



BURW2030D  
Half Yearly Report



**Burwood**  
Inc.1874



A photograph of a man in a blue suit and a Indigenous Australian man in traditional body paint kneeling under a tree. The man in the suit is on the right, looking down at the Indigenous man on the left. The Indigenous man is holding a small plant. The background shows a tree with green leaves and a building in the distance.

## Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on which the Burwood Local Government Area is located.

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





# Contents

|   |    |
|---|----|
| Introduction  | 4  |
|  Community and lifestyle              | 9  |
|  Leadership and innovation           | 33 |
|  Healthy and sustainable environment | 47 |
|  Planning and infrastructure         | 63 |
|  City and villages                   | 79 |





# Introduction

## The Integrated Planning and Reporting Process

**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.**

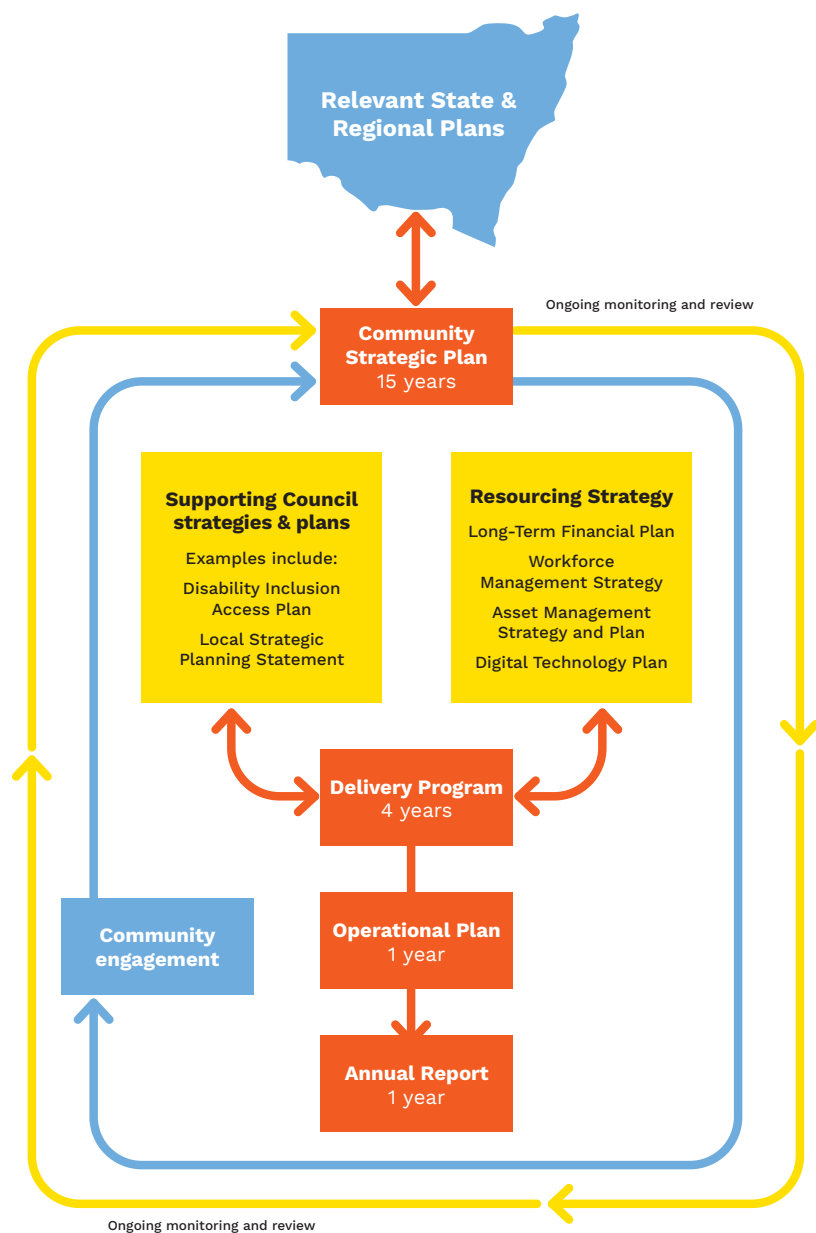
This Half-Yearly Report is the final report for the Operational Plan FY 2021/2022. It provides the community with a summary of how Council has responded in the second half of the 2021/2022 financial year to the strategic goals, objectives and planned actions in the Delivery Program 2018 to 2022.

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

- Community and lifestyle
- Leadership and innovation
- Healthy and sustainable environment
- Planning and infrastructure
- Vibrant city and villages

This report addresses the 152 actions incorporated under these themes and found in the Operational Plan 2021/2022.





## Measuring our success

|                    |   |                        |
|--------------------|---|------------------------|
| <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. | 75 milestones achieved |
| <b>Progressing</b> | The activity/project is ongoing, progressing or on schedule.  | 77 actions progressing |
| <b>On Watch</b>    | The activity/project is underway, but may not be completed in time or it has been postponed.  | 0 items on watch       |



# Our highlights



The **\$5.4 million investment in the historic Enfield Aquatic Centre (EAC)** was unveiled to the community on Saturday, 14 May 2022 to celebrate the opening of the new programs pool, refreshed splashpark and extended carpark.



Delivery of a **comprehensive community engagement program** to support the preparation of Council's first **Library Strategic Plan** involving library members and visitors.



The **Bounce Back program** was introduced to **support businesses to reactivate** following the extended lockdown period due to the COVID-19 pandemic with expanded outdoor dining opportunities and the delivery of over 21 community events/activities.



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



The **Shopfront Improvement Program** supported eight businesses with over \$21,091 funding within the priority locations of Burwood and Enfield.

The **Mayor's Inaugural Commendation Awards** were presented in March 2022 and recognised 10 small businesses that have made a significant contribution to Burwood's sense of place and have operated continuously within the Burwood Local Government Area for a minimum of 10 years.







The detailed design for the **Burwood Park Nature Playground, Pond upgrade and Sensory Garden project** has been completed and the procurement phase has commenced.



**Festival of Place Open Streets Program** with the Department of Planning and Environment (securing \$500,000 in funding).



**Streets as Shared Spaces Program** with Transport for NSW (securing \$500,000 in funding).

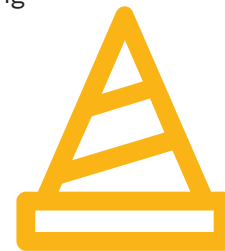


**Three new cycleways implemented** that link the Parramatta Road corridor to Burwood Park and Wangal Park.



The results of the National Local Government Customer Service Network Benchmarking Survey showed **Burwood Council's Customer Service ranked first nationally** for first contact resolution, third for phone handling time and third for counter service handling time.

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

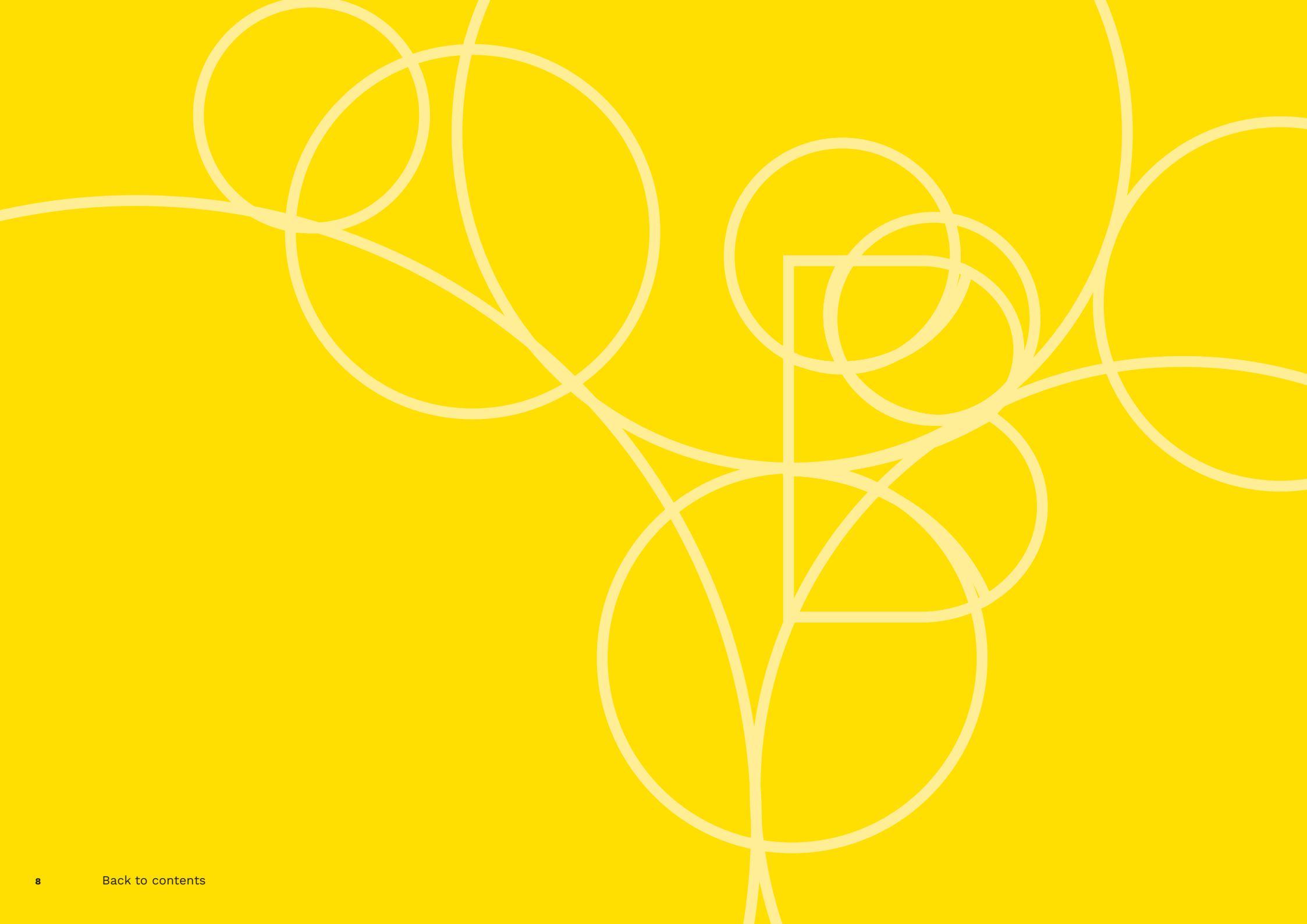


**Improvement of Crown Land** through the Department of Planning and Environment's Greater Sydney Open Space Activation Program (securing over \$414,243 in funding).



**The Grant Park Multipurpose Courts became available for hire by the community from January 2022.** Additional lighting, bike racks, water bubblers, seating and shelters have also been delivered to enhance this new infrastructure.









# 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 | Milestone | <p>Council staff provided a wide range of programs to the Burwood community including:</p> <ul style="list-style-type: none"><li>• Introduction to Complex Trauma seminar for service providers was held in June with 52 attendees.</li><li>• The Youth Upcycled Fashion Project short film and fashion display was showcased in the Burwood Library and Community Hub from 5 to 30 April 2022, with 22 young people participating during Youth Week.</li><li>• Burwood Youth Outreach launch event was held in May with over 80 young people and service providers in attendance.</li><li>• Bumps, Bubs and Beyond Expo held at the end of June 2022 involving 30 partner organisations and 95 attendees.</li></ul> <p>During Seniors Week (25 March 2022 to 3 April 2022) activities delivered included:</p> <ul style="list-style-type: none"><li>• Seniors Luncheon, with 100 people attending.</li><li>• Two free movies with full capacity cinema of 50 people attending each session.</li><li>• Five community activities were held in community venues throughout Burwood - Zumba, line dancing, yoga and meditation and aqua aerobics.</li></ul> |



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>Following a comprehensive review of the Community Grants Program, involving input from 56 community organisations operating in the Burwood LGA, Council rolled out a number of key improvements including the introduction of a funding cap of \$5,000 per application and adopting an increased funding pool for the Community Grants Program in 2021/2022. Council awarded \$55,000 to 16 community organisations in April 2022.</p> <p>Council also administered the ClubGrants Program resulting in 55 applications for funding from local community organisations for consideration by Burwood RSL. Council regularly promoted a range of other funding opportunities available throughout the period to local community organisations and engaged a specialist trainer to deliver free Grant Writing Training to local community organisations to improve local skills in applying for funding.</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 | City Planning continues to collaborate with government agencies and key stakeholders to identify and facilitate opportunities for the sharing of land. Ongoing collaboration with neighbouring councils includes discussions with Canada Bay and Strathfield Councils regarding the implementation of Parramatta Road Corridor Urban Transformation Strategy and opportunities along and within the corridor for the delivery of cross-regional facilities. |



**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's online membership registration increased between July 2021 and June 2022. In that period 2,639 new members registered online with a total membership of 23,641. Total visits to the library over the same period was 129,765.</p> <p>Burwood Library News – the library's monthly online newsletter – continues to be popular with the library's customers. The contents cover a wide range of topics and information including online events, highlights of online resources, Local History nuggets and Council service updates.</p> <p>The loans of audiobooks and e-books during the 2021/2022 financial year totalled 32,515. Loans for the physical collection totalled 103,205 for this period.</p> <p>The library maintains 14 public access computers (PCs) terminals and a Wi-Fi network providing access to the internet. Between July 2021 and June 2022 there were 6,083 PC sessions. Over the 12 month period there were 53,809 WiFi logins.</p> |



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 the number of language resources available based on the demands and needs of the community | Progressing | <p>A total of 41,526 items in Chinese, Korean and Hindi are now available to the Language Other Than English (LOTE) collections for the Burwood community. These items include books, DVDs and magazines for children and adults.</p> <p>By June 2022, library customers had access to the following LOTE digital resources via Overdrive:</p> <ul style="list-style-type: none"> <li>• Chinese – 193 e-books, 135 magazines</li> <li>• Korean – 4 magazines</li> <li>• Italian – 64 magazines</li> <li>• Arabic – 6 magazines</li> <li>• Vietnamese – 1 magazine</li> <li>• Spanish – 70 e-books, 231 magazines</li> <li>• German – 112 magazines</li> <li>• French – 188 magazines</li> </ul> |



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>The Library held 260 programs attended by 3,574 people during the 2021/2022 financial year. The programs included English conversation classes, Tech Savvy Seniors and regular children's events. The Justice of the Peace (JP) service is growing in popularity with 97 people using the service during March 2022.</p> <p>Two history walks during May 2022 proved very successful with 44 people enjoying the history of Burwood and Enfield.</p> <p>During May and June 2022, the Library concentrated on supporting the mental health of the community through mindfulness events. Events included yoga, 'Bike and Blend', reading promotions and tea drinking for mindfulness.</p> <p>The school holidays continue to be very popular. A highlight was a Circus and mini juggling show attended by over 60 children and adults.</p> <p>Social media has also been an invaluable tool for the library in reaching out to the community over the period with current figures as follows:</p> <ul style="list-style-type: none"> <li>• Instagram – 1,420 followers;</li> <li>• Twitter – 822 followers; and</li> <li>• Facebook – 543 followers.</li> </ul> |

## 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 | Milestone | Council's \$5.4 million investment in the historic Enfield Aquatic Centre (EAC) was unveiled to the community on Saturday, 14 May 2022. More than 600 people passed through the famous entry gates of the EAC for the community open day to celebrate the opening of the new programs pool, refreshed splashpark and extended carpark. |

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 EAC had a total of 927 student bookings in Term 1 and bookings increased to 964 students in Term 2. Active Kids and First Lap vouchers were available to be redeemed by families for centre programs and usage of online bookings increased from October 2021 as a result of new online booking system. Aqua classes also continued in Term 1 and 2 2022.</p> <p>The national shortage of learn to swim instructors coupled with the disruption caused by the pandemic impacted the Learn to Swim instructor workforce and decreased Program staffing levels by 50%. Efforts are well underway to rebuild the workforce, including the provision of free learn to swim instructor training for eligible applicants as part of a new partnership with Royal Lifesaving NSW (RLNSW). This will result in 10 new instructors available to support further growth in 2022.</p> <p>A successful Community Open Day was delivered on Saturday, 14 May 2022 engaging over 600 community members to celebrate the opening of the new programs pool.</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>Water testing was conducted every three hours at the EAC on a daily basis to ensure compliance with water quality standards. RLNSW delivered an intensive series of safety training for all staff on-site and preparation work was commenced for the Royal Life Safety Audit Program to be undertaken in October 2022. Ongoing improvements and adjustments have continued in relation to the operation of the new programs pool to improve the performance of the natural ventilation/ environmentally sustainable design.</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, Woodstock Park and Burwood Park.</p> <p>Construction of new field irrigation, drainage and turf works for fields Number One and Two and mini fields at Henley Park have been completed. The recent wet weather events have delayed the opening of the fields.</p> <p>Concept design for the new sensory garden and the installation of a new shelter with barbeques and table settings has been completed at Woodstock Park.</p> <p>Construction for the new Grant Park All-Abilities Playground is underway.</p> <p>Following review of the community consultation, and approval by Council, Council have completed the detailed design and are in the procurement phase for the Burwood Park Nature Playground, Pond upgrade and Sensory Garden project.</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 partnership with local organisations and groups | Milestone | <p>Over the period, Council partnered with local groups and organisations to provide community activities including Zumba, Chinese Line Dancing, Chinese Traditional Dancing, Chinese Art Workshop, online-DanceWise, Earthbeats Early Childhood Music Program, Kids Art Workshops, SmartPhone Photography Workshops, Women's &amp; Girls Self Defence Workshops, Mental Wellbeing &amp; Exercise Program, Dancing Reciters, Hip Hop Program, online Chair Yoga, Fitter &amp; Stronger, Line Dancing and Community Soccer.</p> <p>Council held and ran events throughout the period to maximise participation in recreational and sporting activities. For example, the EAC Community Open Day provided free sports activities and aquatic demonstrations, such as basketball, netball, yoga, meditation, picnic games, boot camp, aqua aerobics and fitness game sessions. Seniors Week Festival provided five free community activities in community venues throughout Burwood - Zumba, line dancing, yoga and meditation and aqua aerobics.</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, students and not for profit organisations.</p> <p>Community Facilities usage by community groups from 1 January 2022 to 30 June 2022 included:</p> <ul style="list-style-type: none"><li>• Burwood Park Community Centre – 100</li><li>• Fitzroy Hall – 72</li><li>• Woodstock – 170</li><li>• George Street Centre – 40</li><li>• The Community Hub – 66</li></ul> <p>The Woodstock Artisan Markets successfully returned on the 20 February 2022 and 1 May 2022 with a noticeably high attendance rate at both events.</p> |



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 | <p>The Grant Park Multipurpose Courts were completed in December 2021 and available for hire from January 2022. The courts cater for tennis, netball and basketball as well as offering other recreational space for young people. Additional lighting, bike racks, water bubblers, seating and shelters have also been delivered to enhance this new infrastructure.</p> <p>Council partnered with a food truck provider to host four night-time Food Truck events on 17 February, 17 March, 21 April and 19 May 2022 in the Conder Street car park.</p> <p>The sports field usage from 1 January to 30 June 2022 included:</p> <ul style="list-style-type: none"> <li>• Blair Park – 176</li> <li>• Burwood Park – 41</li> <li>• Woodstock Park – 1</li> <li>• Flockhart Park – 154</li> <li>• Grant Park – 10</li> <li>• Wangal Park – 1</li> <li>• Keith Smith – 1</li> <li>• Henley Park – 567</li> </ul> |

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 | Milestone | <p>Programs during the period to promote participation included:</p> <ul style="list-style-type: none"> <li>• Expansion of the Multicultural Advisory Committee to include broader community representation.</li> <li>• Delivery of a comprehensive community engagement program to support the preparation of the Draft Disability Inclusion Action Plan between February and April 2022.</li> <li>• A total of 156 participants shared their views through surveys, focus groups, workshops and interviews and included people with disability, carers and service providers. Council has formed a Disability Inclusion Advisory Panel to ensure ongoing participation of people with disability in Council projects.</li> <li>• Council provided multiple creative participation activities to support the development of public art. A key highlight was involving local children and families in the design of the new Mobile Playvan logo and artwork.</li> <li>• Delivery of a comprehensive community engagement program to support the preparation of Council's first Library Strategic Plan involving library members and visitors.</li> </ul> |



## 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 | Community, Library & Aquatic Services | Deliver ongoing communication through appropriate channels based on the target audience | Milestone | <p>During the reporting period 44 e-Newsletters were emailed to over 13,000 subscribers. A 10-page newsletter was distributed to aged care facilities and 17,000 households LGA wide.</p> <p>Over 20 communications, marketing and engagement campaigns were delivered utilising videos, brochures, flyers, letters, postcards, digital displays, e-signatures, street flags, banners, surveys and merchandise. 23 Media Releases were sent to major media outlets.</p> <p>Council's social media continues to grow in reach and influence. From 1 January to 30 June 2022, Facebook had a reach of 33,000, Instagram over 7,400 and Twitter over 46,000 impressions. LinkedIn has grown significantly with 50% increase in followers over the past six months.</p> <p>Council's multicultural communication also continues to expand with WeChat growing to over 1,200 followers. Regular full page Council columns are featured in foreign language press including Chinese and Korean newspapers and online media monthly.</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 | Community, Library & Aquatic Services | Monitor and identify emerging technology and communication tools to enhance engagement | Milestone | <p>Participate Burwood, Council's new community engagement platform, continues to provide the community with opportunities to have input into draft plans, policies and major projects delivered by Council. This enables Council to better understand the community's needs and aspirations.</p> <p>The platform has provided Council with a complete community engagement solution that supports online participation and broadens our reach by enabling social mapping and the collection of stories and ideas directly from participants while also facilitating digital conversations, forums and surveys with advanced analytics.</p> <p>During the reporting period Council exhibited 29 new projects that attracted 15,051 views by 8,427 visitors. There have been 1,030 project contributions by 747 contributors and 46 new followers.</p> |





## 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 | Community, Library & Aquatic Services | Ensure the Burwood brand reflects community aspirations | Milestone | <p>Council continues to develop a strong and consistent brand presence to connect with the local community and strengthen a sense of belonging.</p> <p>During the reporting period the following suite of visual designs and products were created:</p> <ul style="list-style-type: none"><li>• Capital works program corflute and mesh banners</li><li>• Pull-up banners used at Council events including Citizenship Ceremonies and the EAC Programs Pool opening</li><li>• New look Community E-news</li><li>• Gazebo</li><li>• Plaques</li><li>• Certificates</li><li>• Mobile Playvan wrap</li><li>• Alfresco dining barricades</li><li>• New hoarding artworks</li><li>• Flags/street banners</li><li>• Staff uniform</li><li>• Wayfinding</li><li>• Street Banners titled "Together we are strong", and "Thankyou Burwood"</li></ul> <p>Council is undertaking the rollout of the signage and wayfinding strategy. This includes new street blades, gateway signage at entrances into the Burwood LGA and new park signage.</p> <p>The launch of Participate Burwood, a high quality engagement tool also strongly reflected Council's brand and reach.</p> |

## A safe community for residents, workers 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 | Milestone | Council utilised mobile CCTV to monitor late night activity in response to community concerns at the new multipurpose courts. Council processed one CCTV application from NSW Police in the period within the service level target, which is consistent with the low levels of crime in the LGA. |

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 | Milestone | <p>Council staff worked closely with Police to identify parcel theft hot spots and conducted risk assessments of key locations.</p> <p>A fact sheet was developed and distributed to educate the community on how to take proactive measures to deter parcel theft and keep deliveries safe.</p> <p>Council staff provided safety tips on relevant crime issues through Council's newsletter, social media and a Community Education Calendar to keep the community informed on safety programs.</p> <p>Council staff have been working with Police and key stakeholders to develop and provide information sessions on how to prevent retail theft.</p> <p>Council has also developed a CPTED factsheet to provide business owners/operators with a guide on how businesses can be designed, developed and managed in ways that limit opportunities for crime.</p> <p>Council staff developed a Women and Girls Self Defence Program. Further expansions of the program are planned due to the high take up and positive feedback received from participants.</p> |



Liaise 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 | Milestone | <p>Council staff continued to work closely with local Police to work towards a healthier and safer community.</p> <p>Council staff regularly met with Police to identify and prioritise crime issues in the Burwood LGA and developed education and awareness campaigns on matters including fraud, retail theft, parcel theft and domestic violence.</p> <p>Council also met with stakeholders such as government agencies, community groups, businesses and individuals to develop strategies and support programs to minimise crime.</p> |

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

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

| Code    | Responsible Officer Unit | Action Name  | Status    | Comments   |
|---------|--------------------------|--|-----------|--|
| 1.3.2.1 | Community Safety         | Deliver campaigns and provide initiatives to target illegal dumping and abandoned trolleys | Milestone | <p>The Community Safety Team have developed several initiatives to target illegal dumping and abandoned trolleys. The campaigns and initiatives included:</p> <ul style="list-style-type: none"> <li>• “Dob in a Dumper” for illegal rubbish dumping.</li> <li>• Installation of signage at targeted locations and trolley impoundment for trolleys left unattended in a public place.</li> <li>• Educational campaigns are also programmed throughout the year and are promoted through Council’s Educational Calendar on Council’s webpage.</li> </ul>         |
| 1.3.2.2 | Community Safety         | Provide initiatives to target vandalism and graffiti                                       | Milestone | <p>Council has undertaken a number of initiatives to address vandalism and graffiti including:</p> <ul style="list-style-type: none"> <li>• Graffiti is being removed from Council property and infrastructure as it is reported.</li> <li>• Illegal dumping is being attended to as it is reported.</li> <li>• Council implements a pro-active program to tag and impound abandoned trolleys.</li> <li>• Vandalism repairs are undertaken once they are reported and we use appropriate trades personnel to undertake the repairs within timeframes.</li> </ul> |

Deter anti-social behaviour through design

| Code    | Responsible Officer Unit              | Action Name  | Status    | Comments   |
|---------|---------------------------------------|--|-----------|--|
| 1.3.2.3 | Community, Library & Aquatic Services | Implement place activation and design solutions that beautify the area and deter anti-social behaviour | Milestone | <p>The Shopfront Improvement Program continues to provide businesses who want to improve the appearance of their shopfront with funding opportunities. The program supports local economic development, improves community safety and enhances the overall appearance of the local area. This year eight businesses were supported with over \$21,091 funding within the priority locations of Burwood and Enfield.</p> <p>The Bounce Back program was also introduced to support businesses to reactivate following the extended lockdown period due to the COVID-19 pandemic. The program has supported businesses to expand outdoor dining opportunities and saw the delivery of over 21 community events/activities including the closure of Burwood Road and local laneways.</p> <p>The program has proven to deepen people’s connection to place and each other, empowering local communities and stakeholders to drive change in partnership with Council.</p> <p>Tree planting, upgrades and beautification works also continue to be rolled out across the LGA.</p> |





Encourage and promote a safe night time culture

| Code    | Responsible Officer Unit | Action Name   | Status    | Comments   |
|---------|--------------------------|---|-----------|--|
| 1.3.2.4 | Assets & Infrastructure  | Enhance street lighting, increase visibility and promote activities in and around town centres at night | Milestone | <p>Feature lights have been installed in key locations throughout the LGA which include fairy lights 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. Tree up-lighting has been installed within Burwood Park and the Everton Road Pocket Park, under awning decorative ball lights along The Strand and Georges River Road and catenary lighting has been mounted in Unity Lane.</p> <p>Lighting is also being considered as part of future projects being developed for WestInvest and Streets as Open Spaces programs.</p> <p>As of 31 December 2021, 100% of Burwood Council's local road street lighting inventory has been upgraded to LEDs; an equivalent of 1,367 street lights. Council is also working with Ausgrid as part of their main Roads Street Lighting Program to upgrade lights on State roads to LED technologies.</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 | Milestone | <p>Council rolled out the following Awards Programs over the January to June 2022 period:</p> <ul style="list-style-type: none"><li>The 2022 Burwood Citizen of the Year and Young Citizen of the Year Awards, which were presented at Council's Australia Day Ceremony in January 2022.</li><li>The Mayor's Inaugural Commendation Awards were presented in March 2022 and recognised 10 small businesses that have made a significant contribution to Burwood's sense of place and have operated continuously within the Burwood Local Government Area for a minimum of 10 years.</li><li>The 2022 Volunteer Recognition Awards were presented in May 2022 involving more than 100 local volunteers as part of Council's National Volunteering Week celebrations. Specific awards included Young Volunteer, Adult Volunteer, Senior Volunteer and Volunteer of the Year categories.</li></ul> |

## 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 | Community, Library & Aquatic Services | Provide translation technology and support in relevant languages where appropriate across communications channels | Milestone | <p>Council's website includes enhanced digital translation for the top nine languages spoken in the Burwood 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> <p>During the COVID-19 period Council translated and delivered COVID-19 community support information in Korean, Chinese, Nepali and Arabic.</p> <p>Council has also provided printed business factsheets and hosted a series of business webinars with updates and support information in English and Chinese to local businesses.</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 | Milestone | <p>Council's Multicultural Advisory Committee continued to meet to provide advice to Council in relation to issues impacting on local CALD communities.</p> <p>Council staff worked closely with a range of CALD service providers to deliver activities for the community, including Speaker's Corner, Tech Savvy Seniors, Chinese Line Dancing, Chinese Traditional Dancing and Chinese Art workshops.</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 | Milestone | <p>Council staff convene the Multicultural Advisory Committee (MAC) to discuss and implement actions to address issues impacting on local CALD communities. This provides an opportunity for direct input from community leaders into Council planning.</p> <p>One of the key actions was the roll out of an anti-racism campaign, including an inclusive and welcoming artwork in Burwood Chinatown that was developed following feedback from the MAC.</p> <p>Council Officers represented Burwood Council in multicultural networking events, such as the Inner West Multicultural Network and Local Government NSW Multicultural Network.</p> |

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

Provide a program of inclusive community events which celebrate diversity

| Code    | Responsible 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 | Milestone | <p>Council utilises a bilingual support worker who speaks Mandarin and Cantonese to attend the Mobile Playvan to assist parents and grandparents who speak 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. Playvan staff will continue to support families to link to services that can assist with identified issues.</p> <p>Regular programs frequently celebrated the diversity in our community and included activities such as Chinese line dancing, Chinese Traditional Dancing, Chinese Art workshops and larger scale events such as the Lantern Festival and Dragon Parade.</p> |



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

| Code    | Responsible Officer Unit              | Action Name  | Status    | Comments  |
|---------|---------------------------------------|--|-----------|---|
| 1.4.3.2 | Community, Library & Aquatic Services | Provide support or sponsorship to community cultural events and activities | Milestone | With events starting up post COVID-19 lockdown, Council presented four large scale community events held in the Burwood CBD as well as an activation in Enfield adjacent to the EAC and supported cultural events and activities during Lunar New Year. |

### 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 | <p>Initiatives support by Council included:</p> <ul style="list-style-type: none"> <li>• Two heritage tours in partnership with Burwood and District Historical Society and a talk on Thomas Rowley (the first land grant recipient in Burwood).</li> <li>• 48 volumes of Burwood historical valuation books digitised.</li> <li>• Three displays exhibited as follows: <ul style="list-style-type: none"> <li>• International Women's Day – Life and Achievements of Maria Sanders</li> <li>• Anzac Day – memorabilia of the local WW1 veteran – Walter Clissold</li> <li>• History of local pubs</li> </ul> </li> <li>• Assistance with the monthly meetings of the Burwood and District Family History Group with support for the delivery of Family History Workshops for the community.</li> <li>• Support provided for heritage grant applications submitted by Burwood and District Family History Group and Burwood and District Historical Society for publication of their research.</li> <li>• Council's weekly publication of "Burwood Memories" on social media.</li> <li>• 61 local history enquiries received, researched and responded to.</li> </ul> |

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 | Milestone | <p>Funded by the Department of Planning and Environment, through the Parramatta Road Urban Amenity Improvement Program, Council received funding for the Wangal Park Public Art Project. At the inception of this project Council engaged Local Elder Deborah Lennis to provide cultural advice to Council.</p> <p>Council was able to commission Barkindji artist Maddison Gibbs and Biripi artist Jason Wing, to co-create a series of artworks throughout the park.</p> <p>Inspired by the cyclical pathway, the work references the six Aboriginal seasons through changing images of native flora and fauna.</p> <p>Works included:</p> <ul style="list-style-type: none"><li>• Two new gateway signs, featuring the words Always Was, Always Will Be;</li><li>• A series of painted floor murals throughout the park;</li><li>• Vinyl wrapped artworks for the 11 light poles; and</li><li>• Painted murals on the skate park equipment.</li></ul> <p>The project was completed and all artworks installed in June 2022.</p> |



Remember and reflect on Australia's history in local context

| Code    | Responsible Officer Unit              | Action Name  | Status    | Comments  |
|---------|---------------------------------------|--|-----------|---|
| 1.4.4.3 | Community, Library & Aquatic Services | Deliver events that commemorate Australian history such as Australia Day and Anzac Day and history of a local significance | Milestone | Australia Day Movies in the Park was successfully run at Wangal Park attracting 200 attendees.<br><br>Anzac Day 2022 saw the return of the Anzac Day March along Burwood Road to the Dawn Service. The ceremony attracted over 2,000 attendees. |

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 | Ongoing work is being conducted to identify areas which can be protected and enhanced. The work associated with the development of the Burwood North Precinct masterplan will identify areas of scenic and cultural importance and these will be protected through the implementation of controls in the LEP and DCP. Work will also be undertaken as part of the review of the Burwood DCP to ensure that scenic and cultural landscapes across the LGA are identified and protected through the introduction of clear objectives and controls. |

### 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 | Milestone | Council's Volunteering Program engaged local volunteers and prepared them for placement in registered local community organisations. As of June 2022, Council had referred 277 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 | <p>In May 2022, Council held an Annual Volunteer Recognition Awards Ceremony; the event recognised the hard work, dedication and support of local volunteers.</p> <p>The Volunteer of the Year Awards are an opportunity to say thank you for the endless work that every single volunteer puts into our local community. More than 100 people gathered for the presentation at Southern Cross Catholic Vocational College, Burwood on Friday, 13 May 2022.</p> <p>Council presented Awards across the Young Volunteer, Adult Volunteer, Senior Volunteer and Volunteer of the Year categories. Award winners were announced and received a congratulatory plaque and \$200 gift voucher.</p> |

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 | Council in partnership with St John Ambulance offered First Aid Training to volunteers who live or volunteer in the Burwood LGA. |



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 | Community, Library & Aquatic Services | Undertake community consultation for input and feedback on projects and major decisions | Milestone | <p>In October Council launched its community engagement platform 'Participate Burwood' which enabled the community to have their say on draft plans, policies and major projects that Council is assessing.</p> <p>During the reporting period community consultation included the Burwood Urban Park Arts and Cultural Centre, Sustainability and Environment Advisory Committee Expressions of Interest (EOIs), Deane Street Precinct Transformation Project and the Draft Sustainable Burwood Strategy. These included face-to-face community stalls at several locations, letterbox drops and online engagement.</p> <p>Council also continues to consult with key stakeholders including local Chambers of Commerce on major projects and activities.</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>Draft minutes of Council meetings were finalised for release within three 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 three to five 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 | Milestone | A Capital Works web page has been created on Council's website and is updated with current major projects. Notification of capital works is also undertaken via Council's newsletter, on-site signage and letters to affected 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 | The Council website continues to be the principal channel for proactively releasing information about the instruments that relate to the civic governance of Council. Policies are promptly added or updated following adoption by Council. The 'Participate Burwood' community consultation feature linked to the website is an excellent vehicle for drawing attention to governance instruments open for public comment e.g. Code of Meeting Practice. |

## 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 are made available to the community where appropriate | Progressing | <p>The Audit Risk &amp; Improvement Committee (ARIC) met in February and May 2022. The following key matters were considered by the ARIC:</p> <ul style="list-style-type: none"><li>• Strategic risk and risk appetite statement</li><li>• Review of the final management letter from Audit Office of NSW on the most recent external audit (noting that there were no 'high risk' findings)</li><li>• Internal audit on procurement in the Operations area of Council</li><li>• Cybersecurity</li><li>• Parks and facilities bookings management;</li><li>• Review of new developments in integrated planning and reporting; and</li><li>• Business continuity planning update work.</li></ul> |

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>Performance has consistently met or exceeded statutory requirements and local service standards.</p> <p>Service standards are now more transparent in the Delivery Program and Operational Plan covering the 2022/2023 period and will be tracked accordingly in future.</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 | Purchasing and procurement of goods and services are actioned in accordance with Council's policies and procedures. |

## 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 | Community, Library & Aquatic Services | Participate in inter-agencies and networks within the region and deliver initiatives through established shared agreements. | Progressing | <p>Through ongoing advocacy and negotiation with schools and Infrastructure NSW, the following schools have been opened for members of the community during school holidays over the reporting period including:</p> <ul style="list-style-type: none"><li>Burwood Girls High School, Croydon - Autumn 2022 School Holidays - every day during the school holidays from 8.30am - 5pm</li><li>Croydon Park Public School, Croydon Park - Winter 2022 - weekends during the school holidays from 8am - 5pm</li><li>Burwood Public School, Burwood - Winter 2022 - weekends during the school holidays from 8am - 5pm</li></ul> <p>Further shared use agreements are in development to increase community access to open space.</p> |





## 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 | Council secured in excess of \$7 million in external grant funding throughout 2021/2022 and has collaborated with various NSW Government agencies on key funded projects, such as: <ul style="list-style-type: none"><li>• DPE on the Legacy Funding Program;</li><li>• Streets and Shared Spaces Program; and</li><li>• Implementation of the PRUAIP Public Art Program.</li></ul>  |
| 2.2.2.2 | Community, Library & Aquatic Services | Participate in regional alliances and local interagencies   | Milestone | Staff continue to represent Burwood Council in regional alliances and local inter-agencies such as: <ul style="list-style-type: none"><li>• Inner West Disability Forum (quarterly meetings and mailing list. This group enables Council to remain informed about issues impacting on the lives of people living with a disability and their carers).</li><li>• Burwood Regional Child and Family Interagency (50 service providers are members and on the mailing list. This group is active in reviewing the needs of local families and children and planning activities to help address identified priorities).</li><li>• Inner West Multicultural Network (IWMN) – bi-monthly meetings. IWMN is an independent network of services, agencies and organisations which provide support and action for local CALD communities.</li><li>• Local Government NSW Multicultural Network (LGMN) – monthly meetings. LGMN brings together local government officers who are responsible for the cultural diversity portfolio to build the capacity through professional development and advocates on issues affecting CALD communities).</li></ul> |

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   |
|----------------|---|--|-------------|--|
| <b>2.2.2.3</b> | Strategic Planning, Heritage & Place Planning | Advocate to NSW Government for the provision of educational infrastructure | Progressing | Burwood Council continues to collaborate 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. Work is also done with private non-government schools with meetings conducted with MLC School as part of the work that is being undertaken in the Burwood North Precinct. |

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  |
|----------------|---|--|-------------|---|
| <b>2.2.2.4</b> | Strategic Planning, Heritage & Place Planning | Advocate for NSW Government provision of health infrastructure | Progressing | City Planning continues to collaborate with Health NSW and the Sydney Local Health District to advocate for renewal and introduction of additional health infrastructure. Council is also working with developers of key sites within the Burwood Town Centre to encourage the inclusion of medical and allied health facilities as part of key developments. |

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

| Code           | Responsible Officer Unit                      | Action Name                         | Status      | Comments   |
|----------------|---|-------------------------------------|-------------|--|
| <b>2.2.2.5</b> | Strategic Planning, Heritage & Place Planning | Complete precinct planning proposal | Progressing | The City Planning team is working closely with key stakeholders, including our neighbouring Councils and the Department of Planning & Environment to ensure that the planning and delivery of the controls for the Burwood North Precinct happens in a timely way. As we work through the development of the Masterplan for the Precinct we will be aiming to work closely with key agencies, including Transport for NSW, Department of Education and Land and Housing Corporation. |

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 City Strategy team continues to identify opportunities for infrastructure upgrades. City Planning is looking to appoint a consultant to prepare a Masterplan for the Burwood North Precinct. Part of this work will include the identification of infrastructure to support the development within the Precinct. |

## 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 invests surplus funds during the year with accredited financial institutions and endeavours to obtain best available rates at the time of investment and which best suits Council's cashflow position at that time. |

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 | A comprehensive draft Property Strategy has been completed, which outlines the actions necessary to increase value derived from properties. The strategy is currently on public exhibition. |



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 | Council actively seeks Grant Funding and during 2021/2022 Council has received over \$6 million in specific Grant funded projects. |

### 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 | Milestone | A new Resourcing Strategy has been developed for 2022 to 2026 and implementation of actions will commence and be monitored from 1 July 2022. |

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 | Milestone | <p>A completely new suite of corporate planning documents has been developed in line with the Integrated Planning &amp; Reporting Framework.</p> <p>Council now has a new Community Strategic Plan (Burwood2036), a four-year Delivery Program including a Resourcing Strategy and an Operational Plan for 2022/2023.</p> |

Provide structured procedures and processes to ensure organisational effectiveness

| Code    | Responsible Officer Unit            | Action Name   | Status    | Comments  |
|---------|-------------------------------------|---|-----------|---|
| 2.3.2.3 | Corporate Planning & Communications | Identify and implement frameworks that will improve organisational efficiency and business excellence | Milestone | <p>In March 2022, Council implemented a new organisational structure designed to improve organisational efficiency and to create an agile and responsive workforce that delivers high quality outcomes for the community.</p> <p>A role specifically related to business improvement was implemented as part of this new organisational structure and is responsible for undertaking service reviews across the organisation to enhance business processes and encourage business excellence.</p> |

## 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 | A preventive maintenance schedule is currently being developed which will ensure that Council's facilities (including the Customer Service Centre and Administrative Office) and assets are kept at an optimal condition and to ensure ongoing viability. |

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 | During the period of 1 January 2022 and 30 June 2022, the number of customers served at the Customer Service Counter was a total of 629 with 98% being served within five minutes. The number of calls received within the call centre during this period of time was 15,647 with 77% being answered in less than 40 seconds. |

## 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 had a total of 120 forms that were accessible via Burwood Council's website. Since 1 January 2022, 2,902 online form responses were received including 919 responses for booking a household clean-up, 398 for parking permits, 352 for change of address and 217 for bin requests.</p> <p>During the reporting period, Council received 65 Development Applications and 23 Modification Applications of which 49 Development Applications and 23 Modification Applications were determined. The status of all submitted applications is available to view online through Council's website along with their outcomes.</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 | <p>Council has installed 27 parking sensors in its Paisley Road car park in Croydon and 39 parking sensors in the Byer Street car park in Enfield. The sensors collect data on parking occupancy, duration of stay and overstay events. The data helps Council in the effective management of parking facilities to ensure that they are being used optimally and in accordance with public needs.</p> <p>Over the past six months Participate Burwood, our community engagement platform, has exhibited 29 new projects that attracted 15,051 views by 8,427 visitors. There have been 1,030 project contributions by 747 contributors and 46 new followers.</p> <p>Council's free WiFi service continues to be used by Burwood residents and visitors. From 1 January 2022 to 30 June 2022, 21,004 devices were connected to Burwood Council's free WiFi service that provided 11.95TB of high speed internet data which is an average of 590.1MB 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 | Progressing | Customer feedback devices and a feedback mechanism on staff email signatures provide a voice for the customer and provide a benchmark for Council to measure the Customer Experience. During the period the feedback program was expanded to an additional five departments across Council. |

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 | Progressing | During the period new Council staff participated in the Customer Service Call Centre Experience which is an opportunity for staff to listen to real calls with residents and understand customer issues first hand. New Council staff have been provided with one-on-one and group training sessions on Council's Customer Request System and Knowledge Management System. In June 2022 new training plans for Customer Service staff were developed to ensure consistent information is provided by staff and to improve the customer experience. |

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 | During the period two face-to-face engagement programs were delivered to capture data on the success of Council's pilot program which saw the closure of Burwood Road from March 2022 to May 2022. Over 50 responses were received which will help inform future place-based activations. Participate Burwood, our community engagement platform, has exhibited 29 new projects that attracted 15,051 views by 8,427 visitors. There have been 1,030 project contributions by 747 contributors and 46 new followers. |

## 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 | The onboarding sessions provided as part of induction for the newly elected Council in quarter three were consolidated in quarter four with a series of deeper dive workshops/briefing opportunities. These included strategic planning (including LEP review work), leadership and accountability, the Integrated Planning & Reporting Framework at Burwood and a detailed clinic on the Code of Conduct.         |
| 2.5.1.2 | Governance               | Provide information and resources and encourage professional development | Progressing | Work has continued on improvements in the Councillor Portal which is becoming a key resource for councillors. Councillors continued to be supported throughout the reporting period via workshops and briefings on key issues and via established request management and feedback systems. Responses to councillor Questions With Notice continued to be met within the service level standard of 10 working days. |

### 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) | Milestone | During the period the results of the National Local Government Customer Service Network Benchmarking Survey were released. Burwood Council's Customer Service ranked first nationally for first contact resolution, third for phone handling time and third for counter service handling time. |

### 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>Council meetings continue to be conducted in hybrid (online and in-person) form to allow flexible attendance by councillors and public. Council meeting rooms have been upgraded with video conferencing tools to support modern communication methods along with flexible in-person and online attendance to official meetings and events. Council meeting rooms with similar facilities are also available for hire via our booking platform for residents and visitors to host events.</p> <p>Council has implemented a mobile Asset Management application to enable Council officers to perform their duties using their mobile devices from any location. Through the rollout of laptop devices for staff and the implementation of technology to support remote working, Council officers are able to access Council's systems and information securely from any location.</p> <p>Council has also implemented an eRecruitment solution to streamline its recruitment and on-boarding process.</p> |

### 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 opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs | Progressing | <p>City Planning has continued to participate in the progress of 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 WiFi and online Council services. Further work will be done in identifying opportunities for pilot programs to advance these initiatives. Ongoing SSROC Smart Communities Working Group meetings are attended which provides Burwood Council staff insights from other SSROC Councils.</p> |





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   |
|----------------|---|--|-------------|--|
| <b>3.1.1.1</b> | Assets & Infrastructure                       | Develop specific plans of management for public spaces   | Milestone   | Council staff have finalised the draft Burwood Park Plan of Management (POM) which Council adopted in March 2022 to be placed on public exhibition. Council is awaiting Crown Lands approval for the Burwood Park POM to go on public exhibition. Is it anticipated the Burwood Park POM will be exhibited in July 2022.   |
| <b>3.1.1.2</b> | Strategic Planning, Heritage & Place Planning | Ensure State and District Plan strategies are included into relevant Council planning policies | Progressing | Key to the delivery of a liveable Burwood North Precinct is the opportunity for the delivery and enhancement of green space, public domain and existing open space. This has been identified as a key priority in the preparation of the Burwood North Precinct Masterplan, which will inform the preparation of the Planning Proposal for the review of the LEP.  |
| <b>3.1.1.3</b> | Strategic Planning, Heritage & Place Planning | Provide strategic planning input into future development proposal where possible               | Progressing | City Planning provides input to the City Development team on an ongoing basis.   |
| <b>3.1.1.4</b> | Assets & Infrastructure                       | Identify opportunities to increase canopy coverage within the area                             | Milestone   | The management of all trees in the Burwood LGA is aimed at increasing the overall urban tree canopy so there is no net loss. Over the last two years Council have planted 1,026 street trees in the Burwood LGA and an additional 104 trees were planted at Wangal Park. Further to this Council has finalised the planting locations of a further 500 street trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. These additional 500 trees are scheduled to be planted next financial year. |

### 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 | The City Strategy team works to identify and negotiate opportunities for additional open space through redevelopment of sites. This is ongoing. |

Work with NSW Government and neighbouring 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 | City Planning continue to work to identify ways in which a connected green grid could be implemented. A key component of the work being undertaken as part of the preparation of the Burwood North Precinct Masterplan is to identify open space and green grid connections. |

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 | Investigation of the development of a District Sport Facilities Plan remains ongoing. |



## 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 | Milestone | Council-wide program of street sweeping is ongoing. Defects in roads and footpaths are inspected and either addressed through maintenance interventions, or are referred for consideration in future capital works programs. |

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 | Milestone | <p>Council implements an ongoing program of routine street and gutter cleaning across the LGA through the Waste &amp; Cleansing team.</p> <p>Council responds to storm water drainage blockages and engages staff and contractors to investigate and undertake necessary works as required, including CCTV inspections to identify blockages.</p> |

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 | <p>Hand weeding continues in conjunction with the nature strips mowing service.</p> <p>High traffic areas where chemical spraying is required is being looked into and programmed.</p> |

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>Tree maintenance is undertaken based on Customer Requests received which includes pruning, dead wood removal and trimming canopies.</p> <p>Routine mowing of nature strips for corner block sidelines and pensioners is underway.</p> <p>Hand weeding program is progressing in association with nature strip mowing.</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 for increased planting and to assist in the heat island effect | Milestone | <p>Council has a Street Tree Management Strategy adopted by Council on 18 November 2013.</p> <p>Council has completed the delivery of the first and second round of the 500 trees program and also the Wangal Park Tree Planting. Council has planted over 1,000 street trees throughout the Burwood LGA and are planning to plant a further 500 street trees next financial year.</p> |

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

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

| Code    | Responsible Officer Unit | Action Name  | Status    | Comments  |
|---------|--------------------------|--|-----------|---|
| 3.1.4.1 | Operations               | Undertake scheduled maintenance programs to meet community needs | Milestone | <p>Major Parks scheduled maintenance program for Burwood Park, Henley Park, Wangal Park/ Blair Park, Flockhart Park is ongoing.</p> <p>Scheduled maintenance and upkeep of reserves is ongoing.</p> |

Ensure sustainable materials are used for park amenities and facilities

| Code           | Responsible Officer Unit     | Action Name   | Status    | Comments   |
|----------------|------------------------------|---|-----------|--|
| <b>3.1.4.2</b> | Property & Building Services | Maintain and upgrade existing park amenities to ensure longevity and sustainability | Milestone | During the reporting period completion of a new accessible amenities block was constructed at Grant Park, providing closer, safer facilities for users of the newly developed multipurpose courts. |

Provide support for the establishment of sensory and community gardens

| Code           | Responsible Officer Unit | Action Name  | Status    | Comments  |
|----------------|--------------------------|--|-----------|---|
| <b>3.1.4.3</b> | Assets & Infrastructure  | Identify opportunities to implement sensory or community gardens in existing parks, reserves and open spaces | Milestone | Initial concept plans were developed by Council staff and were presented as part of the completed community consultation for the proposed new Burwood Park Nature Play, Pond upgrade and Sensory Garden. Following review of the community consultation and approval by Council, Council has finalised the detailed design and is currently in the procurement phase of this project. Staff have also identified the area in the northwest corner of the Woodstock Community Centre Park land as a possible suitable location and have developed a concept design for another sensory garden. 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   |
|----------------|--------------------------|---|-----------|--|
| <b>3.1.4.4</b> | 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 playgrounds completed at Jackson Reserve, Willee St and Wyatt Ave are fully accessible to children / people living with a disability or impairment as Council's design briefs call for an all-inclusive playground that satisfies the design principles of 'Everyone can Play'. Construction of a new All Abilities Playground at Grant Park is underway and is scheduled to be completed by December 2022. |



## 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 | Milestone | 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 and buying less, increasing diversion 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 | Milestone | <p>Council has continued to undertake visual bin audits and inspections with a focus on improving outcomes in multi-unit dwellings. The Waste Education and Resource Recovery Officer arranges and attends multi-unit dwellings completing visual inspections and prepares recommendations for improving recycling performance.</p> <p>Council also continues to provide educational resources about recycling and is developing further promotional material for delivery to the community.</p> |

### 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 | Operations               | Implement waste management solutions that will benefit the community and industry | Milestone | Council has delivered efficient service through improved contract management for the household waste removals and trial recovery of food organics FOGO. |

### 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 | Milestone | <p>Council continues to monitor its environmental performance. During the reporting period Council's Sustainable Burwood Strategy was endorsed and will be working towards achieving the targets and actions in the strategy.</p> <p>Council has a range of services aimed at reducing the amount of waste delivered to landfill including:</p> <ul style="list-style-type: none"><li>• Veolia AWT contract for recovering and processing of organic material;</li><li>• Recycling contract with Visy Recycling for sorting and processing of recyclables;</li><li>• Garden waste contract with Veolia for the receipt and processing of garden waste;</li><li>• Bulky waste material contract with Bingo Industries for the sorting and reprocessing of bulky material collections;</li><li>• An agreement with The Bower for the collection Re-homing Service which allows the reuse of unwanted household items;</li><li>• An agreement with the Compost Revolution offering discounted worm farms and compost bins to residents; and</li><li>• An agreement with Cotton King for the separate collection of textiles from clothing bins for recycling.</li></ul> |

## 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 | <p>Council's website and WasteInfo App provide a calendar of e-waste, mattress and white-good drop-off days. There is also a link to the NSW EPA CleanOut events.</p> <p>The City Planning team is working to develop a program for the 2022/2023 financial year to deliver educational programs to the community and businesses, including the promotion of the NSW Government single use plastic ban program and Council's Food Organics and Garden Organics (FOGO) trial.</p> |

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 | <p>In March 2022, Council adopted the Sustainable Burwood Strategy. This includes actions to promote sustainable practices both across Council and within the community.</p> <p>Council is currently in the process of establishing a Sustainability and Environment Advisory Committee to implement the actions including how to best implement a successful awards program in the context of the Sustainable Burwood Strategy.</p> |

### 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 | Alternative transport promotion and education is being rolled out via Council communication channels. Council has dedicated cycleways and makes provision in large developments to accommodate alternate transport infrastructure including share car services and bicycle parking stations. |

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

Promote a clean environment through urban architecture and landscaping

| Code    | Responsible 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 | <p>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 Areas. The CRC is a NSW EPA part funded facility to assist residents in correctly recycling and disposing of problem waste such as paints, household chemicals, gas bottles, light bulbs etc. It is free to use for Burwood residents.</p> <p>Council also offers a recycling station in the Customer Services foyer for batteries and mobile phone recycling.</p> <p>Additionally, Council offers regular free e-waste, whitegoods and mattress drop-off events at the Operations Centre.</p> |

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 | Milestone | The Waste & Cleansing 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 prosecutes 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 | Council entered into a 100% renewable energy electricity supply agreement with Zen Energy Retail Pty Ltd in May 2022. The contract for Council's small and large electricity markets including public lighting, renewable energy and LGCs will come into effect on 1 January 2023. |

### 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 Government initiatives through Council's established communication channels | Milestone | <p>NSW Government initiatives such as the Return and Earn scheme and Love Food Hate Waste programs are promoted through Council's website.</p> <p>The NSW State Government single use plastic ban initiative has been actively advertised through Council's website, social media platforms and a webinar was co-hosted for businesses, community groups and schools on the plastic ban including detail on the items and products included in the ban and the key dates.</p> |

## 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>Council continues to work with applicants in the assessment of planning proposals and development applications to ensure the delivery of best practice and sustainability.</p> <p>Council continues to advocate to the Department of Planning for the review of BASIX, which was proposed through the draft Design and Place SEPP.</p> <p>Work will be undertaken as part of the preparation of the Burwood North Precinct Masterplan on the identification of best practice for sustainable development.</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) | Milestone | Building sites are patrolled daily by Council's Community Safety Team with enforcement action taken when breaches are observed or identified. Proactive patrols have seen a decrease in the amount of fines issued by Council due to an improvement with building site compliance. There has been an increase in approvals and compliance of provisions. |

## 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 | Community Safety         | Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action against risk | Milestone | Annual Food Premise and Cooling Tower Inspections were completed for the period. COVID-19 prevented inspections in the first half of the financial year; however, all inspections re-commenced in 2022. An intensive inspection program was designed and carried out to ensure that all inspections were addressed by June 2022. |



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

| Code           | Responsible Officer Unit | Action Name   | Status    | Comments  |
|----------------|--------------------------|---|-----------|---|
| <b>3.5.1.2</b> | Community Safety         | Develop strategies to reduce air, water and noise pollution and investigate complaints in a timely manner | Milestone | <p>Air, water and noise pollution complaints were investigated by Council's Compliance Investigation and Environmental Health Officers - joint inspections were conducted to ensure that matters were actioned within service level timeframes and expert advice was provided to all affected parties.</p> <p>Council's Compliance Investigation Officers provided a rapid and monitoring response to affected locations. The joint team investigated - 36 air pollution matters, 10 water pollution matters and 152 noise pollution matters - all matters were resolved or actioned.</p> |

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

| Code           | Responsible Officer Unit | Action Name   | Status    | Comments   |
|----------------|--------------------------|---|-----------|--|
| <b>3.5.1.3</b> | Environment & Health     | Ensure all businesses have access to relevant fact sheets and information | Milestone | <p>In response to the impacts of COVID-19 and utilising funding from the NSW COVID-19 Management Activity Grants Program, Council delivered a series of support webinars for small businesses in the Burwood LGA with sessions delivered in English and Mandarin on a rotational basis. Council also designed, printed and distributed 2,000 business information fact sheets, including translated information and produced the Shopfront Improvement Guide to assist local businesses to navigate shopfront compliance issues and promote ongoing improvements to shopfronts across local centres.</p> |



### Educate the community on public health matters

| Code    | Responsible Officer Unit | Action Name   | Status    | Comments   |
|---------|--------------------------|---|-----------|--|
| 3.5.1.4 | Community Safety         | Undertake and participate in relevant campaigns to raise awareness and engage the community | Milestone | <p>Council's educational calendar highlights all educational programs throughout the year. The educational calendar is available on Council's website and educational programs now include:</p> <ul style="list-style-type: none"> <li>• Food safety</li> <li>• Cooling towers</li> <li>• Boarding houses</li> <li>• Skin penetration businesses</li> <li>• Beauty salons</li> </ul> <p>A Food Safety Information Session was conducted at Burwood Plaza to educate all food businesses in the centre of requirements.</p> |

### 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 | Milestone | <p>Animal programs were developed throughout the year involving patrols of parks, liaising and speaking with dog owners, and promoting responsible animal ownership. Parks in the LGA are patrolled daily at key times to ensure responsible animal ownership and compliance with the regulations.</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 undertaking any new plans of management for parks, reserves and open spaces | Milestone | When undertaking new plans of management for parks Council considers new pet friendly facilities. There are currently dog off-leash areas in Henley Park, Grant Park, Blair Park, Burwood Park and 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 | Milestone | All inspections have been conducted as required by the Department of Local Government. Inspections will commence again from July 2022. |





# 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 | <p>Investigations are undertaken for all requests received for traffic calming devices or pedestrian facilities. Additionally locations are identified by staff based upon Centre for Road Safety accident data. Locations where improvements can be made are presented to the Burwood Local Traffic Committee prior to being reported to a Council Meeting for adoption.</p> <p>Roundabouts were recently completed at the intersections of Tangarra Street and Kembla Street, and Kater Place and Boyle Street which had been identified via review of crash data and funded via the Federal Government Black Spot Program.</p> |

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 | Council's Voluntary Planning Agreements Policy provides for a monetary contribution to be made in lieu of the on-site provision of visitor parking. These contributions are then used for improvements to public car parking facilities in the Burwood and Strathfield Town Centre. |



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 | Milestone | 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 Council's 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 | <p>Burwood Council continues to monitor and review contributions received via Planning Agreements. This includes updates to reporting and recording practices as required under the Environmental Planning and Assessment Regulation.</p> <p>A further review of the current Section 7.12 Contributions Plan will be completed as part of the comprehensive LEP review to incorporate additional infrastructure requirements arising from the Burwood North precinct.</p> |

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 was successful in its application 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). Council is in the procurement phase for the engagement of a suitably qualified consultant to undertake the study. In terms of education programs for stormwater management this is undertaken by the Environment and Health division of Council. Council has completed two stormwater harvesting projects at Wangal Park and Hornsey Lane (stormwater reuse and irrigation) and has installed 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 | Milestone | Council has worked with Transport NSW on the Bus Stop Guideline and Wayfinding Program. The Program has included 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 as a bicycle parking stations or new cycleways) | Milestone | <p>Council successfully obtained grant funding to upgrade the signalised intersection of Parramatta Road and Luke Avenue to include additional crossing facilities for cyclists.</p> <p>Council recently completed grant funded projects 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.</p> <p>A review of cycleways will be undertaken as part of Council's Active Transport Plan which will help to identify missing links for future grant funding opportunities.</p> |

### 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 | Milestone | <p>The Burwood Traffic and Transport study has been completed, with a final internal workshop held in June 2022 with the Executive Team and internal stakeholders. The study is to be shared with Transport for NSW to ensure that the recommendations are supported in principle prior to Council proceeding with any changes.</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 | Milestone | <p>Regular meetings are held with Transport for New South Wales, Sydney Metro, bus operators and the Southern Sydney Regional Organisation of Councils (SSROC) in relation to transport projects and improvements.</p> <p>Council meets with Sydney Metro West monthly regarding the Project, fortnightly regarding traffic management around the site and as a member of the Traffic and Transport Liaison Group and Traffic Control Group which has members from neighbouring Councils, Transport for NSW and Bus Operators.</p> |

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 | <p>Consultation is undertaken with all major traffic and transport projects in order to obtain feedback on designs and concepts. Consultation is undertaken with residents, businesses and schools directly via surveys where projects will have a direct impact on the movement of traffic, pedestrians and cyclists. Larger proposals such as the restriction of traffic movements are also placed on public exhibition and advertised in local media.</p> <p>Council has undertaken consultation with stakeholders in relation to changes to parking in Weil Avenue, Walsh Avenue, Park Avenue, Meryla Street, Brighton Street and Angelo Street. The results of the consultation has formed part of reports tabled at the Burwood Local Traffic Committee.</p> |





## 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 | Milestone | <p>Several Road Safety Programs are run each year with an aim of reducing accidents and educating the public on road rules and behaviour 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>Child restraint fitting days were run on 26 April and 2 August at Burwood RSL and Grant Park car park respectively. 26 seats were checked including 11 newborn installations in April and 23 seats were checked in August, including 13 newborn capsules.</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 to cross at safe locations.</p> <p>The Graduated Licensing Scheme (GLS) Workshops helps new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers.</p> <p>A GLS Workshop was held online on 16 March 2022 and attended by 13 supervisors of 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> <p>Meetings were held with Santa Sabina College in February and March, MLC in February and May, Holy Innocents in February and May, Burwood Primary in March and May, Croydon Park Primary in May, Enfield Primary in June and Burwood Girls High in March.</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 | Milestone | <p>Blackspot projects are identified on a yearly basis following the distribution of Centre for Road Safety 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 and completed two projects in 2021/2022 being Tangarra Street/Kembla Street, Croydon Park and Kater Place/Boyle Street, Croydon.</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 will continue as part of the current Burwood Grand development which will link Wynne Avenue to Conder Street. Additional pedestrian only walkways identified in Council's DCP include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.</p> <p>A temporary road closure is to be implemented within Deane Street between Burwood Road and Youth Lane which will prevent access to Burwood Road from Deane Street and provide additional open space for pedestrians.</p> <p>Further investigations into restricting access for vehicles formed part of the Traffic and Transport Study which will be workshopped with Transport for NSW (TfNSW).</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 with the first draft to be presented to a workshop in late 2022. 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 | Milestone | Additional cycleways have been delivered linking the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways were fully funded via the Parramatta Road Urban Amenity Improvement Program (PRUAIP). Additional connectivity is being provided via upgrades to the traffic signals at Parramatta Road and Luke Avenue via PRUAIP. An Active Transport Plan is proposed to be undertaken to review all existing cycleways and investigate any missing links. |

## 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 | Assets & Infrastructure  | Provide an extensive capital works program to regularly maintain and renew local infrastructure | Progressing | <p>Council's Capital Works Program has achieved the following:</p> <ul style="list-style-type: none"><li>• Road Resurfacing Program – 95% completed.</li><li>• Roads to Recovery (Wentworth Road concrete road replacement) completed.</li><li>• Kerb and Gutter, Footpath and Streetscape Programs – 100% completed.</li><li>• Traffic Facilities Program – 100% completed.</li><li>• Installation of Tactile Indicators at Bus Stop – progressing.</li><li>• Storm Water Drainage Improvements Program including (Special Rate Variation funded) – progressing.</li><li>• Parks Improvements Program – 100% completed.</li><li>• Wangal Park tree planting works have reached practical completion.</li><li>• Council-wide 500 street tree planting – completed.</li><li>• Gateway signage Program – progressing.</li><li>• Playground improvements – 100% completed.</li><li>• Town Centre Beautification Program – completed.</li><li>• DPIE Grant Funded Projects (Enfield Village and Grant Park All Abilities Playground) – underway.</li><li>• Strathfield Town Centre Beautification Project – completed.</li><li>• TfNSW Project (Fifth Avenue Bridge works) is in procurement phase.</li></ul> |



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 | Progressing | <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 2015/2016. 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 and also assisted with the preparation of the recently updated Asset Management Plan which formed part of Council's Resourcing Strategy.</p> <p>BRIGHTLY formerly known as ASSETIC 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 BRIGHTLY 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 draft Burwood Traffic and Transport study has been completed. Once accepted by TfNSW and finalised this study 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 | Milestone | The draft Property Strategy has been completed and is currently on public exhibition. Council's draft Property Strategy has been developed in conjunction with and led by Council's Integrated Planning and Reporting Framework (IP&R) and Community Strategic Plan (CSP), to support the delivery of a broad range of services both now and in the future. |

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 | Milestone | 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 Road and Parramatta Road. Council is working with Canada Bay, Strathfield, Inner West Councils and other neighbouring Councils on the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS). Council 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 | Progressing | Council continually constructs and upgrades pram ramps as part of the annual Capital and Maintenance works projects. Some of the projects where pram ramps were upgraded are the Burwood Road Beautification upgrade from Comer Street to Esher Street, Railway Parade Beautification upgrade from Burwood Road to Shaftesbury Road and the construction and upgrade of existing pedestrian crossings at Comer Street, Young Street and Queen Street. |

# 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 | Milestone | <p>There were three Development Applications (DAs) and two Modification Applications referred to Council’s Urban Design consultants during the reporting period.</p> <p>Council also created of a Design Review Panel specifically for the Holdmark Development at 42-60 Railway Parade Burwood.</p> <p>Additionally, Urban Design consultants were involved in three Land &amp; Environment Court appeals for large scale developments during this period.</p> <p>Council has also begun the process of creating a permanent Urban Design Review Panel for large scale developments in Burwood. Relevant DAs continue to be assessed against the Design Excellence provisions contained in the Burwood LEP &amp; DCP.</p> |



## 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 | There were 23 referrals to Council's Heritage Adviser during the reporting period for development or modification applications that contained heritage items or raised matters of local heritage significance.  |
| 4.3.2.2 | Strategic Planning, Heritage & Place Planning | Provide information and education relating to heritage as it applies to development  | Progressing | <p>The City Planning team includes a Heritage Adviser, whose role is to provide information and advice on heritage matters to the public.</p> <p>Council's website has been updated to ensure that information is easily accessible to find and navigate. Work is continuing to update the heritage content and provide additional resources for owners of heritage listed buildings or with properties in Heritage Conservation Areas.</p> <p>Further investigations are being undertaken to ensure that heritage buildings across the LGA are identified and protected.</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>City Planning continues to provide input in response to planning reform, Environmental Impact Statements for major infrastructure and requests for information from Government Agencies and neighbouring Councils on projects and issues affecting the Burwood LGA communities. This is ongoing and City Planning responds as required.</p> <p>Council will be working closely with Sydney Metro to ensure that the design of the new station precinct in Burwood North aligns with the principles developed through the Burwood North Precinct Masterplan. Council is also working closely with Transport for NSW and DPE to ensure that the delivery of the Burwood North Precinct has jobs for the future and a place where people love to live, supported by infrastructure.</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 continues to collaborate on an ongoing basis in the planning process of the Burwood North Metro Station, an important regional and metropolitan infrastructure project.</p> <p>We continue to work closely with the Department of Planning and Environment in the delivery of the the PRCUTS for the Parramatta Road Corridor and Burwood North Precinct.</p> |

## 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 | City Development staff have provided Key Controls for residential development which are available on Council's website.<br><br>Council has also engaged a Senior Town Planner/Business Improvement Officer whose role is, in part, to look at improving customer experience and access to information. |

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 | Progressing | For the last reporting period the turnover times (nett) for DAs were Mean 89 days and Median 81 days. |

### 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 | Business papers for the Burwood Local Planning Panel 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 finalisation of Panel deliberations. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website. |





# 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 | Community, Library & Aquatic Services | Review and monitor Economic Strategies and Policies | Milestone | <p>A review of Council's economic development strategies was undertaken in line with the Delivery Program for 2022 to 2026. With a strong focus on placemaking and economic development, Council streamlined its policies and practices, cut red tape, delivered comprehensive business engagement programs and a robust program of capital works upgrades that attracted investment and stimulated economic activity at night.</p> <p>Following consultation with Investment NSW, a Night Time Acceleration Plan will be developed to enhance Burwood's 24-hour economy.</p> <p>This plan will be informed by a number of milestones achieved throughout the reporting period including:</p> <ul style="list-style-type: none"><li>• Receipt of \$1M in funding from the Department of Planning and Environment to activate streets as shared spaces</li><li>• Delivery of the Burwood Bounce Back Program which resulted in significant performance and process improvements in support of local businesses</li><li>• Financial Relief</li><li>• The development of key partnerships at a local and State level</li></ul> |



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>During the reporting period Council participated in eight key regional/metropolitan initiatives including:</p> <ul style="list-style-type: none"> <li>• Business Concierge Program with Service NSW</li> <li>• Festival of Place Open Streets Program with the Department of Planning and Environment (securing \$500,000 in funding)</li> <li>• Night Time Economy Council Committee Activation Masterclass in partnership with Investment NSW and metropolitan councils</li> <li>• Streets as Shared Spaces Program with Transport for NSW (securing \$500,000 in funding)</li> <li>• Improvement of Crown Land through the Department of Planning and Environment's Greater Sydney Open Space Activation Program (securing over \$414,243 in funding)</li> <li>• NSW Government's Free Tree Giveaway Program</li> <li>• Everyone Plant One Campaign</li> </ul> <p>In April 2022 Council also commenced preparation of applications for WestInvest through the Department of Premier and Cabinet in a bid to deliver transformational projects for Burwood.</p> |

## Promote Burwood CBD as a destination for food and culture

| Code    | Responsible Officer Unit              | Action Name  | Status      | Comments  |
|---------|---------------------------------------|--|-------------|---|
| 5.1.1.3 | Community, Library & Aquatic Services | Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors | Progressing | <p>Council mobilised staff to deliver an innovative program designed to help businesses bounce back after the extended lockdown period.</p> <p>Clear wellbeing and economic development outcomes were evidenced with 150% increase in Council's engagement with businesses, over \$500,000 provided in financial relief and over 85% of businesses reporting an increase in business revenue as a result of Council policy changes and public space activation efforts.</p> <p>Initiatives included increased provision of outdoor dining, support for the extension of business trading hours, live entertainment and the closure of road spaces for public space activations.</p> <p>Council also reactivated the 'Burwood Eats' campaign encouraging residents to shop and dine locally.</p> <p>The Shopfront Improvement Program supported eight businesses through the provision of over \$21,000 in funding to improve the appeal of their shopfront.</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 maintains 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 | The Masterplan for the Burwood North Precinct will inform opportunities and mechanisms to assist in improving the vibrancy and liveability of the Burwood North Precinct by maximising mixed use opportunities. These will be implemented in the delivery of the Planning Proposal for the review of the Burwood LEP 2012. |

Ensure planning controls 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 | As part of the development of the Masterplan for the Burwood North Precinct, the City Planning team will be looking at planning mechanisms to ensure that land and public space infrastructure is delivered. |

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  |
|---------|---|---|-------------|---|
| 5.1.2.3 | Strategic Planning, Heritage & Place Planning | Burwood Local Environmental Plan 2012 updated to 2022 | Progressing | <p>The City Planning team is continuing to work on the delivery of the LEP to improve urban outcomes, support local centres and facilitate the renewal of housing.</p> <p>The first stage of the LEP review (Housekeeping LEP) is currently with the DPE for finalisation.</p> <p>The second stage of the LEP review is focused on the Burwood North Precinct, north of the Burwood Town Centre which was identified in the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS).</p> <p>Preliminary feasibility testing of heights and FSRs has been undertaken and work has commenced on the appointment of a consultant to assist Council in the preparation of a comprehensive Masterplan, which will inform the preparation of the Planning Proposal.</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 | Corporate Planning & Communications | Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate | Progressing | As a result of the COVID-19 pandemic, it was not possible to finalise this action in the 2021/2022 year. It will continue to be progressed as part of Council's four-year Workforce Management Plan from 2022 to 2026. |

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

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

| Code    | Responsible Officer Unit   | Action Name  | Status      | Comments  |
|---------|----------------------------|--|-------------|---|
| 5.1.4.1 | Customer Service & Records | Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions | Progressing | <p>Council continues to promote and facilitate the use of its venues for commercial and private use.</p> <p>Community Facilities usage by commercial and private users from 1 January 2022 to 30 June 2022 was:</p> <ul style="list-style-type: none"><li>• Burwood Park Community Centre – 166</li><li>• Fitzroy Hall – 38</li><li>• Woodstock – 78</li><li>• George Street Centre – 6</li><li>• The Community Hub – 34</li></ul> <p>Council has secured a regular booking with 'At Work Australia' who is a trusted employment service assisting people living with a disability and disadvantage looking for work.</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 | Community, Library & Aquatic Services | Develop communication material that promotes local services and businesses to the community | Progressing | <p>In March 2022, 10 businesses were recognised for their contribution to Burwood with honours given for 40, 25, and 10 years of operation in the LGA.</p> <p>Recipients were presented with trophies, certificates and window decals in recognition of their achievements and promotion was undertaken on social media and via e-newsletters.</p> <p>Partnership with Service NSW remains strong. Together Council held a grow your business forum during NSW Small Business Month in English and Mandarin, providing opportunities for local businesses to network and learn about government support and incentives.</p> <p>Council continues to disseminate print and digital local and state government business support information. During the reporting period, 11 local businesses were promoted on social media through Mayoral visits, reaching over 3,300 people.</p> <p>Communication activities delivered through Burwood Bounce Back also supported industries hardest hit throughout the pandemic including hospitality, arts and entertainment.</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 | Community, Library & Aquatic Services | Support State agencies in delivering business services to the community | Milestone | <p>Council partnered with Service NSW to deliver a forum during NSW Small business month in English and Mandarin to answer questions from local businesses about support services available to them through Local and State Government support.</p> <p>Council also continued promoting government support programs via the website and the Burwood Cares for Business E-Newsletter.</p> <p>In partnership with the Department of Planning, Industry and Environment (DPIE), Council through the Festival of Place Open Streets Program delivered the Burwood Bounce Back Program which supported the regeneration of businesses following the extended lockdown period.</p> <p>The program focused on the provision of outdoor dining and entertainment, the waiving and subsidy of business fees and charges, and the establishment of a dedicated taskforce to streamline and fast track application processes.</p> |



## 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 Local Government Area (LGA) | Progressing | <p>Council has been able to commission and deliver 15 public art projects, involving 30 artists. These projects have involved working with local artists from the Burwood Art Prize, emerging and professional artists across NSW.</p> <p>Projects include:</p> <ul style="list-style-type: none"><li>• New flags for Council's flag program</li><li>• Three hoarding artworks</li><li>• Temporary installations for events</li><li>• Larger placemaking projects</li><li>• Activation of existing Council property</li></ul> <p>Spanning across the LGA, each of these projects were curated to connect and reflect the Burwood community and changing landscape so as to reflect the Public Art Policy.</p> <p>In 2022 Council was also able to deliver the Burwood Art Prize. 75 local artists were exhibited in the prize and Council provided the largest prize pool to date of \$13,500. This Prize was also the first time Council was able to expand entries to include digital artwork submission and included a series of public programs inside the Burwood Library and Hub to activate the extended six week exhibition.</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 | Strategic Planning, Heritage & Place Planning | Implement a CBD and Strathfield town centre master plan | Progressing | <p>The City Planning team has completed amendments to the Burwood DCP for the Cooper Street Precinct which is adjacent to the Strathfield Town Centre. This responds to the Urban Design Study and Masterplan and will assist with the preservation of local character and ensure sympathetic responses to existing heritage items.</p> <p>Council has resolved to establish a Design Review Panel to provide feedback on development applications and planning proposals, as well as amendments to the Burwood DCP. The Design Review Panel will include experts in the field of architecture, urban design and landscaping. The Expressions of Interest (EOIs) for the Design Review Panel is currently being advertised and it is hoped will commence in August 2022.</p> |

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 | <p>Safe and Clean Service continues to be implemented in the Burwood CBD and satellite shopping centres. The contract will soon be on tender for the next period starting late 2022.</p> <p>Satellite shopping centres include Strathfield, Croydon, Enfield and Croydon Park Business Districts.</p> |



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 | The Urban Design Study and Masterplan developed as part of the Local Strategic Planning Statement has been completed and has provided guidance to the updated planning controls as part of the Housekeeping and Comprehensive Local Environmental Plan (LEP). A housekeeping amendment to the Burwood LEP is currently being finalised and work on the implementation of the PRCUTAS has commenced. As part of this work, a comprehensive review of the Burwood DCP will also be undertaken. |

### 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 been providing a free WiFi service at five Council locations - Burwood Library and Community Hub, Enfield Aquatic Centre, Woodstock, George St Centre and Operations Centre. This WiFi solution provides fast internet speeds and a simplified customer connection experience. It is available for Burwood residents and visitors.</p> <p>In addition to the implementation of Park 'n' Pay which is a convenient and easy way to pay for parking, Council has installed parking sensors in its Paisley Road car park in Croydon and Byer Street car park in Enfield. The data collected via these sensors is available within the Park 'n' Pay app to advise motorists of parking availability thereby providing an improved customer experience. Parking sensors will be progressively rolled out in additional Council parking locations.</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 | Strategic Planning, Heritage & Place Planning | Develop master plans for village town centres | Progressing | City Planning continues to be informed by the Urban Design Study and Masterplan for the wider LGA as part of its investigations into the delivery of visions for the Burwood Town Centre, along with other local centres throughout the LGA. |

### 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 | Strategic Planning, Heritage & Place Planning | Develop design solutions that recognise local history and character | Progressing | <p>The City Planning team continues to collaborate to ensure that local history and character is reflected in key projects. Unity Place, the Burwood Quality Public Space Demonstration Project has been completed and has transformed the area into a new public open space that reflects the community, showcases art, and reflects the local history and character.</p> <p>The team has also collaborated with other sections of Council on the design of the Urban Park. Involvement has ensured the creation of a design that is respectful of local character, responds to local history and heritage (Burwood Public School), and that showcases future landscape character where art will be a principal element of the design.</p> <p>City Planning are also working to progress heritage fact sheets and DCP amendments which will protect our local history and character and clarify requirements for extensions and additions to contributory elements in heritage conservation areas and heritage items.</p> |









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