

BURWOOD2030

# Half Yearly Report

1 January - 30 June 2021



**Burwood**

Inc.1874

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

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# Introduction

## The Integrated Planning and Reporting Process

**Burwood2030  
Community  
Strategic Plan**

**Delivery  
Program  
2018-2021**

**Operational  
Plan  
2020-2021**

**Half Yearly  
Report  
1 Jan 2021 to  
30 June 2021**

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

This Half Yearly Report is the final report for the Operational Plan FY2020-2021. It provides the community with a summary of how Council has responded in the second half of this financial year to the strategic goals, objectives and planned actions outlined in the Delivery Program 2018-21.

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

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

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

## Measuring our success

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

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



# Our highlights

22 Milestones achieved  
129 actions progressing  
0 items on watch

- The refurbishment and extension of the amenities building in Henley Park
- New 25m indoor pool at the Enfield Aquatic Centre
- Dog off leash parks upgrades and new off leash park at Sanders Reserve
- Securing \$902,000 in funding for new public art projects and delivering a number of projects including Street Banner designs 'Burwood throughout Time' to promote Harmony Day and Heritage Week and 'Celebrating Burwood Local Artists' featuring Art Prize 2020 entries, and a wayfinding mural at Ann St Enfield.





- The successful community engagement campaign for 'Name the Lane' resulting in over 90% of 2,500 participants voting for Unity Place as the new name and subsequently well attended Community Day event
- All Council Parks, reserves and new playground equipment can be accessed by people living with a disability or impairment and Woodstock is now fully accessible.
- Partnering with City of Canada Bay Council to share a Community Recycling Centre
- Three new cycleways installed linking the Parramatta Road corridor to Burwood Park and Wangal Park
- Wayfinding and signage strategy and guidelines for open spaces and streetscapes
- A COVID-safe Movies in the Park on Australia Day was held for the first time in Wangal Park





**Community and lifestyle**

# Community and lifestyle

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

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

Use the results of the Community Facilities and Open Space Strategy to provide services to meet the current and future needs of diverse members in the community. (LSPS Actions 2.3 and 10.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.1	Community, Library & Aquatic Services	Monitor, review and develop programs to assist diverse groups in the community such as seniors, youth, families and children, people living with a disability and people on low income	Progressing	<p>Council staff continued to provide a wide range of programs to the Burwood community.</p> <p>The Have a Go Programs were restored and delivered in person including Fitter &amp; Stronger, Line Dancing, Zumba, Chinese Line Dancing, Chinese Traditional Dancing and Chinese Art Classes, Chess Club, School Clinic and Yoga in the Park.</p> <p>Dancewise for people with limited movement was held both in person and online.</p> <p>The Mobile Playvan Service re-commenced in February at all four park locations. In first term (February to March) COVID19 restrictions applied, which meant numbers were restricted at each location. From term two (April to June), COVID19 restrictions eased and numbers attending increased. In total 2,576 people attended across all four locations in terms one and two.</p> <p>Council's annual Youth Week event, the Youth Careers Expo, was held in April 2021 at Burwood Library and Community Hub. The expo engaged over 100 students and teaching staff from local high schools and provided an opportunity for students in years 10-12 to connect with education and training service providers, as well as attending workshops on resume writing, dressing for work and undertaking mock interviews.</p> <p>Seniors Festival was held from 13-24 April 2021 and included a free seniors lunch for 150 local seniors and free screenings of two current movies at Events Cinema, Burwood Westfield which was attended by 120</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				people. Council also organised tea parties with gifts for seniors at seven nursing homes and one independent living facility in partnership with Little Helpers on the Run (LHOR).

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.2	Community, Library & Aquatic Services	Administer a grants program and actively promote other funding opportunities available to community groups	Progressing	<p>Council's 2020/2021 community grants program received 33 applications requesting \$236,245 in funding. At the May Council meeting, \$60,000 was allocated to 18 organisations.</p> <p>Burwood Club Grants, funded by Burwood RSL and administrated by Council, closed in May. Grants are currently being assessed with funds to successful applicants to be provided in August 2021.</p>

*Investigate options for shared use of land, for example, schools. (LSPS Action 10.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.3	Strategic Planning, Heritage & Place Planning	Engage with other agencies to determine options for shared use of land.	Progressing	<p>The Strategic Planning, Heritage and Place Planning team collaborates with other agencies, such as the Department of Planning, Industry and Environment and surrounding councils to facilitate shared uses of land. Council's approach involves discussing ideas internally before reaching out to other agencies. One idea workshopped recently during the May meeting of Burwood Council's Leadership Team was the creation of pedestrian links and connections to the Concord Oval in neighbouring Canada Bay Council.</p> <p>On-going collaboration with neighbouring councils includes discussions with Canada Bay and Strathfield Councils regarding the Parramatta Road Corridor Urban Transformation Strategy.</p> <p>In April of this year, Burwood, Strathfield and Canada Bay Councils also commenced quarterly meetings regarding the Strathfield Town Centre Masterplan. During the April quarterly meeting, the three Councils also</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				discussed the status of the Burwood-Strathfield-Homebush Planned Precinct/Collaboration Area.

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.1	Community, Library & Aquatic Services	Identify and implement resources and information services	Progressing	<p>The library e-news is now issued monthly and continues to be very popular with the library's customers. It has been identified as one of the main sources of information regarding the library's services and programs.</p> <p>The library information brochures were re-designed and updated in April 2021. The brochures are available in English, Chinese and Korean.</p> <p>Extension of operating hours -The Library opened on Saturdays from 11.00 am - 4.00 pm on 6 March 2021. The Library also extended its weekday hours on Tuesdays and Thursdays from 9.30 am to 8.00 pm and on Wednesdays from 9.30 am to 6.00 pm from the week beginning 30 March. The library is now operational seven days a week. Hours of operation remain under review as extended hours is one of the main requests made by customers.</p> <p>Hoopla was launched in April 2021 and is a new on-demand service offering music, comics, eBooks, eAudio, television and movies. The service allows borrowers to access a wide catalogue of titles.</p> <p>Niche Academy will be launched in June 2021 and is a service that provides tutorials to support library databases and eResources for staff and the public.</p> <p>The Hub now provides an Open Studios Program, allowing access to variety of multimedia equipment for Library members such as studio lights, microphones and cameras. The Open Studio Program offers basic</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				technical support for new learners and introduces different resources to continue independent learning or production. This activity will support the production of media content including podcasting, vlogging, and photography in the Hub's Media Labs.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.2	Community, Library & Aquatic Services	Increase number of language resources available based on the demands and needs of the community	Progressing	During the six months between January and June 2021, the library added 596 items in Chinese, Korean and Hindi to its collections. These included books, DVDs and magazines for adults and children.

*Establish key partnerships with agencies and services providers*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.3	Community, Library & Aquatic Services	Deliver services, resources and initiatives in conjunction with agencies and service providers	Progressing	<p>Library staff delivered a range of programs in Mandarin, Cantonese and Korean, both face-to-face and via Zoom. These included presentations on employment, scam awareness, legal aid, painting and calligraphy, saving on water and energy bills and oral health. A total of 218 participants attended the activities and Library staff partnered with CASS, NSW Health, Water and Electricity Ombudsmen's Office and Sydney Water to deliver the sessions.</p> <p>Library staff continued their successful partnership with the NSW Public Libraries Association (PLA) to deliver a series of high profile author talks. The talks took place via Zoom and more recently in-house. The screen in the new Amphitheatre has been used as part of the events. Featured authors have included Samuel Johnson, Mary Li, Hugh Mackay, Mary Li, Andrew Pippas and Craig Reucassel. This series of talks cements the Library's commitment and passion in supporting Australian literature and</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				provided an opportunity for the local community to participate in significant cultural events.

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

*Enhance facilities at the Enfield Aquatic Centre to optimise use*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.1	Property & Building Services	Construct a new Learn to Swim -25m indoor pool at Enfield as part of the Enfield Aquatic Masterplan	Progressing	Construction of a new Learn to Swim 25 metre indoor pool at Enfield Aquatic Centre is in its final stages. The project continues to progress well with public opening scheduled for August 2021.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.2	Community, Library & Aquatic Services	Improve the design of Learn to Swim and other programs and actively promote to the community	Progressing	<p>The Learn to Swim program was impacted by Covid-19, however, attendance numbers have gradually improved over the past six months with the easing of restrictions and now sits at 80% capacity. With the opening of the new program pool later this year the program will be further enhanced and numbers are likely to increase. To coincide with this development, a customer survey will be rolled out in June 2021.</p> <p>Aqua classes will be recommencing in June 2021 after a significant hiatus, mainly due to COVID-19.</p> <p>A new branding suite has been developed for the Centre and its programs and will be used for promotional purposes in the future.</p>

*Provide a safe and healthy environment for patrons*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.3	Community, Library & Aquatic Services	Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health standards	Progressing	<p>This is an ongoing action for the Enfield Aquatic Centre.</p> <p>Water testing is carried out multiple times daily to maintain appropriate management of water quality as per NSW Health requirements. Monthly Independent Testing also takes place. Our results confirm that we maintain a high standard of water quality at all times.</p> <p>Council has also been regularly audited by the Royal Lifesaving Society of Australia (RLSSA). The most recent RLSSA Safety Audit was completed in September 2020 with a 90% score achieved. The feedback and action plan provided through the audits is used to help us improve our safety standards even further.</p> <p>Ongoing and regular staff training is provided, particularly in relation to workplace, health and safety and facility management practices. The most recent training was conducted in May 2021 and focused on customer service.</p>

*Enhance parks and open spaces to promote recreational activities*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.4	Assets & Infrastructure	Implement master plans for major parks and upgrade existing parks and reserves according to usage type	Milestone	<p>Staff have prepared master plans for Henley Park, Blair Park and the Woodstock Park.</p> <p>Some major projects in these and other parks are underway or have been completed as follows:</p> <p><b>Henley Park</b> The refurbishment and extension of the amenities block is completed Further upgrade works in Henley Park are also underway and these include: Design for the construction of new field irrigation, drainage and turf works for the two southern fields, No's 1&amp;2 with works are expected to commence in July 2021</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p><b>Woodstock Community Centre</b> Capital works according to the master plan underway/complete include: A concept design for the sensory garden is complete. The Construction of a new Playground including a flying fox is complete.</p> <p><b>Grant Park</b> The construction of a new obstacle course is complete. Construction of two new netball courts and extension to the Enfield Aquatic Centre carpark is completed Works on the Enfield Aquatic Centre to be complete in July 2021 followed by minor landscape works Design and Consultation works has begun for Grant Park All-Inclusive Playground upgrade of the two Dog of leash parks have been completed.</p> <p><b>Flockhart Park</b> Masterplan Design for Flockhart Park to include 10 X Exercise Equipment Stations, Reconstruction of Cricket Nets, New Playground Equipment and New Fencing along Burwood Road, Hextol Street and Lees Ave. Also stabilising the embankment under the road bridge on the pathway cyclist at Georges River Road. A Burwood Gateway signage has been completed on Fifth Avenue entrance to Park.</p> <p>Grant funding for the upgrade of the cricket practice nets has been approved and works will commence in July 2021</p>

*Promote an active and healthy lifestyle*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.5	Community, Library & Aquatic Services	Offer programs and activities that promote active and passive recreation in	Progressing	Council partnered with local groups and organisations to provide community activities including DanceWise, Fitter & Stronger, Line Dancing, Chinese Painting, Chinese Line Dancing, Chinese Traditional Dance, Zumba classes, a Soccer Clinic, Chess Club and Yoga in the Park.

Code	Responsible Officer Unit	Action Name	Status	Comments
		partnership with local organisations and groups		<p>The pilot Burwood Youth Outreach Program commenced in March 2021 and is being delivered by Fusion Australia in partnership with Council. This is a drop-in and life skills youth outreach program held after school for young people aged 12 to 18 years at Burwood Park and Community Centre every Thursday from 2.30 to 5.30pm. Around 15-20 young people from local high schools attend weekly.</p> <p>Monthly bus outings for seniors were recommenced in March in partnership with Access Sydney Community Transport. Due to Covid-19 safety restrictions the bus outings can only accommodate 10 people per trip. The trips also have a shorter duration from 9.00 am to 2.00 pm and each participant is picked up and returned to their homes to avoid them using public transport.</p>

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by the community	Progressing	<p>Council continues to promote and facilitate the use of its venues to community groups, particularly local groups, senior's groups and not for profit organisations.</p> <p>Community facilities usage from 1 January 2021 - 30 June 2021 included: Community Hub (563), Woodstock &amp; Fitzroy Hall (776), George Street Centre (245), Burwood Park Community Centre (441). Woodstock Artisan Market was held on 21 February and 1 May 2021, the Woodstock Retro, Record and Vintage Market was held on the 21 March 2021.</p> <p>The new Community Hub hosted an event for International Women's Day that celebrated the creativity of women and featured the Brain Light Sculpture with Laura Jade, a Flip Book photo booth, an augmented</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				reality Artwork from Danielle Caners, postcard making activity and retro gaming in the digital lounges.

*Provide space for sporting and recreational activities*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.2	Customer Service & Records	Offer parks for hire and identify green and open spaces that can be used for passive and active use by the community	Progressing	The amenities building renovations at Henley Park and associated landscape works are now complete. Grant Park netball/basketball court construction remains in progress and Jackson Park playground upgrade will commence soon. Field renovations for Henley Park football fields (1,2 and minis) to commence in the next month. Council has also recently completed a review of park bookings and associated fees and charges, with ongoing responsibility of the park bookings function now transferred to Council's Customer Service Team to ensure ongoing improvements to customer service for park and sportsground users.

*Promote an inclusive and harmonious lifestyle in the community*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.3	Community, Library & Aquatic Services	Provide programs and activities that encourage active community participation	Progressing	<p>Community activities and programs were provided including DanceWise, Fitter &amp; Stronger, Line Dancing, Chinese Painting, Chinese Line Dancing, Chinese Traditional Dance, Zumba classes, Soccer Clinic, Chess Club and Yoga in the Park.</p> <p>A Schools Expo was held on 9 June 2021 at Ashfield Town Hall for counsellors/welfare staff. Two sessions were held: 8.30 to 11.30 am for primary schools; and 12.30 to 3.30 pm for high schools. The aim was to connect these school staff with key community services providers in the Inner West region (Burwood, Ashfield, Strathfield, Canada Bay, Marrickville and Leichhardt). The event had 18 community services</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>information stall providers in attendance. A total of 95 school staff attended the primary schools session and 85 attended the high schools session.</p> <p>Seniors Festival 2021 in April generated a big turnout from seniors who were happy to meet up and socialise again with friends. The partnership with Little Helpers on the Run to hold tea parties in nursing homes in Burwood proved popular and was appreciated by nursing home residents who were otherwise not able to attend festival events.</p> <p>Council staff also partnered with Sydney Local Health District to deliver Healthy Ageing: Fitness for Life which attracted 25 participants in June 2021.</p>

### A well informed, supported and engaged community

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.1.1	Corporate Planning & Communications	Deliver ongoing communication through appropriate channels based on the target audience	Progressing	<p>With the demise of the local newspaper, Council focused its efforts on increasing digital and print communications.</p> <p>During the reporting period two newsletters were distributed LGA wide and Burwood Update E-Newsletters emailed to the database of over 14,000 subscribers monthly, alternating with the existing Burwood Cares E-News and Burwood Cares for Business.</p> <p>Communications, marketing and engagement campaigns that were developed and delivered over the six month period utilised videos, mailbox brochures, flyers and letters, handout postcards, maps, digital displays, e-signatures, street flags and banners, phone and online surveying and giveaway merchandise.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Regular full page Council columns were produced and appeared in foreign language press: Korean, Chinese and Nepali newspapers and online media monthly.</p> <p>Council's social media (Facebook, Twitter, Instagram, LinkedIn and WeChat) continues to grow in reach and influence with higher quality, regular posts supported by videos and photos.</p>

Enhance communication and community engagement through innovative solutions

*Establish regular interaction and communication with the community through targeted channels*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.2.1	Corporate Planning & Communications	Monitor and identify emerging technology and communication tools to enhance engagement	Progressing	<p>The profile and demographics of Burwood continue to shift and change. As communities become more established, new communities emerge. Identifying the growing Korean community and the emerging Nepali community, Council produces a monthly Council Column in local the Korean and Nepali press as well as the local Chinese paper to keep them updated on works and what's happening in Burwood. Council also provides local information through its WeChat platform.</p> <p>Council continues promoting engagement on the 'Have Your Say' section on the website. To make the section more prominent and improve user access, the section now appears on the home page as a tab.</p> <p>In the past 6 months Council has continued its engagement program Name the Lane - renaming Hornsey Lane competition. This highly successful campaign concluded in March with over 2,500 participants engaged in voting for the new name - Unity Place. Engagement was also undertaken for Sustainable Burwood and Recognition of Sarah Nelson project. All projects utilised digital survey and face to face engagement.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council is currently developing an extensive engagement plan for the review and development of the Community Strategic Plan to launch in July 2021.

Foster a sense of community pride

*Provide leadership on the community's vision and values*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.3.1	Corporate Planning & Communications	Ensure the Burwood brand reflects community aspirations	Progressing	<p>Council continues its brand development utilising brand guidelines to create bright, bold and creative marketing such as the Unity Place campaign. Council also developed a sub-brand visual identity and guidelines for the Enfield Aquatic Centre to reflect its local, family orientated personality that while linked to Council, relates with the customers of the Centre.</p> <p>Council also developed a signage and wayfinding strategy. This included and extensive signage audit across all Parks, streets and open spaces. The final guidelines outlined signage principles and utilised the new brand look and feel to create consistent, modern and effective signage and wayfinding designs.</p>

## A safe community for residents, works and visitors

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

*Maintain and enhance CCTV capabilities*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.1	Community Safety	Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed	Progressing	The CCTV system underwent a quarterly maintenance review and new Wi-Fi technology was installed along Railway Parade and Burwood Road in 2021. Crime statistics for the LGA remain low and Council Officers continue to meet with local police on a monthly basis to review crime trends. All CCTV applications over the period have been provided within the service timeframe to NSW Police.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.2	Community, Library & Aquatic Services	Deliver and support safety campaigns to target specific crimes and raise awareness in the community	Progressing	<p>Council continues to promote the Spot a Scam Stop Scam Program to increase awareness and education in our community to quickly identify and discard any solicitation from scammers, thereby reducing their risk of becoming a victim of a scam.</p> <p>Council staff organised and participated in the Graffiti Removal Day held on Sunday 28 March 2021. In collaboration with Police, Rotary and the Department of Community and Justice and 35 volunteers, 421.1 square metres of graffiti area was removed.</p> <p>To assist local business owners, Council staff have been developing a Business Information Package consisting of information on the practical application of Crime Prevention Through Environmental Design (CPTED) principles. The information is aimed at assisting business owners and operators with a guide that will enable premises to be designed, built and managed in ways that reduce opportunities for crime.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council staff have been working closely with Burwood Police to conduct risk assessments in relation to local bike racks. This information will inform a Bike Safety Strategy to reduce bike thefts within the Burwood LGA.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.3	Community, Library & Aquatic Services	Regularly meet with NSW Police and other stakeholders and implement strategies to address crime activities and trends	Progressing	Council staff continued work closely with the Local Police Area Command to plan a healthy and safe community. Council staff meet regularly with the Police to identify and prioritise crime issues in the Burwood LGA and have developed education and awareness campaigns on matters including fraud, retail and bike theft and domestic violence.

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.1	Community Safety	Deliver campaigns and provide initiatives to target illegal dumping, vandalism, graffiti and abandoned trolleys	Progressing	<p>Council's Waste Investigation Officer patrols local streets on a daily basis and focuses on common illegal dumping locations. Council's "Dob in a Dumper" leaflets were distributed to several large dump sites under investigation during the period to encourage local residents to report people committing unlawful rubbish dumping. Council's Waste Investigation Officer in conjunction with Council's Environmental Officer developed new rubbish dumping signs which were placed at known dumping spots.</p> <p>Council's Trolley Team patrol local streets on a daily basis and impound trolleys left unattended on the roadway. This program has reduced the amount of trolleys left on the streets in the LGA.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council's Community Safety Education Working Group has delivered social media educational campaigns throughout the year with a new Community Education calendar to be launched on the Council Website in July 2021.

*Deter anti-social behaviour through design*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.2	Assets & Infrastructure	Implement place activation and design solutions that beautify the area and deter anti-social behaviour	Progressing	<p>Glass balustrade fencing has continued to be installed at a number of locations along the Burwood Road corridor. As part of these projects, new outdoor tables and chairs have been built-in to the new environment with an aim to support the growth of local businesses by attracting new customers and providing much needed place activation. The glass balustrading projects were undertaken collectively with Council's Burwood Road Beautification initiative that involved the introduction of new street tree plantings, oversized planters as well as the inclusion of tree wrapped fairy lighting. These works have added some much needed vibrancy to the LGA whilst enhancing its overall aesthetics.</p> <p>The Shopfront Improvement Program Policy has been revamped following a successful trial period and continues to provide local business owners and tenants who want to improve the appearance of their shopfront and building facades funding opportunity. The program aims to support the development of local businesses whilst raising the image of the Town Centre.</p>

*Encourage and promote a safe night time culture*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.3	Assets & Infrastructure	Enhance street lighting, increase visibility and promote activities in and around town centres at night	Progressing	<p>LED lighting has become an integral part of the street lighting network. Given the importance of the technology Ausgrid has continued to update its list of approved lanterns for pedestrian (P) category lighting and has now included an even more diverse range of LED options. Fundamentally, LED technology has provided an increase in visibility, improved reliability, enhanced energy efficiency but more importantly has reduced the overall running costs for Council. As of 1 June 2021, 1367 street lights have been upgraded to LED's within the Burwood LGA, all 100% of Council's local road street lighting inventory.</p> <p>Fairy lights have been installed around the tree trunks of the existing street trees within the Burwood Town Centre, at the Georges River Road shopping precinct as well as along The Strand in Croydon. Catenary lighting has also been mounted in Hornsey Lane, adjacent to the new Burwood Council Chambers. All these lighting projects have been designed and developed to improve the appearance of the corresponding areas but more notably to activate the area by adding much needed life and vibrancy.</p>

**A proud and inclusive community that celebrates diversity**

Celebrate the achievements of the local community

*Encourage and award achievements within the community*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.1.1	Community, Library & Aquatic Services	Provide initiatives such as awards and incentives to promote and share achievements and encourage community participation	Progressing	<p>During National Volunteers Week, residents, community groups, and charity organisations gathered to celebrate the 2021 Volunteer Recognition Awards at the Southern Cross Catholic Vocational College. This year 13 nominations were received representing 10 local organisations including Burwood Youth Advisory Group, Little Helpers on</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>the Run, Inner West Neighbour Aid, Southern Cross Vocational College, Raise Foundation Mentors, Dae Hahn Culture School, Burwood Community Welfare Services (BCWS) &amp; Inner West Meals On Wheels, Burwood Seniors Group, CASS and the SES.</p> <p>The Volunteer Expo was held on in May 2021 during National Volunteer Week with 15 stallholders and 60 members of the public attending the event. The expo sought to increase the level of volunteerism within the Burwood LGA.</p>

**Engage with Culturally and Linguistically Diverse communities**

*Ensure information is accessible to CALD community members*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.1	Corporate Planning & Communications	Provide translation technology and support in relevant languages where appropriate across communications channels	Progressing	<p>The Council website includes enhanced digital translation for top nine languages spoken in the LGA.</p> <p>Contact details for Council's interpreter service feature in Council publications, residential newsletters and Council's letterhead.</p> <p>WeChat continues to provide Council news to the chinese community and the council column appears in the Korean, Chinese and Nepali foreign press.</p>

**Develop key relationships with CALD service providers**

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.2	Community, Library & Aquatic Services	Identify and support CALD service providers that offer services within the community	Progressing	Council staff work closely with a range of CALD service providers to deliver activities for the community, including holding an International Women's' Day event in the library in March 2021.

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Council also funded a range of local CALD service providers through the annual community grants program to hold culturally appropriate activities for the community.</p> <p>Council's Multicultural Advisory Committee continues to meet to provide advice to Council in relation to issues impacting on local CALD communities. This has resulted in a strong anti-racism campaign that continues to be rolled out.</p>

*Provide opportunities for CALD communities to share and celebrate their cultures*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.3	Community, Library & Aquatic Services	Host and support inclusive activities and initiatives to improve communication between different cultural groups and between cultural groups and council	Progressing	Council continues to convene the Multicultural Advisory Committee to discuss and implement actions to address issues impacting local CALD communities. This provides an opportunity for direct input from community leaders into Council planning. One of the key actions has been the roll out of an anti-racism campaign that continues to be developed and implemented.

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

*Provide a program of inclusive community events which celebrate diversity*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.3.1	Community, Library & Aquatic Services	Engage with different cultural groups and encourage participation in events and services	Progressing	Council utilises a bi-cultural support worker who speaks Mandarin and Cantonese to attend Mobile Play Van (MPV) to assist the parents and grandparents with limited English. This is an invaluable service as the bi-cultural worker has provided feedback about issues and concerns in the Chinese community, and more recently advised on concerns about child language development and overall milestone development. MPV staff will

Code	Responsible Officer Unit	Action Name	Status	Comments
				continue to support families to link to services that can assist with these issues.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.3.2	Corporate Planning & Communications	Provide support or sponsorship to community cultural events and activities	Progressing	<p>Throughout the year Council supports community groups and associations to hold public events that celebrate cultural heritage. Due to the COVID-19 restrictions the Lunar New Year Festival - a partnership between Council and the Australian/Asian media and marketing company was cancelled. So too was the annual Easter in the Park event where Council traditionally provides support and works with the Church Groups.</p> <p>During the reporting period the Sponsorship Policy and Guidelines were reviewed and are in draft form currently awaiting approval.</p>

*Promote and celebrate the area's heritage and Indigenous history*

*Preserve and maintain the area's heritage and history*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.1	Community, Library & Aquatic Services	Support initiatives which celebrate the area's history and heritage	Progressing	Significant planning work has been undertaken with the 150 Years Committee of Council towards the 2024 celebrations of the sesquicentenary of the formation of Burwood Municipality.

*Preserve and promote the local Indigenous history and identify existing cultures*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Develop a strategy to acknowledge and celebrate the local Indigenous history and community	Progressing	<p>Council is engaging a First Nations artist to design and implement a series of public artworks in Wangal Park (including light poles, floor and pavement areas, and on play and skate park equipment) that will recognise Aboriginal heritage and add to the work already done earlier this year in Unity Place.</p> <p>Work is underway towards the recognition of NAIDOC Week at the library in July.</p> <p>Council staff are also seeking to work more closely with the Metropolitan Land Council and other Aboriginal organisations to acknowledge and celebrate First Nations.</p>

*Remember and reflect on Australia's history in local context*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local significance	Milestone	<p>The annual Movies in the Park on Australia Day was held under a COVID-Safe plan. This meant that the event was moved to a new venue in Wangal Park as it was enclosed and could be managed as a ticketed, free event without the need for extra infrastructure. The location proved to be highly successful with the locals and plans going forward will consider Wangal Park to continue holding the event in the future.</p> <p>Also held under COVID-safe plans was the Anzac Day Memorial Service, which went ahead without the street march and invite only guestlist, the National Serviceman's Commemorative Service and a small wreath laying service to remember Michael Tognolini.</p>

*Identify and protect scenic and cultural landscapes within the Burwood LGA. (LSPS Action 17.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.4	Strategic Planning, Heritage & Place Planning	Scenic and cultural landscapes identified and protected.	Progressing	<p>Scenic and cultural landscapes have been identified through the Local Strategic Planning Statement and Urban Design Study and Masterplan. Ongoing work is being conducted to identify areas which can be protected and enhanced.</p> <p>Recent work has been done as part of the Urban Design Study and Masterplan to identify ways to implement breaks at strategic locations in the built form along Burwood Road in the Burwood Town Centre.</p> <p>Collaboration has taken place internally with the Community Development team where the Strategic Planning, Heritage and Place Planning team has reviewed and provided comment on the draft Public Art Strategy. This Strategy, once adopted, will assist in enhancing cultural landscapes by celebrating the culture of Burwood through publicly accessible and visually prominent works of art.</p>

**Promote volunteering opportunities and local participation**

*Work with agencies to support volunteering including volunteers of CALD background*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.1	Community, Library & Aquatic Services	Form strategic partnerships and support local volunteering initiatives	Progressing	Council's Volunteering Program engages local volunteers and prepares them for placement in registered local community organisations. As of June 2021, Council had referred 211 local volunteers to appropriate organisations.

*Provide volunteering opportunities and participation within Council*

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.2	Community, Library & Aquatic Services	Seek volunteering opportunities for Council projects, initiatives and events where possible	Progressing	In addition to referring 211 local volunteers to appropriate organisations, Council staff held a Volunteer Expo in May 2021 during National Volunteer Week. At this event there were 15 stallholders and 60 members of the public in attendance. This created opportunities for those who are interested in volunteering to meet with organisations who require volunteers.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.3	Community, Library & Aquatic Services	Provide skills development and project mentoring for individuals and groups	Progressing	In February and March 2021, leadership and project management training was delivered to the Burwood Youth Advisory Group (BYAG) by the Frank Team who are specialists in youth training. This was part of the annual training and upskilling offered to BYAG to assist the members to fulfil their role in delivering local youth initiatives, such as Youth Week.



**Leadership and innovation**

# Leadership and innovation

## Community confidence in Council's decision making

Provide opportunities for engagement and report decisions back to the community

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.1.1	Corporate Planning & Communications	Undertake community consultation for input and feedback on projects and major decisions	Milestone	<p>In February Council undertook the third in a series of benchmarking community surveys. The Community Satisfaction Survey engaged a representative sample of the community to measure the overall satisfaction levels with Council's performance. Overall 92% of residents rate the quality of life in Burwood as good the excellent. Council achieved 94% score of residents at least somewhat satisfied with performance of Council</p> <p>Council continues promoting engagement on the 'Have Your Say' section on the website. To make the section more prominent and improve user access, the section now appears on the home page as a tab.</p> <p>In the past 6 months Council continued its engagement program Name the Lane - renaming Hornsey Lane competition. This highly successful campaign started in the previous half yearly reporting period but during this term concluded in March with over 2,500 participating in the final vote for the new name - Unity Place. This engagement report was provided with application to the NSW Geographical Names Board who approved the name and was adopted by Council in May 2021.</p> <p>Engagement was also undertaken for Sustainable Burwood which utilised a digital survey and face to face engagement and an online survey for the Recognition of Sarah Nelson project.</p> <p>Council is currently developing an extensive engagement plan for the review and development of the Community Strategic Plan.</p>

*Report outcomes of Council decisions and resolutions*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.1.2	Governance	Provide information to the community on outcomes of Council decisions and resolutions in a timely manner	Progressing	<p>Hybrid meetings (with attendance of councillors either in person or via Zoom teleconference link) supported throughout the reporting period in line with statutory advice concerning COVID-19 public health concerns. Citizens had the option to participate in meetings via teleconference link and / or make written submissions as part of the public forum opportunity that precedes the consideration of items of business listed on the agenda. (Note that statutory constraints on public gatherings due to COVID-19 precluded the hosting of public galleries on Council premises until public galleries could be opened up again near the end of March 2021.)</p> <p>Each monthly ordinary meeting of Council proceeded as scheduled and an extraordinary meeting to deal with urgent business was convened in early March. Notices of meetings in each instance exceeded the minimum statutory notification requirements. Resolutions of Council determined during confidential sessions were duly reported as soon as open sessions of Council meetings resumed and were recorded in minutes accordingly.</p> <p>Draft minutes of Council meetings were finalised for release within 3 working days of each meeting. Audio recordings of meeting proceedings that are open to the public were posted on the Council website the first working day after each meeting. Declarations of interests from Council meetings and voting on urban planning matters were updated in registers and made available on the Council website within 3 working days.</p>

Inform the community on key regional projects and plans

*Inform the community on key infrastructure projects which effect the local community. (LSPS Action 1.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.2.1	Assets & Infrastructure	Provide information on major infrastructure projects that impact the local area and community	Progressing	Staff have prepared master plan drawings for Henley Park, Blair Park and the Woodstock Park.  A Capital Works web page has been created on Council's website and is updated with current major projects that are underway. notification of capital works is also undertaken via Council news letter, onsite signage and letters to nearby residents.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.2.2	Governance	Distribute relevant information in a format that is easy to understand to ensure the community are aware of any changes to policies, regulations or legislation	Progressing	All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website. Any new or revised Council policies for the period have been published on Council's new website and superseded or redundant documents retired from the site. Superseded instruments not directly accessible via the website remain publicly accessible under Government Information (Public Access) Act requirements for as long they are required to be retained under the State Records Act.

Ensure transparency and accountability in decision making

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.1	Governance	Provide transparent auditing processes and ensure reports	Progressing	The Audit Risk & Improvement Committee (ARIC) met in February and in April 2021. It considered the financial performance of Council which was also the subject of regular reporting to monthly meetings of elected

Code	Responsible Officer Unit	Action Name	Status	Comments
		are made available to the community where appropriate		Council. The ARIC reviewed a new Fraud and Corruption Action Plan as well as considering matters arising from internal audit reports covering IT security, the engagement of consultants and contractors, plus staff time and attendance management.

*Provide information in a transparent manner*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.2	Governance	Ensure all public information is accessible and made available in a timely manner	Progressing	<p>Council met all obligations under the Government Information (Public Access) Act and the Local Government Act for mandatory proactive release of open access information via publication of relevant content on the Council website. It also continued to meet its commitments on non-mandatory proactive release of information as publicized in its updated Agency Information Guide. Work was commenced on development of Frequently Asked Questions for the Council website which address both navigation information access systems and what to expect with common types of requests.</p> <p>During the reporting period there was a significant spike in activity with 89 informal applications (more than doubling over the previous reporting period) and 21 formal applications processed under the Government Information (Public Access) Act. Processing of all formal applications were completed well within the statutory time frame of 20 working days. All informal applications were determined within the same local standard of 20 working days.</p>

*Provide efficient and transparent procurement and purchasing*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.3	Finance & Resource Management	Maintain a transparent process when engaging with contractors, suppliers and businesses	Progressing	Council has set in place effective and efficient processes for purchasing and procurement of goods and services through a comprehensive Procurement Strategy and Purchasing and Contract Management Corporate Practice along with Tendering Manual. These are updated on a regular basis in accordance with Council's Corporate Review Practice.

**Strong partnerships to benefit the community**

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

*Participate in regional associations and seek opportunities to work and deliver shared priorities with neighbouring councils. (LSPS 16.3)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.1.1	Governance	Participate in inter-agencies and networks within the region and deliver initiatives through established shared agreements.	Progressing	Burwood Council is an active member of key local government industry bodies, including LGNSW, LG Professionals, LG Procurement, Civic Risk Mutual, StateCover, SSROC and works collaboratively with NSW government agencies to deliver outcomes to our community and employees. To enhance our Employee Value Proposition by designing and implementing programs that will ensure we increase our diversity in the workplace and be recognised as an inclusive workplace we have become members of the Diversity Council of Australia Ltd. As part of our focus on sustainability we continue our formal partnership with Canada Bay Council in the use of the Canada Bay Recycling Centre by our community.

Develop strategic partnerships that will benefit the area and community

Maintain and establish relationships with State and Federal agencies, service providers and not for profits. (LSPS Action 2.5)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.1	Community, Library & Aquatic Services	Explore funding opportunities and work with State and Federal agencies on initiatives that will benefit the community	Milestone	<p>In May 2021, Council staff successfully submitted a funding proposal to the Department of Planning, Industry and Environment (DPIE) for five public art commissions to align with the Parramatta Road Urban Amenity Improvement Program (PRUAIP). Supported by Create NSW, Council secured \$902,000 in funding for new public art projects to be rolled out from July 2021 to June 2023.</p> <p>Council also received almost \$5,000 in funding from NSW Seniors Festival to provide care packs to nursing home residents as part of Seniors Week.</p> <p>Council also successfully obtained \$159,200 for new amenities at Grant Park to support users of the new Grant Park multipurpose courts under the Greater Cities Sport Facilities Fund.</p> <p>Council has also submitted a range of other applications for grant funding, with the results to be known in coming months.</p>
2.2.2.2	Community, Library & Aquatic Services	Participate in regional alliances and local interagencies	Progressing	<p>Burwood Council is a member of the Inner West Disability Forum working group and staff attended two Zoom meetings in February and June 2021 that were attended by 25 disability agencies. This enables Council to remain informed about issues impacting on people living with a disability and their carers.</p> <p>Council staff also convene and participate on the Groovability working group, which is a network of disability organisations in the Inner West region. This group has commenced its planning for the December 2021 event to celebrate International Day of People with Disability.</p> <p>Council staff also attend and participate in the regional Inner West Youth Alliance Interagency. This group works actively to understand and respond to the needs of young people in the region and is an excellent opportunity to share information and form partnerships.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council staff coordinate the Burwood Regional Child and Family Interagency. This group has approximately 40 services attending on a regular basis and has an email network list of around 125 community sector staff. As with the other networks noted above, this group is active in reviewing the needs of local families and children and planning activities, such as running parenting workshops, to help address identified priorities.

*Work with NSW Department of Education to identify needs for new and upgraded schools. (LSPS Action 2.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.3	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of educational infrastructure.	Progressing	<p>The Strategic Planning, Heritage and Place Planning team collaborates with School Infrastructure NSW and the Department of Education to advocate for the provision of additional educational infrastructure. Feedback is also provided on the planning of educational infrastructure. Any opportunities for the use or sharing of facilities are always considered.</p> <p>Recent discussions have taken place with the Burwood Public School on the delivery of the Conder Street Urban Park and Cultural Centre (the Park) immediately across the school premises. Engagement has focused on the future park facilities and potential kiss-and-ride facilities in the face of the transformation of the existing carpark into a Park. Internal discussions with the technical team assisting Council have included pedestrian safety and modifications to the Park design have been made to ensure safe traffic conditions for children and parents.</p>

*Work with NSW Health to identify needs for new or upgraded health facilities. (LSPS Action 2.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.4	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of health infrastructure.	Progressing	The Strategic Planning, Heritage and Place Planning team collaborates with Health NSW and the Sydney Local Health District to advocate for renewal and introduction of additional health infrastructure. Feedback is also provided on the planning and assessment of health infrastructure. A meeting with the Sydney Local Health District was held on early March 2021 regarding potential collaboration projects for the implementation of the Healthy Streets program. The dialog with the Sydney Local Health District has led to internal discussions among Directors and Group Managers regarding potential measures to implement the Healthy Streets program at a Council wide level.

*Deliver outcomes for the Parramatta Road Corridor in partnership with neighbouring councils and government agencies.. (LSPS Actions 4.1 and 4.3)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.5	Strategic Planning, Heritage & Place Planning	Complete precinct planning proposal	Progressing	Town Centre and LGA wide master planning studies have been undertaken by qualified independent urban design consultants to inform opportunities for amendments to the Local Environmental Plan (LEP). Amendments have been divided into two tranches of work: Housekeeping and Comprehensive LEP amendments. In early 2021, the Strategic Planning, Heritage and Place Planning team progressed the investigation of potential changes to the Local Environmental Plan (LEP) for the Livingstone, Sym Avenue and Clarence and Church Streets Precinct as part of a Housekeeping amendment to the LEP. After numerous rounds of community consultation and Councilors' workshops, the Housekeeping LEP amendment progressed to a Planning Proposal (PP) with one modification recommended by Councilors who resolved to exclude proposed changes for Clarence and Church Streets. Councilors resolved to include only Livingstone Street and Sym Avenue. The PP received 'Gateway' determination in early June, 2021 and is earmarked to be on exhibition before June 30, 2021.

Code	Responsible Officer Unit	Action Name	Status	Comments
				Alongside that process, the Strategic Planning, Heritage and Place Planning team is progressing the built form and environmental impact testing to inform the amendments to the Comprehensive LEP. Collaboration with Strathfield and Canada Bay Councils happens on an on-going basis to advance the precinct traffic study, which will be critical to determine adequate density levels.

*Assess and refine the findings of the Burwood, Strathfield and Homebush Collaborative Precinct work to ensure they meet community needs. (LSPS Actions 4.3, 4.4 and 15.5*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.6	Strategic Planning, Heritage & Place Planning	Studies completed and infrastructure upgrades identified	Progressing	The Strategic Planning, Heritage and Place Planning team continues to identify opportunities for infrastructure upgrades. The recently completed Urban Design Study and Masterplan has analysed a number of precincts potentially informing their future planning, which in turn will assist in identifying the need for future infrastructure upgrades, such as in the case of the Burwood North precinct where a Metro station is planned.

## Ensure financial sustainability and organisational effectiveness

Identify and maintain additional revenue sources to ensure financial sustainability

*Maintain an investment strategy and policy*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.1	Finance & Resource Management	Implement appropriate strategies and report outcomes to Council	Progressing	Council has developed an Investment Strategy and an Investment Policy through a third party Investment advisor which are reviewed regularly. Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate. Council staff ensures that these

Code	Responsible Officer Unit	Action Name	Status	Comments
				invested funds are in secure financial instruments. Staff ensured that Council were made aware of all Invested Funds through a monthly report tabled at Council meetings in accordance with Legislative requirements.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.2	Property & Building Services	Manage Council's property portfolio to ensure best value returns and to ensure properties are developed, renewed and maintained for the benefit of the community	Progressing	Council's property portfolio continues to be maintained and renewed, ensuring continued benefit for the community. The Property Strategy is currently being finalised to further strengthen Council's property management practices.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.3	Finance & Resource Management	Identify the community's capacity and willingness for additional sources of income and implement where appropriate or required	Progressing	<p>Council is in the second year of a four year Special Rate Variation aimed specifically at improving drainage infrastructure within the local area. Along with the normal capital works program, Council has applied for and secured additional grant funding from the Roads and Maritime Services Blackspot program, Local Government Safer Roads program and Local Roads and Community Infrastructure Program.</p> <p>In addition to grant funding, several public domain works have been funded by developers within the local government area. Council has been successful in obtaining grant funding for the installation of new multi-purpose Netball Courts in Grant Park. Construction of the courts have commenced and will be finished by August.</p>

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.1	Corporate Planning & Communications	Develop, review and monitor a Resourcing Strategy including a Workforce Plan, Asset Management Plan and Long Term Financial Plan	Progressing	An audit was undertaken of the current Resourcing Strategy in preparation for the development of the new plans. The project plan to develop the Resourcing Strategy and associated plans has been completed. This will commence in July 2021 in preparation for the new Council.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.2	Corporate Planning & Communications	Develop, review and monitor a Corporate Plan	Progressing	Incorporating the recommendations of a recent audit of Council's Integrated Planning and Reporting (IP&R), we have produced a project plan for the completion of the Delivery Program and associated Resourcing Strategies. Through the use of consultants and employees it is envisioned that the organisational capability with regards to business planning will be strengthened.

*Provide structured procedures and processes to ensure organisational effectiveness*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.3	People and Culture	Identify and implement frameworks that will improve organisational efficiency and business excellence	Progressing	Council continues to undertake service reviews to ensure the most efficient delivery of service to the community. Management of performance is underpinned by the focus areas of Ethical Leadership, Performance, Innovation and Customer Excellence.

## Efficient and innovative customer focused services

Provide a 'one stop shop' for customers

*Optimise the experiences of visitors to Council*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.1.1	Property & Building Services	Maintain Council's Customer Service Centre and Administrative Office	Progressing	<p>During the reporting period all Council Admin staff have returned to the office and the Customer Service Centre, Library and Community Hub have become more heavily frequented as Covid restrictions have eased. The Property &amp; Building Services team has used this period to increase the level and frequency of maintenance tasks to provide a high level of service for the new facilities.</p> <p>The Property &amp; Building Services team are working to establish an online "Maintenance Request" reporting solution to facilitate the reporting of facility issues. The online system is currently in testing and due to go live in August 2021. This will enable the team to provide faster responses and resolutions to reported issues and maintenance requests.</p>

*Deliver high quality customer service for all points of contact*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.1.2	Customer Service & Records	Ensure customers are attended to in line with service standards	Progressing	<p>During the period of 1 January 2021 to 30 June 2021, the number of customers served at the counter was a total of 1,455 with 95.9% of customers being served within five minutes. The number of calls received within the call centre during this period was a total of 14,917 with 77% being answered in less than 40 seconds.</p> <p>A total of 70 independent mystery shopper customer service tests were undertaken over the period, achieving an overall performance result of 93% for Phone Calls and 94% for Visits across Council.</p> <p>Council also expanded its use of the 'Rate It' system to track ongoing customer experience. 'Rate It' iPad feedback devices were installed across a selection of service areas including Customer Service, Library</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				and Enfield Aquatic Centre. 'Rate It' signatures were also implemented across staff email signatures covering all Council service areas. As at 30 June 2021, 2,565 customers had provided feedback via the 'Rate It' system with Council achieving an overall CX Score of 8.3 for 2020/21.

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

*Allow customers to 'do business with council' entirely online*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.2.1	Information Technology	Digitise all forms, applications, requests and payment methods where possible	Milestone	<p>During the reporting period, Council has developed and published 35 additional online forms thereby totalling to 105 forms that can be accessed via Burwood Council Website. Since January 1, 2021, 2526 online form responses were received including 716 responses for booking a household clean-up, 335 for parking permits and 200 for change of address.</p> <p>Since January 1, 2021, Council has received 59 Development Applications and 30 Modification Applications. The status of all submitted applications are available to view online through Council's website. From July 1, 2021, all applications for Development Certificates will be able to be submitted online through NSW Planning Portal.</p>

*Explore new online communication tools*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.2.2	Information Technology	Identify and implement technology that will enhance and improve customer experience	Milestone	Council has further enhanced its Online/Hybrid meetings capabilities by installing video conferencing capable devices in Council Meeting and Conference Rooms. Interactive displays at Library and The Hub have been simplified to allow for increased community interaction and ease of use.

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Online facilities booking system with access pin-codes have been expanded to Woodstock, Fitzroy Hall and Burwood Park Community Centre to allow customers to view their availability, book, pay and use the facilities without the use of physical keys. During the reporting period, there were 1,101 bookings serviced in Council's venues.</p> <p>Council's free Wi-Fi service continue to be used by many patrons. From January 1, 2021 till June 8, 2021, 8130 devices were connected to Burwood Council free WiFi service that provided 9.1TB of high speed internet data. An average of 1.1GB per device.</p>

Provide opportunity for ongoing community feedback to ensure best practice

*Allow customers to provide immediate feedback on their experience*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.1	Customer Service & Records	Implement customer feedback mechanisms at Council facilities to receive immediate feedback on customer experience	Milestone	<p>Council expanded its use of the 'Rate It' system to track ongoing customer experience. 'Rate It' iPad feedback devices were installed across a selection of service areas including Customer Service, Library and Enfield Aquatic Centre. 'Rate It' signatures have also been implemented across staff email signatures covering all Council service areas. As at 30 June 2021, 2,565 customers had provided feedback via the 'Rate It' system with Council achieving an overall CX Score of 8.3 for 2020/21.</p> <p>Further customer research was completed in May 2021 to gauge customer satisfaction across 3 service units including Customer Service, Burwood Library and Enfield Aquatic Centre. Three separate independent surveys were conducted with 100 respondents for each service area, in person and over the phone. Council achieved a customer service satisfaction rating of 85% in 2020/21, which exceeds Council's own customer service satisfaction rating of 67% in 2019/20 and is above the Micromex Customer Service Benchmark of 73% for Metro Councils.</p>

*Monitor and measure Council's customer service*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.2	Customer Service & Records	Conduct initiatives to support and improve the training of Council staff in customer service	Milestone	<p>Over the period, the Executive and Leadership Teams were involved in the 'Call Centre Experience' where the staff were able to listen in on real calls. The experience provided a great opportunity for staff to understand all of the services provided by the Customer Service Team and an opportunity to identify areas that require additional training.</p> <p>Additional training, coaching and mentoring programs were also rolled out with frontline staff, particularly in response to the Mystery Shopper Program. Council also established an internal working group of key customer experience champions within the organisation who will continue to meet to align customer experience across Council and champion new initiatives.</p> <p>Council has embarked upon an ambitious new journey to develop its first Council-wide Customer Experience Strategy to ensure an excellent customer experience for all customers of Burwood Council. This project is due for completion in October 2021 and will provide a 4 year road map for Council to drive customer service improvements and innovation.</p>

*Improve overall customer satisfaction*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.3	Customer Service & Records	Conduct regular surveys to gauge customer experience	Progressing	<p>A Customer Experience survey was conducted across Customer Service, Library and Enfield Aquatic Centre from 3 May to 9 May 2021. Three separate surveys were conducted for each of the service areas to gauge customer satisfaction with recent customers of Council, the results are being utilised to develop Council's Customer Experience Strategy.</p> <p>A survey was conducted from 31 May to 13 June 2021 to gauge customer satisfaction with current Library services and identify areas of improvement.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council requested feedback on two public artworks to be installed. The Ann St Wayfinding Mural and the Everton Road Pocket Park Sculptures. Feedback received informed small changes to the artworks.

## Leaders in the Local Government sector

Provide strong leadership and advocacy on behalf of the community

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.1.1	Governance	Conduct regular training and induction sessions to support Councillors	Progressing	During a relatively quiet period of disruptions and distractions of the COVID-19 pandemic, a renewed focus was achieved with roll out of councillor workshops and briefings. Steady momentum in this area of delivery started to rebuild as a diversity of topics were addressed - these included Urban Design Excellence; Public Art Policy; Customer Satisfaction Review; the 2021 Local Government Election; Customer Experience Strategy; and Sydney Metro West developments.
2.5.1.1	Governance	Provide information and resources and encourage professional development	Progressing	<p>Councillors continued to be supported throughout the reporting period via established request management and feedback systems, including content delivered via the dedicated online councillor portal. A local insights document on the corruption findings in the March 2021 report by ICAC on the former Canterbury City Council was shared.</p> <p>A new Interaction Between Council Officials Policy adopted by Council in April 2021 provided detailed guidance on approaching council officers for various information / advice and practical support.</p> <p>Responses to councillor Questions With Notice continued to be met within the service level standard of 10 working days.</p>

Monitor and review Council's performance against other councils

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

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.2.1	Customer Service & Records	Participate in benchmarking activities and analyse results to improve Council's performance (in areas such as financial sustainability, customer services, and other service provisions)	Progressing	<p>Council has commenced the development of its first Customer Experience Strategy to create an excellent customer experience for all customers of Burwood Council.</p> <p>As part of the project, Council conducted customer research and community engagement activities to inform the development of the Strategy. A Mystery Shopper Program was rolled out across all customer service points and tested key customer scenarios across various service areas of Council.</p> <p>A group of key customer experience champions within the organisation will regularly meet to align customer experience, business excellence and provide customer experience across Council.</p> <p>Feedback devices and email signatures have been implemented to provide a voice for the customer and a benchmark score for Customer Experience across the organisation.</p>

Strive for business excellence through innovation

*Implement technology which will increase efficiencies and productivity*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.3.1	Information Technology	Undertake an assessment of available technology to identify solutions that will streamline business processes	Milestone	<p>During the reporting period several Council meeting rooms were upgraded with video conferencing devices to support modern communication methods and flexible in-person and online attendance to official meetings and events. Council meetings along with BLPP, SSROC meetings continue to be conducted in hybrid (online and in-person) format to allow flexible attendance by councillors and the public during COVID-19 restrictions.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				With the rollout of Microsoft Surface devices, Council officers are able to work from anywhere anytime. Additionally, Council is presently implementing a mobile application to enable Council officers to perform several customer facing duties using mobile devices. The mobile application is planned to go live in August 2021.

Anticipate emerging trends and changes that will impact the area

*Finalise the Smart City Strategy to proactively monitor external strategies, technology and solutions that have the potential to impact Burwood. (LSPS Action 15.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.4.1	Strategic Planning, Heritage & Place Planning	Complete smart cities strategy and Seek seek opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs	Progressing	The Strategic Planning, Heritage and Place Planning team has continued to progress the Smart City Strategy. The latest draft has 13 future initiatives to complement a similar number of current initiatives. Some of these initiatives aim to assess customer needs and provide opportunities for the public such as free public wi-fi and online Council services. Further work will be done in identifying opportunities for pilot programs to advance these initiatives.



**Healthy and sustainable  
environment**

# Healthy and sustainable environment

## Maintain and enhance green and open spaces

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.1.1	Assets & Infrastructure	Develop specific plans of management for public spaces	Progressing	Council staff are finalising the draft of the Burwood Park Plan of Management received from the consultant team. The final draft Plan of Management will be completed by September 2021 and will be placed on public exhibition for formal adoption by Council.
3.1.1.2	Strategic Planning, Heritage & Place Planning	Ensure State and District Plan strategies are included into relevant Council planning policies	Progressing	The Strategic Planning, Heritage and Place Planning team have commenced revisions to the Local Environmental Plan (LEP), Development Control Plan and Local Infrastructure Contributions Plans. Two tranches of work are being undertaken with a housekeeping LEP and comprehensive LEP which are currently underway. Work has been undertaken on the implementation of district plan strategies such as the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) and discussions have taken place with the Department of Planning, Industry and Environment Planning Delivery Unit, surrounding LGAs and Traffic Consultants, Bitzios, on how the PRCUTS can be implemented into Council policies.
3.1.1.3	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	The Strategic Planning, Heritage and Place Planning team provides input to the Building and Development team on an ongoing basis. This includes heritage referrals where approximately 47 assessments have taken place during the first two quarters of 2021. Recent examples include collaborating and providing advice on the pre-development application for Burwood Place and the Conder Street Urban Park and Cultural Centre. Input has also been provided on the heritage listing of a

Code	Responsible Officer Unit	Action Name	Status	Comments
				locally significant item at 17 Ethel Street, Burwood.
3.1.1.4	Assets & Infrastructure	Identify opportunities to increase canopy coverage within the area	Progressing	The management of all trees in the Burwood Local Government Area is aimed at increasing the overall urban tree canopy and so there is no net loss. Council staff have recently planted 500 street trees in the Burwood LGA with these trees planted in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Council staff have implemented a strategy for the planting of an additional 500 street trees to be planted by the end of the 2020/21 financial year. Planting of the second 500 trees has commenced.

Pursue partnerships and opportunities to create new open spaces

*Negotiate with developers for additional space upon redevelopment of sites*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.1	Strategic Planning, Heritage & Place Planning	Quantify and report on additional open space provided as part of redevelopment	Progressing	<p>The Building and Development team complete assessment reports for residential flat buildings and other types of residential uses. These include the assessment of the quantity and quality of proposed private and communal open space provisions.</p> <p>Developments are required to meet Council's planning controls as well as SEPP 65 and the Apartment Design Guide recommendations.</p> <p>The Strategic Planning, Heritage and Place Planning team have recently progressed the concept stage design for the Conder Street Urban Park and Cultural Centre.</p> <p>Upgrades to Hornsey Lane have been completed and the space has been renamed 'Unity Place' as part of the Burwood Quality Public Space Demonstration Project. These two publicly accessible spaces will deliver significant new public open space at the heart of the Burwood Town</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Centre.

*Work with NSW Government and neighboring councils to deliver new and improved connection of the green grid. (LSPS Actions 10.4, 12.1, 12.2, 13.1, 13.3 and 14.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.2	Strategic Planning, Heritage & Place Planning	Create a connected green grid and improve quantum of open space.	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has continued to identify ways in which a connected green grid could be implemented. The Local Strategic Planning Statement and Community Facilities and Open Space Strategy have recommendations to deliver green grid connections to open spaces.</p> <p>Ongoing analysis is being undertaken on the impact of parking bays on street verges alongside research into alternative methods to provide on street parking while preserving trees.</p> <p>Further work will be done to quantify and compare their impacts to inform new policies and recommendations.</p>

*Support healthy lifestyles by delivering new spaces and infrastructure (LSPS Action 2.4)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.3	Strategic Planning, Heritage & Place Planning	Investigate the development of a District Sport Facilities Plan	Progressing	The Strategic Planning, Heritage and Place Planning team provides input into district plans such as the District Sports Facilities Plan. The Office of Sport and Greater Sydney Commission is delivering the plan in collaboration with Council. This was expected to be delivered in the second half of 2020, but was delayed. The plan is expected to be released in 2021.

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

*Monitor and maintain local streets to mitigate risk to the environment*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.1	Operations	Provide regular street sweeping and maintenance services	Progressing	Council undertakes daily cleaning of the CBD areas with a combination of machine and/or manual sweeping techniques. Burwood Council's road network of approx 91 kms is swept over a three week sweeping cycle. An additional cycle follows the route of the domestic waste collection upon its completion.

*Maintain the stormwater drainage network*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.2	Operations	Regularly maintain and clean the stormwater drainage network and clear blocked pits	Progressing	Council routinely inspects pits which are identified as critical and schedule cleaning of these pits and pipes. Council also responds to Customer requests within the stipulated time frames. Council Staff have completed 91 customer action requests this financial year.

*Remove priority weeds from public spaces*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.3	Operations	Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW)	Progressing	Weed spraying and removal is carried out by Council staff in conjunction with nature strip mowing for all streets and Council carparks within the Burwood LGA.  Council's Parks Staff also carry out selective seasonal weed spraying of streets, parks and reserves within the Burwood LGA.  All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council's Pesticide Notification Plan available on the website. Council Staff are investigating and trialling alternative products to glyphosate herbicides products.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.4	Operations	Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible	Progressing	<p>Activities are carried out by qualified Council Staff and Contractors to mitigate risk of damage or injury to property and persons. Tree maintenance works are completed in accordance with the Australian Standard for Pruning of Amenity Trees 2007.</p> <p>Council staff have completed 627 customer action requests relating to trees and vegetation this financial year.</p> <p>Council's Operations Teams and Contractors have completed beautification and planting works at: Stage 1 of the 500 tree program, Burwood Library Carpark, Railway Parade and Conder Street, Unity Place (previously known as Hornsey Lane), Young Street, Paisley Road, Wentworth Rd &amp; Gladstone St, Short St, Burwood Rd, Wilga St and Burwood Rd, Wilga St and Shaftesbury Rd, Eureka St and Shaftesbury Rd, Meryla St and Shaftesbury Rd, Shaftesbury Rd and Arthursleigh St, Railway Pde east and Norwood St.</p>

*Continue to increase canopy cover across the LGA. (LSPS Actions 11.1 and 11.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.5	Assets & Infrastructure	Prepare a street tree masterplan to prioritise areas	Progressing	Council has a Street Tree Management Strategy adopted by Council 18 November 2013 (Minute. No. 177/13, Trim. No. 13/47091). Council has completed the delivery of the first round of the 500 Street Trees

Code	Responsible Officer Unit	Action Name	Status	Comments
		for increased planting and to assist in the heat island effect		Program. The second round of the 500 trees program is currently being delivered. Once completed Council will have planted over 1000 street trees throughout the Burwood LGA.

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.1	Operations	Undertake scheduled maintenance programs to meet community needs	Progressing	Council undertakes both a proactive and reactive maintenance program. Council staff have completed 1,495 customer action requests relating to maintenance and repairs this financial year.

*Ensure sustainable materials are used for park amenities and facilities*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.2	Property & Building Services	Maintain and upgrade existing park amenities to ensure longevity and sustainability	Milestone	During the reporting period, construction of the new Henley Park amenities block and facilities was completed. The new facilities include new toilets, kiosk, store rooms and change rooms that will support the use of Henley Park by sporting clubs and the wider community.

*Provide support for the establishment of sensory and community gardens*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.3	Assets & Infrastructure	Identify opportunities to implement sensory or community gardens in existing	Progressing	Staff have identified the area in the northwest corner of the Woodstock Community Center Park land as a possible suitable location to design and develop a sensory garden. This location is shown on the Woodstock

Code	Responsible Officer Unit	Action Name	Status	Comments
		parks, reserves and open spaces		Proposed Capital Works Master Plan. Staff have developed a concept plan and preliminary cost estimate for the sensory garden. It is expected that landscape plans for construction will be developed in 2021 and that the sensory garden will be constructed in the 21/22 financial year. Staff will continue to investigate suitable locations for possible community gardens in Burwood's other parks and reserves in the future.

*Ensure parks are accessible and offer inclusive activities*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.4	Assets & Infrastructure	Ensure parks can be accessed by people living with a disability or impairment and that playgrounds are inclusive and accessible	Milestone	All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. The recent playground completed at Woodstock Community Centre is fully accessible to children / people living with a disability or impairment. Staff recently posted a Request for Quotation for the design, supply and installation of a new play ground at the Jackson Reserve, Croydon Park. The design brief calls for an all-inclusive playground that satisfies the design principles of 'Everyone can Play'. The new Jackson Reserve playground will be installed by the end of the 20/21 financial year.

## Provide sustainable waste management practices

Promote existing recycling services

*Provide education and information about Council's recycling services*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.1.1	Environment & Health	Use Council communication platforms to inform the community on existing environmental services and initiatives	Progressing	The Burwood Council WasteInfo App provides detailed information on recycling options for residents. Council's website also offers alternative recycling / disposal options for materials not accepted through the kerbside collection service. Council's social media platforms regularly feature waste and sustainability tips relating to reducing waste, increasing diversion, promoting buying less and ways residents can reduce their impact on our local environment.

*Ensure residents adhere to sustainable recycling practices*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.1.2	Environment & Health	Conduct bin audits and encourage residents to recycle correctly	Progressing	Council is using the outcomes from the 2019 waste and recycling residential kerbside bin audit to target key priority areas for education campaigns. Improved bin infrastructure, bin bay signage and engaging the building manager to assist with the promotion of recycling messages is the key in apartment buildings.

### Identify emerging waste management solutions

*Actively seek and identify new processes and technology. (LSPS Action 15.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.2.1	Environment & Health	Implement waste management solutions that will benefit the community and industry	Progressing	<p>Council continues to offer regular free e-waste, mattress and whitegood drop-off days at the Operations Centre for residents. The area clean ups have the mattresses collected separately for recycling.</p> <p>During the reporting period Council commenced a pilot Composting in Apartment Buildings project, three apartment buildings expressed interest in the communal composting project with a workshop presented to the residents at each building.</p> <p>Council is monitoring volumes diverted into the compost bins, results and key findings to be released later in 2021 and if successful the project may be rolled out to more apartment buildings.</p>

### Establish clear targets for recycling and reducing waste to landfill

*Ensure a community wide increase in recycling and reduction in landfill*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.3.1	Environment & Health	Continue to monitor environmental performance indicators and outcomes and report results and targets to the community	Progressing	Council continues to monitor it's environmental performance, during the reporting period the master list of accounts were updated to ensure quality data is received.

## Educate the community on sustainable practices

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.1	Environment & Health	Provide an annual calendar of initiatives on environmentally sustainable practices	Progressing	The Council website and WasteInfo App provide a calendar of e-waste, mattress and white-goods drop-off days, a link to the NSW EPA CleanOut events are also listed. Council's Community Safety Working Group is working on a quarterly calendar of events from across Council including sustainability and waste diversion initiatives.

*Participate in regional sustainability programs*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.2	Environment & Health	Work with neighbouring councils and agencies to deliver sustainability programs to the community	Progressing	Council partners with adjoining Councils on regional sustainability and waste initiatives and projects. The majority of the projects are overseen by SSROC, ensuring a coordinated and consistent roll out of projects and initiatives.

*Encourage the community to follow sustainable practices*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.3	Environment & Health	Award residents, streets, businesses or areas that follow sustainable recycling practices	Progressing	Council is determining how to best implement a successful awards program.

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

*Promote public transport, cycling and walking to residents going to work and those who work in Burwood. (LSPS Actions 1.5 and 15.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.2.1	Environment & Health	Undertake campaigns and initiatives that encourage the use of alternative transport	Progressing	Council has dedicated cycleways and through the social media and website promotes use of these cycleways and opting to choose public transport and car sharing services when possible.

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

*Promote a clean environment through urban architecture and landscaping*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.3.1	Environment & Health	Identify opportunities to provide recycling and other waste collection terminals across town centres	Milestone	Council has partnered with The City of Canada Bay Council to share the Community Recycling Centre (CRC) located just across the north border of the local government area. The CRC is a NSW EPA part funded facility to assist residents in correctly recycling / disposing of problem waste such as paints, household chemicals, gas bottles, light bulbs etc. It is free to use by Burwood and Canada Bay residents and helps to keep problem wastes out of landfill.

Raise awareness in the community on littering

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The waste team works closely with the Compliance and Clean and Safe teams to monitor and reduce littering in the town centres. Council has a dedicated Waste Investigations Officer who investigates and prosecute incidents of littering and illegal dumping.

## Leadership in environmental sustainability

Invest in green and renewable technology

*Implement green and renewable energy initiatives across Council facilities. (LSPS Action 15.3)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.1.1	Property & Building Services	Audit existing facilities and upgrade where appropriate	Progressing	Energy use monitoring facilities were used during the reporting period to optimise the efficiency of Council facilities.

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.2.1	Environment & Health	Actively advertise State and Federal initiatives through Council's established communication channels	Progressing	State Government initiatives are promoted through Council's website and social media platforms, such as the Return and Earn scheme.

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

*Work with developers to promote sustainable developments*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.3.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into developments where possible to encourage vertical gardens and green spaces within the Burwood CBD	Progressing	<p>Assessment of planning proposals and development applications for land within in the Burwood Town Centre requires consideration on green spaces provision in the form of vertical, podium or roof top gardens. The Strategic Planning, Heritage and Place Planning provides ongoing advice to referrals (on development applications) from the Building and Development team.</p> <p>Recent input included a review of the proposed Voluntary Planning Agreement contributions and proposed improvements in kind for</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>development proposals in the town centre. Improvements included footpath widening, streetscape enhancements and planting on footpaths.</p> <p>Heritage input was also provided for the scheme's rooftop garden.</p> <p>Input has also been provided for recently approved developments in the Burwood Town Centre earmarked to deliver green walls. Selected developments have been audited to ensure compliance with approved conditions to preserve the integrity of approved architecture, landscape and proposed plantings, which contribute to the aesthetic value of the public domain.</p> <p>Further measures are being studied to ensure that aesthetic values do not get diluted through private certification.</p>

*Ensure developers follow sustainable practices during construction*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.3.2	Community Safety	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices (such as sediment control and removal of materials)	Progressing	Council's Community Safety Team patrol all building sites on a daily basis and enforce all consent provisions. These patrols have seen an increase in compliance and developers seeking approval for roadway activities. These patrols are also linked to the Parramatta River Catchment Enforcement Program - "Get the site right".

## Encourage and contribute to public health and welfare

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

*Reduce spread of foodborne, waterborne and transferrable diseases*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.1	Environment & Health	Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action against risk	Progressing	Council's Environmental Health Officers have continued the inspection program for the reporting period. There were 117 Inspections carried out in the reporting period.

*Minimise urban related pollution such as air, water and noise pollution. (LSPS Action 7.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.2	Environment & Health	Develop strategies to reduce air, water and noise pollution and investigate complaints in a timely manner	Progressing	Pollution complaints continue to be investigated and resolved by Council's Environmental Health Officers. There were 10 complaint actioned during the reporting period.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.3	Environment & Health	Ensure all businesses have access to relevant fact sheets and information	Progressing	Fact sheets on a range of public health matters including food safety are available and provided to provided to shopkeepers as considered necessary. The fact sheets are also available in a range of languages.

*Educate the community on public health matters*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.4	Environment & Health	Undertake and participate in relevant campaigns to raise awareness and engage the community	Progressing	Council conducts food schools for shopkeepers to improve their knowledge of food safety matters and issues. No food schools have been conducted recently due to COVID restrictions. Food schools will be recommenced once current pandemic restrictions are relaxed.

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

*Educate residents on companion animals*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.1	Community Safety	Provide information and relevant campaigns to raise awareness in the community	Progressing	<p>Council's Community Safety Team patrols local parks and main streets on a daily basis and any related breaches are actioned accordingly.</p> <p>Council reviews the companion animal register twice a year and sends registration reminder letters to dog owners that have failed to register their dogs.</p> <p>As part of this proactive approach, the Community Safety Team have increased their presence in local parks and streets due to the Smart City Compliance Project and this has meant that staff have been more interactive with animal owners in the LGA.</p> <p>New signage has also been installed in local parks educating dog owners on their responsibilities.</p>

*Establish pet friendly environments for animal owners*

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.2	Assets & Infrastructure	Consider pet friendly facilities when undertaken any new plans of management for parks, reserves and open spaces	Milestone	A new dog off leash area was installed at Sanders Reserve.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.3	Community Safety	Undertake compliance inspections for dangerous or displaced animals	Progressing	Council conduct Dangerous Dog Inspections on a yearly basis and all inspections were conducted and completed at the commencement of the period. To date all dangerous dog owners have complied with the provisions and Council only has a small number of dogs listed as dangerous in the LGA. Local parks are patrolled daily and dog owners are approached to ensure that compliance with the provisions is maintained.



# Planning and infrastructure

# Planning and infrastructure

## Implement regional traffic and parking strategies

Ensure strategies to accommodate population growth

*Design traffic facilities which improve traffic flow and alleviate congestion*

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

*Encourage opportunities for additional public parking spaces within developments*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.2	Strategic Planning, Heritage & Place Planning	Negotiate with developers for additional public parking within developments in the Burwood CBD where possible	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has continued to process Voluntary Planning Agreements (VPA). Some VPAs provide for developers to make a monetary contribution in lieu of the on-site provision of visitor parking. This is then invested in improvements to public car parking in the Burwood and Strathfield Town Centres. As part of the investigation for the Burwood North Precinct work was done to consider an innovative strategy for parking.</p> <p>An investigation has been undertaken to seek expressions of interest from land owners and/or developers proposing new development within the Strathfield Town Centre. As development applications are lodged, proponents will be approached directly to discuss opportunities for the inclusion of public parking.</p>

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

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

*Ensure local infrastructure is provided to support the needs of a growing and changing community. (LSPS Action 2.6)*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.4	Strategic Planning, Heritage & Place Planning	Review and revise as appropriate the Section 7.12 Contributions Plan	Progressing	The Strategic Planning, Heritage and Place Planning team is responsible for Council's Local Infrastructure Contributions Plans (Section 7.12 Plans) and looks for areas of improvement. Budget has been allocated to make improvements and review Section 7.12 Plans as part of the upcoming Local Environmental Plan review. The 7.12 Plan review has been programmed to commence in the second quarter of 2021.

*Investigate options for better use of stormwater. (LSPS Actions 4.5 and 13.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.5	Assets & Infrastructure	Develop strategies and education program for stormwater management	Progressing	Council has applied for NSW Government Floodplain Management Program grant funding to update the four draft overland flood studies to ARR 2019 and to complete the Flood Risk Management Study and Plan (FRMSP). The result of the grant will not be known till later this year. In terms of education programs for stormwater management this is undertaken by the Environment and Health division of Council.

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council has completed two stormwater harvesting projects at Wangal Park and Hornsey Lane (stormwater reuse and irrigation). Council is currently installing a new GPT as part of the EAC carpark upgrade as part of the Zero Litter to River policy.

Implement strategies to promote alternative transport use

*Investigate opportunities for bus priority lanes to improve public transport efficiency*

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

*Seek funding opportunities for cycling facilities and cycleways. (LSPS Action 10.5)*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.2.2	Assets & Infrastructure	Identify and apply for grants where possible and implement facilities which promote cycling (such a bicycle parking stations or new cycleways)	Milestone	Council successfully applied for grant funding via the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways. The new cycleways link the Parramatta Road corridor to Burwood Park and Wangal Park, with all links having now been completed.

**Work with key stakeholders to ensure an integrated transport plan**

*Work with RMS, STA, NSW Police and major stakeholders to continue to finalise the Traffic and Transport Study 2019. (LSPS Action 1.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.3.1	Assets & Infrastructure	Completed Traffic and Transport Study	Progressing	<p>The Burwood Traffic and Transport study is nearing completion, with modelling of future scenarios being undertaken prior to finalising of report.</p> <p>The Burwood Local Traffic Committee is held monthly to review recommendations for the improvement of traffic facilities, parking initiatives, road safety matters and the movement of traffic throughout the Burwood local government area. The minutes of these meetings are placed on the agenda for the following Council Meeting to provide an opportunity for the community to review and make comment on any recommendation prior to a decision being made.</p>

*Participate in regional projects to ensure an integrated and high performing transport network. (LSPS Actions 1.3 and 6.3)*

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

*Consider pedestrians and cyclists as key stakeholders in traffic management planning*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.3.3	Assets & Infrastructure	Ensure pedestrians and cyclists are consulted during traffic management planning	Progressing	Consultation is undertaken with all major traffic and transport projects in order to obtain feedback on designs and concepts. Consultation is undertaken with residents, businesses and schools directly via surveys

Code	Responsible Officer Unit	Action Name	Status	Comments
				where projects will have a direct impact on the movement of traffic, pedestrians and cyclists. Larger proposal such as the restriction of traffic movements are also placed on public exhibition and advertised in local media.

#### Enhance road and pedestrian safety

##### *Educate residents on safe practices to reduce road incidents and fatalities*

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

*Implement traffic facilities which will enhance road and pedestrian safety*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement solutions to take action against potential incidents	Progressing	<p>Blackspot projects are identified on a yearly basis following the distribution of RMS accident data. Locations which meet the criteria based on the number of accidents which have occurred are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents.</p> <p>Council has successfully secured funding for three projects in 2020/21 being Woodside Avenue Burwood, Norwood Street Burwood and Wentworth Road Strathfield. Two applications for 2021/22 have been submitted and endorsed by Transport for NSW, with confirmation of funding to be provided in 2021.</p>

**Provide connected and accessible infrastructure**

Improve the accessibility of Burwood CBD

*Improve pedestrian flow within the Burwood CBD*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.1.1	Assets & Infrastructure	Investigate opportunities to limit motorist access to certain areas within the Burwood CBD	Milestone	<p>Pedestrian only walkways are being provided as the Burwood CBD continues to be developed. An existing walkway has been provided as part of the B1/Emerald Square development which links Clarendon Place to Wynne Avenue. This walkway now continues and links Wynne Avenue to Conder Street and has been the subject of a renaming competition to become named as Unity Place.</p> <p>Further investigations into restricting access for vehicles will form part of the current Traffic and Transport Study soon to be completed.</p>

*Identify parking solutions that will alleviate traffic congestion*

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.1.3	Assets & Infrastructure	Implement strategies and initiatives to enhance connectivity within the area	Progressing	Additional cycleways are being delivered to link the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways are fully funded via the Parramatta Road Urban Amenity Improvement Program (PRUAIP). All cycleways have now been completed.

*Provide quality local infrastructure that caters to population growth*

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

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.1	Operations	Provide an extensive capital works program to regularly maintain and renew local infrastructure	Progressing	Council maintains a comprehensive Capital Works program covering all assets including but not limited to Roads, Drainage, Footpaths, KG, Beautification and other special projects  Staff and contractors have completed over 95% of the program.

Continue to monitor the condition and use of infrastructure across the area. (LSPS Actions 2.8 and 2.9)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.2	Assets & Infrastructure	Undertake infrastructure audits in order to determine the condition and level of use of local infrastructure	Milestone	<p>Council has completed condition data capture and assessment for its road, park and building assets in 2019 following the previous data capture and assessment that was done in 2015/16.</p> <p>This new condition data has been imported into Council's Asset Management Software ASSETIC which will assist to prepare, prioritise, schedule and formulate forward capital and maintenance works programs.</p> <p>The new road infrastructure condition data was used to complete the revaluation of Council's road assets. The parks assets data will be used to complete the revaluation for Open space.</p> <p>ASSETIC P/L has been engaged to provide a Managed Service for Burwood Council. This will allow Council to realign the asset management practice to ensure each relevant department is involved in the various stages and requirements of Asset Management to achieve a better outcome for Council. In this approach ASSETIC will provide the technical expertise and overarching Strategic Asset Management framework.</p>

Use the results of the Traffic and Transport study to deliver short, medium and long term improvements in line with population and business growth. (LSPS Actions 1.4 and 9.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.3	Assets & Infrastructure	Undertake infrastructure works commensurate and in line with additional growth.	Progressing	The Burwood Traffic and Transport study is still ongoing. Once completed this will be used to support business cases for major infrastructure upgrades in the Burwood LGA specifically Burwood CBD.

Identify land require to be purchased for infrastructure that will deliver public benefit. (LSPS Action 2.7)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.4	Property & Building Services	Property Strategy completed	Progressing	Finalisation of Property Strategy underway. To complete by end of July 2021.

Work with NSW Government agencies for key junctions between Burwood and other councils. (LSPS Action 8.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.5	Assets & Infrastructure	Coordinated response to junctions shared with other councils.	Progressing	Council is liaising with Canada Bay Council and State Government agencies in relation to the upcoming Sydney Metro West project at the intersection of Burwood Rd and Parramatta Rd. Council is working with Canterbury Bankstown Council in relation to the Burwood to Campsie Transport Link Study. This Study is due to be completed around September 2021. Council is working with Canada Bay, Strathfield, Inner West Councils and other neighboring Councils on the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS). Councils is also involved in the Parramatta Road Integrated Strategic Business Case.

Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.3.1	Assets & Infrastructure	Identify and incorporate prams and wheelchair access ramps and other facilities to improve accessibility	Milestone	During this half year Council has upgraded forty (40) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.

## Integrate Burwood's existing heritage with high quality urban design

Encourage architectural integrity and aesthetically appealing buildings

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

Code	Responsible Officer Unit	Action Name	Status	Comments
4.3.1.1	Building & Development	Ensure that design is assessed as part of the development application process	Progressing	There were 4 DA's, 2 sets of amended plans and 2 Land & Environment Court appeals referred to Council's Urban Design consultants for comment and report during this period.

Maintain and preserve heritage through relevant planning strategies

*Ensure integrity in planning to preserve heritage*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.3.2.1	Building & Development	Ensure that all development applications relating to heritage items or heritage conservation include a heritage assessment	Progressing	Three were 47 applications referred to Council's Heritage Adviser for comment during this period.
4.3.2.1	Strategic Planning, Heritage & Place Planning	Provide information and education relating to heritage as it applies to development	Progressing	<p>Council's Heritage Advisor is part of the Strategic Planning, Heritage and Place Planning team and this role provides information and advice on heritage matters to the public.</p> <p>Ongoing work is being done to update the heritage content on Council's website including mapping and the heritage narrative. Agreed updates to the website include fact sheets on a number of topics such as owning a property in a heritage conservation area, preparing a heritage paint scheme, and how to submit a Minor Works Application. Investigation has been undertaken against precedent from other councils and this has been reported to and endorsed by Councillors.</p>

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

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
4.4.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic and planning input into major regional infrastructure strategies and projects	Progressing	<p>The Strategic Planning, Heritage and Place Planning team provides input in response to request for information from State Agencies on major regional projects such as Planned Precincts, Metro West and Parramatta Road Urban Renewal.</p> <p>Collaboration and liaising has continued with the Department of Planning, Industry and Environment and the Planning Delivery Unit for the Parramatta Road Corridor Urban Transformation Strategy.</p> <p>A submission was made on the Sydney Metro West Concept and Stage 1 Application Draft Conditions in early 2021. Concerns identified by Council included construction management, parking during construction and traffic issues.</p>

Partner with key stakeholders to deliver major projects

*Work with State and Federal Governments and developers to ensure major infrastructure projects benefit the community. (LSPS Action 1.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.4.2.1	Strategic Planning, Heritage & Place Planning	Actively participate in the planning process of regional and metropolitan infrastructure projects and advocate for the area's needs	Progressing	<p>Burwood Council participates in the planning process of regional and metropolitan infrastructure projects, such as Sydney Metro West on an ongoing basis.</p> <p>Discussions have taken place with the Director Harbour City from the Department of Planning, Industry and Environment (DPIE) Planning Delivery Unit.</p> <p>The Strategic Planning, Heritage and Place Planning team has attended sessions on the Parramatta Road Corridor Urban Transformation</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Strategy. Work has also been undertaken with Canada Bay and Strathfield Councils on common centres that exist between the three local government areas such as the Strathfield Town Centre and to further understand the status of the Burwood Strathfield Homebush Planned Precinct/Collaboration Area. This responds to Council's objectives as part of the Local Strategic Planning Statement which includes continued liaising with the DPIE, Greater Sydney Commission, and District Councils to improve regional and district outcomes.

### Ensure customer focused processes for development services

Ensure support and provide efficient assessment of developments

*Provide support and information on development processes*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.1.1	Building & Development	Develop and provide information on development application processes and services in an accessible and easy to understand format	Progressing	B&D have provided a 2 page insert relating to DA information into the proposed Small Business Information Pack. Council is also currently reviewing current DA lodgement information and checklist for applicants.

*Ensure streamlined and timely processes for development services*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.1.2	Building & Development	Assess development applications in a timely manner	Milestone	Mean turnover time for this period is 86 days and the median turnover time is 73 days for this period.

Ensure independence and transparency in decision making on significant developments

*Facilitate and coordinate the Independent Hearing and Assessment Panel*

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.2.1	Governance	Report decisions made by the Independent Hearing and Assessment Panel to the community	Progressing	<p>Burwood Local Planning Panel (BLPP) meetings were convened in February, March, April and May of 2021. A variety of development application matters were considered and the April meeting included a briefing by council officers on proposed housekeeping amendments to the Burwood Local Environmental Plan.</p> <p>Contingent arrangements were put into place in March to temporarily extend the terms of appointment of Panel members while the NSW Department of Planning Industry and Environment addressed a significant delay in administrative arrangements to facilitate new appointments to Local Planning Panels throughout the Greater Sydney region. In June the elected Council endorsed Ministerial approval new appointments of a Chair and two Alternate Chair positions on the BLPP until 28 February 2024. (Interim arrangements for the temporary extension of terms of other expert members and community members of the BLPP will continue into new financial year until local recruitment processes can be effectively completed.)</p> <p>The BLPP Meeting Agendas were published on Council's website at least six days prior to each meeting. The official minutes and the recordings of meetings are published on Council's website within two working days of finalization of BLPP deliberations. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website.</p>



City and villages

# Vibrant city and villages

Maximise Burwood's regional and strategic status within central Sydney

Stimulate the local economy and activate the Burwood CBD

*Plan and facilitate economic development strategies that stimulate the day and nighttime economy and attract businesses. (LSPS Action 7.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.1	Corporate Planning & Communications	Review and monitor Economic Strategies and policies	Progressing	Council is in the process of reviewing its Economic Strategies in line with the Delivery Program for 2022-2025. A 'High Street Engagement Program' has been underway in a effort to gain insight into shoppers and how they travel, night time trade and people's connection to place. This will provide support for businesses to better understand their customer and for Council to better plan for the future of the business areas.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.2	Corporate Planning & Communications	Apply for grants and sponsorships, and seek participation in regional, metropolitan and nation-wide initiatives	Milestone	<p>Council was successful in receiving \$30,000 funding from NSW Department of Planning, Industry and Environment as part of their Places to Love program. This was used to hold the highly successful and well attended Unity Place Community Day event - for the renaming of Hornsey Lane. For the same project, Council also received a further \$10,000 funding from the Department's Festival of Place - Summer Fund.</p> <p>\$20,000 funding was provided by National Australia Day Council - COVIDSafe Australia Day Program to support the 'Movies in the Park' event which was used to cover the increase in event costs to manage a COVID-safe event.</p>

Promote Burwood CBD as a destination for food and culture

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.3	Corporate Planning & Communications	Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors	Progressing	<p>During the reporting period and to support businesses during the COVID situation, promotion of local business and their service offerings was offered via Burwood Cares digital noticeboard.</p> <p>Place-making initiatives to enhance places and attract visitors was launched.</p> <p>Activities included: Increased provision of business education and financial support initiatives via roll out of the Shopfront Improvement Program. The program has helped improve the appearance of shopfronts and has promoted a greater sense of local ownership and value in the Burwood Town Centre.</p> <p>Council has launched the Inaugural Mayor's Business Commendation Awards; a new business recognition and reward program profiling businesses who have made a significant contribution to Burwood's sense of place and/ or have operated continuously in the Burwood LGA for a minimum of 10 years.</p> <p>Council is delivering a suite of capital works projects and upgrades to improve the visual appeal of high streets/ increase accessibility to businesses across our LGA including Burwood Road (Burwood North), The Boulevard (Strathfield) and Liverpool Road (Enfield - Revitalisation Project).</p> <p>Planning has commenced for a series of night time activation initiatives in an effort to stimulate and further activate our night time economy. The first pilot project will be delivered in August with the closure of Clarendon Place Burwood as part of our streets as shared spaces initiative.</p>

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

Use the Employment and Investment Strategy to Enhance and promote mix use buildings to ensure the Burwood CBD to diversify employment opportunities and to maintain its regional status. (LSPS Action 6.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.1	Strategic Planning, Heritage & Place Planning	Review planning provisions for development controls and encourage mix use development where possible	Progressing	Land in the Burwood and Strathfield Town Centres is already zoned B4 Mixed Use under the Burwood Local Environmental Plan (BLEP) 2012. Mixed use developments are permissible and encouraged in the B4 zone under the BLEP. Other areas are being investigated for rezoning as part of the BLEP review which is underway. Recent work has been done on the Burwood North Precinct to implement the Parramatta Road Corridor Urban Transformation Strategy. Once adopted, this will assist in improving the vibrancy and livability of the Burwood North Precinct by maximising mixed use opportunities. The BLEP will be supported by a Burwood Development Control Plan, which is being currently reviewed.

Ensure planning control are effective and align to deliver effective use of land and public space and infrastructure. (LSPS Action 8.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.2	Strategic Planning, Heritage & Place Planning	Consistent and effective controls in place	Progressing	<p>As part of the Local Environmental Plan (LEP) review project, a review of the Development Control Plan (DCP) has been commenced to ensure consistent and effective planning controls are in place that support the changes to the LEP.</p> <p>The Housekeeping and Comprehensive LEPs, DCP and Local Infrastructure Contribution Plans are earmarked for updates and amendments.</p> <p>The Strategic Planning, Heritage and Place Planning team has recently consulted with a number of divisions across Council to understand which controls have delivered unintended outcomes and which amendments are necessary to deliver better outcomes.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				The Housekeeping DCP amendment, which is currently underway, will correct a number of discrepancies and support the recent Housekeeping LEP amendment which included changes to the Mitchell and Kembla Street Heritage Conservation Area (HCA). This will improve clarity and increase effectiveness between the two sets of controls.

*Deliver a contemporary Local Environmental Plan to improve urban outcomes, support local centres, and facilitate renewal of housing assets and diversity of forms where appropriate. (LSPS Actions 5.1, 5.2, 5.3, 5.4 and 16.2)*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.4	Strategic Planning, Heritage & Place Planning	Burwood Local Environmental Plan 2012 updated to 2020	Progressing	<p>The Burwood Local Environmental Plan (LEP) review has been divided into two tranches of work, a housekeeping LEP in the short term and a longer term comprehensive LEP amendment. These updates will take a number of years to complete but Council is progressing well with its planned timeline.</p> <p>Community consultation for the Housekeeping LEP was conducted in January and February 2021. An online survey was open between 20 January and 12 February 2021 where 92 survey responses or submissions were received.</p> <p>Three drop-in sessions were held in the week commencing 1 February 2021. This was reported to the 13 April 2021 Burwood Local Planning Panel meeting and the 27 April 2021 Council Meeting.</p> <p>This was submitted to the Department of Planning, Industry and Environment for Gateway Determination on 30 April 2021. Gateway Determination was received 8 June 2021 and will be publicly exhibited by the end of June 2021.</p>

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

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.3.1		Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate	Progressing	Council continues to provide opportunities for employment both permanent and temporary based on organisational requirements. Council is committed to support internships and traineeships through both direct employment and through a registered training organisation. Council facilitates volunteering opportunities through the Volunteering and Programs Officer.

**Provide facilities to businesses, services and institutions for corporate events**

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions	Milestone	<p>Council is currently investigating the opportunity for Service NSW Business Concierge and our local Chambers of Commerce to have an ongoing presence at Council's Library and Community Hub, providing shared support to local business on a range of local and State support programs. The initiative will provide an opportunity for information sharing and networking while addressing the changing social, economic and digital landscape of Burwood following the COVID-19 pandemic</p> <p>The Hub has hosted 2 exhibitions from leading Australian contemporary artists - Todd Fuller's Digital Animations (March-May) and Creating Worlds (May-Sept) The Hub and Library Programs have offered workshops in robotics, electronics, multimedia/creative video making, sewing and 'Open Studios' (supported sessions in the media lab where customers can receive advice about their projects).</p>

## Support and engage with local services and businesses

Promote local businesses and services to the community

*Promote the services of local businesses to boost the local economy*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.1.1	Corporate Planning & Communications	Develop communication material that promotes local services and businesses to the community	Progressing	<p>Showcasing Burwood services and businesses is important for the community as it develops community spirit and builds support for the local economy.</p> <p>Burwood is known as a food hub and during the COVID-19 pandemic the hospitality sector suffered from the downturn in trade. To encourage residents to spend locally council posted regularly on social media - takeaway Tuesday and home delivery Friday to promote local food and hospitality businesses.</p> <p>Council continued to develop and maintain the business section on the Burwood Cares Council sub-site, emailed out monthly E-Newsletters highlighting State and Federal Government COVID initiatives, and promoted the Dine and Discover Program to the businesses to encourage sign up.</p>

Support programs to strengthen and sustain local businesses

*Support educational and advisory initiatives that encourage good economic practices*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.1	Corporate Planning & Communications	Support State agencies in delivering business services to the community	Progressing	<p>Council is currently investigating the opportunity for Service NSW Business Concierge and our local Chambers of Commerce to have an ongoing presence at Council's Library and Hub, providing shared insight to local business on a range of local and State support programs.</p> <p>The initiative will provide an opportunity for information sharing and networking while addressing the changing social, economic and digital</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				landscape of Burwood following the COVID-19 pandemic.

## Enhance and foster local identity

Develop opportunities for public art and events that promote local history and culture

*Encourage authorised public art within the Burwood area*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.1.1	Community, Library & Aquatic Services	Implement public art programs within the Burwood	Milestone	<p>Council staff delivered a number of public art projects in the Burwood LGA over the past six months.</p> <p>The artworks of local artists selected from the 2020 Burwood Art Prize were displayed on over 100 banners that lined the high streets of the Burwood LGA from January 2021 to March 2021.</p> <p>In March 2021, Council utilised the high street banners to promote both Harmony Day and NSW Heritage Week. Drawing from the theme of Burwood Throughout Time, three artists were commissioned to develop distinct flags exploring the changing face and history of Burwood.</p> <p>Council reviewed and developed a revised Public Art Policy and revised Hoarding Policy to achieve improved public art outcomes in the Burwood LGA (adopted by Council on 29 June 2021). The policy impacts are expected to generate an improvement funding strategy for public art projects delivered by Council, and also increase public art in private developments and on hoardings. Council also commissioned four graphic artworks for use on hoardings around large scale building sites.</p> <p>In May 2021, Council utilised grant funding provided by Sports Australia to commission a wayfinding mural in Ann Street at Enfield. The mural provides direction to local facilities and connects people to places. It also helps to prevent graffiti on the wall. Community members were consulted throughout the process and responded to a survey for the project, which indicated widespread support.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>In June 2021, Council commissioned Pink Cactus to design 3 Sculpture Screens for Everton Rd Pocket Park. Installation is planned for July 2021 to coincide with other works at the site.</p> <p>In June 2020, Council commissioned Christina Huynh and Sophi Odling for the Burwood Chinatown Precinct Project with detailed designs and community engagement now underway with expected delivery of the project in August 2021.</p>

Maintain an attractive Burwood town centre

*Enhance the aesthetics of the Burwood CBD through architecture and landscaping*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.2	Assets & Infrastructure	Implement a CBD and Strathfield town centre master plan	Progressing	<p>Staff have prepared a photo montage of shopfront elevations for Burwood Road in the CBD to help inform and visualise potential areas for beautification. This works dovetailed into the specific town centre master plan drawings prepared for the beautification of Burwood Road from Parramatta Rd to Church Street within Burwood CBD.</p> <p>A consultant was engaged to provide specific and detailed concept drawings for the beautification of Burwood Road in the town centre and for Railway Parade east.</p> <p>Burwood Road beautification works in the southern, central and Burwood Park precinct which included some tree removals, garden bed plantings and potted tree installations has been completed. Beautification works on the Northern precinct of Burwood Rd between Comer St Esther Lane have been programmed to commence in July 2021.</p> <p>Beautification works on Railway Pde between Burwood Rd and Shaftesbury Road have taken place which include new paving on both the north and south side of the road as well planting of 6 Palm trees. Multifunction poles are expected to be installed by end of June.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Also Beautification works on The Boulevard in the Strathfield Town Centre have been programmed to commence in June/July 2021.

*Ensure the Burwood CBD and town centres are clean and presentable*

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

*Celebrate the Burwood Town Centre with a comprehensive and cohesive Burwood Town Centre Masterplan (LSPS Action 5.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.4	Strategic Planning, Heritage & Place Planning	Completion of the Town Centre Masterplan to help guide future LEP and DCP amendments	Progressing	<p>The Urban Design Study and Masterplan developed as part of the Local Strategic Planning Statement has provided guidance on the updated planning controls as part of the Housekeeping and Comprehensive Local Environmental Plan (LEP). This has been finalised.</p> <p>The Strategic Planning, Heritage and Place Planning team has undertaken a full audit of the independent consultant's work during the first two quarters of 2021 which has resulted in two different documents.</p> <p>The Urban Design Study and Masterplan will help guide future investigations of a number of precincts across the LGA, Burwood North being one of these precincts. Council staff have already consulted the community on the Conder Street Urban Park and Cultural Centre, and the Livingstone Street Precinct during the early part of 2021.</p>

Support innovation which will enhance local identity and culture

Ensure the Burwood CBD is a modern and innovative centre

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.3.1	Information Technology	Identify and implement emerging technology that will enhance the CBD and attract visitors	Milestone	<p>Council has extended its free WiFi service to Railway Square, Unity Place, Enfield Aquatic Centre, Woodstock and Fitzroy centres in addition to Burwood Council and Library. The WiFi solution provides fast internet speeds and a simplified customer connection experience.</p> <p>Council has completed a pilot program of "Smart City" technologies to establish the effectiveness of the solutions in improving internal efficiencies and customer experience.</p>

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

Update and maintain the aesthetics of town centres and villages

Use the LGA-wide masterplan to enhance the aesthetics of village town centres including Croydon, Croydon Park and Enfield. (LSPS Actions 5.1 and 6.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.1.1	Assets & Infrastructure	Develop master plans for village town centres	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. Strathfield CBD beautification works are currently underway.</p> <p>A landscape concept plan has been developed for the revitalisation and beautification of the Enfield Village along Liverpool Road. The concept plan includes from The Boulevard, including and up to Willee Street on the northern side of Liverpool Road and from Coronation Parade up to number 304 Liverpool Road on the southern side.</p>

Promote and recognise local history through urban design

*Interpret the local history and character of the area through design supported by the LGA masterplan. (LSPS Action 5.1)*

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.2.1	Community, Library & Aquatic Services	Develop design solutions that recognise local history and character	Progressing	NIL