



BURWOOD2030

Half Yearly Report

1 July - 31 December 2020



Burwood
Inc.1874

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

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Introduction

The Integrated Planning and Reporting Process

Burwood2030 Community Strategic Plan

Delivery Program 2018-2021

Operational Plan 2020-2021

Half Yearly Report 1 July - 31 Dec 2020

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

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

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

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

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

Measuring our success

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

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

Our highlights

5 Milestones achieved
141 actions progressing
0 items on watch

- Opening of the upgraded Council and Library Building and new Community Hub
- The 2020 Burwood Art Prize
- New Burwood Challenger Obstacle Course
- Digital improvements - 4,054 forms received online
- New playground at Woodstock
- Burwood Cares program continued with Burwood Eats 'Let us shout you lunch' campaign
- Pedestrianisation of Hornsey Lane featuring three murals and streetscaping



A group of children are playing soccer on a green field. A coach in a black uniform is standing near a goal. The children are wearing various colored jerseys: red, green and white striped, dark blue, light blue, and black. They are all holding soccer balls. The background shows a chain-link fence and trees under a blue sky with clouds. A large yellow circle is overlaid on the right side of the image, containing the text "Community and Lifestyle".

Community and Lifestyle

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

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

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.1	Community, Library & Aquatic Services	Monitor, review and develop programs to assist diverse groups in the community such as seniors, youth, families and children, people living with a disability and people on low income.	Progressing	<p>Council staff continued to provide programs for the Burwood community, including recommencing COVID-safe face-to-face Have a Go Programs in Term 4 2020, such as Fitter & Stronger, Line Dancing, Zumba, Chinese Line Dancing, Chinese Traditional Dancing and Chinese Art Classes.</p> <p>Council staff also worked in partnership to organise online workshops for residents who could not attend face to face sessions, including a Christmas Basket Workshop with Reverse Garbage and dance classes in partnership with Dance Health Alliance.</p> <p>Mobile Play Van also recommenced in local parks in Term 4 2020, with many families from culturally diverse backgrounds attending. A bi-cultural worker attended four sessions and communicated with Chinese speaking families. Families adapted to the new COVID-safe procedures, including health and hygiene procedures. Over 300 families attended sessions across the four parks.</p> <p>Council staff partnered with Little Helpers on the Run (LHR) to develop a project that matches a volunteer from LHR with local seniors for social phone conversations.</p> <p>In partnership with three other agencies, Council produced a 40 minute video titled Groovability 2020: This is Me to mark International Day for People with a Disability. The video included a discussion panel on the impact of COVID-19 on the disability sector and entertainment components featuring singing and dancing by people with a disability.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council concluded the year with a COVID-safe Christmas lunch for local seniors with 30 attendees.</p> <p>Council staff continued to make targeted calls to check on the health and wellbeing of vulnerable people in the community, including seniors and people with a disability.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.2	Community, Library & Aquatic Services	Administer a grants program and actively promote other funding opportunities available to community groups	Progressing	<p>Council opened its 2020-21 Community Grants Program with a total funding pool of \$60,000 to support community organisations and services, including those who are impacted by COVID-19 and associated restrictions.</p> <p>Two information sessions were delivered by Council to support applicants in the preparation of their applications, which close 12 February 2021.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.3	Strategic Planning, Heritage & Place Planning	Engage with other agencies to determine options for shared use of land.	Progressing	<p>The Strategic Planning team collaborates with agencies, such as the Department of Planning and Infrastructure and surrounding Councils to facilitate shared uses of land. Recent collaboration with neighbouring councils includes discussions with Canada Bay Council regarding the interface along the Parramatta Road Corridor Strategy.</p> <p>These interactions have also been taken into account as part of external consultant studies to inform the LSPS. In turn, the LSPS will inform current studies to update Council's plans and policies such as the Local Environmental Plan.</p>

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

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.1	Community, Library & Aquatic Services	Identify and implement resources and information services	Progressing	<p>Library staff introduced Newsbank in July 2020 which provides digital access to full-text local, regional, national and international newspapers. This valuable resource can also be accessed through Solus, the Burwood Library app.</p> <p>The response to the Library's eNews promotions has continued to be strong, with all but one of the summer holiday activities being booked out in the first two days.</p> <p>The Monitor Kiosk, which is the Library's PC booking and printing solution, was implemented on 30 November 2020. Customers are now able to access the public PCs as well as print and scan documents.</p> <p>Library Live, a Cloud-based web interface from FE Technologies, was implemented in October 2020. The dashboard provides live traffic reports indicating the number of people entering and exiting the Library, as well as the number of people in the Library at any one time.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.2	Community, Library & Aquatic Services	Increase number of language resources available based on the demands and needs of the community	Progressing	<p>During the period July to December 2020 the Library added 1,112 items to its multicultural collections. The Community Language Bulk Loan Service provided by the State Library of New South Wales also recommenced in November 2020. This represents a valuable addition to the Library services.</p>

Establish key partnerships with agencies and services providers

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.3	Community, Library & Aquatic Services	Deliver services, resources and initiatives in conjunction with agencies and service providers	Progressing	<p>Library staff delivered a range of programs in Mandarin, Cantonese and Korean via Zoom. The programs included presentations on tax help, health, mental health and employment rights.</p> <p>Library staff partnered with CASS, NSW Health, the Australian Taxation Office, the Migrant Employment Legal Service and the Australia Positive Psychotherapy and the Cross-cultural Counselling Centre to deliver these workshops. These activities were extremely well received, with 239 attendees participating in the workshops.</p> <p>Local HSC students were supported with a series of workshops focusing on Biology, Chemistry and Maths. The sessions were conducted via Zoom and 109 students attended. The workshops were delivered by the Mathematical Association NSW and Virtual Kickstart Sydney University.</p> <p>Library staff partnered with the NSW Public Libraries Association to deliver a series of high profile author talks. Featured authors included Monica McInerney, Craig Reucassel, Sir Peter Cosgrove and Mary Li.</p> <p>A focus on mental wellbeing saw the Library partner with the Black Dog Institute, Less Mess and counsellor Patricia Brown. A total of 57 attendees enjoyed the informative session on coping with grief, breaking down depression and decluttering your wardrobe.</p>

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

Enhance facilities at the Enfield Aquatic Centre to optimise use

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.1	Property & Building Services	Construct a new Learn to Swim -25m indoor pool at Enfield as part of the Enfield Aquatic Masterplan	Progressing	Construction of a new Learn to Swim 25 metre indoor pool at Enfield Aquatic Centre is underway. The project is progressing well and is on track to be completed in June 2021.

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.2	Community, Library & Aquatic Services	Improve the design of Learn to Swim and other programs and actively promote to the community	Progressing	Programs such as Learn to Swim were maintained during the quarter despite the limitations imposed by Covid-19 with attendance numbers slowly increasing throughout the period. The EAC programs continue to be reviewed and adjusted within COVID restrictions to meet customer demands.

Provide a safe and healthy environment for patrons

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.3	Community, Library & Aquatic Services	Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health standards	Progressing	Water testing was carried out multiple times daily to maintain appropriate management of water quality within NSW Health requirements. Monthly Independent testing also occurred with results confirming a high standard of water quality maintained. RLSSA Safety audit completed with 90% score achieved. Ongoing staff training was provided, particularly in relation to COVID protocols and facility management practices.

Enhance parks and open spaces to promote recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.4	Assets & Infrastructure	Implement master plans for major parks and upgrade existing parks and reserves according to usage type	Progressing	<p>Staff have prepared master plans for Henley Park, Blair Park and the Woodstock Park.</p> <p>Some major projects in these and other parks are underway or have been completed as follows;</p> <p>Henley Park Projects underway in Henley Park: The refurbishment and extension of the amenities block.</p> <p>Further upgrade works in Henley Park are also underway and these include: Design and construction of new field irrigation, drainage and turf works for the two southern fields, No's 1&2</p> <p>Blair Park In Blair Park the following capital works upgrades were recently completed. Design and construction of new field irrigation, drainage and turf works.</p> <p>Woodstock Community Centre Capital works according the master plan underway/complete include: A concept design for the sensory garden is complete. The Construction of a new Playground including a flying fox is complete.</p> <p>Grant Park The construction of a new obstacle course is complete Design for the new two netball courts and extension to the Enfield Aquatic Centre carpark is completed. Works to commence early 2021.</p> <p>Flockhart Park Masterplan Design for Flockhart Park and Grant Application for, 10</p>

Code	Responsible Unit	Action Name	Status	Comments
				X Exercise Equipment Stations, Reconstruction of Cricket Nets, New Playground Equipment and New Fencing along Burwood Road, Hextol Street and Lees Ave. Also stabilising the embankment under the road bridge on the pathway cyclist at Georges River Road.

Promote an active and healthy lifestyle

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.5	Community, Library & Aquatic Services	Offer programs and activities that promote active and passive recreation in partnership with local organisations and groups	Progressing	<p>Council staff worked within NSW Health COVID-19 restrictions to restart many community activities including Fitter & Stronger, Line Dancing, Chinese Painting, Chinese Line Dancing, Chinese Traditional Dance and Zumba classes. Restrictions on room capacity, social distancing, and hygiene attendance registrations were implemented to make sure activities were safe.</p> <p>Council staff also worked in partnership with Reverse Garbage to organise an online Christmas Basket Workshop for residents who are unable to attend face-to-face classes at this time.</p> <p>Other activities are planned to commence in January 2021 include Yoga in the Park at Henley Park, Enfield.</p>

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

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by the community	Progressing	<p>Council continues to promote and facilitate the use of its venues to community groups, particularly local groups, senior's groups and not for profit organisations.</p> <p>The community facilities usage from 1 July 2020 - 31 December 2020 was Community Hub (147), Woodstock (176), George Street Centre (24), Fitzroy Hall (4), Burwood Park Community Centre (414). Woodstock Artisan Market was held on 15 November 2020. The new Community Hub rooms opened in September 2020 consisting of learning labs, studios and meeting rooms Council held the Art Prize exhibition between there 14 - 29 November 2020.</p>

Provide space for sporting and recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.2	Customer Service & Records	Offer parks for hire and identify green and open spaces that can be used for passive and active use by the community	Progressing	<p>The new obstacle course, with a wide range of challenging fitness equipment, was completed and opened to the public in Grant Park. While predominately developed for young people and adults, it has proven to be very popular with all ages.</p> <p>Renovation works on the amenities building at Henley Park are progressing well.</p> <p>With the lifting of COVID-19 restrictions all local sporting clubs were able to finish their extended seasonal competitions.</p> <p>The installation of new playground equipment in Woodstock was completed with positive feedback from the community.</p>

Promote an inclusive and harmonious lifestyle in the community

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.3	Community, Library & Aquatic Services	Provide programs and activities that encourage active community participation	Progressing	<p>Burwood Youth Advisory Group, which encourages youth participation in Council, has continued to operate online with young people bringing their concerns and ideas to Council.</p> <p>The Multicultural Advisory Committee roundtable invited representatives from local culturally and linguistically diverse (CALD) groups to develop Council's anti-racism statement.</p> <p>A steering committee has been developed with local residents to be invited to develop ideas to celebrate the 150 year anniversary of the formation of Burwood Municipality due to take place in 2024.</p>

A well informed, supported and engaged community

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

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

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

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

Enhance communication and community engagement through innovative solutions

Establish regular interaction and communication with the community through targeted channels

Code	Responsible Unit	Action Name	Status	Comments
1.2.2.1	Corporate Planning & Communications	Monitor and identify emerging technology and communication tools to enhance engagement	Progressing	<p>The profile and demographics of Burwood continue to shift and change. As communities become more established, new communities emerge. Identifying the growing Korean community and the emerging Nepali community, Council produces a monthly Council Column in local the Korean and Nepali press as well as the local Chinese paper to keep them updated on works and what's happening in Burwood. Council also provides local information through its WeChat platform.</p> <p>Council has also developed a 'Have Your Say' section on the website to house current engagement projects.</p> <p>In the past 6 months Council has launched engagement programs for input into the proposed Urban Park and Cultural Centre, Enfield Village Revitalisation Project, Name the Lane - renaming Hornsey Lane competition and the Youth Survey. All projects utilised digital survey and face to face engagement.</p> <p>Council also ran two competitions. Burwood Eats - Let us shout you lunch utilised social media platforms to promote local food businesses and increase followers.</p> <p>Community Christmas Lights competition provided an opportunity</p>

Code	Responsible Unit	Action Name	Status	Comments
				for the community to engage with their neighbours and promote Christmas cheer.

Foster a sense of community pride

Provide leadership on the community's vision and values

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.1	Corporate Planning & Communications	Ensure the Burwood brand reflects community aspirations	Progressing	<p>In August 2020 the new Burwood Council, Library and Community Hub was opened. An extensive branding campaign was developed to generate excitement in the lead up to the opening, create an opening day event and extend through to the end of the year.</p> <p>The campaign messaging of 'Discover More' and the simple but striking, modern design was used to great effect in arousing curiosity and setting the tone for the interior experience of the new building's facilities and design fit out.</p> <p>The designs were a continuation of the Burwood Brand - reflecting the community through its vibrancy, creativity and dynamism.</p> <p>The campaign standout was the 'eyes' and Discover More copy on the SkyBridge. Other materials included street banners, billboard, video, postcard, LGA wide mailout, map of the building, e-signatures, Social media headers and tiles, digital screen graphics, Electronic Direct Mailer, signage Library Tote Bags and Library Cards.</p> <p>Whilst the Opening Event was restricted due to COVID-19 the Welcome to Country and Smoking Ceremony was moving and respectful of people and place.</p>

A safe community for residents, works and visitors

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

Maintain and enhance CCTV capabilities

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.1	Community Safety	Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed	Progressing	<p>CCTV system has had quarterly maintenance review and new camera technology is being installed along Railway Parade and Burwood Road in January 2021.</p> <p>Crime statistics in the LGA are low and CCTV placement has assisted Police in reducing the crime. All CCTV applications over the period have been provided within the service timeframe to NSW Police.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.2	Community, Library & Aquatic Services	Deliver and support safety campaigns to target specific crimes and raise awareness in the community	Progressing	<p>A number of safety campaigns were developed and launched by Council staff within this period, these included:</p> <p>The 'Spot a Scam Stop Scam' campaign in November 2020 in collaboration with local Police and the ACCC.</p> <p>An information booklet in English and Chinese was sent to all households in the Burwood LGA .The booklet aimed to increase awareness within the community to identify and discard solicitation from scammers, thereby reducing their risk of becoming a victim of a scam.</p> <p>The 'Look Out Look Up' campaign was developed in collaboration with the Police to increase pedestrian vigilance when using their smartphones while out and about. The campaign included posters and stencils on footpaths within the Burwood CBD prompting people to be aware of their surroundings.</p>

Code	Responsible Unit	Action Name	Status	Comments
				A Domestic Violence community awareness campaign was developed in collaboration with Burwood Women's Domestic Violence and Court Advocacy Service, WAGEC and Burwood Community Welfare Services to provide key messages to the Burwood community through a range of media.

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

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.3	Community, Library & Aquatic Services	Regularly meet with NSW Police and other stakeholders and implement strategies to address crime activities and trends	Progressing	Council staff work closely with the local Police Area Command to plan a healthy and safe community. During the COVID-19 pandemic communications and meetings have been ongoing with the Police, identifying and prioritising crime issues in the Burwood LGA. Police and Council staff worked together on issues relating to COVID-19 and homelessness, as well as education and awareness campaigns such as the 'Spot a Scam, Stop a Scam' campaign, which was rolled out to all households.

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

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

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

Code	Responsible Unit	Action Name	Status	Comments
				impound trolleys left unattended on the roadway. This program has reduced the amount of trolleys left on the streets in the LGA.

Deter anti-social behavior through design

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

Encourage and promote a safe night time culture

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.3	Assets & Infrastructure	Enhance street lighting, increase visibility and promote activities in and around town centres at night	Progressing	<p>Following the successful public lighting trial of new LED Street lighting technology, Ausgrid updated its list of approved lanterns for pedestrian (P) category lighting to include a diverse number of LED options. LED technology has been found to increase visibility, improve reliability, enhance energy efficiency and more importantly reduce overall costs for Council. As of 31 December 2020, 1336 street lights have been upgraded within the Burwood LGA, approximately 98% of Council's local road street lighting inventory. Replacement of old technology will continue into 2021.</p> <p>Fairy lights have been installed around the tree trunks of the existing street trees within the Burwood Town Centre, at the Georges River Road shopping precinct as well as along The Strand in Croydon. Catenary lighting has also been installed in Hornsey Lane, adjacent to the new Burwood Council Building. All these lighting projects were designed and developed to improve the appearance of the corresponding areas but more notably to promote the use of the area by adding much needed life and vibrancy.</p>

A proud and inclusive community that celebrates diversity

Celebrate the achievements of the local community

Encourage and award achievements within the community

Code	Responsible Unit	Action Name	Status	Comments
.4.1.1	Community, Library & Aquatic Services	Provide initiatives such as awards and incentives to promote and share achievements and encourage community participation	Progressing	COVID-19 has impacted awards and community participation programs, however, some notable activities were the delivery of the Burwood Art Prize which attracted over 100 entries including the winning entry by Dongwang Fan and the volunteer recognition morning tea. More activities of this nature will be rolled out in 2021 as COVID-19 restrictions ease.

Engage with Culturally and Linguistically Diverse communities
Ensure information is accessible to CALD community members

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.1	Corporate Planning & Communications	Provide translation technology and support in relevant languages where appropriate across communications channels	Progressing	<p>The Council website includes enhanced digital translation for top nine languages spoken in the LGA. Contact details for Council's interpreter service feature in Council publications, residential newsletters and Council's letterhead.</p> <p>During the COVID-19 situation Council has provided printed materials with updates and information in multiple languages and erected community safety signage in multiple languages.</p>

Develop key relationships with CALD service providers

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.2	Community, Library & Aquatic Services	Identify and support CALD service providers that offer services within the community	Progressing	<p>Council staff continue to have productive working relationships with local services, such as Metro Assist and the Chinese Australian Services Society (CASS). Council is a member of the Inner West Multicultural Interagency and has actively promoted both the Club Grants and Community Grants programs to local and regional organisations that provide services to Burwood's multicultural communities.</p>

Provide opportunities for CALD communities to share and celebrate their cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.3	Community, Library & Aquatic Services	Host and support inclusive activities and initiatives to improve communication between different cultural groups and between cultural groups and council	Progressing	<p>Council hosted a Multicultural Advisory Committee meeting to discuss and develop a statement of inclusivity and anti-racism. The statement has since been adopted by Council. More regular committee meetings will be held during 2021 to discuss matters such as the development of a new Multicultural Strategy for Council.</p> <p>Council staff are also investigating options to develop an Aboriginal Reconciliation Action Plan.</p>

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

Provide a program of inclusive community events which celebrate diversity

Code	Responsible Unit	Action Name	Status	Comments
1.4.3.1	Community, Library & Aquatic Services	Engage with different cultural groups and encourage participation in events and services	Progressing	<p>Council staff engaged with a wide range of cultural groups through community development programs and activities. This includes the following groups.</p> <p>The Multicultural Advisory Committee (MAC), which is made up of a diverse group of community leaders who came together to discuss and provide advice to Council on multicultural issues. The MAC was suspended during the height of COVID-19 restrictions, however an online meeting was held with MAC members to develop an anti-racism statement which has been adopted by Council.</p> <p>The Burwood Youth Advisory Group (BYAG) is made up of a diverse group of young people who provide advice to Council on future youth development initiatives and have worked collaboratively with Council on cultural programs for young people in conjunction with staff. BYAG meetings have been held via Zoom during COVID-19 restrictions and will recommence face to face in 2021.</p> <p>Bilingual support is provided to Council's Mobile Playvan (MPV) to</p>

Code	Responsible Unit	Action Name	Status	Comments
				assist in communicating with parents and grandparents of CALD backgrounds, which helps Council to plan and address the needs of the community. MPV recommenced in local parks as restrictions eased in late 2020 and now operates four days per week in local parks under a COVID-safe plan, with ongoing bi-cultural support provided at many sessions.

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

Code	Responsible Unit	Action Name	Status	Comments
1.4.3.2	Corporate Planning & Communications	Provide support or sponsorship to community cultural events and activities	Progressing	Council supports community groups and associations to hold public events that celebrate cultural heritage. Due to the COVID-19 restrictions the scheduled Moon Festival, Burwood Festival and Carols in the Park were cancelled.

Promote and celebrate the area's heritage and Indigenous history

Preserve and maintain the area's heritage and history

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.1	Community, Library & Aquatic Services	Support initiatives which celebrate the area's history and heritage	Progressing	<p>In October 2020 a talk on the History of the Western Suburbs Hospital was given, featuring local author Leslie Porter. Sixteen participants enjoyed hearing about the history of the hospital.</p> <p>Two displays were provided for the community showcasing the chimneys of the local area in clay (by local artist Anthea Feilen) with the assistance of the Burwood Historical Society. The archaeological remains of Burwood Villa were also displayed, highlighting the opulent history of Burwood's past.</p>

Preserve and promote the local Indigenous history and identify existing cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Develop a strategy to acknowledge and celebrate the local Indigenous history and community	Progressing	Council staff have evaluated options for Council to participate more actively in Aboriginal reconciliation and will be aiming to develop a Reconciliation Action Plan to achieve this goal in the new financial year.

Remember and reflect on Australia's history in local context

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local significance	Progressing	<p>Due to COVID-19 restrictions the Annual Sandakan Remembrance Service was a small wreath laying event. A mailout was sent to all residents of the Burwood LGA informing them of the cancellation of the public event and served as a reminder or education piece on the horrors of the Sandakan death marches and the need to commemorate.</p> <p>At the request of the Burwood RSL, Council conducted a Remembrance Day Service under COVID safe restrictions.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.4	Strategic Planning, Heritage & Place Planning	Scenic and cultural landscapes identified and protected.	Progressing	<p>Scenic and cultural landscapes have been identified through the Local Strategic Planning Statement and Urban Design Study and Masterplan. Work is undertaken to protect and enhance these through grant applications.</p> <p>Recent grants include the Metropolitan Greenspace Grant Application for the Cooks River Corridor and Greening Our City Grant for the Wangal Park Tree Canopy Enhancement Project.</p> <p>Further work has also been completed as part of the Burwood Road beautification upgrade and shopfront improvement program where urban scenery and cultural characteristics are the main focus.</p>

Promote volunteering opportunities and local participation

Work with agencies to support volunteering including volunteers of CALD background

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.1	Community, Library & Aquatic Services	Form strategic partnerships and support local volunteering initiatives	Progressing	Council established a new volunteering-focused position who has commenced engaging local volunteers and preparing them for placement in community programs and local community organisations. Community organisations that utilise volunteers have been encouraged to register with the Council volunteer program. As of August 2020, Council has referred 223 volunteers to external organisations.

Provide volunteering opportunities and participation within Council

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.2	Community, Library & Aquatic Services	Seek volunteering opportunities for Council projects, initiatives and events where possible	Progressing	<p>In August 2020, Council commenced promoting and recruiting volunteers for placement in community programs and local community services. As of August 2020, 223 volunteers were referred to external organisations.</p> <p>Due to COVID-19 restrictions, Council was unable to hold its annual volunteer recognition event in December 2020. Instead, a small volunteer recognition morning tea was held in December 2020 to recognise and thank a small cross section of the volunteering community for the contribution they make to the local community. A larger event is being planned in the first half of 2021, subject to Covid-19 restrictions.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.3	Community, Library & Aquatic Services	Provide skills development and project mentoring for individuals and groups	Progressing	Each year Council staff deliver free civic leadership training for the Burwood Youth Advisory Group (BYAG). The latest BYAG leadership training program will be delivered in the first quarter of 2021.



**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 Unit	Action Name	Status	Comments
2.1.1.1	Corporate Planning & Communications	Undertake community consultation for input and feedback on projects and major decisions	Progressing	<p>During the reporting period Council developed a 'Have your Say' section on the website. This promotes all community consultation currently being undertaken.</p> <p>In the first half of the financial year Community engagement included the proposed Urban Park and Cultural Centre, the renaming of Hornsey Lane, the proposed Enfield Village Revitalisation Project and Dog off leash at Sanders Park. These included school activity, face to face community stalls at several locations, letterbox drops and online survey.</p>

Report outcomes of Council decisions and resolutions

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.2	Governance	Provide information to the community on outcomes of Council decisions and resolutions in a timely manner	Progressing	<p>Hybrid meetings (with attendance of councillors either in person or via Zoom teleconference link) supported throughout the reporting period in line with statutory advice concerning COVID-19 public health concerns. Citizens had the option to participate in meetings via teleconference link and / or make written submissions as part of the public forum opportunity that precedes the consideration of items of business listed on the agenda. (Note that statutory constraints on public gatherings due to COVID-19 precluded the hosting of public galleries on Council premises.</p> <p>Each monthly ordinary meeting of Council proceeded as scheduled and an extraordinary meeting to deal with urgent business was convened in early September. Notices of meetings in each instance exceeded the minimum statutory notification requirements. Resolutions of Council determined during confidential sessions were duly reported as soon as open sessions of Council meetings</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>resumed and were recorded in minutes accordingly.</p> <p>Draft minutes of Council meetings were finalised for release within 3 working days of each meeting. Audio recordings of meeting proceedings that are open to the public were posted on the Council website the first working day after each meeting. Declarations of interests from Council meetings and voting on urban planning matters were updated in registers and made available on the Council website within one working day.</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 Unit	Action Name	Status	Comments
2.1.2.1	Assets & Infrastructure	Provide information on major infrastructure projects that impact the local area and community	Progressing	<p>Works updates page was created on Council's website. Community consultation was undertaken for the proposed Enfield revitalization project and community engagement was undertaken with stakeholders for the Grant Park Multipurpose courts project and the Railway Parade streetscape project.</p> <p>Staff have prepared master plans for Henley Park, Blair Park and the Woodstock Park.</p> <p>Some major projects in these and other parks are underway or have been completed as follows;</p> <p>Henley Park Projects underway in Henley Park: The refurbishment and extension of the amenities block.</p> <p>Further upgrade works in Henley Park are also underway and these include: Design and construction of new field irrigation, drainage and turf works for the two southern fields 1&2 and the two mini fields.</p> <p>Blair Park</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>In Blair Park the following capital works upgrades were recently completed</p> <p>Design and construction of new field irrigation, drainage and turf works.</p> <p>Woodstock Community Centre Capital works according the master plan underway/complete include: A concept design for the sensory garden is complete. A Playground including a flying fox is complete.</p> <p>Grant Park The construction of a new obstacle course is complete Design for the new two netball courts and extension to the Enfield Aquatic Centre carpark is completed. Works to commence early 2021.</p> <p>Flockhart Park Masterplan Design for Flockhart Park and Grant application for, 10 X Exercise Equipment Stations, Reconstruction of Cricket Nets, New Playground Equipment and New Fencing along Burwood Road, Hextol Street and Lees Ave. Also stabilising the embankment under the road bridge on the pathway cyclist at Georges River Road.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.1.2.2	Governance	Distribute relevant information in a format that is easy to understand to ensure the community are aware of	Progressing	All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website. Any new or revised Council policies for the period have been published on Council's new website and superseded or redundant documents retired from the site. (Superseded instruments remain

Code	Responsible Unit	Action Name	Status	Comments
		any changes to policies, regulations or legislation		publicly accessible under Government Information (Public Access) Act requirements for as long they are required to be retained under the State Records Act.) Improvements in searching capabilities on the Council website have made retrieval of documents via keyword searching easier and more accurate.

Ensure transparency and accountability in decision making

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

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.1		Provide transparent auditing processes and ensure reports are made available to the community where appropriate	Progressing	Council continued with its regime of Audit Risk & Improvement Committee (ARIC) meetings. The ARIC met quarterly as scheduled to consider the annual audited accounts and other external audit findings made by the Audit Office of NSW. During the reporting period the ARIC also reviewed and considered several internal audits and a revised ARIC Charter that was subsequently adopted by Council on 25 August 2020.

Provide information in a transparent manner

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.2	Governance	Ensure all public information is accessible and made available in a timely manner	Progressing	Council met all obligations under the Government Information (Public Access) Act and the Local Government Act for mandatory proactive release of open access information via publication of relevant content on the Council website. It also continued to meet its commitments on non-mandatory proactive release of information as publicised in its Agency Information Guide. Ongoing review of Council's proactive release program included initiation of work to bring the Voluntary Planning Agreements Register online. During the reporting period 35 informal applications and 17 formal

Code	Responsible Unit	Action Name	Status	Comments
				applications were processed under the Government Information (Public Access) Act. Processing of all formal applications were completed within the statutory time frame of 20 working days. All informal applications were determined within the same local standard of 20 working days.

Provide efficient and transparent procurement and purchasing

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

Strong partnerships to benefit the community

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

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

Code	Responsible Unit	Action Name	Status	Comments
2.2.1.1	People & Culture	Participate in inter-agencies and networks within the region and deliver initiatives through established shared agreements.	Progressing	<p>Burwood Council is a member of the Southern Sydney Regional Organisation of Councils, an association of 11 councils spanning Sydney's southern suburbs, eastern suburbs, CBD, and inner west and covering a third of the Greater Sydney's population, or 1.7m people. SSROC provides a forum through which our member councils can interact, exchange ideas and work collaboratively to solve regional issues and contribute to the future sustainability of the region.</p> <p>Council is also a member of the CivicRisk Mutual is a flexible organisation, formed with the objective of implementing risk management solutions with their members and encouraging business growth. CivicRisk Mutual is a mutual of councils sharing the same strategic approach to risk management and through local government collaboration can access bespoke insurance solutions. Council is an active member of sector associations, LGNSW and LGProfessionals, and presents and participates in forums and learning opportunities.</p> <p>Burwood Council and The City of Canada Bay have a formal partnership in the Canada Bay Recycling Centre which is located at 15-17 Regatta Road, Five Dock. The Centre is open to all Burwood Council residents for problem waste.</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 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	Progressing	<p>Council staff continue to review and progress grant and funding opportunities and partnerships with Government departments. Over the period, Council worked closely with the Police, Create NSW, the Department of Communities and Justice and the Department of Education on initiatives such as public art, homelessness and the schools as shared spaces program.</p> <p>Council developed and submitted an application for \$1 million to the NSW Department of Planning and Environment for the Enfield Village Revitalisation Project following an extensive period of community engagement.</p> <p>Additional funding applications were submitted to the NSW Government in relation to public art, community events and support for small business.</p>
2.2.2.2	Community, Library & Aquatic Services	Participate in regional alliances and local interagencies	Progressing	<p>Council staff hosted the local child and family interagency for government and non-government service providers from Burwood, Ashfield, Strathfield and Canada Bay. The interagency provides opportunities for service providers to network, identify current gaps and develop programs and activities in partnership with one another and Council.</p> <p>Staff also participated on a number of regional forums to support people living with a disability, culturally and linguistically diverse communities and young people.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.2.2.3	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of educational infrastructure.	Progressing	The Strategic Planning team collaborates with School Infrastructure NSW and the Department of Education to advocate for the provision of additional educational infrastructure. Feedback is also provided on the planning of educational infrastructure. Any opportunities for the use or sharing of facilities are considered.

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

Code	Responsible Unit	Action Name	Status	Comments
2.2.2.4	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of health infrastructure.	Progressing	The Strategic Planning team collaborates with Health NSW and the Sydney Local Health District to advocate for renewal and introduction of additional health infrastructure. Feedback is also provided on the planning and assessment of need for health infrastructure. Recent work has been done with the Sydney Local Health District on Healthy Streets implementation.

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

Code	Responsible Unit	Action Name	Status	Comments
2.2.2.5	Strategic Planning, Heritage & Place Planning	Complete precinct planning proposal	Progressing	<p>The Strategic Planning team has progressed the investigation of potential changes to the Local Environmental Plan (LEP), which will then progress to a planning proposals for the relevant precincts as part of the housekeeping Local Environmental Plan.</p> <p>Precincts include the Livingstone, Sym Avenue and Clarence and Church Streets Precinct. Collaboration has also been undertaken with urban design consultants in preparation of a local government area wide masterplan, which is undergoing continued review. This will inform opportunities for the comprehensive LEP.</p>

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 Unit	Action Name	Status	Comments
2.2.2.6	Strategic Planning, Heritage & Place Planning	Studies completed and infrastructure upgrades identified	Progressing	Work has been undertaken on progressing infrastructure upgrade studies including 4 Draft studies for Dobroyd Canal, Cooks River, Powells Creek and Exile Bay-St Luke's-William Street Overland Flood Studies. These studies help to identify where infrastructure upgrades are needed. Concurrent upgrades to mapping also assist in determining how these upgrades can be implemented.

Ensure financial sustainability and organisational effectiveness

Identify and maintain additional revenue sources to ensure financial sustainability

Maintain an investment strategy and policy

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

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.2	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	<p>During the reporting period Council's property portfolio has been maintained and renewed to ensure continued benefit for the community.</p> <p>A new Property Strategy is currently being developed to further strengthen Council's property management practices.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.3	Finance & Resource Management	Identify the community's capacity and willingness for additional sources of income and implement where appropriate or required	Progressing	<p>Council is in the second year of a four year Special Rate Variation aimed specifically at improving drainage infrastructure within the local area.</p> <p>Along with the normal capital works program, Council has applied for and been granted additional grant funding from the Roads and Maritime Services Blackspot program, Local Government Safer Roads program and Local Roads and Community Infrastructure Program.</p> <p>In addition to grant funding, several public domain works have been funded by developers within the local government area.</p> <p>Council was successful in obtaining grant funding for the installation of new multi-purpose netball courts in Grant Park. Construction of the courts will commence in early 2021.</p>

Ensure the organisation is well led; staff can carry out their roles efficiently and effectively in line with the community's vision
Deliver services and initiatives to the community in line with Council's Community Strategic Plan and supporting documentation

s	Responsible Unit	Action Name	Status	Comments
2.3.2.1	Corporate Planning & Communications	Develop, review and monitor a Resourcing Strategy including a Workforce Plan, Asset Management Plan and Long Term Financial Plan	Progressing	The review and update of the Resourcing Strategy is scheduled to commence in the second half of the financial year.

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.2	People & Culture	Develop, review and monitor a Corporate Plan	Progressing	Burwood Council continues to build the capability within the management levels of building, monitoring and reporting on the progress of a Corporate Plan. The projects identified in the internal Corporate Plan continue to be implemented. Through the implementation of team work plans, employees have a greater understanding of the Corporate Plan and their role in the delivery of these associated projects.

Provide structured procedures and processes to ensure organisational effectiveness

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.3	People & Culture	Identify and implement frameworks that will improve organisational efficiency and business excellence	Progressing	With the rollout of the new Performance and Development Review process an organisational wide framework to measure performance was introduced. The Performance Pyramid encompasses, Ethical Leadership, Innovation and Customer Experience. Employees are assessed against these criteria. Initiatives such as the Ideas Factory and Ethical Leadership learning program that was rolled out to management levels, members of the Consultative Committee, People and Culture team members and subject matter experts supported the introduction of this new framework.

Efficient and innovative customer focused services

Provide a 'one stop shop' for customers

Optimise the experiences of visitors to Council

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.1	Property & Building Services	Maintain Council's Customer Service Centre and Administrative Office	Milestone	<p>During the reporting period Council has relocated its Customer Service Centre to 2 Conder street and expanded its Library and Community Hub facilities.</p> <p>The new Council and Library building was officially opened in August 2020 and the co-location of the Customer Service Centre, Library and Community Hub has delivered a "one stop shop" for customers.</p> <p>The 2 Conder Street location was rejuvenated, expanded and reconfigured to host Council's Customer Service Centre on the easily accessible ground floor. The community hub space on level one is linked to 8 Conder St by way of a sky bridge. Over the bridge, an array of innovative and appealing facilities are now available for the community. Fast and free WiFi Internet access is available throughout the new facilities as well as surrounding outdoor areas to facilitate study, access to information and learning opportunities. A place for personal or group study, meetings and exploration - where technology assists people to access learning opportunities, information, arts, culture, creativity and history.</p> <p>The spaces at 2 and 8 Conder St, Burwood are present, iconic and welcoming. Seamlessly integrating contemporary design and heritage elements. The new Council, Library and community hub buildings include several meeting and gathering areas, enhanced collection zones, study areas, youth spaces, multimedia studios, learning labs, interactive spaces, children activity zones, indoor gardens and an amphitheatre.</p>

Deliver high quality customer service for all points of contact

Code	Responsible 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 from 1 July 2020 to 31 December 2020, a total of 1448 customers were served at the counter with 91.6% of customers being served within five minutes. The number of calls received within the call centre during this period was a total of 16,618 with 83.4% 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 Unit	Action Name	Status	Comments
2.4.2.1	Information Technology	Digitise all forms, applications, requests and payment methods where possible	Milestone	<p>Council has developed and published 70 online forms. During the reporting period 4054 online form responses were received including 1527 responses for the 2020 Burwood Art Prize, 759 for Household Clean-up bookings and 272 parking permit applications.</p> <p>During the reporting period Council has implemented an online facilities booking system, which allows customers to view the availability, book and pay for facilities online 24/7. Access to booked facilities has been improved through the implementation of automatically generated access pin-codes, thus avoiding the need to pick up and return physical keys.</p>

Explore new online communication tools

Code	Responsible Unit	Action Name	Status	Comments
2.4.2.2	Information Technology	Identify and implement technology that will enhance and improve customer experience	Milestone	During the reporting period Council has further developed Online/Hybrid meetings for both Council and Burwood Local Planning Panel, to allow meetings to be conducted flexibly as required. Webcasting and teleconferencing facilities have been expanded to allow for improved community event participation and

Code	Responsible Unit	Action Name	Status	Comments
				<p>access to modern communication methods.</p> <p>Council has implemented an interactive knowledgebase to improve service coverage and availability for Council's Customer Service and Library teams.</p> <p>The free Burwood Council WiFi service has been extended to Enfield Aquatic Centre, Woodstock Park and Hornsey Lane in addition to Burwood Council and Library. The WiFi service has also been upgraded to ensure fast internet access at all times.</p>

Provide opportunity for ongoing community feedback to ensure best practice

Allow customers to provide immediate feedback on their experience

	Responsible Unit	Action Name	Status	Code
2.4.3.1	Customer Service & Records	Implement customer feedback mechanisms at Council facilities to receive immediate feedback on customer experience	Progressing	<p>Council has introduced new customer feedback software and a terminal at Woodstock Community Centre.</p> <p>The electronic questionnaire allows customers to provide immediate feedback on their experience and to assist Council with decision-making processes for future activities at the facilities.</p> <p>Between 1/7/20 to 31/12/20, 24 customers rated their customer experience at the feedback terminal with an average score of 7.8 out of 10, and 54% rating Council as 'awesome' - 10 out of 10. Of these 24 customers, 13 completed the question of how likely they were to recommend Burwood Council's facilities. 69% were deemed as promoters, scoring 9 or 10 out of 10.</p>

Monitor and measure Council's customer service

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.2	Customer Service & Records	Conduct initiatives to support and improve the training of Council staff in customer service	Progressing	A knowledge management system has been developed to ensure a seamless customer experience by Customer Service and Library staff now they are located in the same building at 2 Conder Street. The knowledge management system provides information on all Council related topics so staff can provide accurate responses to customers. The new customer service kiosk is operational and has the ability for customers to book appointments for a Justice of the Peace and Development Enquiry Officer. The kiosk system ensures the effective monitoring of customers to improve service delivery.

Improve overall customer satisfaction

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.3	Customer Service & Records	Conduct regular surveys to gauge customer experience	Progressing	<p>Since March 2020, Council has been reaching out to services to gauge the impacts they have faced following the outbreak of COVID-19. In December 2020, Council (through the Burwood Cares program) conducted targeted follow up COVID-19 impact assessments with 11 local community services. The aim was to re-engage with some of the services who were most significantly impacted at the height of the pandemic to communicate the new facilities and support initiatives on offer whilst exploring additional supports being delivered to the local community over the Christmas period. These assessments informed mayoral donations to services found to be delivering key support to the community over the holiday period.</p> <p>The bi-annual youth survey went live at the end of 2020 to determine the needs of local young people. The Child and Family Interagency Facilitator also conducted a feedback survey and needs analysis of local child and family services.</p>

Leaders in the Local Government sector

Provide strong leadership and advocacy on behalf of the community

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

Code	Responsible Unit	Action Name	Status	Comments
2.5.1.1		Conduct regular training and induction sessions to support Councillors	Progressing	The COVID-19 pandemic continued to be a significant disruptor to professional development for councillors. An in house refresher workshop on Council Meeting Procedure was provided on 22 September for councillors.
2.5.1.1		Provide information and resources and encourage professional development	Progressing	Councillors were supported through a variety of methods during the reporting period. In addition to traditional methods, councillors were able to access information, reports and documents through a dedicated online councillor portal. Questions on notice raised by councillors were handled within the service level standard of 10 working days. Councillors have acknowledged that Local Government NSW is an important adjunct to locally provided information and resources to encourage their professional development.

Monitor and review Council's performance against other councils

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

Code	Responsible Unit	Action Name	Status	Comments
2.5.2.1	Customer Service & Records	Participate in benchmarking activities and analyse results to improve Council's performance (in areas such as financial sustainability, customer services, and other	Progressing	Council has commenced the development of its first Customer Experience Strategy to create an excellent customer experience for all customers of Burwood Council. The project aims to develop an overall shared vision and strategic approach to customer experience across Council and build an increased understanding of customer needs and expectations that takes into account our rapid population growth and change. The Strategy will also define a clear program of new projects and

Code	Responsible Unit	Action Name	Status	Comments
		service provisions)		<p>initiatives that will improve the overall customer experience with Council over the next three years.</p> <p>As part of the project, Council will be rolling out new customer research and community engagement activities to inform the development of the Strategy. This includes a Mystery Shopper Program across all customer service points and testing key customer scenarios across various service areas of Council.</p>

Strive for business excellence through innovation

Implement technology which will increase efficiencies and productivity

Code	Responsible Unit	Action Name	Status	Comments
2.5.3.1	Information Technology	Undertake an assessment of available technology to identify solutions that will streamline business processes	Milestone	<p>During the reporting period several Council meeting rooms were upgraded with video conferencing tools to support modern communication methods and flexible in-person and online attendance to official meetings and events.</p> <p>Council meetings continued to be conducted in hybrid (online and in-person) form to allow flexible attendance by councillors and the public during COVID-19 restrictions.</p> <p>Council implemented a cloud based security system and SMS gateway to enable online booking and secure access of its facilities.</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 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	The Strategic Planning team has progressed the Smart City Strategy. This has 13 current and 13 future 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.



Healthy and Sustainable Environment

Maintain and enhance green and open spaces

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

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

Code	Responsible Unit	Action Name	Status	Comments
3.1.1.1	Assets & Infrastructure	Develop specific plans of management for public spaces	Progressing	Council staff are reviewing a final draft of the Burwood Park Plan of Management received from the consultant team. The final draft Plan of Management will be completed by the end of the 20/21 financial year and will be placed on public exhibition for formal adoption by Council.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Ensure State and District Plan strategies are included into relevant Council planning policies	Progressing	<p>Burwood Council has finalised its Local Strategic Planning Statement (LSPS) which has implemented the Greater Sydney Region Plan: A Metropolis of Three Cities and the Eastern City District Plan at the local level. The LSPS received endorsement by Council on 11 February 2020, assurance by the Greater Sydney Commission on 12 March 2020 and was published on the NSW Planning Portal on 18 March 2020.</p> <p>Council is now commencing the revisions to the Local Environmental Plan (LEP), Development Control Plan (DCP) and Local Infrastructure Contributions Plans (S7.12). Two tranches of work are being undertaken with a housekeeping LEP and comprehensive LEP which are currently underway.</p>
Code	Responsible Unit	Action Name	Status	Comments
3.1.1.2	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	<p>Strategic planning input is provided through the Strategic Planning (SP) team and the Building and Development (B&D) team working closely together. In the past period, the team has advised on the Burwood Place planning proposal, Burwood Uniting Church development, 28-34 Victoria Street, Burwood development. In these cases emphasis has been given on urban design and public space interaction.</p> <p>The team has also progressed the public spaces partnership with</p>

Code	Responsible Unit	Action Name	Status	Comments
				the Department of Planning, Industry and Environment on the Premier's Priority for greener public spaces in an effort to enhance public spaces such as Hornsey Lane.
3.1.1.3	Assets & Infrastructure	Identify opportunities to increase canopy coverage within the area	Progressing	The management of all trees in the Burwood Local Government Area is aimed at increasing the overall urban tree canopy and so there is no net loss. Council staff have recently planted 500 street trees in the Burwood LGA with these trees planted in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Council staff are implementing a strategy for the planting of an additional 500 street trees to be planted by the end of the 2020/21 financial year.

Pursue partnerships and opportunities to create new open spaces

Negotiate with developers for additional space upon redevelopment of sites

Code	Responsible Unit	Action Name	Status	Comments
3.1.2.1	Strategic Planning, Heritage & Place Planning	Quantify and report on additional open space provided as part of redevelopment	Progressing	<p>Development Application assessment reports for Residential Flat buildings and other types of residential uses normally include the assessment of private and communal open space provisions in quantity and location, which are required by Council's planning controls and SEPP 65 and the Apartment Design Guide. The completed Community Facilities and Open Space Strategy are assisting staff with determining future provision and opportunities for open space and Council will be further assisted by the Urban Design Study and Masterplan once this is completed later in 2021.</p> <p>Work is being undertaken in the planning of the Conder Street Urban Park and Cultural Centre which will be funded by a combination of monetary and public benefit contributions from the agreed voluntary planning agreement (VPA) for the Burwood Place Development at 42-50 and 52-60 Railway Parade and additional grant funding from the Department of Planning's Public Spaces</p>

Code	Responsible Unit	Action Name	Status	Comments
				Legacy Program. This park will add approximately an additional 2,544 sqm of public open space to the Burwood Town Centre.

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

Code	Responsible 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	The Strategic Planning team has continued to identify ways in which a connected green grid could be implemented. The Local Strategic Planning Statement and Community Facilities and Open Space Strategy have recommendations to deliver green grid connections to open spaces. Recent fund resourcing to improve open spaces includes a successful bid to the Greening Our City Grant Application for the Wangal Park Tree Canopy Enhancement Project.

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

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

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

Monitor and maintain local streets to mitigate risk to the environment

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.1	Operations	Provide regular street	Progressing	Council undertakes daily cleaning of the CBD areas with a

Code	Responsible Unit	Action Name	Status	Comments
		sweeping and maintenance services		<p>combination of machine \ manual sweeping techniques.</p> <p>Burwood Council's road network of approx 91 lineal kms is swept over a three week sweeping cycle with an additional sweeping cycle implemented following the domestic waste collection by the second afternoon sweeping cycle. Council has recently purchased an additional medium sized street sweeper to complement the large road sweeper and mini sweeper used to service the CBD. This sweeper provides an additional capacity to improve services in narrower streets with heavy leaf drops through the LGA.</p>

Maintain the stormwater drainage network

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.2	Operations	Regularly maintain and clean the stormwater drainage network and clear blocked pits	Progressing	<p>Council actively and routinely inspects pits identified as being hot spot or critical and schedule cleaning of these pits and pipes.</p> <p>Re-actively Council responds to Customer requests within the stipulated time frames. Council Staff responded to over 90 customer inquiries this fiscal year to date.</p>

Remove priority weeds from public spaces

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.3	Operations	Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW)	Progressing	<p>Weed spraying by Contractors for all Streets and Council Carparks within the Burwood LGA is carried out approximately four times per year with the next scheduled spray in January 2021.</p> <p>Council's Parks Staff also carry out selective weed spraying of streets, parks and reserves within the Burwood LGA as required seasonally.</p> <p>All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per Council's Pesticide Notification Plan available on the website.</p>

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

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

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.4	Operations	Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible	Progressing	<p>Park and Street Tree Maintenance activities are carried out by qualified Council Staff and Contractors to mitigate risk of damage or injury to property and persons. Tree maintenance works are completed in accordance with the Australian Standard for Pruning of Amenity Trees 2007.</p> <p>Opportunities for new vegetation and planting is considered for all Capital Works and where possible maintenance works. Beautification opportunities are also considered where possible to add amenity. Council's Operations Teams and Contractors have recently completed Burwood Library Carpark beautification works at the corner of Railway Parade and Conder Street, Hornsey Lane beautification, the 500 tree program, Young Street beautification, Paisley carpark planting, Wentworth & Gladstone naturestrip planting, Short Street tree planting, and are progressing with the next stages of beautification along Burwood Road.</p>

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

Code	Responsible 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	Progressing	Council has a Street Tree Management Strategy adopted by Council 18 November 2013 (Minute. No. 177/13, Trim. No. 13/47091). Council has completed the delivery of the first round of the 500 Street Trees Program. The second round of the 500 trees program is currently being developed. Once completed Council will have planted 1000 street trees throughout the Burwood LGA.

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

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

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.1	Operations	Undertake scheduled maintenance programs to meet community needs	Progressing	Council undertakes both a proactive and reactive maintenance program. Council's operations staff have attended over 1,100 reactive customer requests and have completed over 600 maintenance jobs this fiscal year to date.

Ensure sustainable materials are used for park amenities and facilities

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

Provide support for the establishment of sensory and community gardens

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.3	Assets & Infrastructure	Identify opportunities to implement sensory or community gardens in existing parks, reserves and open spaces	Progressing	<p>Staff have identified the area in the northwest corner of the Woodstock Community Center Park land as a possible suitable location to design and develop a sensory garden. This location is shown on the Woodstock Proposed Capital Works Master Plan.</p> <p>Staff have developed a concept plan and preliminary cost estimate for the sensory garden. It is expected that landscape plans for construction will be developed in the 20/21 financial year and that the sensory garden will be constructed in the 21/22 financial year. Staff will continue to investigate suitable locations for possible community gardens in Burwood's other parks and reserves in the future.</p>

Ensure parks are accessible and offer inclusive activities

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

Provide sustainable waste management practices

Promote existing recycling services

Provide education and information about Council's recycling services

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.1	Environment & Health	Use Council communication platforms to inform the community on existing environmental services and initiatives	Progressing	<p>Council continues to promote responsible recycling. Council's 'waste info app' is regularly updated with latest information and initiatives such as drop off services for e-waste and whitegoods.</p> <p>Council website also provides details of other recycling / reuse services that Council has partnered with including The Bower and King Cotton (textiles recovery) for diversion of waste from landfill.</p> <p>An education campaign for improved recycling in multi-unit dwellings is in place through a the Waste Education and Resource Recovery Officer (WERRO) who engages with building managers and conducts audits to determine improved recycling methods and practices.</p>

Ensure residents adhere to sustainable recycling practices

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.2	Environment & Health	Conduct bin audits and encourage residents to recycle correctly	Progressing	<p>Council has continued to undertake 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 audits and prepares accompanying reports with recommendations for improving recycling performance.</p> <p>Council 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 Unit	Action Name	Status	Comments
3.2.2.1	Environment & Health	Implement waste management solutions that will benefit the community and industry	Progressing	<p>Council's combined e-waste, whitegoods and mattress drop off days at the Operations Centre continue to be popular. Residents can now also drop off or deliver hazardous or problem wastes to the Canada Bay Community Recycling Centre following the formalization of an agreement between Burwood and Canada Bay Councils.</p> <p>A separate mattress collection service has also been established which means that mattresses are collected separately during clean up collections and taken to a facility for recycling thus diverting them from landfill.</p> <p>Council has also been successful with other SSROC Councils in applying for grant from the NSW EPA to undertake a study and possible trial for the introduction of a combined food and garden organics collection service (FOGO) which will potentially further increase amount of waste diverted from landfill.</p>

Establish clear targets for recycling and reducing waste to landfill

Ensure a community wide increase in recycling and reduction in landfill

Code	Responsible Unit	Action Name	Status	Comments
3.2.3.1	Environment & Health	Continue to monitor environmental performance indicators and outcomes and report results and targets to the community	Progressing	<p>An annual report is submitted to Council outlining Council's target and achievements for each calendar year.</p> <p>Council has a range of services available aimed at reducing amount of waste delivered to landfill. Services include;</p> <p>AWT contract with Veolia ES for recovering and processing of organic material from household waste stream</p> <p>Recycling contract with Visy Recycling for the sorting, processing and marketing of recyclable material collected at the kerbside</p> <p>Garden waste processing contract with Veolia ES for the receipt and processing of garden waste</p> <p>Bulky waste material contract with Veolia for the sorting and reprocessing of bulky material collections</p> <p>Agreement with 'The Bower' for the collection and reuse of unwanted household items</p> <p>Agreement with 'Cotton King' for the separate collection of textiles and other household items</p> <p>Council continues to review and adopt other waste diversion programs where appropriate.</p>

Educate the community on sustainable practices

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

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

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.1	Environment & Health	Provide an annual calendar of initiatives on environmentally sustainable practices	Progressing	Council organises and conducts free community workshops on a range of environmental initiatives. Council has suspended the face to face workshops for the reporting period due to COVID-19. Further workshops will be scheduled once current restrictions are eased.

Participate in regional sustainability programs

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.2	Environment & Health	Work with neighbouring councils and agencies to deliver sustainability programs to the community	Progressing	<p>Council continues to work with adjoining and nearby Councils primarily through SSROC to consider, develop and implement sustainable waste and recycling initiatives and practices throughout the region.</p> <p>Council has also partnered with Canada Bay Council allowing Burwood residents to access the Community Recycling Centre for the disposal of hazardous and problem wastes.</p>

Encourage the community to follow sustainable practices

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

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

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

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

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

Promote a clean environment through urban architecture and landscaping

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.1	Environment & Health	Identify opportunities to provide recycling and other waste collection terminals across town centres	Progressing	Council has agreed to enter into a partnership with Canada Bay Council to allow Burwood residents access to the Community Recycling Centre in Five Dock. Burwood residents will be able to drop off problem wastes including batteries, old paint, gas bottles, light globes including fluorescent tubes, smoke detectors and old fire extinguishers. Materials that should not be disposed of to landfill. Council has also implementing public place recycling and litter prevention devices at bus stops and strategic locations to maintain cleanliness in the local government area.

Raise awareness in the community on littering

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The waste team works with the Compliance and Clean and Safe teams to monitor and control littering in the town centres in an effort to ensure littering is kept to a minimum. Special attention is given to the main town centres to promote anti littering campaigns and

Code	Responsible Unit	Action Name	Status	Comments
				<p>messages. Council also has a dedicated waste investigations officer for the investigation and follow up and prosecution where possible of littering offences.</p> <p>Council has installed more cigarette butt bins both free standing and also attached to be tidy bins to encourage smokers to dispose of butts responsibly.</p>

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 Unit	Action Name	Status	Comments
3.4.1.1	Property & Building Services	Audit existing facilities and upgrade where appropriate	Milestone	<p>Facilities in Council's Library and Hub were expanded and upgraded during the reporting period. The upgrades delivered a range of diverse community spaces that were fitted out using sustainable principles and materials, such as motion activated energy efficient lighting throughout.</p> <p>Additionally, the new Council, Library and Hub buildings at 2 and 8 Conder street have been equipped with smart energy monitoring devices and a dashboard that provides granular visibility of electricity used. The smart monitors will facilitate the future management of power consumption within the two buildings.</p>

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

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

Code	Responsible Unit	Action Name	Status	Comments
3.4.2.1	Environment & Health	Actively advertise State and Federal initiatives through Council's established communication channels	Progressing	<p>State Government initiatives such as the Return and Earn scheme and Love Food Hate Waste programs are promoted through Council website</p> <p>Council has also been having input through SSROC to the 20 Year waste strategy that is being developed by the NSW Government. This is a full review of waste services including infrastructure and end market disposal options.</p>

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

Work with developers to promote sustainable developments

Code	Responsible Unit	Action Name	Status	Comments
3.4.3.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into developments where possible to encourage vertical gardens and green spaces within the Burwood CBD	Progressing	<p>Assessment of planning proposals and development applications for land within in the Burwood Town Centre requires consideration on green spaces provision whether by vertical, podium or roof top gardens. The Strategic Planning team has assessed a number of planning proposals and provides ongoing advice to referrals (on development applications) from the Building and Development Team.</p> <p>The planning proposal and pre-development application for the Burwood Place development at 42-50 and 52-60 Railway Parade has focused collaboratively with the applicant on the provision of green spaces, improvement of the public domain and the creation of new gathering and civic spaces, such as the Conder Street Urban Park.</p>

Ensure developers follow sustainable practices during construction

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

Encourage and contribute to public health and welfare

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

Reduce spread of foodborne, waterborne and transferrable diseases

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.1	Environment & Health	Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action against risk	Progressing	The health inspection program for food and other at risk health premises has continued for the reporting period. There were 415 inspections carried out in the period. This has been complicated by the COVID-19 Pandemic. Special measures and protocols had to be implemented to ensure the safety of the public, shop keepers and council inspection staff. Council has also been liaising with NSW Health Department and other Government Agencies to ensure that COVID-19 protocols and health order are being observed.

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

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.2	Environment & Health	Develop strategies to reduce air, water and noise pollution and investigate complaints in a timely manner	Progressing	Public health and pollution incident complaints continue to be investigated by Council's Environmental Health Officers. There were 14 complaints investigated and resolved during the June to December 2020 reporting period.

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

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.3	Environment & Health	Ensure all businesses have access to relevant fact sheets and information	Progressing	Council's environmental health officers continue to provide educational information by way of one on one discussions with shopkeepers and topic specific pamphlets in languages other than English.

Educate the community on public health matters

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.4	Environment & Health	Undertake and participate in relevant campaigns to raise awareness and engage the community	Progressing	Council provides public health information and alerts through the Council website. Council also delivers targeted information through food schools made available to shopkeepers and managers of premises which might present a public health risk. No food schools were conducted during the reporting period because of the pandemic. Risk premises include food shops, cooling towers, boarding houses and places of skin penetration (beauticians and the like).

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

Educate residents on companion animals

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

Establish pet friendly environments for animal owners

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.2	Assets & Infrastructure	Consider pet friendly facilities when undertaken any new plans of management for parks, reserves and open spaces	Progressing	<p>When undertaking new plans of management for parks Council considers new pet friendly facilities. There are currently dog off-leash areas in Henley Park, Grant Park, Blair Park and Burwood Park.</p> <p>Recently Council approved the amended Generic Plan of Management - Parks to include a fenced dog off-leash area in Sanders Reserve.</p> <p>Council has received quotations for the installation of the fenced dog off-leash area in Sanders Reserve. The fence will be installed by the end of March 2021 i.e. within the 20/21 financial year.</p>

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

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

A nighttime street scene featuring several palm trees wrapped in warm white string lights. The street is lined with brick buildings, some with storefronts like 'crust' and 'SHERANDEE'. A circular orange overlay with a white border is positioned on the left side of the image, containing the text 'Planning and Infrastructure' in white. The scene is illuminated by streetlights and the lights on the trees, creating a warm, festive atmosphere.

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

Encourage opportunities for additional public parking spaces within developments

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.2	Strategic Planning, Heritage & Place Planning	Negotiate with developers for additional public parking within developments in the Burwood CBD where possible	Progressing	<p>The Strategic Planning, Heritage and Place Planning team is responsible for processing Voluntary Planning Agreements (VPA) negotiated between Council's General Manager and senior officers (on behalf of Council) and developers. Some of the VPAs provide for developers to make monetary contributions in lieu of the on-site provision of visitor parking. Council will invest the contributions on improvements to public car parking in the Burwood and Strathfield Town Centres.</p> <p>The Strategic Planning team has negotiated for the delivery of 160 car parks as part of the Burwood Place development planning proposal. Council will receive a new underground car park under the current surface car park at the Burwood Library and Community Hub and office basement parking. Recent VPAs for shortfall of parking include 1 Lyons Street, Strathfield.</p>

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

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

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

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.4	Strategic Planning, Heritage & Place Planning	Review and revise as appropriate the Section 7.12 Contributions Plan	Progressing	The Strategic Planning, Heritage and Place Planning team is responsible for Council's Local Infrastructure Contributions Plans (Section 7.12 Plans) and looks for areas of improvement. These plans will be reviewed during the upcoming Local Environmental Plan (LEP) review. Recent amendments include amending the works schedule to increase the cost of the Burwood Library and Community Hub.

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

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.5	Assets & Infrastructure	Develop strategies and education program for stormwater management	Progressing	The four draft overland flood studies are currently being updated to ARR2016/19. Once finalised and adopted by Council, Council will commence the Floodplain Risk Management Process. 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). Council will be installing a new GPT as part of the EAC carpark upgrade as part of the Zero Litter to River policy.

Implement strategies to promote alternative transport use

Investigate opportunities for bus priority lanes to improve public transport efficiency

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

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

Code	Responsible Unit	Action Name	Status	Comments
4.1.2.2	Assets & Infrastructure	Identify and apply for grants where possible and implement facilities which promote cycling (such a bicycle parking stations or new cycleways)	Progressing	Council successfully applied for grant funding via the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways. The new cycleways link the Parramatta Road corridor to Burwood Park and Wangal Park, with the first link along Neich Parade having been completed. The remaining sections are scheduled to be completed in early 2021. Demand for additional bicycle parking will be considered as part of this project.

Work with key stakeholders to ensure an integrated transport plan

Work with RMS, STA, NSW Police and major stakeholders to continue to finalise the Traffic and Transport Study 2019.

(LSPS Action 1.1)

Code	Responsible Unit	Action Name	Status	Comments
4.1.3.1	Assets & Infrastructure	Completed Traffic and Transport Study	Progressing	The Burwood Traffic and Transport study is still ongoing and awaiting TfNSW feedback. Once completed this will be used to support business cases for major infrastructure upgrades in the Burwood LGA specifically Burwood CBD. The Burwood Local Traffic Committee is held monthly to review

Code	Responsible Unit	Action Name	Status	Comments
				recommendations for the improvement of traffic facilities, parking initiatives, road safety matters and the movement of traffic throughout the Burwood local government area. The minutes of these meetings are placed on the agenda for the following Council Meeting to provide an opportunity for the community to review and make comment on any recommendation prior to a decision being made.

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

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

Consider pedestrians and cyclists as key stakeholders in traffic management planning

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

Enhance road and pedestrian safety

Educate residents on safe practices to reduce road incidents and fatalities

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

Implement traffic facilities which will enhance road and pedestrian safety

Code	Responsible Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement solutions to take action against potential incidents	Progressing	Blackspot projects are identified on a yearly basis following the distribution of RMS accident data. Locations which meet the criteria based on the number of accidents which have occurred are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents.

Code	Responsible Unit	Action Name	Status	Comments
				Council has successfully secured funding for three projects in 2020/21 being Woodside Avenue Burwood, Norwood Street Burwood and Wentworth Road Strathfield. Two applications for 2021/22 have been submitted and endorsed by Transport for NSW, with confirmation of funding to provide in 2021.

Provide connected an accessible infrastructure

Improve the accessibility of Burwood CBD

Improve pedestrian flow within the Burwood CBD

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.1	Assets & Infrastructure	Investigate opportunities to limit motorist access to certain areas within the Burwood CBD	Progressing	<p>Pedestrian only walkways are being provided as the Burwood CBD continues to be developed. An existing walkway has been provided as part of the B1/Emerald Square development which links Clarendon Place to Wynne Avenue. This walkway will continue as part of the current Burwood Grand development which will link Wynne Avenue to Conder Street. Additional pedestrian only walkways identified in Council's DCP include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.</p> <p>Further investigations into restricting access for vehicles will form part of the current Traffic and Transport Study to be completed in the first half of 2021.</p>

Identify parking solutions that will alleviate traffic congestion

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

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

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

Provide quality local infrastructure that caters to population growth

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

Code	Responsible Unit	Action Name	Status	Comments
4.2.2.1	Operations	Provide an extensive capital works program to regularly maintain and renew local infrastructure	Progressing	Council maintains a comprehensive Capital Works program covering all assets including but not limited to Roads, Drainage, Footpaths, KG, Beautification and other special projects Staff have completed over 60% of the program to date.

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

Code	Responsible 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 and park assets following the previous data capture and assessment that were done in 2015/16. This new condition data has been imported into Council's Asset Management Software ASSETIC which will assist to prepare, prioritise, schedule and formulate forward capital and maintenance works programs.</p> <p>The new road infrastructure condition data was used to complete the revaluation of Councils road assets. The parks assets data will be used to complete the revaluation for Open space.</p> <p>ASSETCI P/L has been engaged to provide a Managed Service for Council. This will allow Council to realign the asset management practice to ensure each relevant department is involved in the various stages and requirements of Asset Management to achieve a better outcome for Council. In this approach ASSETIC will provide the technical expertise and overarching Strategic Asset Management framework.</p>

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

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

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

Code	Responsible Unit	Action Name	Status	Comments
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Code	Responsible Unit	Action Name	Status	Comments
4.2.2.4	Property & Building Services	Property Strategy completed	Progressing	Work on the Property Strategy has commenced and is due to be completed by June 2021.

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

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

Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

Code	Responsible Unit	Action Name	Status	Comments
4.2.3.1	Assets & Infrastructure	Identify and incorporate prams and wheelchair access ramps and other facilities to improve accessibility	Progressing	During this half year Council has upgraded twenty five (25) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.

Integrate Burwood's existing heritage with high quality urban design

Encourage architectural integrity and aesthetically appealing buildings

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

Code	Responsible Unit	Action Name	Status	Comments
4.3.1.1	Building & Development	Ensure that design is assessed as part of the development application process	Progressing	There were 3 DA's, 2 Pre-DA's and 3 sets of amended plans for developments referred to Council's urban design consultants for comments during this period.

Maintain and preserve heritage through relevant planning strategies

Ensure integrity in planning to preserve heritage

Code	Responsible Unit	Action Name	Status	Comments
4.3.2.1	Building & Development	Ensure that all development applications relating to heritage items or heritage conservation include a heritage assessment	Progressing	There were 60 applications referred to Council's Heritage Adviser for comment during this period.
4.3.2.1	Strategic Planning, Heritage & Place Planning	Provide information and education relating to heritage as it applies to development	Progressing	<p>Council's Executive Strategic Planner/Heritage Adviser provides information and advice on heritage matters to the public. The heritage data including mapping and schedule in the Burwood Local Environmental Plan (BLEP) is placed on Council's website and is updated when need arises.</p> <p>Council has recently investigated further work to honour our local heritage. This includes website updates, an update the existing heritage trail and investigation into updates to heritage plaques and signage.</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 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>Strategic Planning input is provided in response to request for information from State Agencies on major regional projects such as Planned Precincts, Metro West and Parramatta Road Urban Renewal.</p> <p>The Strategic Planning team is collaborating and liaising with the Department of Planning, Industry and Environment (DPIE) with the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) now a responsibility of the new Planning Delivery Unit (PDU).</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 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	Burwood Council participates in the planning process of regional and metropolitan infrastructure projects, such as the Metro West on an ongoing basis. This responds the Council's objectives as part of the Local Strategic Planning Statement (LSPS) which includes continued liaising with District councils, Greater Sydney Commission (GSC), Government Architect NSW (GANSW) and adjoining LGAs to improve regional outcomes.

Ensure customer focused processes for development services

Ensure support and provide efficient assessment of developments

Provide support and information on development processes

Code	Responsible Unit	Action Name	Status	Comments
4.5.1.1	Building & Development	Develop and provide information on development application processes and services in an accessible and easy to understand format	Progressing	NSW Planning Portal utilized for lodgement of all new DA's and Modifications. Council's DA Tracker has been upgraded to provide access to all documentation that relates to an application as well as providing details of an applications progress.

Ensure streamlined and timely processes for development services

Code	Responsible Unit	Action Name	Status	Comments
4.5.1.2	Building & Development	Assess development applications in a timely manner	Progressing	The Mean turn over time for the 6 monthly period was 94 days (which include the determination of a number of old paper DA's) and the median turnover figure is 75 days.

Ensure independence and transparency in decision making on significant developments

Facilitate and coordinate the Independent Hearing and Assessment Panel

Code	Responsible Unit	Action Name	Status	Comments
4.5.2.1	Governance	Report decisions made by the Independent Hearing and Assessment Panel to the community	Progressing	Burwood Local Planning Panel (BLPP) meetings were convened in July and September. There was insufficient business to meet in August. The BLPP Meeting Agendas were published on Council's website at least six days prior to meeting. The official minutes and recording of meetings are published on Council's website within two working days of finalisation of BLPP deliberations. Conflicts of Interest for each meeting are published on Council's website.

A nighttime street scene in a city, likely Toronto, featuring a large building with vibrant purple and pink neon lighting. The building has several arched windows and a prominent circular sign. A double-decker bus is visible in the foreground, with light trails indicating motion. The sky is dark blue with some clouds. In the background, other city buildings are visible, including one with green neon lighting.

Vibrant City and Villages

Maximise Burwood's regional and strategic status within central Sydney

Stimulate the local economy and activate the Burwood CBD

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.1	Corporate Planning & Communications	Review and monitor Economic Strategies and policies	Progressing	<p>Council continued its Beautification Works Program as part of its overall economic strategy in order to enhance its town centres and activate the local economy.</p> <p>A strong focus has been placed this semester on engaging with Businesses that were affected by COVID-19 and providing information in several languages, printed materials for their shops, and grants in the form of the Shop Front Improvement Program.</p> <p>Forums and seminars have been held during Small Business Month to further understand local business needs, provide learning opportunities and a forum for Council to better understand how it can help businesses to be sustainable and stimulate economic growth for the area.</p> <p>Council is in the process of reviewing its Economic Strategies in line with the Delivery Program for 2021-2025.</p>

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.2	Corporate Planning & Communications	Apply for grants and sponsorships, and seek participation in regional, metropolitan and nation-wide initiatives	Progressing	<p>Due to the COVID-19 situation Council's major events were cancelled and sponsorship deferred. All other activities investigating wider metropolitan opportunities were suspended.</p> <p>Council was successful in receiving \$2,000 Anzac Community Grant from the NSW Office of Veterans Affairs. This was to</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>contribute to displaying a Sandakan Death March Roadshow for two weeks prior to the Sandakan Remembrance Service. As the service was cancelled the grant terms have been extended.</p> <p>Council was also successful in obtaining a \$10,000 grant from the State Government to be allocated to making the upcoming Australia Day Movies in the Park COVID-safe.</p> <p>The Community Christmas Lights competition attracted sponsorship for prizes from Burwood Plaza.</p>

Promote Burwood CBD as a destination for food and culture

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.3	Corporate Planning & Communications	Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors	Progressing	<p>At the beginning of the semester retail and hospitality businesses were struggling under the COVID-19 restrictions. During that time Council promoted take away and home delivery social media postings and maintained a digital noticeboard for businesses to promote themselves.</p> <p>The continuation of the Burwood Eats Program saw a campaign and competition to get the community to promote their favourite cafe or restaurant on Council's social media and their own pages with the chance to win prizes. Burwood Eats - Let us shout you Lunch proved popular with over 100 posts and opportunity to develop further media with winners.</p> <p>During the last six months the Town Centre Beautification Program to enhance the aesthetics of the businesses continued with more tree planting, planter boxes and seating.</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	<p>Land in the Burwood and Strathfield Town Centres is already zoned B4 Mixed Use under the Burwood Local Environmental Plan (BLEP) 2012.</p> <p>Mixed use developments are permissible and encouraged in the B4 zone under the BLEP. Other areas are being investigated for rezoning as part of the BLEP, which is scheduled to be reviewed and updated in 2021. Development controls in the BLEP and the supporting Burwood Development Control Plan (DCP) will also be reviewed.</p>

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.2	Strategic Planning, Heritage & Place Planning	Consistent and effective controls in place	Progressing	As part of the Local Environmental Plan review project, a review of the DCP has been planned to ensure consistent and effective planning controls are in place that reflect the potential changes to the LEP. The housekeeping and comprehensive Local Environmental Plans, Development Control Plan and Local Infrastructure Contribution Plans will revise provisions for improved built form controls and outcomes.

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.4	Strategic Planning, Heritage & Place Planning	Burwood Local Environmental Plan 2012 updated to 2020	Progressing	The Local Environmental Plan (LEP) review has been broken into two tranches of work, a housekeeping LEP in the short term and a longer term comprehensive LEP. These updates will take a number of years to complete from their commencement date in 2020.

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	People & Culture	Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate	Progressing	During COVID-19 Council implemented new recruitment protocols using Zoom as the online communication system. Recruitment of vacant positions continued with the upskilling of the Recruitment Panel Members in the use of technology and virtual interview skills. Council implemented a COVID-19 Redeployment Plan to offer casuals work in other areas where possible whilst the Enfield Aquatic Centre was closed.

Provide facilities to businesses, services and institutions for corporate events

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions	Progressing	Council provides a range of venues across the area to suit the diverse needs of the community with different venues providing spaces for corporate, community, educational and lifestyle events. Council hosted the NSW Small Business Month sessions on 28 - 30 November, and three Live Stream Music Sessions took place between 17 July and 14 August 2020.

Support and engage with local services and businesses

Promote local businesses and services to the community

Promote the services of local businesses to boost the local economy

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.1.1	Corporate Planning & Communications	Develop communication material that promotes local services and businesses to the community	Progressing	<p>Showcasing Burwood services and businesses is important for the community as it develops community spirit and builds support for the local economy.</p> <p>Burwood is known as a food hub and during the COVID-19 pandemic the hospitality sector suffered from the downturn in trade. To encourage residents to spend locally council posted regularly on social media - takeaway Tuesday and home delivery Friday to promote local food and hospitality businesses. council continued the #Burwood Eats program with a campaign - 'Let us shout you lunch' which was designed to encourage people to dine locally, promote the businesses and increase social media engagement and awareness of Burwood food offerings.</p> <p>Council also supported local musicians who were severely impacted by COVID-19. Under the 'Burwood Cares - Burwood comes alive with music' campaign five performances were livestreamed on Facebook over 10 weeks.</p>

Support programs to strengthen and sustain local businesses

Support educational and advisory initiatives that encourage good economic practices

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.1	Corporate Planning & Communications	Support State agencies in delivering business services to the community	Progressing	<p>The COVID-19 pandemic has seen a wave of State agencies announcing many business support programs. Understanding the diversity of businesses in the Burwood local government area, Council quickly responded by disseminating the information and re-packaging the information where necessary to make it more accessible to the business community. This was done with a dedicated web page under 'Burwood Cares' that provided latest news and updates for businesses, highlighted Government support programs and downloadable fact sheets with links to key agencies and initiatives.</p> <p>Council also promoted government programs via the Burwood Cares for Business E-Newsletter.</p> <p>Council actively supports small businesses by providing opportunities to learn and share good economic practices. During Small Business Month Council hosted two forum for small businesses and invited the Service NSW representative to speak about their services and engage with the business community.</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	Progressing	<p>Council staff facilitated the delivery of three new large scale murals in Hornsey Lane, which have received positive community feedback.</p> <p>Staff also developed a program whereby major local developments must place creative artworks or graphics onto their hoardings for the duration of the works being conducted. The artworks supplied by Council for installation by the developers explore concepts such as the vibrant nature of our city centre or use historical images. Further artworks will also be developed for this program over the coming months.</p> <p>Selected artworks from the 2020 Burwood Art Prize will also be showcased on street flags throughout the LGA from January 2021 to March 2021. Further public art projects are already in development for roll out in 2021.</p>

Maintain an attractive Burwood town centre

Enhance the aesthetics of the Burwood CBD through architecture and landscaping

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.2	Assets & Infrastructure	Implement a CBD and Strathfield town centre master plan	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>A specific town centre master plan was prepared showing the proposed capital works for the beautification of the Strathfield town centre. This Strathfield town centre masterplan will be reviewed in early 2021 and supplementary plans developed.</p> <p>Staff have prepared a photo montage of shopfront elevations for Burwood Road in the CBD to help inform and visualise potential areas for beautification. This works dovetailed into the specific town centre master plan prepared for the beautification of Burwood Road from Parramatta Rd to Church Street within Burwood CBD.</p> <p>A consultant was engaged to provide specific and detailed concept drawings for the beautification of Burwood Road in the town centre and for Railway Parade east. Burwood Road beautification works in the southern, central and Burwood Park precinct which included some tree removals, garden bed plantings and potted tree installations has been completed. Beautification works in the southern precinct between Parramatta Rd and Comer St are currently underway.</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	The Safe & Clean Team operate on a seven day roster between the hours of 10am to 6pm. The team patrols on main business streets in the LGA and a report is submitted to Council bi annually highlighting the team's performance.

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 is being developed by an external consultant and it aims to provide guidance to Council while updating planning controls as part of the housekeeping and comprehensive Local Environmental Plan updates. This will continue to be progressed and finalised through the end of 2021.

Support innovation which will enhance local identity and culture

Ensure the Burwood CBD is a modern and innovative centre

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.3.1	Information Technology	Identify and implement emerging technology that will enhance the CBD and attract visitors	Progressing	<p>Council has extended its free WiFi service to Railway Square, Hornsey Lane, Enfield Aquatic Centre, Woodstock and Fitzroy centers in addition to Burwood Council and Library. The WiFi solution provides fast internet speeds and a simplified customer connection experience.</p> <p>Council is planning to run a pilot program of "Smart City" technologies in early 2021 to establish the effectiveness of the solutions in improving internal efficiencies and customer experience.</p>

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

Update and maintain the aesthetics of town centres and villages

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.1.1	Assets & Infrastructure	Develop master plans for village town centres	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. In particular Council has commissioned a consultant Landscape Architect who undertook the Burwood Road Main Street Refurbishment project. This looked at strategic landscape and beatification plans for Burwood Road, in four distinctive precincts, namely; Burwood Road North, Burwood Park Precinct, Central Precinct, and Southern Precinct.</p> <p>A landscape plan has been developed by the consultant for the Railway Parade east with construction currently underway.</p> <p>A landscape concept plan has been developed for the revitalisation and beatification of the Enfield Village along Liverpool Road. The concept plan includes from The Boulevard, including and up to Willee Street on the northern side of Liverpool Road and from Coronation Parade up to number 304 Liverpool Road on the southern side.</p>

Promote and recognise local history through urban design

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

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.2.1	Community, Library & Aquatic Services	Develop design solutions that recognise local history and character	Progressing	<p>Extensive planning has gone into Council's new public art site in Hornsey Lane to coincide with the redevelopment and beautification of this key thoroughfare.</p> <p>The site includes three murals depicting the past, present, and future of Burwood Local Government Area. Artists were engaged to develop fitting artworks for these themes, which have been well received by the community and visitors.</p> <p>Council has also commenced significant planning for its 150 year celebrations to take place in 2024. This includes the establishment of a committee of local representatives.</p>