

# Annual Report 2014

Hub of the Inner West



# MESSAGE FROM THE MAYOR

**Cr John Faker**  
Mayor of Burwood

*I am pleased to present your Council's Annual Report for the 2013-14 financial year. As demonstrated in the report, Council has continued to build on our recent success to provide more services and facilities to meet the diverse needs of our residents and stakeholders while remaining an efficient and fiscally responsible organisation.*

In 2013-14, we placed a strong emphasis on maintaining and upgrading our local infrastructure through our extensive capital works program, improving safety in the area and providing support to all members of our community to ensure that Burwood remains the vibrant hub of the Inner West.

## Building for our future

Your Council is devoted to providing the best services and facilities for our many residents, workers and visitors to Burwood.

Council achieved several milestones this financial year with the completion of significant major projects including the new Fitzroy Centre at Woodstock which was opened in December 2013. The \$1.6 million facility adds a complimentary modern touch to our historic Woodstock Community Centre and provides additional space for our many community members that utilise the centre.

Closer to the Burwood CBD, the Library and Community Hub officially opened at the old Council Chambers site in March this year. The \$7 million innovative hub attracted more than 70,000 patrons in its opening month. Meanwhile, Wangal Park continues to progress with the construction of the wetlands and contouring underway.

While some major projects are now open to the community or nearing completion, Council is looking towards the future with the commencement of works at Railway Square, a vibrant new open space in the heart of the Burwood Town Centre.

In addition to providing modern facilities and amenities for our community, Council remains committed to upgrading and maintain local infrastructure to ensure that every member of our community can safely access important services and facilities.

This financial year, Council resheeted 3.5 kilometres of roadway, upgraded 1,500 square metres of footpath, constructed 3,000 metres of kerb and gutter, installed a new dog-off leash area, bocce courts and rubber soft fall material at Blair Park and a new playground and seating at Reed Reserve.

## A safe and accessible community for all

I firmly believe that safety is a top priority and as a father of four young children I am passionate about ensuring our place is a safe and accessible place for all.

Accessibility is key to a safe environment which is why Council has installed and upgraded 20 pram ramps and will soon be undertaking infrastructure projects through the Federal Black Spot Programme.

Throughout the year Council has been working closely with Burwood LAC on crime prevention initiatives and conducting numerous safety campaigns in various languages to raise awareness in our community on road and pedestrian safety, food hygiene and health.

Council's performance in 2013-14 is a testament to the hard work and dedication of Councillors and Council staff coming together to ensure that Burwood remains a vibrant economic hub which provides quality lifestyle for our residents.



# MESSAGE FROM THE GENERAL MANAGER

**Michael McMahon**  
General Manager

*Burwood is a thriving cosmopolitan hub of Sydney's Inner West region with a bustling retail and dining precinct, commercial centre and local villages providing many services to our diverse community.*

The quality of life residents enjoy, the strategic geographical position and excellent transport infrastructure has made Burwood an attractive destination for people to live and visit and highlighted its potential as a strong regional centre.

Last financial year, Burwood Council was identified as having a positive financial outlook by the NSW Treasury Corporation. Since then, Council has built on this strong financial forecast by continuing to deliver services and initiatives to the community in line with our Burwood2030 Community Strategic Plan.

In 2013-14, Council's budget showed a \$5 million surplus, demonstrating our strong commitment to fiscal responsibility while delivering the targets identified in our Delivery Program.

This surplus was achieved through a concentrated effort in making Burwood a stronger and more efficient organisation by working with neighbouring Councils through Southern Sydney Regional Organisation of Councils on joint purchasing and procurement projects and instigating a large number of service reviews to improve efficiencies and generate savings while continuing to deliver major infrastructure projects including the Library and Community Hub, Fitzroy Centre at Woodstock and Wangal Park.

In saying this, despite achieving surplus and delivering high quality services, the community's increasing desire for services and the rising costs associated with providing them meant that Council had to review

its financial sustainability for the future. Currently, our major source of income is limited in growth because of rate pegging. This means that in order to continue delivering the current level of service, Council needed to identify alternative methods of funding through rate variations.

As a result, in November 2013 to January 2014, Council undertook a comprehensive consultation to hear from residents on their desired funding option for our future.

In February this year, Council put forward the community's preference to maintain the current level of service to the Independent Pricing and Regulatory Tribunal (IPART). IPART approved the first four years of the special variation in June which came into effect on 1 July 2014. The additional funding Council receives from the special variation will be invested into our extensive capital works program in order to tackle the \$168 million backlog in infrastructure.

In addition to undertaking projects to improve local infrastructure, Council provides key initiatives to support our local community. In particular, Council formed an Economic Development Advisory Panel in April, which consists of various local industry leaders and Chambers of Commerce. The panel will work with Council on initiatives to promote local business and economic development to ensure that we can reach our potential as the hub of the Inner West.

I would like to thank the Councillors for their support throughout the financial year. I am proud of the work our staff have done over the past year, and I will make every effort to ensure that we can continue to build on this success in the coming years through strong economic management and support of the local community.

# Introduction

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

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

A SENSE OF COMMUNITY

LEADERSHIP THROUGH INNOVATION

A SUSTAINABLE NATURAL ENVIRONMENT

ACCESSIBLE SERVICES AND FACILITIES

A VIBRANT ECONOMIC COMMUNITY

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



## Our Vision

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



## Our Values

**Governance** – consultation, accountability, transparency.

**Service** – efficiency, effectiveness, responsiveness.

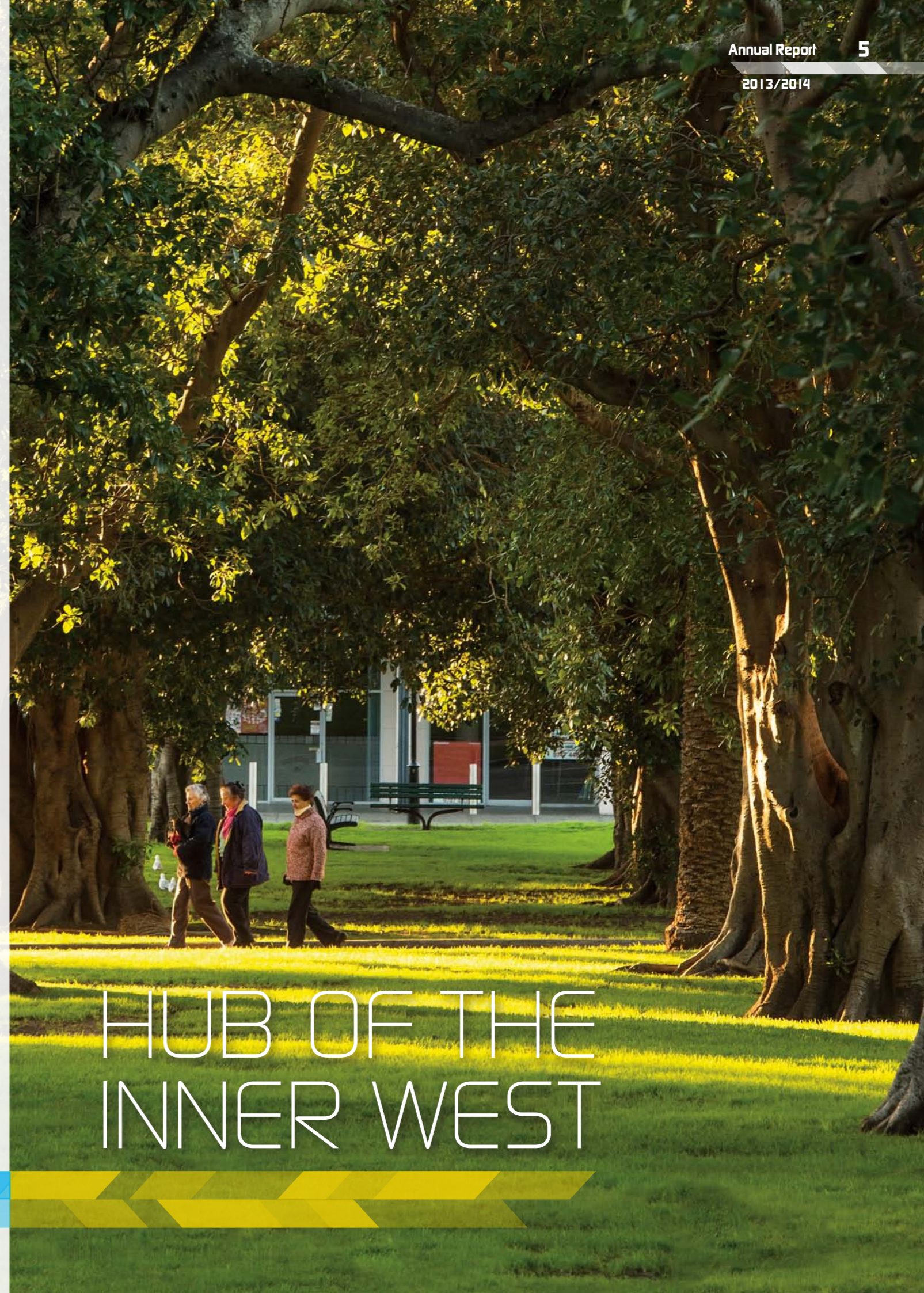
**Sustainability** – prudence, innovation, preservation.

**Respect** – honesty, fairness, dedication, integrity.



## Our Mission

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



HUB OF THE  
INNER WEST

# A SENSE OF COMMUNITY



## ABOUT THIS THEME

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

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

## WHAT THE COMMUNITY SAID

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

## OUR PROGRESS

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



## SAFETY

Council continued a proactive relationship with the Burwood Local Area Command in running the City Safe Program, resulting in reduced crime statistics.

Council continued to deliver a range of community safety and crime prevention initiatives, which included:

- A new Community Safety and Crime Prevention Plan is being developed following a review and comprehensive community consultation
- The Burwood Safety Audit Program was implemented with four reports in Crime Prevention through Environmental Design completed
- The Burwood Safer Taxi Project, funded by the Commonwealth Attorney General's Department, will be implemented over the next two years to make taxi ranks in Burwood safer and more accessible
- Safety signage was installed in parking areas that were identified as hotspots for theft from motor vehicles
- Council reviewed the Alcohol in Parks Policy with time changes to 6pm, from 8pm
- Council received 54 CCTV footage applications from Police and purchased a portable CCTV camera to combat graffiti and vandalism with funds from Attorney General

Council ran a number of road safety campaigns including:

- Choose Right, Buckle Right campaign on child restraint seats, with a total of 70 personal child restraint fitting appointments provided free of charge
- Watch Out Cars About campaign targeted at addressing pedestrian accidents within the Town Centres
- Slow Down campaign which identified streets with excessive vehicle speeds and reinforce the message of safe driving behaviour
- Senior Drivers and Senior Pedestrians Program campaign to provide the elderly with information and tips on how to ensure safety while keeping mobile
- Two Helping Learner Drivers Workshops which inform not only learner drivers but their parents on the correct methods in educating first time drivers
- Development of a kit with road safety information and resources for local schools' road safety representatives to address school's and parents' concerns

## PLANNING

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

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

Council is currently working on a further amendment to the BLEP and the BDCP. This amendment would allow for bonus development within certain parts of the Burwood Town Centre in return for further public benefits that may be provided by developers. It would also incorporate design excellence provisions to promote better design of buildings in the Burwood Local Governmental Area. All these amendments respond to emerging issues, such as those identified through Council resolutions, or through the 3D modelling and site testing in the Burwood Town Centre Urban Design Study.

The future of viewing building plans has arrived with Burwood Council one of the first Council's to implement an electronic system for viewing 3D models of major Development Applications (DAs).

The web based system allows users to pan, zoom, rotate and investigate 3D models of major DAs in full detail.

The electronic displays are available at the Chambers, and at the Library and Community Hub to allow viewing for outside of normal business hours.

## YOUTH

Council continues to engage with local young people through a range of youth leadership opportunities, including:

- The Burwood Youth Advisory Group (BYAG) is one of the largest Council youth advisory groups in Sydney and undertook a range of activities for local young people in the 2013-2014 period, including Youth Week 2014 and a Movie Night in Burwood Park as a fundraiser for the Starlight Children's Foundation
- BYAG members received training in event management to assist them to undertake a lead role in coordinating youth focussed events
- Council held a 'Know Your Limits' interactive stall outside the Burwood Library and Community Hub showing young people what a standard drink looks like in various glasses with various spirits and providing information on alcohol and risk management
- The Different People, Different Voices project wrapped up during the year with over 80 youth leaders trained and five schools receiving training and resources, including the My Australia Our Australia board game

## INFRASTRUCTURE

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

The following improvements were delivered:

- **1,500** square metres of footpath
- **3.5** kilometres of asphalt roadway
- **3,000** square metres of paving
- **500** lineal meter of kerb and gutter
- **20** pram ramps upgraded
- **4** traffic calming devices
- **3,000** square metres of turf to parks/playing fields
- **400** square metres of naturestrip repairs and replacements
- **800** square metres of driveway
- New playground in Reed Reserve
- New dog off leash area and Bocce Court at Blair Park
- Blair Park playground soft fall upgrade



## ENFIELD AQUATIC CENTRE

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

- New automatic front doors and new motorised roller shutter
- New insulated roof over the club house and grand stand
- Repainting the entry foyer walls and other general areas along with new glass on the front counter
- Repainting the surface of the floor in the entry foyer
- New PA system and speakers throughout the Centre

## WANGAL PARK

The construction of the wetlands is now well underway following a number of unforeseen delays which would be expected from a land fill site. Notwithstanding this, risk based solutions for each challenge have been engineered and the wetlands are expected to be completed by early 2015 closely followed by the shaping and landscaping of the remainder of the park.

The wetlands will be surrounded by natural bush vegetation that will attract ducks, migrating birds, frogs and other wildlife.

## UPGRADED PLAYGROUNDS

Council has recently upgraded the playground in Reed Reserve. This upgrade included the installation of new play equipment and rubber soft fall to provide a safe play environment for children.

The playground at Blair Park was also upgraded by replacing the mulch soft fall with new rubber soft fall material. A fence was also constructed around this playground for the safety of children.

A new and extended shade structure was installed over the Monash Reserve playground to provide greater sun protection for children.



## MULTICULTURAL ENGAGEMENT

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

- A series of Community Service Announcements (CSAs) ran on TVB Australia, a Chinese television network, in June. The CSAs covered topics such as road safety, illegal dumping and the new Library and Community Hub
- Information sessions in Mandarin on a range of topics from diabetes, eye care, and dementia to road safety, tax and superannuation were held at the Library and Community Hub
- Council continued to coordinate Speakers Corner in collaboration with Chinese Australian Services Society (CASS). Speakers Corner is a volunteer driven English conversation class for Mandarin & Cantonese speaking Burwood residents

## NEW DOG OFF-LEASH AREA

Following extensive community consultation Council recently completed the construction of a new unfenced dog off-leash area in Blair Park. Blair Park is now managed and maintained according to the recently adopted Blair Park Plan of Management.

## INNER WEST HACC DEVELOPMENT AND TRAINING

The Inner West HACC (Home and Community Care) was responsible for:

- The development of a DVD aimed at training service providers in understanding "Cross Cultural Competency". Copies were disseminated to 87 local service providers and state-wide tertiary and vocational training institutions
- The planning and coordination of 40 training sessions for over 400 HACC service providers across seven Local Government Areas to up-skill and build capacity
- The facilitation of the annual Inner West Area Planning Consultation with local HACC service providers resulting in a documented needs analysis submitted to the Commonwealth Government to assist with the allocation of future funding
- The organisation of an inaugural Inner West Area HACC Conference with the theme "Beyond the Crystal Ball" which attracted over 100 attendees. This conference provided an opportunity for all service providers to be brought up to speed with current reforms

## VOLUNTEER NETWORK

- Council recognised and supported the enormous contribution made by volunteers who give freely of their time, energy, talent, skills and knowledge to assist in positively shaping and influencing the local community
- There has been a growth of volunteers across HACC and HACC-like services and in Council programs. Numbers increased by 30% during the year
- The Volunteer Network completed 1573 enquiries and 91 interviews, delivered 12 training/information sessions, trained 99 volunteers and recruited 28 volunteers for Council
- Volunteer Network and Bankstown TAFE entered into a partnership to provide the Certificate III in Disability to volunteers and job seekers who wish to acquire entry level skills to work in the Disability Sector
- Volunteer Network also continued to provide training to volunteers which is accessible, affordable and appropriate to enable volunteers to gain experience, knowledge and skills

## HERITAGE

Council commenced a Heritage Study Review, to be undertaken over a period of two years. While an application for State Government funding was unsuccessful, Council decided to progress the Review in stages. Council also initiated its first Interim Heritage Order, enabling an assessment of the potential heritage significance of the property at No. 18 Wyatt Avenue Burwood to be carried out.

## INNER WEST HOME AND COMMUNITY PODIATRY

- Inner West Area Home and Community Podiatry provided access to podiatry treatments for over 1,000 clients
- Council established partnerships with local podiatry clinics to enhance availability of services to residents
- Council provided education and awareness to Allied Health and Aged Care Services on the importance of foot care and mobility

## LIBRARY

### Children and Early Literacy Services

- The library is an important community resource for the development of early literacy skills. Weekly story telling sessions for pre-school aged children feature stories, songs, rhymes and craft activities that develop reading and literacy skills, foster an enjoyment of literature, and stimulate imagination and creativity. Approximately 100 parents, carers and their children attend these sessions each week
- Over 250 children, aged 5-12 years, attended school holiday programs over the past 12 months. These programs provide fun activities that stimulate and inspire creativity and learning
- The Library engages with Family Day Care centres and hosts visits from these groups, providing a program of stories and activities for preschool children
- The Toy Library Collection comprises toys which stimulate early literacy and numeracy skills. The Toy Library operates twice weekly and just under 3,000 toys are borrowed annually

### Youth

- Study areas, group study rooms, computers and WIFI
- The Young Adult Collections provide information and recreational materials in a range of formats, including ebooks, DVD's and novels. Likewise, the non-fiction collection includes topics of specific interest to young people, such as information to assist with their career choices
- The HSC Collection and the availability of the YourTutor online database for learning support has been very popular
- HSC Lock-In sessions are scheduled immediately prior to the HSC to support local students. To facilitate these sessions, the Library and Community Hub opens for extended hours to provide a secure environment to support local students, with staff available for assistance. In 2013, over 60 students took advantage of this program

- A number of workshops were held throughout the year to support Burwood youth including, How to Research Effectively, Essay Writing Skills, Cool Tips for HSC Maths and HSC Area of Study Belonging Workshop

### Seniors

- The Home Library Service (HLS) is provided to over 50 residents who are unable, either permanently or temporarily, to visit the Library in person. The HLS software facilitates this service by tracking books and other materials previously selected and delivered to patrons. Large print books and MP3s are available for patrons who are visually impaired
- The program for Seniors Week 2013 included a library information session and tour, laptop training workshop, a yoga class, pilates and a belly dance workout session. With much laughter and a sense of fun, the seniors proved that age is no barrier

### Library Information Services

- Burwood Library has a collection of approximately 65,000 print items and a range of electronic resources, including ebooks, MP3s, eJournals and electronic databases to meet the information, recreation and cultural needs of the community
- Burwood Library has over 18,900 registered borrowers who made 461,741 personal visits to the library, borrowing 251,486 items
- More than 6,800 participants attended 332 activities (seminars, workshops and training sessions) conducted at the Burwood Library and Community Hub. These included writing workshops, author talks, English conversation classes and discussions on health and community issues. Sessions also included information and training workshops of specific databases

**"7,914 ITEMS  
WERE ADDED TO  
THE LIBRARY'S  
COLLECTIONS  
DURING THE PAST  
12 MONTHS"**

- 7,914 items were added to the Library's collections during the past 12 months. The availability of resources for patrons was significantly enhanced through the SWIFT consortium intra-library loans scheme, where 8,403 items were lent to other libraries, and 5,588 items borrowed for Burwood patrons. The collections were further enhanced through the addition of an Italian DVD collection
- The library webpage was viewed 517,175 times during the year
- There were 61,252 wireless and 28,472 PC internet logins during the year
- The Library's services have also been enhanced through the assistance of volunteers who have enabled programs such as the JP Service and the English Language Conversation Group

### Local History

- All Burwood Council Rate Books (1876-1964) held in the Local History Collection have been digitized. The digitization of Burwood Council Valuation Books is in progress, and local papers have been microfilmed for preservation and future online availability
- History of buildings, events and people have been researched and information provided in different formats on request of Burwood Council's staff, various organisations and individuals. An example is the information on Mayors and history of Burwood provided for the new Library and Community Hub building
- Four brochures have been compiled and updated on local walks. These have been made available for individuals and organisations. Guided walks have been provided for organisations, such as the local Heart Foundation Walking Group, using Burwood Library and Community Hub brochures. Planning is in process for these guided walks to become a quarterly event, and for additional walks to be researched and documented



# LEADERSHIP THROUGH INNOVATION



## ABOUT THIS THEME

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

## WHAT THE COMMUNITY SAID

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

## OUR PROGRESS

In 2013/14 Council consulted with the community and decided to apply for a Rate Variation, in an effort to tackle a complex program of infrastructure maintenance and renewal. Council also continues to implement its long term financial and property management strategies, as well as pursuing revenue through grants from State and Federal Governments. Council's financial position has allowed the allocation of substantial funds to important capital works projects requested by the community, in particular the new Library and Community Hub and the new Fitzroy Centre @ Woodstock.





## COMMUNITY SERVICES GRANTS

During the year Community and Library Services received approximately \$1.5 million in grants under a wide range of categories including Youth, Families and Community Services, Aged and Disability, Community Safety, Home and Community Care (HACC) and Library.

By way of examples, Library Services secured a Public Library Infrastructure grant of \$200,000 to assist with the development of the new Library and Community Hub. This was in addition to the annual State Government grants received for Library Services.

The Community Development team received \$5,000 funding from Clubs NSW for 'GroovAbility', the International Day for People with a Disability event and \$7,500 for the youth-focused 'Start the Switch' Project. The team also received \$1,537 funding for Youth Week activities from the Minister for Citizenship and Communities and Minister for Aboriginal Affairs and a small grant of \$250 for Carers Week.

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

## INTERNAL AUDIT

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

In 2013/14 the Committee considered reports on Gifts and Benefits policy and controls, Accounts Payable, Customer Requests and Complaints Handling, and was briefed on Council's business ethics statement, Internal Ombudsman role and functions and major projects.

In addition, the Audit Committee reviewed the annual Financial Statements, and received regular updates from Council management on Risk Management framework, compliance with State legislation and external reviews.

## COMMUNITY ENGAGEMENT

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

- Quarterly information sessions at the Burwood Seniors Computer Club
- Funding our Future: From November 2013 to January 2014 the community was presented with several funding options through information sessions, social media, surveys and submissions

- Competitions were held throughout the year on social media including Capture the Heart and BurwoodUnited to promote Burwood as a rich and diverse area and to foster a sense of pride in the community
- Consultations with the community were undertaken to determine current and future needs of residents for parks and open spaces, community facilities and services such as out of school hours care, child care centre's and facilities for youth and seniors
- Consultations were undertaken with members of the community who have a disability during the development of Council's Disability Access Plan

## WELL INFORMED COMMUNITY

- Website - Council's website registered approximately 750,000 unique visits per year
- Information on key Council services and initiatives has been translated into Chinese, Korean, Greek, Arabic and Italian
- Documents were available in both PDF and Word format in compliance with the Federal Government's Web Content Accessibility Guidelines V2.0 (WCAG). The website also includes a feature for all sections to increase the size of text
- Council's news on services and initiatives was distributed to the local papers (Inner West Courier and Burwood Scene) and published online on Council's website and social media pages
- Council published a quarterly newsletter, Burwood Update, which was delivered to all households and businesses in the LGA and distributed digitally to Council's e-news subscribers
- 29.5 per cent of web users accessed Council's website via a mobile device or tablet
- Council has experienced a positive growth in engagement through social media with an increase in online audience by 390 per cent in the 2013/14 financial year
- 40 per cent of users who 'Liked' Council on Facebook were aged 13-24
- In August 2013, Council launched its mobile website, improving accessibility for users who visit the website via mobile device and providing further assistance to those with a visual impairment as the content is more presentable and streamline, allowing users to send enquiries or lodge payments directly from the mobile website homepage
- A communication campaign was held to notify the community on the relocation of the Burwood Library to the new Library and Community Hub. The new hub welcomed more than 70,000 patrons in the first month after opening
- An accessibility audit was undertaken on Council's website in April to ensure Council's website is compliant with WCAG



## MANAGEMENT OF COMPLAINTS

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

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

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

## COUNCIL AS EMPLOYER OF CHOICE

Council implemented a modern and contemporary Employee Salary System in May 2014. The new 10 Grade Salary System provides progression based on the application of technical and professional competencies as well as work performance and desired behaviours measured against Council's organisational values.

During the reporting year the following documents were approved and implemented: Employee Handbook; Succession Plan; First Aid Corporate Practice; Risk Managing Public Events Corporate Practice and Clean Office Corporate Practice.

Three Corporate induction programs were conducted during the year with 23 new staff completing the program.

The "Leaders @ Work" management development program commenced in April 2014 with 15 emerging leaders undertaking Certificate IV in Frontline Management and at the completion of the program the group will develop the Strategic Plan for 2014/2015.

Activities of the EEO Management Plan continued during 2013/2014 with ongoing cultural awareness training provided to front line staff.

Council continued its partnerships with the Southern Cross Vocational College, where in this reporting year media project students developed a promotional video on Burwood. In addition Council hosted a total of 20 students from local schools, TAFE and University for work placement/experience opportunities.

## CUSTOMER SERVICE

The Customer Service call centre received 43,326 calls at an average service level of 75% of calls answered within 40 seconds. The Customer Service counter staff served 13,192 customers with an average of 71% attended to within five minutes of arriving at Council.

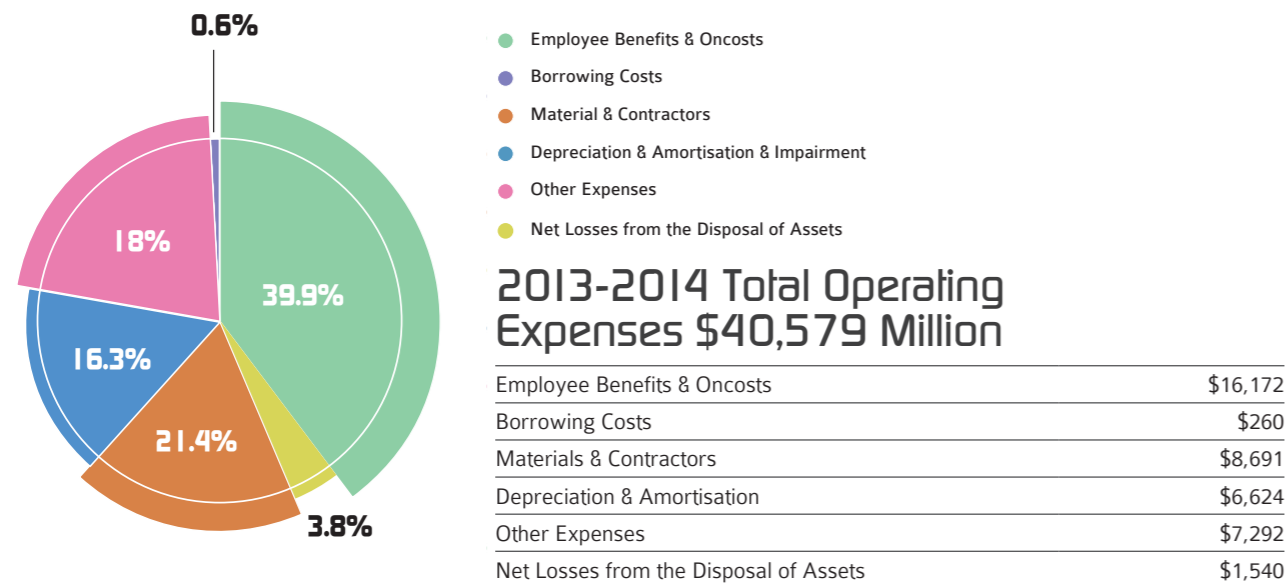
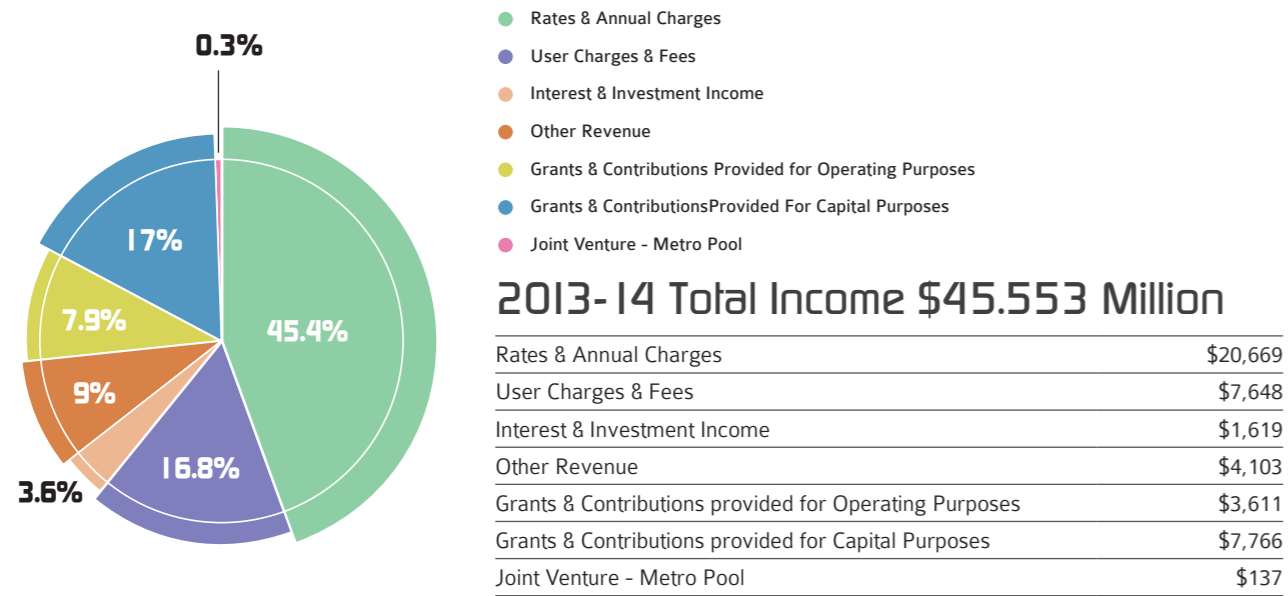
The staff lodged over 9600 customer requests in the Customer Request Management system (CRM) and mailed an acknowledgement letter with the CRM number to the resident to enable them to track their request.

## CELEBRATE COMMUNITY ACHIEVEMENTS

COUNCIL CELEBRATED CITIZEN OF THE YEAR, AWARDED TO MARGARET MCQUEEN, AND JUNIOR CITIZEN OF THE YEAR, AWARDED TO JOHNNY EGURROLA, AT AN AWARDS CEREMONY HELD AT THE NEW LIBRARY AND COMMUNITY HUB AS PART OF THE AUSTRALIA DAY CELEBRATIONS. THESE AWARDS WERE GIVEN OUT BY MISS LORRAE DESMOND MBE, FORMER TELEVISION PERSONALITY.



# FINANCIAL PERFORMANCE



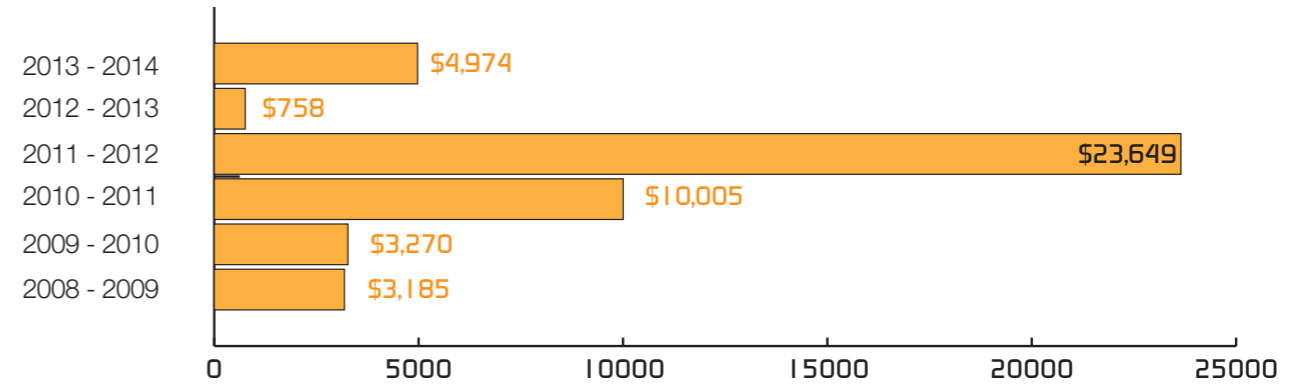
## Stormwater Drainage Investigation

Levied	\$267
Expenditure	\$264

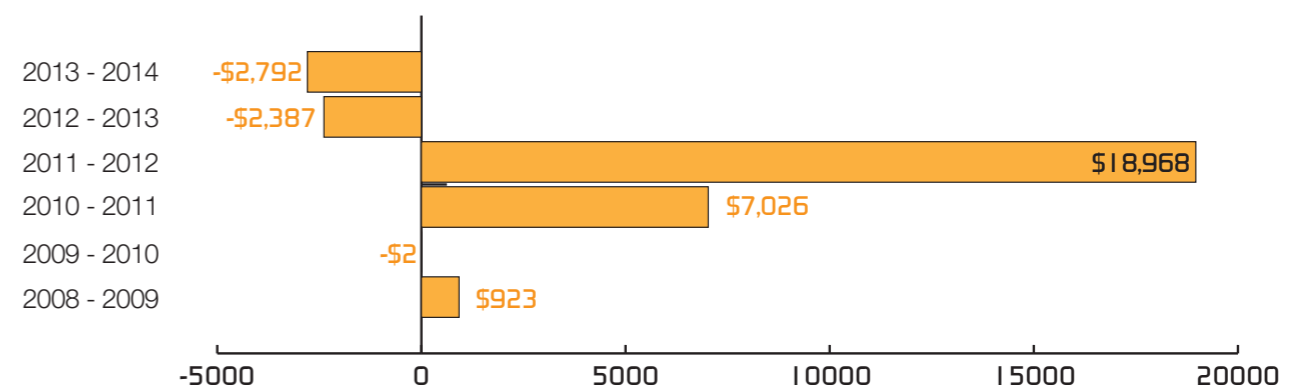
DURING 2013-14 AN AMOUNT OF \$263,818 WAS EXPENDED FOR STORMWATER SERVICES AND INCLUDED WORKS IN THE FOLLOWING AREAS:

- 13 Appian Way drainage - pipe relining
- Woodside Avenue - pipe and pit reconstruction
- Post Office Lane at 2 Fitzroy Street - pipe and pit reconstruction
- Lees Avenue at Georges River Road - pipe and pit reconstruction
- Boundary Street - pipe and pit reconstruction
- Rowley Avenue at Wentworth Road - pipe and pit reconstruction

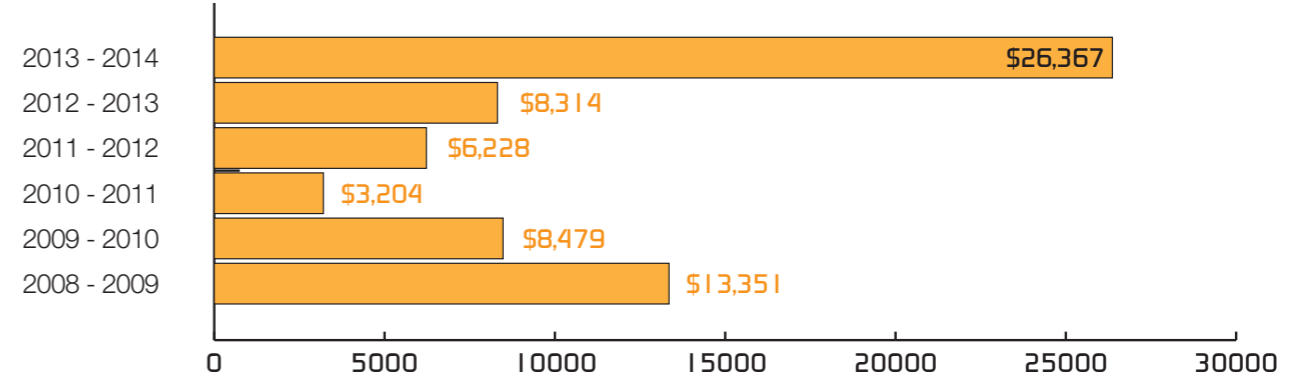
## Operating Results '000s



## Operating Result Before Capital '000s



## Capital Expenditure '000s



# A SUSTAINABLE NATURAL ENVIRONMENT

## ABOUT THIS THEME

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

## WHAT THE COMMUNITY SAID

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

## OUR PROGRESS

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



## EDUCATION

The Treading Lightly program continued with nine workshops hosted by Council. Topics included Backyard Veggies, Composting and Wormfarming, Balcony Gardening, New Plants from Old – Plant Propagation Techniques, Cycle Skills for Kids and Kids Cooking workshop – Love Food Hate Waste.

Council provided 14 education sessions to primary schools reaching over 500 students. A further 13 presentations were delivered to childcare centres in the LGA reaching over 300 children. The presentations included Better Get it Sorted, The 3R's – RU Ready, Recycling It Won't Cost The Earth, Litter Litter Everywhere and it's a Wormy World.

## ENVIRONMENTAL SCORE KEEPING

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

# \$17,063

in savings made during the financial year.

# 380GJ

reduction in energy consumption

## ENERGY SAVING INITIATIVES

### Sustainable Choice Purchasing

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

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

### Sustainable Events Management Plan

The plan outlines requirements and expectations as to how Council hosted events and events held in the Burwood LGA would be conducted and staged in relation to environmental and sustainability considerations. Sustainability guidelines are sent to all stallholders involved in events and they are required to complete a sustainability questionnaire as a part of their risk assessment, prior to attending any Council run events.

### Fleet Management

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

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

### E-waste collection

Council commenced regular Saturday morning e-waste drop-off days at the Council Depot in Enfield. The drop-off days commenced in November 2013 and collected 10.12 tonnes of e-waste of which 97% was recovered for recycling.

## RECYCLING

Council continued to deliver its successful kerbside recycling program. A Bin Inspection Program (BIP) was undertaken throughout November 2013 to address the issue of contamination in recycling bins. Over a one-month period, four areas were inspected with 400 bins checked. Prizes were awarded by the Mayor to the Most Improved and Most Consistent recyclers from the top two performing areas.



## ENVIRONMENTAL SCORE KEEPING

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

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

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



# ACCESSIBLE SERVICES AND FACILITIES



## ABOUT THIS THEME

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

## WHAT THE COMMUNITY SAID

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

## OUR PROGRESS

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

## BUILDING AND DEVELOPMENT

The trend for major development applications being lodged particularly in the Burwood Town Centre has continued with determinations on developments worth \$280 million being made over the past financial year. Council has also been involved in proceedings in the NSW Court of Appeal regarding the 1 Railway Parade, Burwood development.

Council has determined:

- **251** Development Applications (DAs) and Section 96 modifications
- **5** Complying Development Certificates
- **1072** Planning Certificates
- **27** Construction Certificates
- **108** Outstanding Notices
- **33** Pre-DA Applications

## PARKING STRATEGY

The second formal review of Council's Public Parking Strategy was undertaken, including consultation undertaken with residents in high demand parking areas outside of the original Parking Strategy area. In addition to parking management, focus was also placed upon reducing the need for private vehicle use via analysis of car share schemes as well as additional bus services throughout the LGA. The review also recommended the inclusion of Commuter Parking Permits for residents of Burwood who live south of Liverpool Road who require a vehicle to get to and from work via public transport. The review was placed on Public Exhibition with the final report to be presented to the October 2014 Ordinary Council Meeting.

## URBAN DECORATIONS

Over 100 flags are installed around Burwood each season, injecting vibrant colours and a festive tone into the area. In addition, Council installed garlands and fairy lights, as well as three Christmas trees during the Christmas season. Council upgraded the Christmas Decoration Program to incorporate 120 new garlands, covering new shopping districts in Enfield and Croydon and modernised the decorations on the Christmas Tree in The Strand, Croydon.

## LITTER AND ILLEGAL DUMPING PREVENTION

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

# 20

pram ramps upgraded

# 1,500

square metres of footpaths constructed

# 3,000

square metres of footpath pavers upgraded

## GRAFFITI MANAGEMENT STRATEGY

Council completed the Wipe Out Graffiti Hotspot project which was undertaken in collaboration with the NSW Department of Attorney General and Justice – Juvenile Justice, Burwood PCYC and NSW Police Force. This project met a significant number of the Graffiti Management Strategy community engagement outcomes for the year, including removal and management of graffiti, developing a new internal system for the reporting, upgrading graffiti management software and working with young people who have previously offended on behaviour changing activities.

## COMPLIANCE

Council performed various patrols for specific offences. Some proactive patrols included park surveillance (approx. 17230), school parking enforcement (approx. 2340) and building site management (approx. 1600). These patrols have seen numerous offences observed and formal action commenced against offending parties.

## ACCESSIBILITY

Council upgraded 20 pram ramps, constructed 1,500 square metres of footpath and upgraded 3,000 square metres of footpath pavers, improving the overall accessibility of the area.

# A VIBRANT ECONOMIC COMMUNITY

## ABOUT THIS THEME

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

## WHAT THE COMMUNITY SAID

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

## OUR PROGRESS

Council continued to support local business with regulatory education, up skilling opportunities and networking initiatives. At the same time, Council liaised with State and Federal Governments to attract grants and programs to the area to contribute to the activation of Burwood as the commercial hub of the Inner West region.



## ECONOMIC DEVELOPMENT

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

In particular, Council:

- Established an Economic Development Advisory Panel comprising of local industry leaders from various business sectors and the local Chambers of Commerce
- Engaged with local Chambers of Commerce
- Engaged with large centres of employment and education institutions in the area
- Developed a Precinct Guide showcasing a selection of retail and food businesses in all shopping precincts in the Local Government Area
- Worked with the Southern Cross Vocational College to produce a promotional video on Burwood as a destination for business, shopping and dining

## SUPPORT SMALL BUSINESS

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

- Continued to host a small business advisory service 'SmallBiz Connect' in partnership with Clearly Business Enterprise Centre. Located at the Council Chambers, SmallBiz offers support to local business in the inner west
- Sponsored the Burwood Shopping Guide, a pocket companion which is distributed to businesses and households in Burwood, Strathfield and Croydon
- Sponsored the Inner West Small Business Awards

## CIVIC EVENTS

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

Council conducted the following civic events and memorial services:

- Sandakan Remembrance Service
- Burwood Festival
- Enfield Aquatic Centre Eightieth Birthday
- Carols in the Park
- Australia Day
- Lunar New Year
- Easter
- Heritage Week
- Anzac Day Service
- National Servicemen's Service
- National Aborigines and Islanders Day Observance Committee (NAIDOC) Week

## REGULATORY INSPECTIONS

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

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

Council carried out a total of 554 inspections (447 food shops, 78 hairdresser/skin penetration premises and 24 cooling towers).

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

# 554

inspections of food shops,  
hairdressers/skin penetration  
premises and cooling towers





# STATUTORY REQUIREMENTS

## ELECTED REPRESENTATIVES

### Mayoral & Councillors' Fees 2013 – 2014

Mayoral Allowance	\$38,160
Councillors' Fees	\$122,386
<b>Total</b>	<b>\$160,546</b>

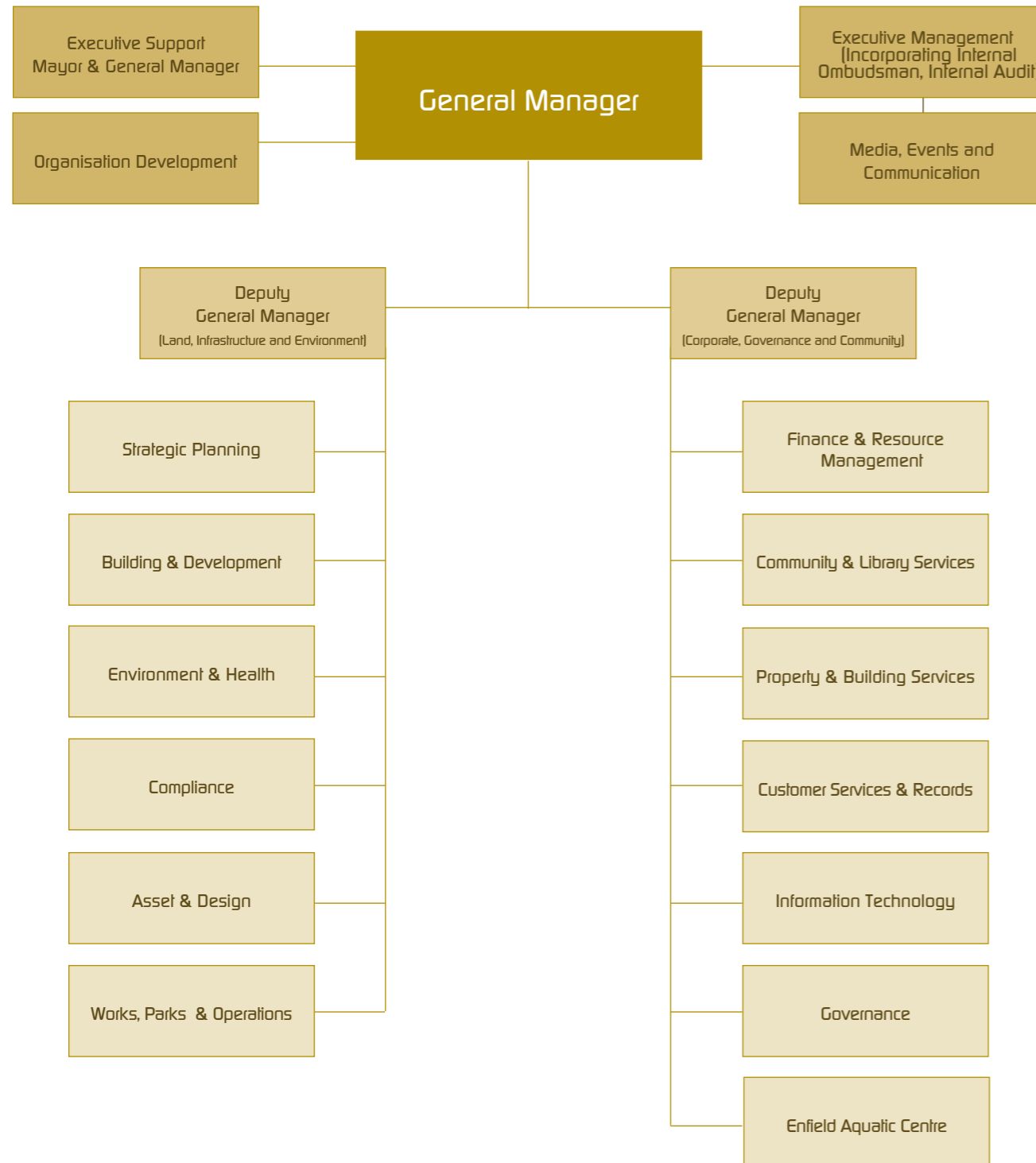
### Payment of Expenses and Provision of Facilities for Councillors

During 2013 - 2014 an amount of \$227,061 was expended on the payment of expenses and the provision of facilities for Councillors. These expenses were provided in accordance with Council's Councillors Expenses and Facilities Policy and were made up as follows:

Councillors Support Staff	\$58,236
Care and Other Related Expenses	\$259
Conferences and Seminar Expenses	\$11,101
Council Meeting Suppers	\$6,625
Councillors Civic Expenses	\$1,862
Councillors Donations	\$9,239
Councillors Travel Expenses	\$3,461
Equipment Purchases	\$834
Mayoral Civic Functions	\$7,299
Advertising	\$65,136
Overseas Travel Expenses	\$4,582
Printing and Stationery	\$16,253
Telecommunication Expense	\$6,321
Training Expenses	\$4,510
Miscellaneous Expense	\$16,255
Travel Expenses – Mayoral Vehicle	\$15,088
<b>TOTAL</b>	<b>\$227,061</b>

# ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2014



# THE SENIOR EXECUTIVE TEAM

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

Employee	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	FBT	Non Cash Benefit (Leave)
Michael McMahon	\$246,697	\$24,894	\$12,464	\$21,822	\$9,967
Bruce MacDonnell	\$188,799	\$25,574	\$10,908	\$16,466	--
Ian McCallum*	\$127,391	\$17,683	-	-	--
Veronica Lee	\$51,429	\$5,438	-	-	-

\*Veronica Lee left Council on Friday 30 August 2013 and Ian McCallum commenced at Council on Monday 21 October 2013

# DETAILS OF CONTRACTS AWARDED

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

Contractor	Nature of Goods and Services	\$ (excl GST)
Glascott Group Pty Ltd	Construction of the Wangal Park wetlands.	\$1,362,538
APARC Pty Ltd	Upgrade of existing parking meter fleet to new Europay, MasterCard and Visa (EMV) requirements.	\$255,300
MacDonald Johnson Pty Ltd	Purchase of a MacDonald Johnson FG1628 Street Sweeping Machine.	\$342,135
FDC Construction and Fitout Pty Ltd	Design and construction of Railway Square Burwood Project	\$1,473,337
Rapid Constructions Pty Ltd	Enfield Aquatic Centre – Maintenance upgrade of the 25m pool and filtration/plantroom upgrades for the 25m and 50m pools.	\$594,101
ExeLoo Pty Ltd	Supply and installation of three fully automated toilet units in Burwood Park.	\$248,245
Veolia Environmental Services Pty Ltd	Disposal of garden organics and bulk household clean-up material (joint tender with Leichhardt Council).	\$421,000

## Council Panels

Council established, with the assistance of Regional Procurement Pty Ltd, a panel of appropriately experienced and qualified preferred contractors to carry out construction and maintenance works on roadways and footpaths within the Burwood Council Local Government Area (LGA) for an initial period of two (2) years (from 1 March 2014 to 28 February 2016) with a one (1) year extension (to 28 February 2017) based on a review of each contractor's performance. The tenderers were required to submit a schedule of Quality Assured rates for the services they could provide to Council.

The preferred contractors were established in accordance with defined work areas or disciplines detailed in the Tender Documents. These areas were:

- excavation and removal of material
- concrete works
- kerb and gutter works
- segmental paving works
- nature strip works
- sub-grade and base course repairs
- asphalt footpath and road pavement
- saw-cutting works
- drainage works, traffic control and complete process

The tenderers included on the Panel were:

- Ally Property Services Pty Ltd Trading as Ally Civil
- Asphalt Laying Services Pty Ltd
- Civil Works NSW Pty Ltd
- Kelbon Project Services Pty Ltd
- GPP Excavation & Demolition Contractors Pty Ltd
- KK Consultants Pty Ltd T/A KK Civil Engineering
- Kodi Civil Pty Ltd
- Mack Civil Pty Ltd
- Ozpave (Aust) Pty Ltd
- Pave-Link Pty Ltd
- Stateline Asphalt
- Huntoro Pty Ltd T/A KT Civil Group
- Sam The Paving Man Pty Ltd
- AAA Traffic Control Pty
- DT Road Control Pty Ltd Trading As Safe On Site Traffic Services
- NA (Aust) Group Pty Ltd
- Traffic Facilities Maintenance Pty Ltd
- Trans-Plant Training Pty Ltd
- D& M Excavations & Asphaltting Pty Ltd
- Pro-Cut Concrete Pty Ltd

Council also continued to use the existing Legal Panel as awarded in 2012.

## Other Panels

Council adopted the following South Sydney Regional Organisations of Council (SSROC) Panel Contracts:

- Provision of Fire Services
- Supply and Delivery of Road Brooms and Brushes

## LEGAL COSTS – PROCEEDINGS & SERVICES

During 2013-2014, Council incurred expenses in the amount of \$486,117.88 in proceedings taken by, or against it, in accordance with Section 428(e) of the Local Government Act 1993. Details of all legal matters dealt with during 2013-2014 area as follows:

Subject	Proceedings by Burwood Council	Proceedings Against Burwood Council	Results	Costs \$	Costs Awarded \$	Fines \$
<b>Legal Proceedings</b>						
Legal Advice - 284 Burwood Road	*		Ongoing	825		
Unlawful Road Occupancy - 1 Railway Parade	*		Ongoing	23,207		
Class 3 Proceedings - 1 Railway Parade	*		Ongoing	3,427		
Breach of Order - 1 Greenhill Street	*		Ongoing	3,496		
Tree Preservation Order - 7-9 King Street			Ongoing	1,497		
Appeal, Land & Environment Court - 24 Burleigh Street	*	*	Ongoing	8,491		
Unauthorised Development - 47 Stanley Street	*		Ongoing	23,622	0	1,000
Industrial Relations	*		Finalised	13,275		
Tree Preservation Order Breach - Parramatta Road	*		Finalised	0	10,050	
Contempt Proceedings - 22 Austin Avenue	*		Finalised	8,832		
Unauthorised Building Works - 2 Fountain Avenue	*		Finalised	0	25,746	1,000
Dog Attack - 54 Blenheim Street	*		Finalised	0	2,623	
Unauthorised Development - 113-117 Burwood Road	*		Finalised	15,343	14,000	17,500
Legal Advice - 22 – 24 Grosvenor Street	*		Finalised	1,786		
Dog Attack - 69 Croydon Avenue	*		Finalised	3,006		
Breach DA/Roads Act/ LGA - 36 Burwood Road	*		Finalised	4,454		
Illegal Use of Premises - 26 Everton Road			Finalised	9,007		
Illegal Works - 3 Duff Street		*	Finalised	32,825	2,273	
Legal Advice - 5 Hornsey Street	*	*	Finalised	33,720		
Dog Attack - 6 Woodside Ave			Finalised	5,901		
Advertising Without Consent - Ajve Pty Ltd	*	*	Finalised	1,568		
Environmental Breach - 30 Acton Street	*		Finalised	12,492		
DA Appeal - 2 Badminton Road	*		Finalised	2,000		
Legal Advice - Shop 2, 319-321 Liverpool Road	*		Finalised	400		
Court Order Breach - 1 Railway Parade	*		Finalised	205,999		
Unauthorised Development - 5 Beresford Avenue			Finalised	3,668		
<b>Total</b>				<b>418,841</b>	<b>54,692</b>	<b>19,500</b>
<b>Legal Services</b>						
Rates Debts Recovery Actions				37,272	27,392	
Legal Advice on Miscellaneous Matters				41,975	14,300	
Property Sales / Acquisitions				52,981		
<b>GRAND TOTAL</b>				<b>551,069</b>	<b>96,384</b>	<b>19,500</b>

Council uses the services of a debt collection agency for the collection of overdue rates and charges and sundry debtor accounts. As a result of this service, some legal proceedings are instigated. The cost of this service amounted to \$37,272 for the period 2013-2014, of which the majority is recoverable from the ratepayer or trade debtor.

## Details of work carried out on private land

Council had cause to enter into private property at 34 Lilley, Burwood Heights for the purposes of clearing overgrown vegetation. The costs incurred in carrying out this work have been charged as a cost to the property to be recovered at the appropriate time.

## Companies in which Council held a controlling interest

Council does not hold a controlling interest in any companies.

# STATEMENT OF PARTNERSHIPS, CO-OPERATIVES AND JOINT VENTURES TO WHICH COUNCIL WAS A PARTY

## Regional Recycling Materials Contract

A regional recycling materials contract for the receiving, sorting and marketing of dry recyclables was established between six Councils including Burwood, Strathfield, Ashfield, Canada Bay, Leichhardt and Auburn, this contract expired in October 2013. Based on the success of this arrangement, the Councils agreed to continue the joint approach and the new contract commenced on 1 October 2013.

## Joint Burwood/Strathfield Recycling Collection Contract

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

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

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

Council has delivered a number of programs this year in relation to animal management. These programs include annual inspection for all dangerous and restricted dogs, Dog Training School lessons as well as accommodating and managing local feral cats.

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

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

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

# ORGANISATION DEVELOPMENT

## Equal Employment Opportunity Activities

The EEO Management Plan continues to be implemented on an ongoing basis with actions, strategies and programs undertaken until its review in 2017. Customer Service training was again provided for frontline staff in May 2014 which raised awareness of dealing with various types of customers. The Leaders at Work program that commenced in April 2014 also aims to equip upcoming leaders with these skills. Throughout 2013-14 Council continued to demonstrate its commitment to Equal Employment Opportunities (EEO) across the organisation.

## Work Health and Safety

Council undertook the StateCover Work Health and Safety Audit in June 2014 for the reporting year 2013/2014 and is awaiting the results.

In February 2012 the Work Health and Safety Corporate Practice and Statement was approved with framed copies of the Statement displayed in all Council work sites confirming our commitment to ensuring a safe and health work environment for all staff, volunteers, visitors and members of the public. Information sessions were conducted with staff on the Corporate Practice and our responsibilities under the legislation.

Workers Compensation claims have been effectively managed to ensure timely return to work of injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within a prescribed statutory time frame and as at 30 June 2014 there were only four active claims. Council and StateCover conduct quarterly claim reviews. Due to effective claims management and return to work programs, Council will receive a rebate on its 2013/2014 insurance premium and a reduced 2014/15 insurance premium.

Major health and safety initiatives conducted were:

- Hepatitis B Inoculation Program – August 2013 to May 2014
- Ergonomic Assessment of new Library and Community Hub facility – February/May 2014
- Manual Handling Training – August 2013 to April 2014
- Dangerous Goods/Chemicals Register implemented – May 2014
- Installation of automatic De-fibrators for Council Chambers, Library and Community Hub and Works Depot – January 2014
- Pigeon Eradication Works Depot – November 2013
- Asbestos Removal and Remediation – Works Depot June/July 2013
- Flu Vaccinations – April 2014

The Work Health and Safety Committee met regularly throughout the year providing an open forum in which management and employee representatives discuss health and work safety issues in the workplace and make recommendations for improvement.

In December 2013 the project to update and document Council's Safe Work Method Statements (SWMS) and Standard Operating Procedures (SOP) into a revised easy to understand format commenced and as at the 30 June 2014 over 80 SWMS and SOP's have been updated in consultation with appropriate team members.

Local Government Super representatives have continued on with the successful one on one personal superannuation and financial planning interviews for staff during the year to provide a financial "health check".

## Learning and Development

Council continued to provide professional and personal development opportunities through the delivery of over 130 individual or collective programs provided to staff ranging from Child Protection, Essential Skills for Personal Assistants, Traffic Control, Asbestos Awareness, Working Safely near Electrical Power Lines, Chain Saw Operation, First Aid, Corruption Prevention, Employment Law, Aged Care, Fleet Management, Copyright for Libraries, Strategic Assets Management, Crime Prevention, Writing Grant Applications, Integrated Transport and Land Use, National Construction Code, Royal Lifesaving, Volunteering, TRIM, Microsoft, Local Government Purchasing and Report Writing.

Corporate Inductions programs were held quarterly for all new staff and Council provides a more comprehensive induction for volunteers and temporary employees.

Specific corporate programs were rolled out during 2013/2014 to complement Council's focus on a positive work culture:

- Having Effective Performance Conversations – October 2013
- Code of Conduct refresher training – July 2013
- Enterprise Risk Management – October/November 2013
- Risk Register Development – October 2013 then March April 2014
- Procurement/Purchasing – November 2013
- TRIM upgrade training
- Cultural Awareness Frontline Staff – December 2013
- Asbestos Awareness – February 2014 to June 2014
- Implementation of Building and Construction Industry Security Payment Act 1999 – April 2014
- Leaders @ Work Program – April 2014
- Managing Complaints for Frontline Staff – May 2014

Council continues to support a number of staff in undertaking higher qualifications in the areas of Horticulture, Landscaping, Traffic Management and Human Resource Management.

## Risk Management

The development of Council's Risk Register commenced in March 2014 with all managers reviewing and documenting risk activities and then developing appropriate control mechanisms to mitigate and or minimise the risk, with over 200 separate risk activities identified.

During the reporting year the Risk Managing Public Events Corporate Practice was approved in December 2013 and the Risk Management Coordinator trained relevant Community Services staff in this document.

The Risk Management Committee continues to meet on a monthly basis and its focus over the reporting year was the implementation of the Enterprise Risk Management Strategy and Risk Register and in 2014/2015 the priority project will be the testing, review and update of the Business Continuity Plan.

Council continues to be an active member of both United Independent Pools and Metro Pool Mutual for all of our insurance cover (excluding workers compensation) and maintains significant premium savings.

In May 2014, CGU Risk Engineering undertook a review of the newly refurbished Library and Community Hub, using the CGU Five Star risk-engineering rating system which provides advice to identify opportunities and mitigate potential exposures that may lead to property loss or interruption to business operations. Council received a four star rating for the Library and Community Hub and CGU provided Council with minimal and cost effective adjustment recommendations to be implemented to achieve a five star rating. These recommendations will be implemented in the next reporting year.

## ACCESS TO INFORMATION

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

For the 2013-2014 period Council received 269 informal access to information applications and five formal access to information applications. The majority of these applications were related to Development Applications and were all determined within the statutory timeframe.

## PUBLIC INTEREST DISCLOSURES

### Internal Reporting Policy

Burwood Council's Public Interest Disclosures Act 1994 - Internal Reporting Policy was adopted by Council on 27 September 2011.

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

### Statistical Information on PIDs

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

	Jul 2013 – Jun 2014
Number of public officials who made PIDs	0
Number of PIDs received	0
Of PIDs received, number primarily about:	
Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	0
Local government pecuniary interest contravention	0
Number of PIDs finalised	0

### PID Obligations

Actions taken by the General Manager in 2013-2014 to ensure staff awareness:

- Public Interest Disclosures Act 1994 - Internal Reporting Policy circulated to all staff via email and in hard copy to outdoor staff
- Brief introduction to PID legislation included in all new staff inductions
- Regular training sessions for new staff carried out by Council's Internal Ombudsman

The PID newsletter and guidelines papers from the NSW Ombudsman are received and circulated to the Executive and Management teams.

# STATE OF THE ENVIRONMENT REPORT

## STATE OF THE ENVIRONMENT REPORT

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

The State of the Environment Report (SoE) presents the condition of the Burwood Local Government Area (LGA) and the human impacts on our local environment during the 2013-2014 financial year as identified in the Burwood Council Community Strategic Plan.

### Strategic Goal: Improved Waste Management

Action	Service	2013-2014 Assessment Measures
Better promote existing recycling services	Education	<ul style="list-style-type: none"> <li>Information is provided on Council's website and updates featured in both the quarterly newsletters to residents and regular updates through the Mayoral column in the local paper</li> <li>A Bin Inspection Program (BIP) was undertaken in November 2013 with 400 recycling bins inspected, to determine the most common contaminant in the kerbside recycling bins. Awards were presented by the Mayor to the most consistent and most improved recyclers</li> <li>Free bin bay signage (22 signs distributed), flyers and noticeboard posters were provided to Multi Unit Dwellings (MUDs) to promote correct recycling practices</li> <li>Recycling information was provided to MUDs, as requested by the body corporate, in multi lingual pamphlets</li> </ul>
Encourage a reduction in waste generation through the community education	Education	<ul style="list-style-type: none"> <li>Council continued to organise and promote Second Hand Saturday events. The LGA is divided into five areas and within each area residents have the opportunity to hold a garage sale which is advertised by Council and a registration kit sent out with resources to promote and use on the day of their sale.</li> <li>Council promoted the diversion of organic material from landfill through the promotion of worm farming and compost bins</li> <li>Council continued to offer both a battery recycling program and a mobile phone recycling program through collection points located in Customer Services. During the reporting period 27.02kg of mobile phones and accessories were collected for recycling.</li> <li>Council, through the Providing the Links program, undertook 27 free presentations to primary schools and childcare centres in the LGA on a range of topics including recycling and worm farming. Over 800 students and children attended the presentations.</li> <li>Council continued to support the Fridge BuyBack program through promotion on the website, quarterly resident newsletters and referral via telephone enquiries. The program is an energy efficiency and greenhouse gas abatement scheme that involves removing second working fridges from households.</li> <li>Council commenced regular free electronic waste (e-waste) drop-off days at the Council Depot during the reporting period. A total of 10.12 tonnes of e-waste was collected, of which 97% was recovered for recycling.</li> <li>Council has continued its partnership with the Love Food Hate Waste program, which is managed by the NSW Environment Protection Authority (EPA). The program aims to raise awareness about the impact of food waste in NSW and reduce how much 'good' food is wasted. The program helps residents to avoid food waste, save time and money and reduce their environmental impact by planning better, shopping smarter and storing food effectively. Council promoted the program on the website and through the quarterly residential newsletters and held a workshop for Kids Cooking focusing on cooking with leftovers.</li> </ul>
Establish clear targets for recycling and reducing waste to landfill	Waste	<ul style="list-style-type: none"> <li>The Strategic Waste Action Plan (SWAP) implementation continued with promotion and encouragement of correct recycling practices through regular education campaigns, twice yearly bin inspection programs and working with strata managers of Multi-Unit Dwellings (MUDs) to improve recycling from unit buildings.</li> <li>Council has joined with the Southern Sydney Region of Councils (SSROC) to develop contracts for the diversion of waste from landfill through alternate waste treatment processes.</li> </ul>

#### Annual waste tonnages

	2010-11	2011-12	2012-13	2013-14
Residential waste	7027	6747	6880	7465
Recycling	2731	2928	2758	2708
Green waste	2314	2778	2350	2199

### Strategic Goal: Reduce Impacts of Population Growth on the Environment

Action	Service	2013-2014 Assessment Measure
Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages	Workshops	<ul style="list-style-type: none"> <li>Council's Treading Lightly free workshop program continued with nine workshops hosted by Council throughout the reporting year. Workshop topics ranged from Backyard Veggies, Composting and Wormfarming, New Plants from Old – Plant Propagation Techniques, Cycle Skills for Kids and Kids Cooking workshop – Love Food Hate Waste</li> </ul>
Seek community interest and support the establishment of community gardens in neighbourhoods to use as education tools	Community Gardens	<ul style="list-style-type: none"> <li>Council has considered the possibility of establishing a community garden however has decided at this time to defer any further action.</li> </ul>
Educate the community on native plants and animals	Education	<ul style="list-style-type: none"> <li>Council identified species of local native flora and fauna and the information is available on Council's website.</li> </ul>

### Strategic Goal: Reduced Impacts of Population Growth on the Environment

Action	Service	2013-2014 Assessment Measure
Provide incentives or awards for projects, developments and initiatives that promote environmental sustainability	Incentives and Awards	Program has been temporarily deferred.

### Strategic Goal: Leadership in Environment Sustainability

Action	Service	2013-2014 Assessment Measure
Promote Burwood as a Tidy Town and encourage community ownership	Promote Burwood as a Tidy Town	<ul style="list-style-type: none"> <li>The Dob in a Dumper program continued with media releases, information on Council's website, letterbox drops and information in the quarterly resident newsletters promoting the clean up options available and to deter residents from illegally dumping unwanted household items</li> <li>Council continued trialling the use of CCTV cameras to further reduce the incidence of dumped rubbish and graffiti throughout the LGA</li> <li>Information on waste transfer stations and self-haul disposal options is on Council's website</li> </ul>
Promote greater use of more efficient green technologies and alternative energy sources	Green Technologies and Alternative Energy Sources	<ul style="list-style-type: none"> <li>Council continues to promote sustainability and energy conservation through the Treading lightly workshops.</li> <li>Council promoted and participated in the Earth Hour event which was held on 29 March 2014.</li> <li>Council secured a Federal Government grant for the Local Government Energy Efficiency Program (LGEEP). The grant was a co-funded project totalling \$59,448. The LGEEP supported local governing authorities to install energy efficient solar and heat pump hot water systems into buildings and facilities. Council installed nine solar hot water systems and three heat pump hot water systems. The facilities included as part of the program were:                             <ul style="list-style-type: none"> <li>Council Depot</li> <li>Henley Park Amenities building</li> <li>Burwood Park Community Centre and Childcare Centre</li> <li>Flockhart Park Amenities building</li> </ul> </li> </ul>

### Strategic Goal: Community Educated on Sustainable Practices

Action	Service	2013-2014 Assessment Measure
Develop management plans that improve the performance of Council operations to address global warming	Develop Management Plans	<p>Council continued to implement initiatives and programs relating to the following Plans:</p> <ul style="list-style-type: none"> <li>Green Action Plan</li> <li>Sustainability Action Plan</li> <li>Water Savings Action Plan</li> <li>Strategic Waste Action Plan</li> <li>Litter and Illegal Dumping Prevention Plan</li> <li>Sustainable Event Management Plan</li> <li>Waste Less Recycle More (WLRM) program</li> <li>A report was submitted to Council advising of the progress and action taken in relation to each of the plans.</li> </ul>

### Looking Forward: The Future

The diversion of waste from landfill remains a priority for Burwood Council.

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



**Burwood Council**

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If you have a comment or a question about the Annual Report 2013-14 and the State of the Environment Report please contact us:

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