALD communities.
- Local Government NSW Multicultural Network (LGMN)—a local government cultural diversity portfolio brought together to build capacity through professional development advocating on issues affecting CALD communities.

Burwood Cares Program – the heart of Council’s pandemic response



The Burwood Cares Program was launched in March 2020 and continued to support our community throughout 2021–2022 financial year. The program was designed and delivered as a direct response to the impact that the COVID-19 pandemic continued to have on the community.

A range of activities, initiatives and programs were delivered as part of Council’s Burwood Cares Program with highlights including:

COVID-19 testing sites and vaccination hubs

Three COVID-19 testing sites:

Location	Period	Number of tests
Meryla Street Car Park	10 months	61,078
Wynne Avenue Rooftop Car Park	10 months	21,377
Westfield Rooftop Car Park	Two months	30,000

Two COVID-19 vaccination hubs:

Location	Period	Number of vaccinations
Burwood RSL	Two months	9,587
Burwood Library and Community Hub	14 to 27 March 2022	165



Burwood cares for business

In addition to the support provided to businesses within the Burwood Local Government Area (LGA) through the Burwood Bounce Back Program, Council put in place a number of new business support programs for local businesses experiencing financial stress and to support re-opening activities.

200 business support packs and 2,000 business information fact sheets were designed, printed and translated along with the Shopfront Improvement Guide and were distributed to local businesses in the Burwood LGA.

Council also partnered with Service NSW to deliver a series of support webinars for small business in the Burwood LGA with sessions delivered in English and Mandarin on a rotational basis.

To support re-opening activities following the second COVID-19 lockdown, the ‘Burwood Eats’ campaign (Let us shout you a picnic) was reactivated to support local eateries encouraging residents and visitors to takeaway and picnic in the best outdoor settings in Burwood.

Council’s library ‘Click and Collect’ service

From the period 9 July to October 2021, 4,473 items were picked up by 2,207 customers via Council’s Click and Collect Service. This allowed our community to continue to access physical library items during the second COVID-19 lockdown period.

Keeping the community up-to-date

Communication with the community was increased in the 2021–2022 period with Council’s e-newsletters being sent weekly and emailed to the database of over 14,000 subscribers.

Key messages were delivered to the community in relation to COVID-19 testing, vaccination and building community resilience through four community education webinars with interpreted sessions in Chinese and Korean.

Council also translated and delivered COVID-19 related community support information in Korean, Chinese, Nepali and Arabic.

Burwood Cares Program *cont'd*



Delivering online programs for the community

During the 2021 COVID-19 lockdown period, the library held 106 online programs delivered to 1,292 people including English conversation classes, chess club, gardening workshops and writing your lockdown experience classes.

Supporting the mental health and wellbeing of the community

During the 2021–2022 period, Council delivered a range of programs designed to support mental health and wellbeing of the community during the COVID-19 pandemic.

Specific programs included:

- Online programs to support mental health and wellbeing delivered in multiple languages
- Accidental counsellor refresher training for our frontline staff in community development, the library and customer service to ensure they were equipped to support our community members and customers
- 15 staff were trained to undertake wellbeing checks with residents and 150 wellbeing checks per week were completed by Council staff in September and October 2021
- 100 HSC care packs and student book packs were delivered via the Burwood library 'Click and Collect' service
- Social support and mental health information was distributed to all households in the Burwood LGA in multiple languages

Delivering food and emergency relief to those in need

In partnership with a number of service providers, Council delivered the following emergency relief programs for the community:

- Food and essential items were delivered to vulnerable communities
- 100 hygiene packs assembled and distributed weekly
- Two additional cooked meals programs delivered on a weekly basis at two key locations for eight weeks
- 100 homelessness assistance cards and packs assembled and distributed to community partners
- 30 domestic violence care packages assembled and provided to Burwood Police Area Command and the Women and Girls Emergency Centre

Securing funding to deliver COVID-19 safe events

During the delivery of the Burwood Cares program, Council secured funding for a number of community events including:

- \$20,000 funding was secured to deliver the Australia Day Movies in the Park event attracting 200 attendees
- \$250,000 of funding was secured from the NSW Government's Local Councils COVID-19 Grants Program for Council led community initiatives which rapidly delivered pandemic support to vulnerable communities. This included the 'Burwood Beats' campaign which involved nine performances broadcast over Facebook and YouTube over two months





3. Healthy & sustainable environment

We all have a role to play in protecting our environment and taking responsibility for preserving our natural resources for future generations. Protection of our natural resources and reducing our impact on the environment is essential to ensuring that we can continue to live in a clean and sustainable environment.

Community strategic plan goals

- 3.1 Enhanced green and open spaces, and streetscapes
- 3.2 Sustainable waste management practices
- 3.3 Community education on sustainable practices
- 3.4 Leadership in environmental sustainability
- 3.5 Public health and welfare





1164

shrubs and plants planted;
663 trees planted

Council's **Compliance Investigation Officers** resolved and actioned:



36

air pollution matters



10

water pollution matters



152

noise pollution matters



100%

of Burwood's **local road street lighting** inventory was upgraded to LEDs; the equivalent of 1,367 street lights



1,422,570

household bins collected with:

- 8,964 tonnes of waste
- 2,084 tonnes of recycling
- 2,742 tonnes of garden material



363

food inspections completed



53

cooling tower inspections completed



434

Burwood residents visited the **Community Recycling Centre** a partnership between Burwood Council and The City of Canada Bay



20

graffiti removal requests completed



731

illegally dumped rubbish requests responded to

Milestones



Keeping our community safe

Our community safety team delivered a number of education and support programs including:

- Four food safety programs
- A shopping trolley program
- Two building site programs
- One roadway activities program
- Three animal education programs
- Two dumped rubbish programs

Council has worked closely with NSW Police to identify parcel theft hotspots and conducted risk assessments of key locations. A fact sheet was developed and distributed to educate the community on taking proactive measures to deter parcel theft.

Other community safety initiatives included:

- Proactive building site patrols were undertaken daily which has led to a decrease in fines issued by Council due to improved building site compliance
- “Dob in a Dumper” illegal rubbish dumping campaign
- Provision of safety tips and programs on relevant crime issues through Council’s e-newsletter, social media and Community Education Calendar
- In partnership with NSW Police, developing and providing information sessions preventing retail theft
- Development of a Crime Prevention through Environmental Design (CPTED) factsheet for business owners
- Development of a Women and Girls Self Defence Program

Introducing Food Organics Garden Organics (FOGO) to Burwood

In February 2022, Council commenced a FOGO trial with 521 single unit dwellings involved in the trial area. During the trial period, 5,781 bins were tipped with 112.48 tonnes of FOGO material collected.



Building a sustainable environment for Burwood

Waste

Services Council participated in to reduce waste to landfill included:

- Recovering and processing of organic material through Veolia AWT
- Sorting and processing of recyclables through Visy Recycling
- Processing of garden waste through Visy
- Sorting and reprocessing of bulky material collections through Bingo Industries
- Re-home services which allows the re-use of unwanted household items through an agreement with The Bower
- Discounted worm farms and compost bins to residents via agreement with the Compost Revolution
- Separate collection of textiles from clothing bins for recycling by Cotton King

Stormwater harvesting

Two stormwater harvesting projects (stormwater re-use and irrigation) were completed by Council in Wangal Park and Hornsey Lane.

Zero Litter to River Policy

An example of Council’s commitment to the Zero Litter to River Policy is the addition of a new Gross Pollutant Trap installed as part of the Enfield Aquatic Centre carpark upgrade.

Burwood’s 500 Magnificent Trees Program

The \$150,000 tree planting program was completed in November 2021 with 663 trees and 1,164 shrubs and plants planted across the Burwood LGA.

This tree canopy enhancement project was funded as part of the ‘Greening Our City’ NSW Government grant program.

Highlights

Our commitment to a sustainable Burwood

In March 2022, Council's Sustainable Burwood Strategy was adopted with actions to promote sustainable practices both across Council and within the community.

Establishment of a Sustainability and Environment Advisory Committee is being undertaken to implement actions from the Sustainable Burwood Strategy including the implementation of a successful awards program.

Other sustainability initiatives undertaken by Council during 2021–2022 included:

- Entering into a 100% renewable energy supply agreement with Zen Energy Retail Pty Ltd in May 2022. The contract for Council's small and large electricity markets includes public lighting, renewable energy and large-scale generation certificates (LGCs) and will come into effect on 1 January 2023
- Council held a webinar for NSW EPA Single Use Plastic Ban with the National Retail Association, with 50+ attendees from across four Councils participating in the webinar
- Council joined the Cities Power Partnership which is Australia's largest network of local councils moving to a thriving, zero emissions future
- Participating in Plastic Free July, and partnering with Croydon Park Business Chambers, Scouts and Croydon Park Public School in Re-purpose, Re-use and Recycle Program, Council flags were re-purposed into re-usable bags



Continuing to deliver campaigns and initiatives that encourage the use of more active forms of transport and healthy activities

Three new cycleways that link the Parramatta Road corridor to Burwood and Wangal Parks were completed and improved crossing facilities for cyclists have been completed at the signalised intersection of Parramatta Road and Luke Avenue.

Both of these upgrades were delivered with grant funding from the Parramatta Road Urban Amenity Improvement Program (PRUAIP).

Other initiatives designed to keep our community active that were delivered in partnership with local groups and organisations during 2021–2022 included:

- Classes in Zumba, Chinese Line Dancing, Chinese Traditional Dancing and the online-DanceWise program
- Mental Wellbeing & Exercise Programs
- Hip Hop Program
- Online Chair Yoga
- Fitter & Stronger
- Community Soccer

Additionally, the EAC held a Community Open Day providing free sports activities and aquatic demonstrations including basketball, netball, yoga, meditation and aqua aerobics.

4. Planning & infrastructure

Our growing population requires planning for services and infrastructure to meet their ever-changing needs. Transport that connects services and people plays a key role in the liveability and sustainability of our area. Our neighbourhoods should feel safe, look good and work for our community.

Community strategic plan goals

- 4.1 Effective traffic and parking management strategies
- 4.2 Connected and accessible infrastructure
- 4.3 Burwood's existing heritage integrated with high quality urban design
- 4.4 Participate in regional planning and infrastructure projects to ensure the best outcomes for the community
- 4.5 Ensure customer focused processes for development services





109

development applications

44

modification applications

127

applications determined

Total value – \$453 million



\$19.3M

in capital works delivered



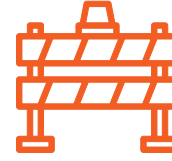
27,474m²

of road re-sheeted



3,420m²

of footpath rehabilitated



1,624m

of kerb and gutter renewed



23

referrals to Council's Heritage Adviser



145

stormwater management and flood mitigation requests responded to



Milestones

Upgrading our parks and playgrounds to improve lifestyle and accessibility

Master Plans were developed for Burwood Park, Henley Park, Blair Park and Woodstock Park. Council completed a number of upgrades to our parks and playgrounds during the 2021–2022 financial year with highlights included below.



Henley Park

Construction of new field irrigation, drainage and turf works for fields Number One and Two and mini fields at Henley Park has been completed.



Flockhart Park

Flockhart Park Masterplan Embellishment works were delivered including new cricket nets in October 2021 at a cost of \$130,000.



Woodstock Park

A new shelter with barbeques and table settings was installed.



Everton Road Pocket Park

December 2021 saw the completion of a \$110,000 upgrade to the Everton Road Pocket Park with new table tennis, street furniture, turfing, public art and sandstone seating installed.



Playground upgrades

- Jackson Park Playground upgrade was completed in December 2021 at a cost of \$175,000. Upgrades included new playground equipment, shade structure, rubber softfall and seating.
- Willee and Wyatt playgrounds had new playground equipment installed in June 2022 at a cost of \$160,000.



Grant Park

Two new multipurpose courts, new lighting and additional car parking facilities have been added to the Grant Park sports and fitness precinct.

This \$5.5M project was completed in December 2021.

A new accessible amenities block was also constructed at Grant Park providing closer, safer facilities for users of the newly developed multipurpose courts.



Improving road safety

Funding from the Federal Government Black Spot Program allowed Council to complete roundabouts at:

- Tangarra Street and Kembla Street, Croydon Park; and
- Kater Place and Boyle Street, Croydon.

These two intersections were identified via review of crash data.

During 2021–2022, Council ran targeted programs and initiatives to promote safety including:

- Council's Slow Down campaign targeted at streets with a high percentage of recorded accidents contributed to speed
- Child restraint fitting days where 49 seats were checked with 23 newborn capsule installations completed
- Council's Walk Safe Campaign targeted towards pedestrians to ensure they are aware of their surroundings and crossing in safe locations
- The Graduated Licensing Scheme Workshops, which educates parents and carers who will be assisting new drivers was also held during the year.

Reflecting Burwood's local history and character through our open spaces

Unity Place (the Burwood Quality Public Space Project) has been completed and has transformed the area into a new public open space that reflects the community, showcases art and reflects the local history and character of Burwood. The City Planning team continues to collaborate to ensure projects reflect local history and character.



Improve accessibility through pram ramp upgrades across the Burwood LGA

Pram ramp upgrades completed included:

- Burwood Road Beautification upgrade from Comer Street to Esher Street
- Railway Parade Beautification upgrade from Burwood Road to Shaftesbury Road
- Construction and upgrade of the existing pedestrian crossings at Comer Street, Young Street and Queen Street



Enhancing transport infrastructure in Burwood

In partnership with Transport for NSW, Council has undertaken an extensive review of all bus stops within the Burwood Local Government Area (LGA).

The review has been undertaken to ensure:

- Consistent signage is in place;
- Compliance with the Disability Discrimination Act;
- Adequate facilities such as seating and bins are available; and
- The location and length of the bus zones are safe and efficient

Highlights



Upgrading open space to improve connectivity and usability

Council has secured funding from the Department of Planning and Environment’s Greater Sydney Open Space Activation Program and will be upgrading Martin Reserve in Croydon Park.

The project seeks to create a more accessible and connected local park, that enhances and diversifies community use, ultimately making it a more enjoyable open space to stay and play.

The upgrades aim to encourage a greater sense of play and adventure and provide new opportunities for walking and recreational activity.

Through the inclusion of additional seating, shade, a BBQ and toilet, the park will become a place people can stay, enjoy and rest in for longer. The installation of new wayfinding and construction of new pathways will ensure greater connectivity from the local high street, nearby school and businesses to the park.

The upgrade of the existing junior playground and rubber softfall will ensure the playground quality is increased, enhancing the character of the park and allowing for the inclusion of more accessible equipment.

The project is expected to be completed in March 2023.

Delivering a legacy of safe, quality public open space

In partnership with the NSW Government, through the Public Spaces Legacy Program, Council will deliver the following key projects for the Burwood Community:

- The Burwood Park nature play, sensory garden pond upgrade. The detailed design for this project has been completed and the procurement phase has commenced. The project is due for completion in July 2023 **(\$3.5M)**
- Grant Park all-inclusive playground in Enfield is due for completion in December 2022 **(\$1M)**
- Enfield Village Revitalisation project is continuing and due for completion in September 2022 **(\$1M)**



Artist impression:
Burwood Park Inclusive Playspace



New mural on 6-8 Coronation Parade;
Artist: Thomas Jackson

Delivering strategic and community outcomes from Council’s property portfolio

A comprehensive draft Property Strategy was completed in conjunction with Council’s Integrated Planning & Reporting Framework including the Community Strategic Plan. The Strategy outlines the actions required to increase the value derived from Council’s properties in order to support the delivery of a broad range of services both now and in the future.

As at 30 June 2022, the draft Property Strategy was on public exhibition.





Traffic and transport planning in the Burwood LGA

The draft Burwood Traffic and Transport study has been completed and will be shared with Transport for NSW to ensure that the recommendations are supported in principal prior to Council proceeding with any changes.

Once finalised this study will be used to support business cases for major infrastructure upgrades in the Burwood LGA and more specifically the Burwood CBD.

Improving public parking in the Burwood LGA

The third review of the Burwood Public Parking Strategy has commenced and is looking at a number of options to:

- Improve parking turnover
- Decrease traffic generated by circulating vehicles searching for parking
- Address the impact of high parking demand in residential streets

Consultation in relation to parking in the Burwood LGA has included stakeholders in Weil Avenue, Walsh Avenue, Park Avenue, Meryla Street, Brighton Street and Angelo Street.

The results of the consultation formed part of a report tabled at the Burwood Local Traffic Committee.



Ensuring design excellence in Burwood's large scale developments

The creation of a permanent Urban Design Review Panel (UDRP) for large scale developments is underway.

The UDRP will assess relevant development applications against Design Excellence provisions in Burwood's Local Environmental Plan and Development Control Plan (DCP) and will include experts in the field of architecture, urban design and landscaping.

Planning for the future of Burwood Park

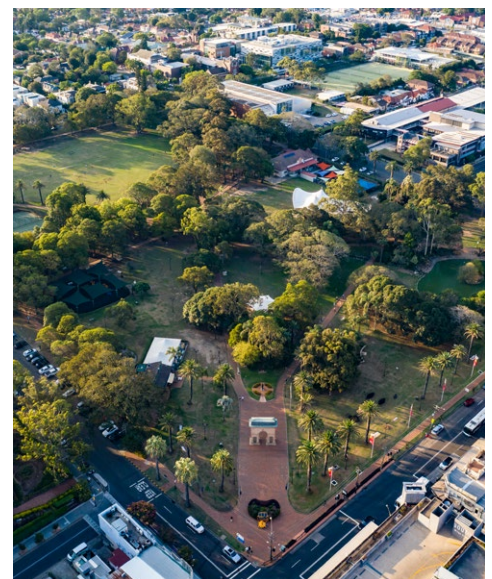
The Burwood Park Plan of Management was endorsed by Council in March 2022 and was then placed on public exhibition.

The Plan of Management provides direction for the use and management of Burwood Park under the *Crown Land Management Act 2016*. The Plan aims to address issues in relation to the upgrade and provision of recreational and park facilities as well as the granting of leases and licences.

The Burwood Park Plan of Management features the following:

- The Master Plan upgrade works to the pond, a new nature play playground and sensory garden
- Permitted and prohibited activities in the park
- Classification of the different areas of Burwood Park into Park, Sportsgrounds and General Community Use
- Existing facilities and their condition

Following public exhibition, the Plan will be submitted to the Department of Planning and Environment Crown Lands for adoption.



Major infrastructure projects

Burwood-wide projects	Completed	Current
Street Name Signs – installation of new street name signs across the Local Government Area (LGA)	✓	
Bus Stop Tactile Indicators – installation of TGSi at bus stops across the LGA		✓
Tree planting – 500+ new trees planted LGA wide	✓	
Burwood	Completed	Current
Kerb and gutter, footpath and/or resurfacing work		
Park Road – road resurfacing	✓	
Rowley Street – road resurfacing and kerb and gutter	✓	
Wyatt Avenue – road resurfacing and kerb and gutter	✓	
Burwood Road – road resurfacing	✓	
Conder Street – road resurfacing	✓	
Wentworth Road – road resurfacing	✓	
Railway Parade – road resurfacing	✓	
Albert Crescent – road resurfacing and footpaths	✓	
Nicoll Lane – kerb and gutter	✓	
George Street – kerb and gutter and footpaths	✓	
Eurella Street – kerb and gutter and footpaths	✓	
Arrowfield Avenue – footpaths	✓	
Gladstone Street – footpaths	✓	
Shaftesbury Road – footpaths	✓	
Burwood Park – footpaths	✓	
Woodstock Park – footpaths	✓	
Stuart Street – footpaths	✓	
Wentworth Road – footpaths	✓	
Gordon Street – footpaths	✓	
Traffic facilities		
Comer Street: new raised pedestrian crossing	✓	
Park improvements		
Woodstock Park: new large picnic shelter with barbeques and picnic tables installed	✓	
Wyatt Avenue Reserve: playground upgrade	✓	
Town centre beautification – Burwood CBD		
Burwood Road – Comer Street to Esher Street – upgrade of footpath paving, landscaping and street furniture	✓	
Railway Parade East – Burwood Road to Shaftesbury Road – upgrade of footpath paving, landscaping, street furniture, smartpoles and palm trees	✓	
Streetscaping		
Planting on Wentworth Road	✓	

Croydon	Completed	Current
Kerb and gutter, footpath and/or resurfacing work		
Wright Street – road resurfacing	✓	
Young Street – road resurfacing	✓	
Robinson Street – kerb and gutter	✓	
Gala Avenue – kerb and gutter and footpaths	✓	
King Edward Street – kerb and gutter and footpaths	✓	
Acton Street – footpaths	✓	
Boundary Street – footpaths	✓	
Tavistock Street – footpaths	✓	
Traffic facilities		
Young Street – new raised pedestrian crossing	✓	
Queen Street – new raised pedestrian crossing	✓	
Park improvements		
McCall Avenue Landscaped Island – upgraded footpath paving, bollards, seating and tree planting	✓	
Wangal Park – 111 new trees planted in Wangal Park	✓	
Reed Reserve – new fencing around existing playground	✓	
Gateway signage		
The Strand/Paisley Road intersection – new gateway sign	✓	
Croydon Park		
Footpath and/or resurfacing work		
Tangarra Street – road resurfacing	✓	
Violet Street – road resurfacing	✓	
Burwood Road – footpaths	✓	
Daisy Street – footpaths	✓	
Jackson Park – footpaths	✓	
McCall Avenue Reserve	✓	
Traffic facilities		
Tangarra Street/Kembla Street – new roundabout	✓	
Kater Place/Boyle Street – new roundabout	✓	
Burwood Road at Flockhart Park – raised threshold/speed cushion	✓	
Park improvements		
Flockhart Park – replace existing cricket nets	✓	
Jackson Park – new playground and shade structure	✓	
Gateway signage		
Flockhart Park – new gateway sign	✓	
Streetscaping		
Tangarra Street – Portland Street to Tavistock Street – new footpath paving (stamped asphalt) on Tangarra Street in front of commercial premises and landscaping	✓	

Major infrastructure projects *cont'd*

Enfield	Completed	Current
Kerb and gutter, footpath and/or resurfacing work		
Shelley Street – road resurfacing and footpaths	✓	
Portland Street – road resurfacing and footpaths	✓	
Cobden Street – road resurfacing	✓	
Mina Rosa Street – kerb and gutter	✓	
Tangarra Street – kerb and gutter	✓	
Queen Street – footpaths	✓	
Henley Park – footpaths	✓	
Cervetto Lane – footpaths	✓	
Traffic facilities		
Portland Street – two new traffic thresholds	✓	
Park improvements		
Henley Park – turf, irrigation and drainage of Fields 1 and 2 and mini-fields	✓	
Everton Road Pocket Park – installation of new POPP tennis table, landscaping, sandstone seating, new bubbler and public art	✓	
Netball courts – two new netball courts, flood lighting, footpath, fencing and landscaping	✓	
Enfield Aquatic Centre Car Park – expansion of existing car park	✓	
Willee Street Landscaped Verge – upgrade of playground equipment, rubber softfall, concrete kerb and associated turfing and fencing	✓	
Beautification works		
Enfield Village Revitalisation – Liverpool Road from The Boulevard to Willee Street – footpath upgrades, landscaping and banners		✓
Strathfield		
Footpath and/or resurfacing work		
Willee Street – road resurfacing	✓	
Wonga Street – road resurfacing	✓	
Emu Street – footpaths	✓	
Russell Street Reserve – footpaths	✓	
Coronation Parade median strip – footpaths	✓	
Town Centre Beautification		
Strathfield Town Centre – The Boulevard from Morwick Street – landscaping, new furniture and planter boxes	✓	
Burwood Heights		
Footpath		
Kelso Street – footpaths	✓	
Streetscaping		
Claremont Avenue – corner of Arthur Street and Claremont Street – new footpath paving (stamped asphalt) on Claremont Avenue in front of commercial premises, concrete footpath upgrade alongside boundary of property fronting Arthur Street and installation of four new planter boxes	✓	



5. Vibrant city & villages

Burwood has a vibrant CBD and several business and shopping precincts supported by a strong network of services. Our strategy focuses on supporting the businesses and services that contribute to the wider Burwood economy. It also aims to attract new and diverse organisations and activate villages to foster a sense of pride and enhance local identity.

Community strategic plan goals

- 5.1 Maximise Burwood's regional and strategic status within Inner Western Sydney
- 5.2 Support and engage with local services and businesses
- 5.3 Enhance and foster local identity
- 5.4 Activate village precincts and preserve the distinct characters of surrounding residential areas





\$15K

in funding secured to deliver the **Summer Festival Fund** for laneway activations in Burwood



\$500K

in funding secured for **Streets as Shared Spaces Round 2 Project**

\$500K

for the **Festival of Place Open Streets Project** to trial the re-imagination of public places for people.



7,935L

of rubbish removed from roadways by the Safe & Clean program



150%

increase in **engagement with businesses**

\$50K+

provided in **relief** during the 2021–2022 financial year



85%

of businesses reported an **increase in business revenue** due to Council policy changes and public space activation efforts



11

local businesses were **promoted via Council's social media** through Mayoral visits reaching 3,300 people



Burwood North & LEP Community Outreach

- 2,256 views
- 1,348 visits
- 127 contributions
- 54 followers
- 97 surveys completed



Housekeeping LEP Community Outreach

- 92 survey responses
- 3 drop-in sessions
- 550 letters to landowners and residents
- 11 submissions received from residents



Five Council locations providing free WiFi:

1. Burwood Library and Community Hub
2. Enfield Aquatic Centre
3. Woodstock
4. George Street Centre
5. Operations Centre

Milestones



Fostering a sense of community pride

Council’s work continued through 2021–2022 to build a strong and consistent brand presence to connect with the local community and strengthen a sense of belonging.

New ‘Welcome to Burwood’ flagship signage was installed at the entrances to the Burwood Local Government Area (LGA) at:

- Flockhart Park – completed in September 2021 including new entrance planting and large sandstone gateway sign
- Croydon Gateway – completed in April 2022 including the installation of a solid sandstone gateway sign and landscaping to mark the key entry way to Croydon Village **(\$225K)**

Phase 1 & 2 of the installation of new street blades across the LGA was completed in December 2021. This \$150,000 project saw over 500 new street and advisory signs being installed.

Other visual designs and products created included:

- Street banners titled “Together we are strong” and “Thank you Burwood”
- Capital works program corflutes and mesh banners
- Alfresco dining barriers
- Flags/street banners

Additional work is being undertaken as part of Council’s signage and wayfinding strategy with new park signage and wayfinding signs continuing to be rolled out across the Burwood LGA.

Beautifying Burwood

Beautification Works were completed across the Burwood LGA throughout 2021–2022 including:

- Burwood Beautification Works including new paving, landscape planting, kerb and guttering and street furniture. The \$500,000 project was completed in December 2021
- Railway Parade Beautification was completed in April 2022 and included the installation of new paving, multifunction poles, palm trees, banners and street furniture **(\$2M)**
- Strathfield Beautification Project included the installation of new street furniture, paver cleaning and planting. The \$160,000 project was completed in December 2021
- Tangarra Street Beautification included new stamping initiative used to mimic paver installation and was completed in November 2021 at the cost of \$85,000
- Arthur and Claremont Beautification included new landscape planting and steel planters installed. The \$50,000 project was completed in October 2021
- Wentworth Road Streetscape Planting was undertaken to fill previously empty spaces with new floral plants and was completed in October 2021
- Roll-out of the floral hanging baskets was completed between October 2021 and June 2022 across the Burwood LGA



Tangarra Street



Railway Parade



Celebrating the Burwood Town Centre through comprehensive master planning

The development of the Urban Design Study and Masterplan, as part of the Local Strategic Planning Statement (LSPS), was completed during the 2021–2022 year and provides guidance as to the updated planning controls as part of the Housekeeping and Comprehensive Local Environmental Plan (LEP).

The review of the Housekeeping Local Environmental Plan (LEP) was updated from 2012 to 2022.

Additionally, in response to the Urban Design Study and Masterplan, the City Strategy team has completed amendments to the Burwood Development Control Plan for the Cooper Street Precinct adjacent to the Strathfield Town Centre. The amendments assist with the preservation of local character and ensure sympathetic responses to existing heritage items.

A focus on economic development and night time economy

A comprehensive review of Council’s economic development strategies was undertaken in line with the Delivery Program 2022 to 2026 with strong focus on placemaking and economic development.

During 2021–2022, the following milestones were achieved:

- Receipt of \$1M in funding from the Department of Planning and Environment to activate streets as shared spaces
- Delivery of the Burwood Bounce Back Program which resulted in significant performance and process improvements in support of local businesses
- Financial relief
- The development of key partnerships at a local and State level

The outcomes and feedback from the above milestones, and consultation with Investment NSW, will assist Council in the development of a Night Time Acceleration Plan to enhance Burwood’s 24-hour economy.

Enhancing our community spaces through the delivery of public art projects

During 2021–2022, Council completed 15 public art projects and commissioned 30 artists to complete these projects.

The public art projects included:

- Three sculpture screens installed in the Everton Road Pocket Park designed and installed by Pink Cactus completed in October 2021
- Thank You Burwood 2021 banner artworks commissioned by Inner West artist Nadia Hernandez completed in October 2021
- Council’s Hoarding Artwork Program commissioned by Squid Morgan and Georgia Draws a House and completed in October and December 2021
- Burwood Chinatown Precinct Project completed with the addition of a mural and lighting installation undertaken by artists Sophi Odling and Christina Huynh completed in October 2021
- Burwood Park Mural completed utilising funding from the Parramatta Road Urban Amenity Improvement Program (PRUAIP) commissioned by artist Sharon Billinge and completed in December 2021
- Henley Park Mural Project including five murals on the newly upgraded Henley Park amenities block by artist Karri McPherson completed in December 2021
- International Women’s Day (IWD) 2022 commissioned by Suzanne Dias and completed in March 2022
- Festival of Open Streets commissioned by Nadia Hernandez and completed in March 2022
- We Are Burwood Mural commissioned by Georgia Draws a House and completed in March 2022
- Clarendon Place floor mural – Wynne Avenue staircase commissioned by Kim Siew and Nico Nicoson and completed in June 2022
- Mobile Playvan Wrap & Logo commissioned by Pilar Basa and completed in June 2022
- Wangal Park Project commissioned by Maddison Gibbs and Jason Wing and completed in June 2022



Mobile Playvan Wrap by Pilar Basa

Highlights



Deane Street precinct transformation

Deane Street re-imagined

A temporary upgrade to the Deane Street Precinct commenced and is due for completion in September 2022.

The upgrade will see the installation of public art, new lighting treatments and the reallocation of road space for expanded outdoor dining to make it a more vibrant and active space for people to interact, socialise, relax and spend time in both day and night.

The \$500,000 project is being funded by the NSW Government's Streets as Shared Spaces Round 2 Program.

Delivering Council's Safe & Clean program

During the 2021–2022, Council's Safe & Clean service continued to be provided in the Burwood CBD and at satellite shopping centres in Strathfield, Croydon, Enfield and Croydon Park.

The Safe & Clean service completed:

- 7,935 litres of rubbish removed from roadways
- 731 shopping trolleys reported and removed
- 461 advertising posters removed
- 69 reports of graffiti on Council property
- 607 small spill clean-ups



Burwood North Precinct Masterplan

The Burwood North Precinct is approximately 26 hectares located north of the Burwood Town Centre (Meryla and Comer Streets to the south and Parramatta Road to the north).

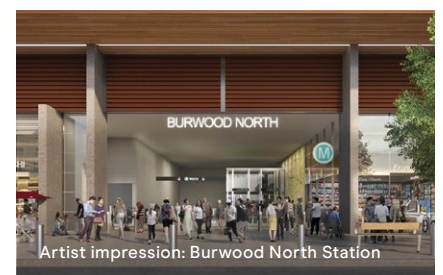
The Burwood North Precinct represents a key urban renewal precinct with the town centre transformation and expansion aligning with the planned Burwood North Metro Station which will connect the Burwood Town Centre to the City of Sydney and Parramatta. The Precinct is also identified in the NSW Government's Parramatta Road Corridor Urban Transformation Strategy (PRCUTS).

During 2021–2022, Council commenced consultation with the community on eight key Precinct Principles which include:

1. Relationship to the Burwood Town Centre
2. Role of the Burwood North Metro Station
3. Height and density
4. Built form
5. Desired future character and night time economy
6. Housing diversity and affordability
7. Connectivity and walkability
8. Public open space

Council will be working closely with Sydney Metro to ensure that the design of the new station precinct in Burwood North aligns with the principles of the Burwood North Precinct Masterplan.

The Burwood North Precinct Masterplan aims to create jobs for the future and a place where people love to live, supported by quality infrastructure.



Artist impression: Burwood North Station

WestInvest – transformational Projects for the Burwood Local Government Area (LGA)

In April 2022, Council commenced preparation of applications for WestInvest through the Department of Premier and Cabinet in a bid to deliver transformational projects for the Burwood LGA.

Review of the Local Environmental Plan (LEP)

Council's City Planning team is working on the review of the LEP to improve urban outcomes, support local centres and facilitate the renewal of housing in the Burwood Local Government Area (LGA).

The first stage of the LEP review (the Housekeeping LEP) was submitted to the Department of Planning and Environment for finalisation in the 2021–2022 financial year.

Work continues on the second stage of the LEP review focused on the Burwood North Precinct (north of the Burwood Town Centre) which was identified in the Parramatta Corridor Urban Transformation Strategy (PRCUTS).



The Disability Inclusion Action Plan

The Burwood Council Disability Inclusion Action Plan (DIAP) aims to facilitate a more inclusive community where people of all abilities contribute and participate in community life.

The primary objective of the DIAP is to ensure that people with a disability have opportunities to be a part of the social, economic and cultural fabric that makes Burwood unique. Through its implementation we hope that all people will be able to enjoy the many aspects of our community, including the services, facilities and opportunities that exist within our Local Government Area (LGA).

Highlights

Celebrating all abilities

Council held its 13th annual Groovability festival at Burwood RSL. In addition to a well-attended event, Groovability was live streamed to further increase inclusivity and allow those who could not attend in person to be a part of and enjoy the event.

Inclusive community infrastructure

Council has successfully applied for funding to enhance Burwood's public spaces and create innovative inclusive play spaces. This includes: \$1million from NSW Government Public Spaces Legacy Program to develop an all abilities playground in Grant Park, and preparatory work was undertaken to seek additional funding through WestInvest for inclusive play spaces in Burwood Park with funding to be announced in the New Year.

Developing a DIAP for the future

We undertook significant consultation with the disability services sector and people with disability and their carers to develop the DIAP 2022 – 2026. Over 100 people responded to the survey, and a total of 21 residents with disability attended focus groups to discuss their lived experience of Burwood as a person with disability.

The DIAP was put to Council at the Council meeting of 26 June 2022 and went on public exhibition on 30 June 2022 before adoption in the new financial year. A total of 43 actions are outlined across 14 goals within the DIAP, highlighting the work that Council will undertake by June 2026. Four focus areas were identified:

- **Focus Area 1:** Encourage positive community attitudes and behaviours
- **Focus Area 2:** Create liveable communities
- **Focus Area 3:** Access to meaningful employment
- **Focus Area 4:** Accessible systems and processes



The background image shows the Burwood Post Office tower at night. The brick tower is illuminated with vibrant, multi-colored light projections in shades of purple, blue, green, yellow, and red. A large clock face is visible on the tower. The sky is dark with some clouds. The text 'BURWOOD POST OFFICE' is visible on the brickwork at the bottom of the image.

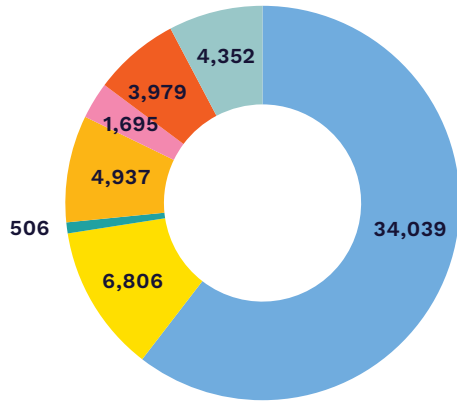
Our financial performance

This section outlines Council's year-end financial performance against the adopted budget, including summaries of financial performance across capital works programs and key service areas throughout the financial year.

Major projects considered in the budget:

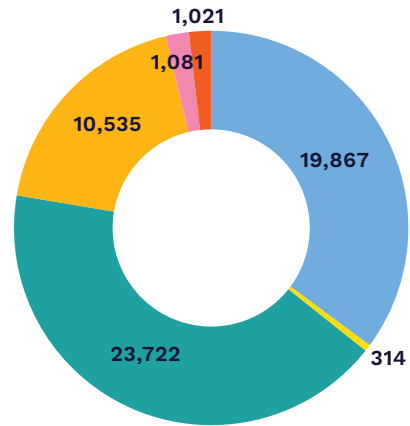
- Henley Park – Playing Fields 1 & 2 including re-turfing and drainage works
- Henley Park – Netball Courts
- Enfield Aquatic Centre – Indoor Program Pool
- Wyatt Reserve and Willee Street Playground upgrades

2021–2022 total income \$56.314 million



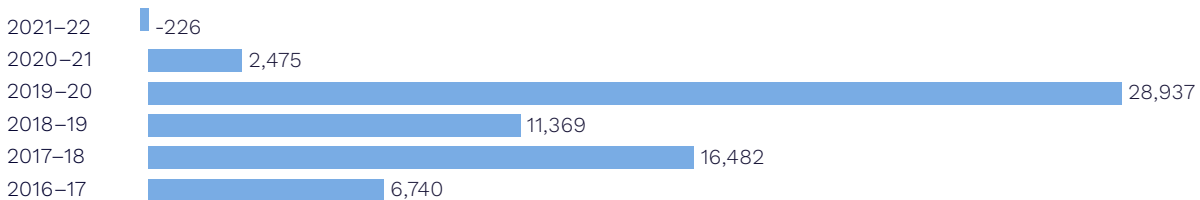
Category	2021–22 \$'000s
Rates & Annual Charges	34,039
User Charges & Fees	6,806
Interest & Investment Income	506
Other Revenues	4,937
Rental Income	1,695
Grants & Contributions Provided for Operating Purposes	3,979
Grants & Contributions Provided for Capital Purposes	4,324
Total operating revenue	56,314

2021–2022 total operating expenses \$55.540 million

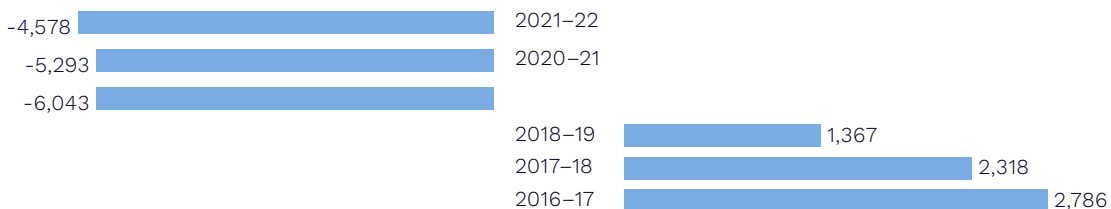


Category	2021–22 \$'000s
Employee Benefits & Oncosts	18,816
Borrowing Costs	314
Materials & Contractors	23,773
Depreciation & Amortisation	10,535
Net Losses from the Disposal of Assets	1,081
Other Expenses	1,021
Total operating expenses	55,540

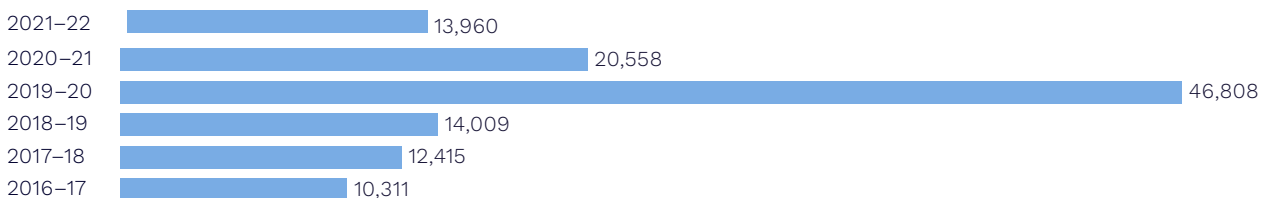
Operating results '000s



Operating result before capital '000s



Capital expenditure '000s



Stormwater management '000s

Levied	297,000
Expenditure	48,748

During 2021–2022 an amount of \$48,748 was expended for stormwater services and included works in the following areas:

- Stormwater investigations towards the 2021–2022 program

Balance of funds are to be carried over to the 2022 – 2023 Financial Year works.

Grant income brought to account during 2021–2022 Financial Year

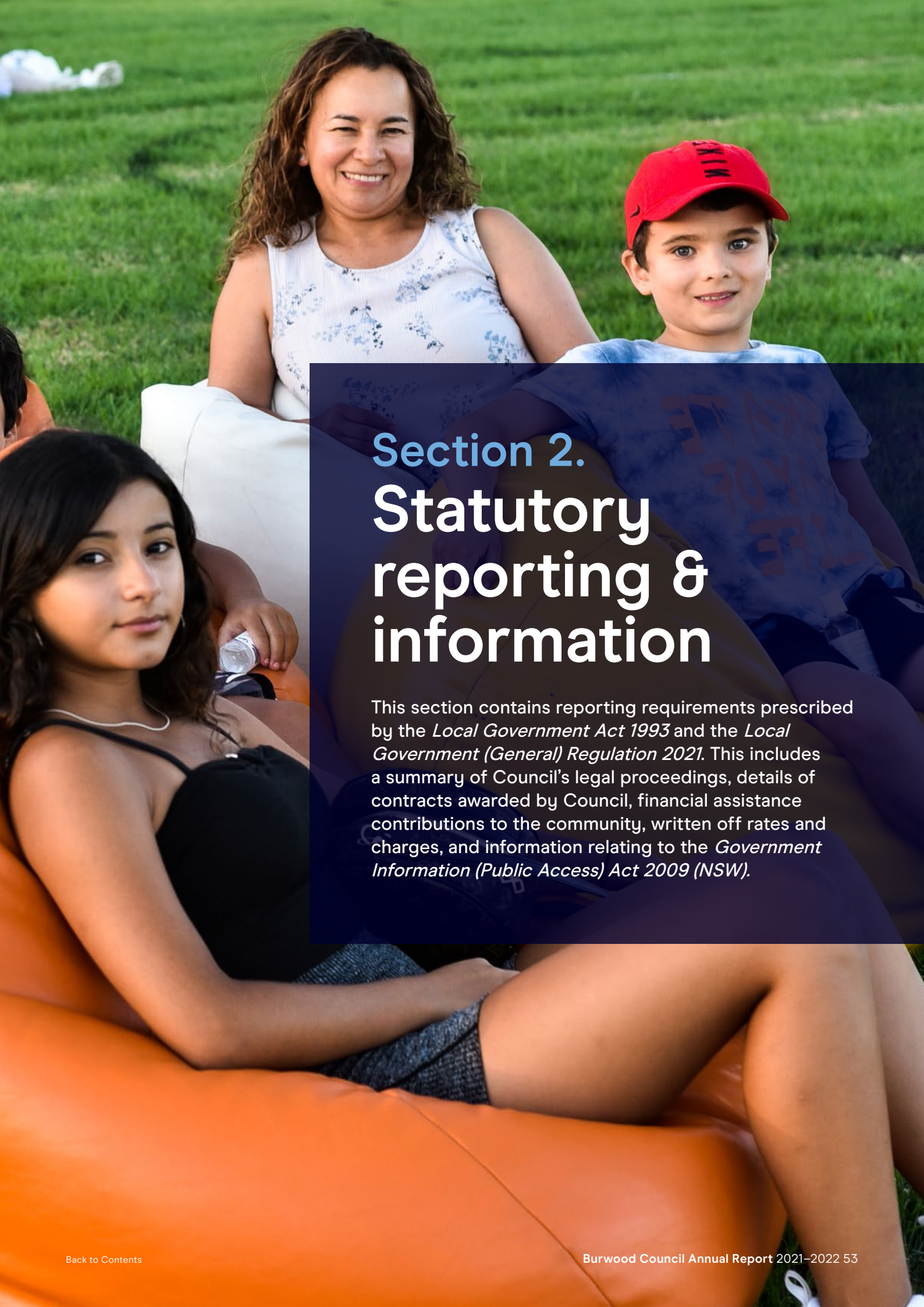
Grant	Amount \$
Financial Assistance Grants	1,540,839
LIRS Interest Subsidies	8,385
Family Leave Subsidy	47,488
Street Lighting Subsidy	80,000
Bus Route Subsidy	18,478
Australia Day	20,000
Small Business Program	2,272
Festival of Place Open Streets	500,000
COVID-19 Pandemic Support Funding	250,000
Seniors Festival Grant	3,400
Festival of Place – Unity Place	15,000
Children & Families	73,687
Active Festival Event	20,040
Youth Services & Projects	2,892
Library Per Capita Grant	108,295
Emergency Services Levy Subsidy	50,695
Carbon Emission Rebate	96,629
Environment Management – Education	143,777
Strategic Planning Grants	327
Shared Spaces – Deane Street	8,917
Open Space Activation – Martin Reserve	5,887
Greater Cities Facilities Sports – Grant Park	159,200
Recreational – Wangal Park	85,197
Recreational – Grant Park	2,501
Recreational – Henley Park Playing Fields Upgrade	416,806
Recreational – Henley Park – Netball Court	524,485
Recreational – 500 Magnificent Trees	144,109
Recreational – Flockhart Park – Cricket Practice Nets	50,000
Public Spaces Legacy Programs Funding	425,509
Transport for NSW (TfNSW) Traffic Facilities	252,873
TfNSW Road Safety Projects	55,553
TfNSW Road – Blackspot	398,868
Roads to Recovery	162,129
TfNSW Block and Traffic Grants	21,000
Commonwealth School Zone Projects	136,207
Local Roads Community Improvement – Phase 2	583,697
Library Capital Resources Grant	10,071
WestInvest Projects	174,533
Total	6,599,746

Key Financial Performance Measures

In 2021–2022, Council exceeded four of the eight benchmarks for the NSW Office of Local Government’s key financial performance indicators. The indicators that were not exceeded were impacted by the COVID-19 pandemic.

Measure	What this means	Benchmark	2021–22 result
Operating performance ratio	This ratio measures Council’s achievement of containing operating expenditure within operating revenue.	Zero	-7.22
Own source operating revenue ratio	This ratio measures fiscal flexibility. A lower result indicates a higher reliance on external funding sources.	>= 60%	85.12%
Unrestricted current ratio	This ratio assesses the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.	1.5x	2.29x
Debt service cover ratio	This ratio measures the availability of operating cash to service debt.	> 2x	5.89x
Rates, annual charges, interest and extra charges outstanding percentage	This ratio is used to assess the impact of uncollected rates and annual charges on Council’s liquidity and the adequacy of recovery efforts.	< 5%	5.64%
Cash expense cover ratio	This ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow.	> 3 months	6.09 months
Buildings and infrastructure renewals ratio	This ratio assesses the rate at which assets are being renewed relative to the rate at which they are depreciating.	>= 100%	81.12%
Asset maintenance ratio	Compares actual and required annual maintenance. A ratio above 100 indicates Council is investing enough funds to stop the infrastructure backlog growing.	< 2%	6.15%

*Source for benchmarks: Code of Accounting Practice and Financial Reporting #26



Section 2. Statutory reporting & information

This section contains reporting requirements prescribed by the *Local Government Act 1993* and the *Local Government (General) Regulation 2021*. This includes a summary of Council's legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community, written off rates and charges, and information relating to the *Government Information (Public Access) Act 2009 (NSW)*.

Councillor payments and facilities

During 2021–2022, \$293,009 was spent on fees, expenses and the provision of facilities for Councillors. These were provided in accordance with Council’s Councillors’ Expenses and Facilities Policy.

Mayor & Councillors’ fees		\$
Mayoral Fee		45,110
Councillors’ Fees		138,490
Total fees		183,600
Expenses & provision of facilities for Mayor & Councillors		
Travelling Expense (Mayoral vehicle)		18,000
Professional and Skill Development		1,889
Conferences & Seminars		9,887
Mayoral Publications (Advertising)		5,155
Mayoral Receptions/Civic Functions		1,288
Grants, Donations		15,456
Telecommunication Expenses		5,299
Printing, Stationery & Postage		52,435
Office equipment		-
Interstate visits		-
Overseas visits		-
Spouse/partner expenses		-
Carer expenses		-
Total expenses		109,409
Total (Mayoral & Councillors’ expenses, provision of facilities and council meetings)		293,009

Councillors' Professional Development Program activities conducted for the 2021–2022 period

Councillor professional development program 2021/2022	Councillors elected September 2017							Councillors elected December 2021						
	Chan	Crichton	Del Duca	Dixit	Faker	Furneaux -Cook	Mannah	Crichton	Cutcher	Esber	Faker	Hull	Mannah	Robinson
Workshop: Burwood Housekeeping Development Control Plan review (21 July 2021)				X		X								
Briefing: NSW Government Public Space Legacy Program (19 August 2021)	X	X		X	X	X								
Briefing: Fees and Charges for Henley Park and Blair Park Amenities Buildings (19 August 2021)	X	X		X	X	X								
Briefing: Burwood Cares Update (14 September 2021)		X		X		X								
Briefing: FOGO Trial (14 September 2021)		X		X		X								
Workshop: Conflict of Interests Refresher (23 September 2021)	X				X	X	X							
Workshop: Comprehensive LEP Review (7 October 2021)	X	X				X	X							
Workshop: Burwood Urban Park and Cultural Centre (14 October 2021)				X	X	X	X							
Workshop: Sustainability Plan (14 October 2021)				X	X	X	X							
Briefing: Grant Park All Inclusive Playground (9 November 2021)					X									
Induction: Roles and Responsibilities - Full day workshop (2 February 2022)								X	X	X	X	X	X	X
Induction: IP&R, Code of Conduct, Meetings, Professional development – Full day workshop (10 February 2022)								X	X	X	X	X	X	X
Induction: Cyber Security Essentials for Councillors (23 February 2022)									X	X				
Induction: Community Strategic Plan and direction to 2036 (8 March 2022)								X	X	X		X	X	X
Induction: Major projects and engagement activities (8 March 2022)								X	X	X		X	X	X
Induction: Sustainable Burwood and FOGO (8 March 2022)								X	X	X		X	X	X
Induction: Strategic Planning and LEP Review – Part 1 (15 March 2022)								X	X		X	X		
Induction: Strategic Planning and LEP Review – Part 2 (7 April 2022)								X	X	X		X	X	X
Briefing: Integrated Planning & Reporting suite of documents (26 April 2022)								X	X		X	X	X	X
Briefing: Comprehensive LEP Review (26 April 2022)								X	X				X	X
Course: Taxation for Local Councillors (May 2022)													X	
Briefing: Library Strategy (24 May 2022)								X	X	X	X	X	X	X
Workshop: Code of Conduct Clinic (1 June 2022)									X	X	X			X
Briefing: Urban Park and Cultural Centre (7 June 2022)								X	X			X	X	
Australian Local Government Association Local Conference (June 2022)										X	X		X	
Briefing: Heritage Review Cooper Street Strathfield (28 June 2022)								X	X	X	X	X	X	X

Total remuneration of the General Manager and executive staff

	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	Reportable FBT	Non Cash Benefit (Leave)	Total Package
General Manager	\$320,472	\$23,568	\$11,062	\$22,213	\$-	\$377,315
Executive Staff	\$807,496	\$82,366	\$4,774	\$28,280	\$-	\$922,916
	\$1,248,341	\$112,422	\$11,062	\$42,487	\$-	\$1,414,312

Statement of number of persons who performed paid work on Wednesday, 25 May 2022

Type of Employment	Number
Permanent full-time	139
Permanent part-time	22
Casual	47
Fixed-term contract	3
Senior staff	1
Persons engaged under a contract or other arrangement	24
Apprentice/trainee	1

Contracts over \$150,000 signed in 2021–2022

Contract Name	Name of Supplier	Total contract \$ (excluding GST)
Domestic Waste Collection	J.J. Richards & Sons Pty Ltd	\$2,547,023
Waste Disposal – General	Veolia Environmental Services Pty Ltd	\$3,153,392
Waste Disposal – Bed (Mattresses)	Enviro Beds Pty Ltd	\$240,971
Parking Meters – maintenance, hosting, licensing and commissions	APARC	\$338,256
Grant Park – Multi-Sports Court	Court Craft (Aust) Pty Ltd	\$904,418
Henley Park – turf renovation, irrigation and drainage works	Neverstop Water Harvesting Pty Ltd	\$844,927
Enfield Aquatic Centre 25m Pool	Carfax Commercial Constructions Pty Ltd	\$1,194,772
Assetic iCloud Services	Brightly Software Australia Pty Ltd	\$161,595
Grant Park – amenities building	Monument Environments Pty Ltd	\$227,606
Urban Park – architecture design fees	The Trustee for Choi Ropiha Fighera Unit	\$236,385
	Downer EDI Works Pty Ltd	\$429,517
	Planet Civil Pty Ltd	\$2,699,859
Capital Road, Footpath & Drainage Works Program 2021–2022	D & M Excavations & Asphaltting Pty Ltd	\$1,337,735
	Civeco Pty Ltd	\$2,600,700
	Mack Civil	\$180,820
	One Asphalt (NSW) Pty Ltd	\$323,492

Partnerships, co-operatives, joint ventures in which Council participated

Council has not participated in any corporations, co-operatives or trusts. However, we are part of CivicRisk Mutual, which is a joint venture supporting shared access to insurance products and risk management support services tailored to local government needs. Council does not have a controlling interest in CivicRisk Mutual.

Works carried out on private land

There were no resolutions to carry out works on private land during 2021–2022.

Public interest disclosures

Public interest disclosures made by public officials	
Number of public officials who have made a public interest disclosure	0
Public interest disclosures received in total	0
Public interest disclosures relating to corrupt conduct	0
Public interest disclosures relating to maladministration	0
Public interest disclosures relating to serious and substantial waste of local government money	0
Public interest disclosures relating to government information contraventions	0
Public interest disclosures relating to local government pecuniary interest contraventions	0
Public interest disclosures finalised by Council	0

Council has a Public Interest Disclosures Policy in place. The policy is available on the Council website and is included in the suite of policies supplied to new employees.

Government Information (Public Access) (GIPA) Act

Clause 8(a): Details of the review carried out by the agency under section 7(3) of the GIPA Act of its program for the proactive release of information it holds and details of any information made publicly available by the agency as a result of the review.

Reviews carried out by the agency	1 review completed on 6 October 2021
Information made publicly available by the agency	No additional information identified

Clause 8(b): The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications).

Total number of applications received	54
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Clause 8(c): The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly because the application was for the disclosure of information referred to in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

Number of Applications Refused	Number	% of Total
Wholly	1	100
Partly	0	
Total	1	

Table A: Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	Refuse to confirm / deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	20	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (by legal representative)	3	0	0	0	0	0	0	0
Members of the public (other)	30	0	1	0	0	0	0	0
Total	53	0	1	0	0	0	0	0
% of Total	98%	0%	2%	0%	0%	0%	0%	0%

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome*

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	Refuse to confirm / deny whether information is held	Application withdrawn
Personal information application**	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	53	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	1	0	0	0	0	0
Total	53	0	1	0	0	0	0	0
% of Total	98%	0%	2%	0%	0%	0%	0%	0%

**A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 of the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid application that subsequently became valid application	0

Table D: Conclusive presumption of overriding public interest against disclosure

Matters listed in Schedule 1 of the Act	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial Code of Conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transactions under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0

*More than one public interest consideration may apply in relation to a particular access application and if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure

Matters listed in table to Section 14 of the Act	Number of times consideration used
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timelines

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	54
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	54

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld
Internal review	0	0
Review by Information Commissioner*	0	0
Internal review following recommendation under section 93 of Act	0	0
Review by NCAT	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision maker. Any data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see Section 54 of the Act)	0

Table I: Applications transferred to other agencies

	Number of applications for review
Agency initiated transfers	0
Applicant initiated transfers	0

Compliance with, and effect of, Planning Agreements in force

Address	Applicant	Status	Benefits to Council under the voluntary planning agreement	In addition to contributions made under section 7.12 of the EP&A Act
105-115 Liverpool Road Burwood	Laley Roser Pty Ltd	Executed	Monetary contribution to fund the open space and community facilities provision or improvement.	Yes
21-23 Belmore Street Burwood	Blairgrove Pty Ltd	Executed	Monetary contributions to recoupment of the cost to provide and/or upgrade public car parking in the Burwood Town Centre.	Yes
1 Lyons Street Strathfield	Prospect Road Pty Ltd	Executed	Monetary contributions to recoupment of the cost to provide and/or upgrade public car parking in the Burwood Town Centre.	Yes

Financial assistance

Council's Community Grants Program provided \$55,000 to assist local community organisations and not-for-profit services to work with the community, who have been impacted by the COVID-19 pandemic, as well as to further assist the ongoing work continually carried out by these services.

The full list of funding is shown below.

Recipient	Amount \$
Wrap with Love-Volunteers	400.00
St. Paul's Anglican Church	5,000.00
Stepping Out Program	5,000.00
Chinese Australian Services Society Ltd	5,000.00
Special Children Services Centre Inc.	3,800.00
Ebenezer Mission Shop	2,000.00
St Anthony's Family Care	5,000.00
SHARE SMR Inc.	5,000.00
Little Helpers on the Run	5,000.00
The Greek Orthodox Parish & Community	1,000.00
Dae Hahn Culture School – No 2	2,500.00
Dae Hahn Culture School – No 3	2,000.00
Dae Hahn Culture School – No 4	2,500.00
Asian Women at Work Inc.	5,000.00
The Shepherd Centre	3,800.00
Sydney Chinese Drum Art Troupe Inc.	2,000.00

Private swimming pool inspections

During 2021–2022, the following certificates were issued:

- Compliance Certificates issued under section 22D of the *Swimming Pools Act 1992*: 58
- Non-compliance Certificates issued under clause 21 of the *Swimming Pools Regulation 2018*: 32

Council must also report on the number of the inspections of private swimming pools that were in tourist visitor accommodation or in premises with more than two dwellings. In 2021–2022, the following inspections of that type occurred:

- Tourist and visitor accommodation: **0**
- Premises with more than two dwellings: **3**

Stormwater Management 2021–2022

Report on activity funded by special rate variation	
SRV Drainage Levy	\$297,000
Expenditure	\$48,748

During 2021–2022 an amount of \$48,748 was expended for stormwater services and included the works in the following areas:

- Stormwater investigations towards the 2021–22 works program

Rates and Charges Written Off During the Year

Rates	\$0
Charges/Interest	\$860

Equal Employment Opportunity Statement

Burwood Council's Equal Employment Opportunity (EEO) Management Plan has been compiled in accordance with the provisions of the *Local Government Act 1993* and the National Framework for Women in Local Government and other relevant legislation.

All employees, including casuals, are responsible for EEO within Council. All layers of management have specific EEO responsibilities that are included in their position description.

The General Manager is primarily responsible for the development and implementation of the Plan as well as ensuring that it is understood by employees and is being satisfactorily interpreted and applied throughout the organisation.

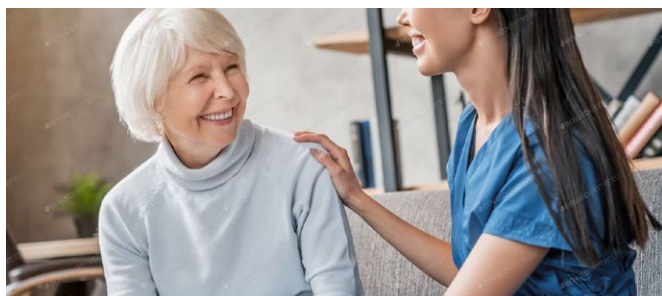
Burwood Council EEO objectives

1. To raise the level of awareness of Equal Employment Opportunity (EEO) principles and practices for all employees to create an environment of equal opportunity and good work relationships.
2. To assist employees to achieve job satisfaction through promoting the belief that people are the principal resource.
3. To actively promote an environment for all employees that is free from discrimination, bullying and harassment.
4. To enable all employees to compete equally for all promotions within Council, for which they are qualified, through its commitment to their support, provision of career planning and development advice and assistance.

Compliance with Carer's Recognition Act

Councils considered to be 'human services agencies' under the *Carers Recognition Act 2010 (CR Act)* (provide services directed to carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period.

Burwood Council recognises the vital role that carers play in supporting family members, friends and neighbours to live at home and remain connected to their communities. Council's People & Culture policies ensure that the carers who work within the organisation receive the necessary support they need to carry out their responsibilities.



Companion Animals Statement

Council has a role to play in enforcing, and ensuring compliance with, the provisions of the *Companion Animals Act 1998* and Regulation. Council investigates complaints in relation to noise nuisance by a dog or cat within a residential property, dogs roaming outside of property, and dogs un-leashed whilst in public open space or reserves. The walking of dogs and roaming cats are prohibited in designated areas including parks and reserves. Council also investigates complaints regarding the aggressive behaviour of companion animals towards a person or another animal.

Reporting dog attacks to the Office of Local Government (OLG)

Council lodges pound data with the OLG on an annual basis and submits the completed form to the OLG. Council also lodges data relevant to dog attacks when an incident occurs. Council has also established procedures to ensure that our officers are aware of their responsibilities and the proper process for completion.

Strategies to promote and assist in de-sexing

Council has several strategies in place to promote and assist the de-sexing of dogs and cats:

- Through our **No Kill Policy**, we ensure that all animals are de-sexed before they are re-homed
- Council addresses companion animal issues and promotes the de-sexing of companion animals through several communication channels including our website, via media releases, social media and our e-newsletter
- Council also runs two animal registration programs annually in January and August
- Council conducts four animal responsible ownership education sessions throughout the year focusing on encouraging owners to de-sex their companion animals. The program is promoted throughout the year on the educational calendar on Council's webpage.

Alternatives to euthanasia for unclaimed animals

Council has strategies in place to comply with the requirement under section 64 to seek alternatives to euthanasia of unclaimed animals. We have adopted a No Kill Policy which ensures that all animals (excluding feral or dangerous animals) are re-homed. This Policy ensures that no companion animal is euthanised, other than for medical reasons.

Off-Leash areas provided in the Council area

Burwood Council provides the following five off leash areas across the Local Government Area:

- Burwood Park – 6am to 8am
- Henley Park (no time restrictions)
- Blair Park – 3pm to 10am and on leash at other times
- Grant Park – 6am to 9pm
- Sanders Reserve (no time restrictions)



Expenditure on companion animal management and activities

Council spends \$63,400 per year of the Companion Animals Fund for the management and control of companion animals in the area. This expenditure is made up of the \$21,000 on re-homing and pound fees, \$36,400 on resourcing patrols in parks and \$6,000 on educational programs. The financial implications of our No Kill Policy are absorbed into Council's operating costs. However, registration money and donations from the public help support and continue the management of activities related to companion animals.

Managing dangerous animals

Council conducts inspections of dangerous/restricted dogs annually to ensure compliance and a review of Council's system indicates that there have been no issues reported relating to a breach of the dangerous dog provisions. Any dangerous animals observed in public places are inspected and monitored.

Legal costs – proceedings and services

During 2021–2022, Council incurred expenses in the amount of \$929,404 in proceedings taken by, or against Council, in accordance with section 428(e) of the *Local Government Act 1993*. Details of all legal matters dealt with during 2021–2022 are as follows:

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
District Court – Appeal Of Parking Matter		X	Currently awaiting determination	1,595	
Land & Environment Court – 18 Appian Way Burwood		X	Ongoing	62,854	
Land & Environment Court – 18 Cooper Street Strathfield		X	DA Approved	50,544	
Land & Environment Court – 2 Boronia Avenue Burwood		X	S34 Agreement	18,504	
Land & Environment Court – 24 Burleigh Street Burwood		X	Modified consent awarded	12,375	
Land & Environment Court – 2-4 Cooper Street Strathfield		X	DA Approved	45,891	
Land & Environment Court – 319-321 and 325-329 Liverpool Road Strathfield	X		Appeal Dismissed	16,932	
Land & Environment Court – 319-321 Liverpool Road Strathfield		X	Appeal Dismissed	90,491	
Land & Environment Court – 35 Young Street Croydon		X	Appeal Withdrawn	2,232	
Land & Environment Court – 36 Oxford Street Burwood	X		Currently in proceedings	6,990	
Land & Environment Court – 4 Sherars Avenue Strathfield		X	DA Approved	10,744	
Land & Environment Court – 45 Wentworth Road Strathfield		X	Order Withdrawn – Works agreed to be carried out	28,202	
Land & Environment Court – 68-72 Railway Parade Burwood & 2-10 Oxford Street Burwood		X	S34 Agreement	18,707	
Land & Environment Court – 7 Deane Street Burwood and 1 Marmaduke Street Burwood	X		Completed-Won		118,477
Land and Environment Court – 21 Beresford Avenue Croydon Park	X		Accused complied with order – proceedings withdrawn	3,002	
Local Court – 27 Lyons Street Strathfield		X	Currently in proceedings	1,280	4,050
Local Court – 28 Carlyle Street Enfield		X	Completed-Won	2,520	9,960
Local Court – 35A-35B Angelo Street Burwood		X	Completed-Won	3,150	3,800
Supreme Court – 13 Appian Way Burwood		X	Court of Appeal found in favour of Council – Action dismissed	144,840	8,000

Legal costs – proceedings and services *cont*

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Supreme Court - 4 George Street Burwood, 1-3 Marmaduke Street Burwood & 7 Deane Street Burwood		X	Proceedings withdrawn	15,917	
Unlawful Use - 61 Georges River Road Croydon Park	X		Withdrawn	6,823	
Unlawful Works - 12 Coronation Parade Enfield		X	Completed-Won		6,800
Unlawful Works - 20 Seymour Street Croydon Park	X		Currently in proceedings	6,534	
Unlawful Works - 267 Georges River Road Croydon Park		X	Completed-Won	2,025	3,650
Unlawful Works - 84-88 Burwood Road Burwood		X	Completed-Won		3,500
Sub total				552,153	158,237
Legal Services					
Environmental Enforcement				1,042	190,071
Legal Advice – Miscellaneous Matters				49,728	63,728
Legal Advice – Council Contractual Obligations				308,521	427,104
Debt Recovery Actions				680	0
Health Orders				0	6,536
Voluntary Planning Agreements				17,280	5,884
Sub total				377,250	693,323
Grand total				929,404	851,560





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