



Burwood Council Annual Report 2016



Burwood Council
heritage • progress • pride

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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.

Message from the Mayor



I am pleased to present your Council's Annual Report for 2015-16. As demonstrated in the report, Council has continued to deliver a range of major and capital projects and initiatives which have strengthened Burwood's position as a strategic centre in Sydney while maintaining a strong focus on our community and the priorities you have identified.

Community focussed

Council remains devoted to providing the best services and initiatives to our diverse community and our many visitors.

In 2015-16, Council achieved several milestones with the opening of the wetlands at Wangal Park and Barbara Holborow Park, providing the community with two new green spaces in our area.

Closer to the Burwood CBD, the Woodstock Centre was reopened with interior and exterior restoration works to the iconic Victorian building, returning it to its original heritage charm while providing a modern space for our community. The Burwood Park Pavilion was opened in May 2016 which will further enhance the experience of community events and help attract more than 350,000 visitors to the area each year.

Your safety

As a father of four young children, I firmly believe that safety should be a top priority.

Throughout the year, Council continued to improve safety in the area with the addition of new mobile cameras, expanding our existing comprehensive CCTV network. Council partnered with the Burwood LAC and other local agencies to deliver a range of road and youth safety campaigns to educate our community on the importance of safety.

In addition to providing safety projects and initiatives, Council continues to roll out its extensive capital works program in order to ensure that all members of our community have safe and equitable access to all of our great facilities.

The success of our capital works program was recently highlighted in an independent infrastructure audit undertaken during the financial year which revealed that the overall condition of our roads, footpaths and kerbs has continually improved over the past few years.

Leaders in innovation

Council endeavours to be leaders in the Local Government sector with a range of innovative services and initiatives.

This year, Council launched a series of new services including the 3D Development Application modelling system and interactive online mapping system to improve customer experience.

I am proud of Council's performance in 2015-16. The achievements made during the financial year are 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.

Cr John Faker
Mayor of Burwood

Message from the General Manager



Burwood is a vibrant cosmopolitan region in the hub of Sydney's inner west with a growing economic centre surrounded by distinct and historic suburban villages. The diversity of the local community and its accessibility has made Burwood a popular destination for many people to live, work or visit.

It has been a busy year for the organisation, with the NSW Government's amalgamations of Councils across the State presenting many opportunities and challenges for the organisation. Burwood Council is still awaiting outcomes of legal challenges.

Building on its success from previous years, Council continues to place a strong emphasis on financial sustainability achieving an \$8.1 million surplus in its budget during the 2015-16 year.

This focussed commitment to fiscal responsibility has enabled Council to deliver a range of new and innovative projects to the community while continuing to maintain a high level of services to the community.

These new projects include the opening of the wetlands at Wangal Park and the Burwood Park Pavilion, a series

of business workshops, new cultural and community events, and upgrades to the Woodstock Centre. In addition to providing new amenities and facilities, Council actively promoted the \$2.65 billion local economy through its support and partnership with local business.

During the year, Council delivered a range of new business workshops and initiatives to help local businesses maximise their potential while showcasing Burwood as a vibrant economic centre. The Annual Report 2015-16 highlights the many great achievements identified in Council's Operational Plan and Delivery Program and serves as a progress report on the delivery of our Burwood2030 Community Strategic Plan.

The last financial year has provided many opportunities and challenges for Council however the organisation has remained focussed and committed to meeting the needs of our residents and stakeholders.

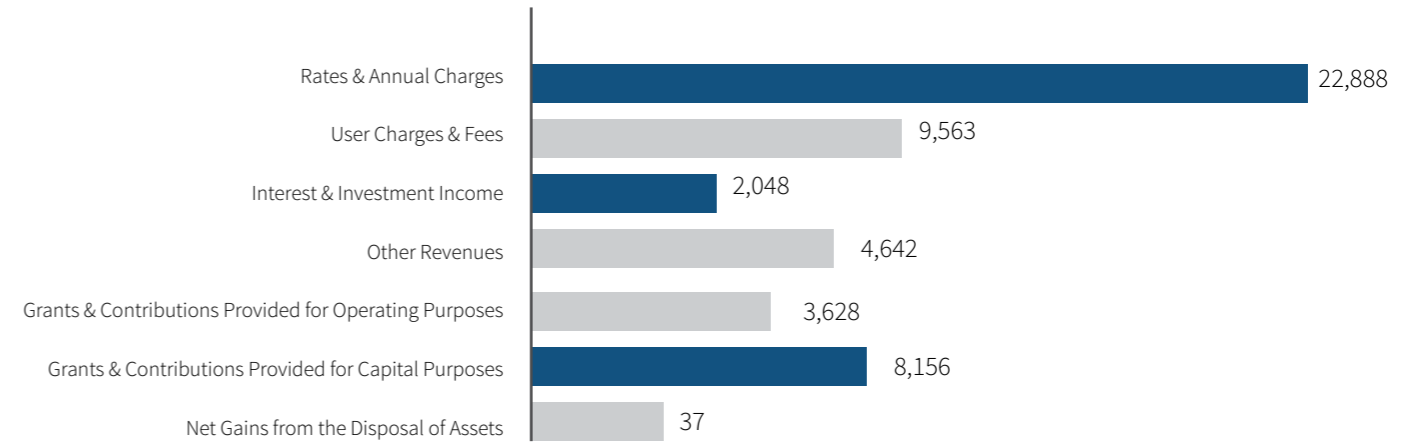
I would like to thank the Councillors for their support throughout the financial year. I am proud of the work our staff have done over the past year, and I will make every effort to ensure that we can continue to build on this success in the coming years through strong economic management and support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

Michael McMahon
General Manager

Our Financial Performance



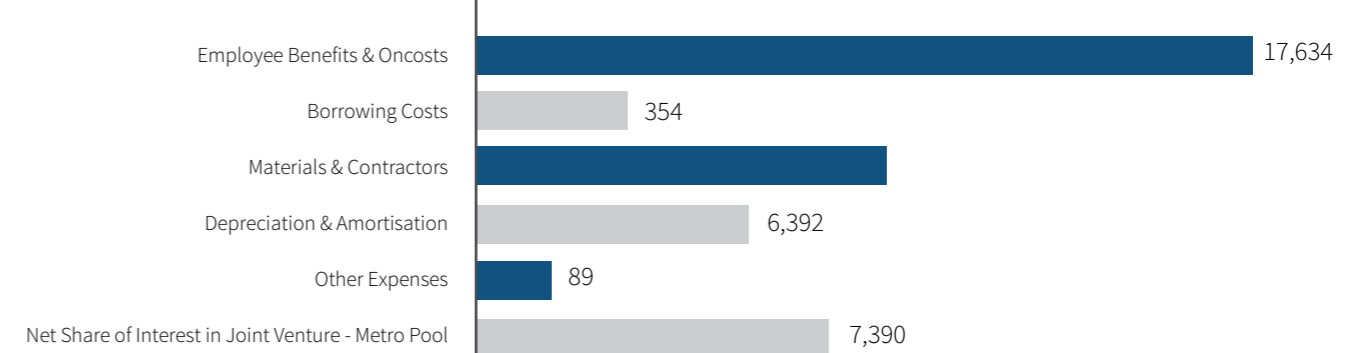
2015-16 Total Income \$50.962 Million



\$22.888m Income generated by Rates

\$8.156m obtained for capital projects

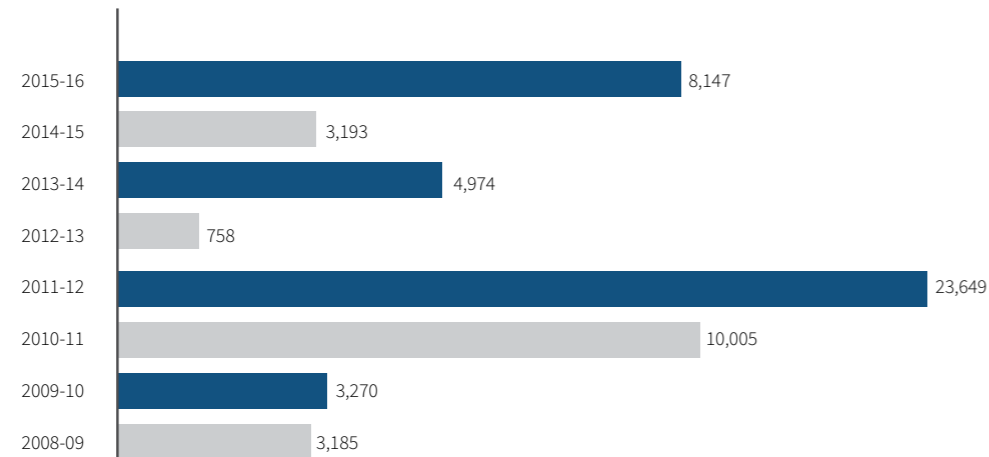
2015-16 Total Operating Expenses \$42.815 Million



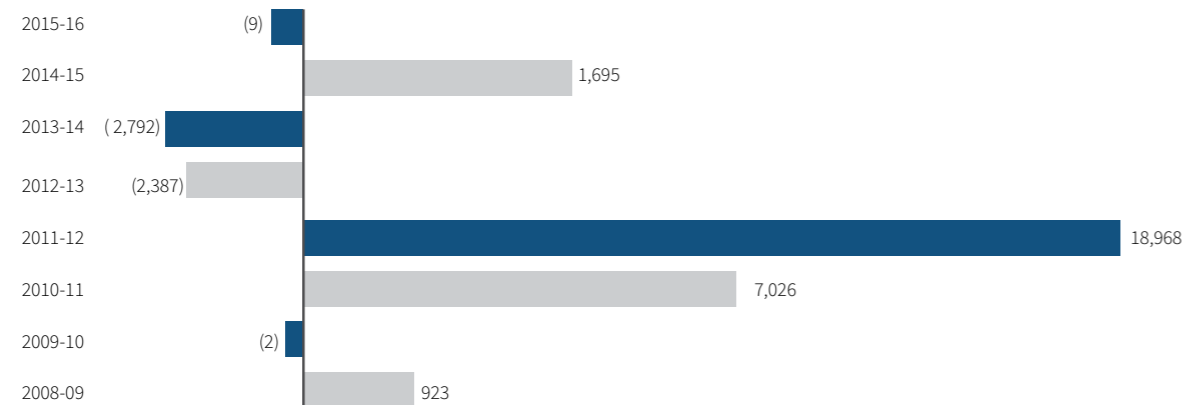
Detailed information of changing business activity of subdivisions of main company

OPERATING RESULTS

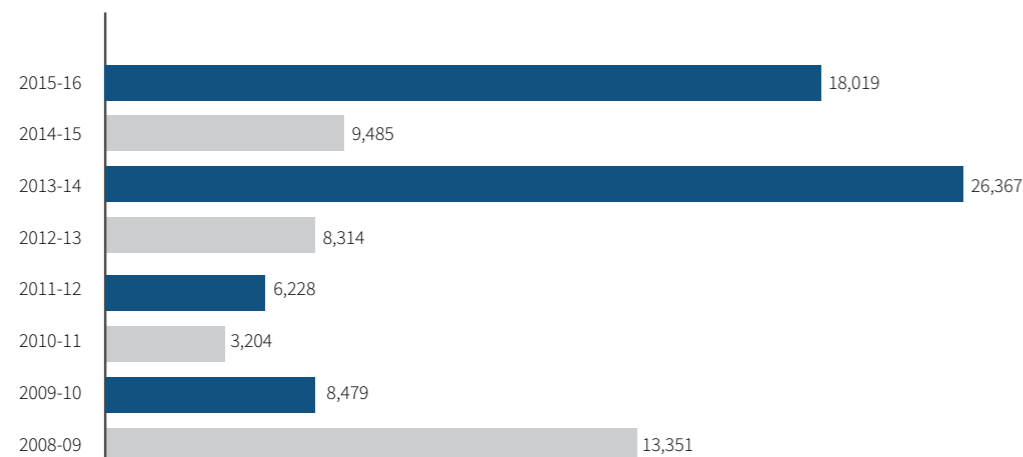
Operating Results '000s



Operating Results Before Capital '000s



Capital Expenditure '000s



2015-2016 Stormwater Management '000s



Stormwater Drainage Investigation

During 2015-16 an amount of \$267,975 was expended for stormwater services and included works in the following areas:

- 68 Burwood Road- pipe and pit reconstruction
- Webb Street - Boundary Street - pipe and pit reconstruction
- Queen Street - pipe and pit reconstruction

Special Rate Variation

Following extensive community consultation, in 2014 Council submitted an application to the Independent Pricing and Regulatory Tribunal (IPART) for a special rate variation. On June 3, 2014 IPART approved Council's application for a special rate variation, allowing for a four-year progressive increase, commencing in 2014/2015.

The additional funding received from the special variation is allocated to fund Council's comprehensive capital works program to upgrade local roads, footpaths, kerbs and parks.

Below indicates the projects funded by the special rate variation during the 2015/2016 period.

		INCOME	EXPENDITURE
Income levied throughout 2015/2016 from Special Rate Variation		\$599,471.00	
2014/2015 Carry Over funds		\$28,195.18	
WORK CARRIED OUT	LOCATION		
Footpath reconstruction	Royce Avenue – Cheltenham to Monash Parade		\$102,864.80
Footpath reconstruction	King Edward – Monash to Wychbury Avenue		\$64,542.00
Footpath reconstruction	Alexandra Avenue – Monash to Wychbury Avenue		\$57,888.05
Kerb and Gutter reconstruction and road resheet	Devonshire – Liverpool to Murray Street		\$67,685.00
Road reconstruction	Comer Street from Burwood Rd to Britannia Ave		\$190,507.03
Park Lighting	Henley and Grant Parks		\$14,000.00
Maintenance of Roads			\$42,000.00
Maintenance of Footpaths			\$53,471.00
Maintenance of Kerb & Gutter			\$12,000.00
Maintenance of Parks			\$12,000.00
Special Rate Variation Administration			\$18,755.00
	Total	\$627,666.18	\$635,712.88

Note: The outstanding balance from 2014/2015 of \$28,195.18 was carried over to 2015/2016.

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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

Sustainable Planning

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

Safety

Council maintained a proactive relationship with the Burwood Police Local Area Command and continued to deliver a range of community safety and crime prevention initiatives, which included:

- White Ribbon Day activities - partnership with the local Police, Schools, Clubs and a number of Community Services to run an awareness raising campaign
- A review of Council's Alcohol Free Zones and Alcohol Prohibited Areas policies with a view to ensuring that all public spaces are suitable for a range of purposes and shared use
- Monthly meetings with the local Police to review crime patterns and trends and work collaboratively on prevention and education strategies

Council ran a number of road safety campaigns including:

- Choose Right, Buckle Right campaign on child restraint seats, which resulted in 45 personal child restraint fitting appointments provided free of charge
- Watch Out Cars About campaign, aimed at addressing pedestrian accidents within the town centres
- Slow Down campaign, which identified streets with excessive vehicle speeds and reinforced the message of safe driving behaviour
- Senior Drivers and Senior Pedestrians Program campaign, to provide the elderly with information on how to ensure safety while keeping mobile
- Helping Learner Driver workshops, which teach learner drivers and their parents the correct methods in educating first time drivers
- Development of a kit with road safety information and resources for local school road safety representatives to address school and parent concerns



Planning

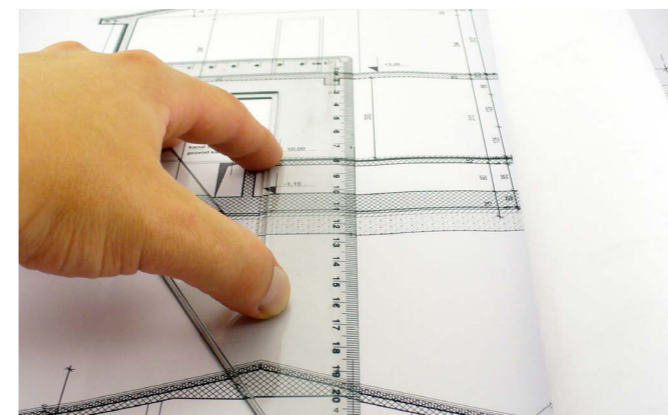
The Burwood Local Environmental Plan (BLEP) 2012 came into force on 9 November 2012, which provides a statutory planning framework for medium to long term development in the Burwood Local Government Area.

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.

As of 1 September 2012, there are two Section 94A Contributions Plans applying in the Burwood Local Government Area. One plan applies to land within the Burwood Town Centre, while the other applies to land outside the Burwood Town Centre. These Contributions Plans provide for funding towards the provision, extension or augmentation of local public infrastructure and services to support the expected growth and development.

There have been seven amendments to the BLEP and two amendments to the BDCP since they came into force. Two of the seven amendments to the BLEP were made within the last financial year. Several further amendments are on their way. The latest amended BDCP became effective from 10 March 2015. A further amendment to the BDCP has been drafted, which will become effective in the 2016-17 financial year. These amendments have been prepared in response to emerging issues.

Council is in the process of establishing a bonus development scheme in the Burwood Town Centre. Such a scheme would allow for developers to offer public benefits through voluntary planning agreements in exchange for a certain amount of floor space over and above the development standards set by the BLEP.



Youth

Council continued to engage with local young people through a range of youth leadership opportunities, in particular the Burwood Youth Advisory Group (BYAG). BYAG is one of the largest Council youth advisory groups in Sydney and undertook a range of activities for local young people, including:

- Family Fun Day at Henley Park: a joint project including both RU OK Day and Child Protection Week with activities for youth mental health and child protection information for families
- Claim the Stage: five short plays that were written, directed and acted by young people and showcased across five LGAs to a wide range of audiences
- Youth Road Safety Project: tackling texting and driving. The two main elements of the project were launching the 'viral' film and running youth safety workshops in nine participating schools
- The YES (Youth Employability Skills) project: a capacity building project that delivered practical four day training in a range of skills areas to prepare young people for future work placement and traineeships. Over 65 young people participated in these sessions which covered photography, beauty and PR and Marketing

Mobile Playvan

Approximately 20 families at each session. A celebration of Mobile Play Van's tenth birthday took place during Children's Week in October, attracting over one hundred parents and children.



Multicultural Engagement

A number of programs were developed to improve communications between Council and cultural groups, particularly for the large Chinese speaking communities:

- Information sessions at the Library and Community Hub in Mandarin and Cantonese on a range of topics from diabetes, eye care, and dementia to road safety, tax and superannuation
- Ongoing coordination of Speakers Corner in collaboration with Chinese Australian Services Society (CASS). Speakers Corner is a volunteer-driven English conversation class for Mandarin and Cantonese speaking residents of Burwood
- Harmony Day 2016 Colourfest Short Film Festival held at Events Cinemas Burwood. Colourfest is a series of short films made by migrant Australians about their experiences. At this event Council also launched the Inner West Community Voices Project, which is a book to be developed by Council in partnership with Metro Assist to showcase local migrant stories and experiences. The finished book will be launched on Harmony Day 2017

Infrastructure

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

The following improvements were delivered:

7,600
square meters of footpath pavement

26,400
square metres of road pavement

2,000
lineal meters of kerb and gutter

700
lineal meters of stormwater pipe upgraded

57
pram ramps upgraded

700
square meters of driveway

3
new raised pedestrian crossings

Playground upgrade at Jackett Reserve

Construction of new parking bays at Fountain Avenue

3,200
square meters of turf to parks/playing fields

600
square meters of nature strip repairs and replacements

Enfield Aquatic Centre

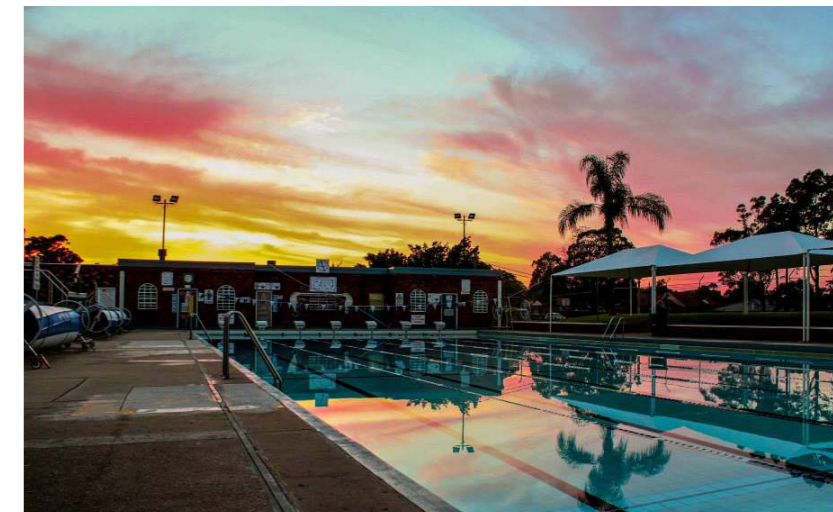
The EAC had a successful year with a total of

73,021 visits

to the centre, a 41% increase on the previous year. During the year the following improvements were undertaken at the centre:

- A new perimeter fence was erected
- A meeting room was constructed room in the indoor 25m pool area
- New enrolment procedures were implemented for the Learn to Swim (LTS) program
- New levels were added to the LTS program
- Aqua aerobics classes resumed in early February 2016
- A new customer service team was appointed
- Shift supervisors were implemented

In addition, a draft master plan was developed to



guide future upgrades of existing facilities as well as the development of new features. The public will be consulted on the plan in 2016/17.



Wangal Park

Sydney has a new oasis in the heart of the inner west with the wetlands at Wangal Park officially opened to the community on 2 October 2015. Wangal Park, located in Croydon, is a 4.2 hectare green space which features three wetlands surrounded by boardwalks, an observation deck, exercise track and other facilities.

The remainder of the park will open at the end of 2016.



Heritage

Council is progressing a Heritage Study Review, which is to be undertaken in stages. In the last year Council has been progressing the incorporation of three properties into a heritage conservation area; peer reviewed a further four properties for potential heritage listing; and has been investigating an additional two properties as possible heritage items.

Upgraded Playgrounds

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



Burwood Park Pavillion

The Multi Function Entertainment Structure in Burwood Park was officially opened in May 2016. The opening featured performances from MLC Sydney and Platinum Vocal Studios who helped kick off the opening with some great music.



Volunteer Network

Council assessed **1461** enquiries, conducted **91** interviews, delivered five training/information sessions, trained **60** volunteers and recruited **57** volunteers. Volunteer Outreach Service and Volunteer Information Sessions were held every second Wednesday of the month at Burwood Library and Community Hub. During these sessions Council provided information to the community about local volunteer opportunities.

Library

Children and Early Literacy Services

- Council introduced 'Burwood Babies', a new rhyme time program for babies aged 6-18 months. The program is interactive and fun, consisting of songs, rhymes and books, and helps develop coordination, communication and early literacy. Over 30 babies and their parents/carers have enjoyed these weekly sessions
- The weekly preschool storytelling sessions attracted over 80 children and parents/carers and feature stories and craft activities that develop reading and literacy skills, encourage an enjoyment of literature and stimulate creativity. These sessions also presented a wonderful opportunity to support the diverse community by celebrating special culturally significant days, such as Australia Day, Lunar New Year, Eid, NAIDOC Week and Diwali
- The Toy Library collection provided toys, puzzles and games to stimulate the literacy and numeracy skills of very young children
- Council participated in the Summer Reading Club, a national initiative designed to encourage children to discover great authors and develop a passion for reading. Thirty three children participated with 740 books read



- Over 500 children aged 5-12 years attended the school holiday programs, which included a winter wonderland craft session, Bollywood dancing, Australian animals, various films and making your own musical instruments
- Council engaged with preschool centres and hosted visits from these groups, providing a targeted program of stories and activities

Youth

- Study areas, group study rooms, computers, free Wi-Fi and the meeting room were all heavily utilised
- The Young Adult collection provided information and recreational materials in a range of formats, including eBooks and eMagazines, graphic novels and books. The specially selected HSC collection provided support for HSC students across the school curriculum including English, Maths and the Sciences

- Several HSC workshops focusing on maths and English were held during the year allowing students further opportunity to access subject matter specialists
- The HSC Lock-in evenings continued to be popular, with more than 140 students participating in these study sessions. The Lock-ins provided a secure environment, expert staff assistance and the full range of library resources

Seniors

- The Home Library Service (HLS) was provided to residents of the Burwood LGA who are either permanently or temporarily unable to visit the library in person. Large Print books and MP3s were available for visually impaired patrons
- Council produced an engaging and interesting program for seniors including the showing of four films: the Intern, the Initiation Game, the Woman in Gold and the Grand Budapest Hotel, which also included a film discussion and refreshments
- The Seniors Book Club continued to be a popular monthly program allowing seniors to meet, socialise and discuss literature
- In the first half of 2016, Council participated once again in the Tech Savvy Seniors program. These free technology training sessions for people over the age of 65 were funded by NSW State Government and Telstra. There were eight sessions delivered in Mandarin and eight sessions in English with 128 participants
- There was also additional training on the use of iPads

Library Information Services

- Council's Burwood Library and Community Hub had a total membership of 21,024 at the end of 2015/2016. It had a wide range of resources including books, magazines, eBooks and eMagazines, electronic databases, DVDs and MP3s, newspapers, HSC collection, graphic novels, community language collection and English workshop material. These resources are designed to meet the information, recreation and cultural needs of the community



Council held **462** activities attended by

10,240 participants. These activities included English Conversation classes, computer workshops, school holiday activities, wellness talks, Film Club, the Wrap With Love group, HSC workshops, Burwood Babies and the JP Service.

Total visits to the Library and Community Hub were

638,585, with a daily average of **1,830**.

In total, **7,773** items were added to the Library's

collections and a total of **207,705** items were borrowed.

Twitter followers increased to **536**, up from 258 the previous year.

Council subscribed to 22 databases, which were accessed

251,055 times during the year. One subscription was to Atomic Training, which allows Library members' access to over 500 online training videos, ranging from Microsoft Word and Excel to GarageBand and Dreamweaver.

Council continued to cement its place as an important centre for access to technology. The Internet service recorded 64,187

logins with **64,388** hours of connection. The

public access computers were logged in **37,969**

times with **38,980** hours of connection.

- Services to the community were enhanced through the assistance of volunteers who provide programs such as the JP Service and the English Conversation Group. A Beginners English class was also added to this popular program during the year

Local Studies

- Burwood and Enfield Council Historical Valuation Books continued to be digitised and over 500 photographs out of the images collection were completed. Work on making the Local Studies page available in Portfolio was progressed
- Histories of people, buildings and events were researched and information provided in a variety of formats to internal and external customers. Nearly 250 enquires were successfully processed during the year
- Four historical displays and a walk were also organised. The tour of Enfield Cemetery graves and memorials of people who fought in WWI and the display of original photographs taken by Sir Thomas Henley in the Middle East in 1916 formed the main part of the ANZAC celebrations during the year

Inner West Sector Support Development and Training

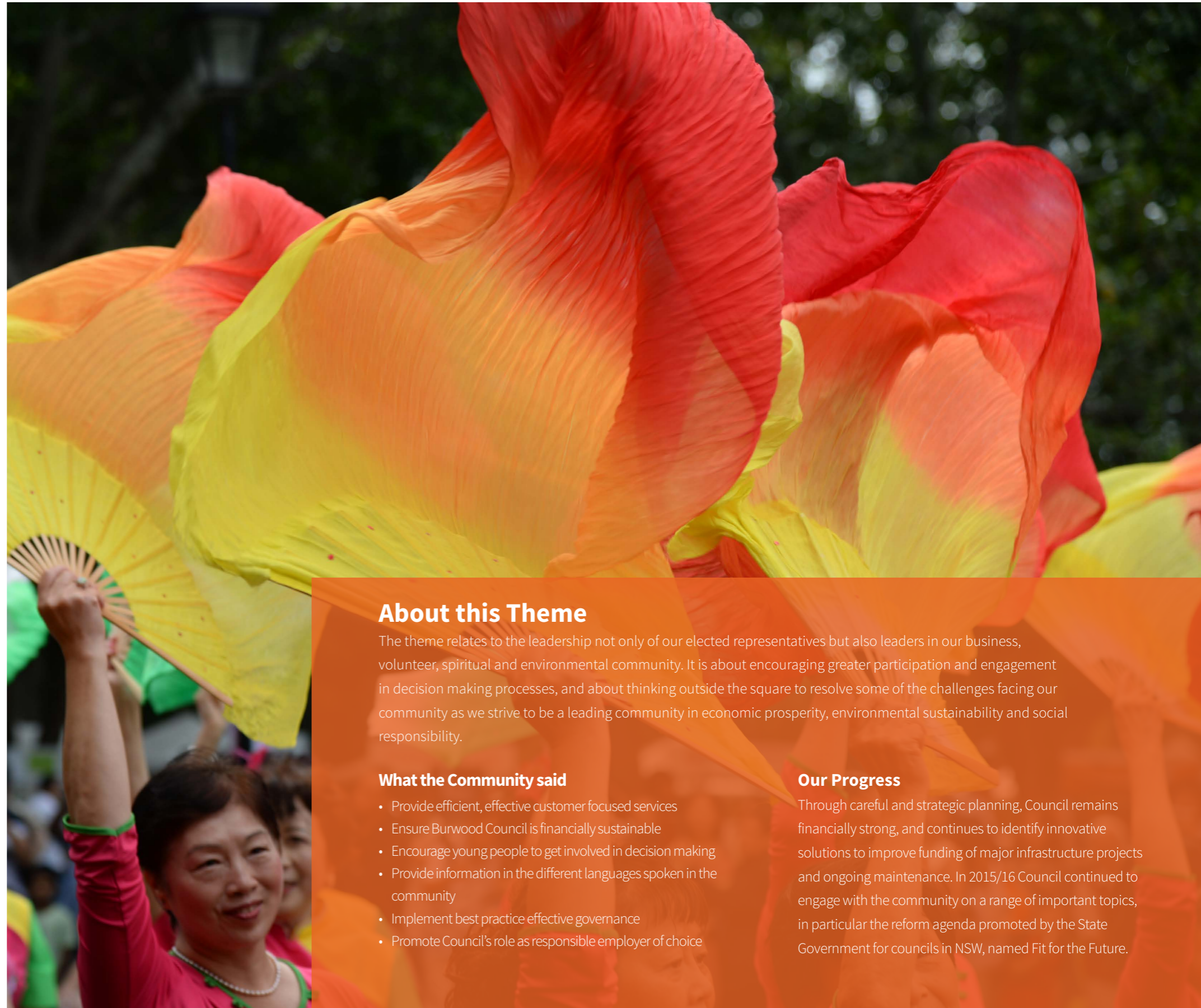
- Council has provided guidance and leadership to the services funded under the Commonwealth Home Support Programme (CHSP) and Community Care Supports Program (CCSP) across the Inner West to improve the quality of service provision for clients
- Council is responsible for providing training and development to 147 Inner West CHSP/CCSP funded services across the region. In 2015/2016, 40 training sessions were delivered via the training calendar to approximately 600 attendees, and 20 tailor-made in-house sessions were facilitated to up-skill the workforce

Inner West Home and Community Podiatry

- Council conducted over 1300 assessments and reassessments
- A total of 285 new clients were signed up for Podiatry Services
- The client numbers reached 97% of the target figure which is the highest achievement to date
- Council was involved in eight different community forums, 3 regional Expos and special events and provided 43 presentations to the local community

2

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

Through careful and strategic planning, Council remains financially strong, and continues to identify innovative solutions to improve funding of major infrastructure projects and ongoing maintenance. In 2015/16 Council continued to engage with the community on a range of important topics, in particular the reform agenda promoted by the State Government for councils in NSW, named Fit for the Future.

Council Boundary Review

The NSW Government announced the Council Boundary Review process in January 2016 which included the proposed merger of councils across NSW.

Public enquiries were held in February 2016 to seek feedback from the community on the NSW Government's proposed merger of Burwood with Canada Bay and Strathfield Councils.

Council lodged its submission to the Council Boundary Review on 26 February 2016.

During this period, Council implemented its own community awareness strategies to ensure that residents were aware of the Local Government reform agenda.

In addition, Council worked alongside its neighbouring councils to implement a communications strategy to ensure a smooth transition into a new entity for both members of the public and staff when an announcement is made.

Prior to the Council Boundary Review process, Council had undertaken extensive community-wide consultation as part of the NSW Government's Fit for the Future process.

Local Government Reforms

Council worked alongside neighbouring councils to implement strategies to ensure a smooth transition into a new entity.

Council carried out extensive community consultation during the Council Boundary Review and Fit for the Future processes to ensure the community was made aware of the significant reforms.

The Unification Review Project

To facilitate dialogue and the sharing of information among the three organisations of Burwood, Strathfield and Canada Bay, a working group (Unification Review Group - URG) was formed to undertake extensive due diligence and legislative compliance reviews, as well as a complex process of discovery mapping out all services provided by the organisations, effectively laying the foundation for a smooth transition to a possible new merged entity. The URG operated from an independent site from February to May 2016. The URG concluded activities on 27 May 2016. Work continues in preparation for Day 1.

Legionnaires' Outbreak

There was a potential legionnaires' outbreak identified in the Burwood area in May. The potential outbreak prompted Council and NSW Health to undertake emergency testing of cooling towers in the area. All potential water sources were tested and all results came back negative, with no legionella detected in the area. This was a great example of interdepartmental and interagency collaboration between the Council's teams and NSW Public Health.

Grants

During the year Council secured significant grant funding under a wide range of categories.

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, including Podiatry Services, Volunteer Training and Recruitment, HACC Training and Development and Information and Referral and Advocacy.

A grant of \$8,000 was secured from Burwood RSL under ClubGrants for 'Groovability' the festival celebrating International Day for People with a Disability, and \$4,000 for a Volunteer Speed Dating event. Also a grant of \$1,500 funding was secured for Youth Week activities from the Department of Families and Community Services.

Internal Audit

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

In 2015/16 the Committee considered reports on Budgeting, the Library and Community Hub project, Outdoor Dining Licensing, Enfield Aquatic Centre operations, and reviewed the 3-Year Audit Plan and the schedule of annual reviews.

In addition, the Audit Committee reviewed the annual Financial Statements, and received updates from Council management on the council amalgamations agenda, 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:

Establishing and growing local partnerships

Council has partnered with the following agencies to provide support for local businesses:

- Australian Business Consulting Solutions Group
- Clearly Business Enterprise Centre
- The NSW Office of the Small Business Commissioner
- Tafe NSW Western Sydney Institute (OTEN)

Support for local businesses

Council provided ongoing support for local businesses through various initiatives including newsletters, visits, inspections and workshops.



Chinese business and community engagement

Council implemented a Chinese community and business engagement strategy which involved the creation of a Chinese business section on Council's website, translated brochures, advertisements and business newsletters, and by providing a translator at all business events. In addition, Council continued its partnership with TVB Australia to provide community service announcements during its news broadcasts.

Business workshops and events

Council established and implemented a regular program of workshops and networking events including Learn over Lunch and Inner West Biz. Six events were held during the year with 335 registrations.

E-News service

Council implemented three regular online newsletters: Inner West Business News, What's On and Burwood Update with an increase in subscriptions by 150% across the newsletters.

#BeBurwood campaign

The #BeBurwood campaign featured a promotional video and series of images highlighting aspects of life in Burwood to foster a sense of pride in the community. The campaign was undertaken across social media.

Burwood Residents Kit

The Burwood Residents Kit features information about the area and Council's services and initiatives. New residents to the area receive a kit at Council's Citizenship Ceremony.

Memorial Services

Thousands attended the annual Anzac Day Commemorative Service held in Burwood Park, as well as many paying their respects at the Sandakan Remembrance and National Servicemen's Memorial Services.



Civic & Other Events

Carols in the Park, Australia Day, Lunar New Year and Easter in the Park were all held successfully throughout the year.



Barbara Holborow Park

The legacy of children’s champion Barbara Holborow OAM was remembered with the official naming and opening of the Barbara Holborow Park in Stanley Street, Croydon Park on 12 April 2016.



Burwood Festival

A crowd of 25,000 attended with entertainment including Eurovision and X-Factor star Dami Im and country music sensation Brothers3.

Well Informed Community



546,000

Visits this year



The ‘What’s on in Burwood’ calendar features events from across Council including civic, community, library and environment events and activities held at Council facilities. The calendar can be accessed from Council’s homepage



Residents can now keep track of the latest road, footpath, kerb and gutter upgrades with the new interactive capital works online mapping system



33%

Access the website through their mobile phone or tablet



Council’s mobile site has undergone a fresh update with updated images across the various sections



All Council forms can now be accessed online, improving customer experience.



Residents can now receive their rates notice online with MyPost Digital Mailbox.

Social Media



Council twitter page:

65% increase

Library twitter page:

112% increase



11 new videos
uploaded



Instagram:

98% increase,
and the launch of the Library
page



Mayor's Facebook
(launched in Feb 2015):

169% increase

Council
Facebook:

67% increase

Community Events

A range of community events were held during 2015/16 including NAIDOC Week, International Women's Day, Seniors Week, Youth Week, Harmony Day, International Day for people with a Disability White Ribbon Day and Buddhist Vesak Festival. Council also provided support for the following events:



100 Years of Women in Police



Greek Street Fair 2015



Croydon Park
Spring Health
and Fitness Fair



NSW Department of Fisheries
Life Jacket Awareness Day



Chinese New Year Business Event



Deaf-Blind
Awareness
Week



Inner West Local
Business Awards



Coo-ee March 2015
Re-enactment

Youth Week Event

The Youth Road Safety Launch was a community development initiative that aimed to educate young people on the dangers and consequences of texting and driving. Council worked closely with Burwood Youth Advisory Group, Police and a number of Australian celebrities to establish a short viral film clip that promoted a safe driving message. The clip was screened for the first time at the 2016 Youth Road Safety Launch in April. Following the launch which included inspiring stories from road trauma survivors, a safe driver workshop was run by a YouthSafe facilitator for students from the 9 schools who attended the launch, reinforcing the safety message.



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.

Celebrate Community Achievements

Council sought nominations for Local Citizen of the Year Awards, in the categories of Citizen of the Year, Senior Citizen of the Year, Young Citizen of the Year and Sportsperson of the Year. An awards ceremony was held as part of the Australia Day ceremony, these awards were given out by Council's Australia Day Ambassador, Dr Paul Brock, a distinguished academic in the education field.



Congratulations to the winners

Citizen of the Year

Ms Belinda Noonan

Senior Citizen of the Year

Mr Alex Pirie

Young Citizens of the Year

Mses Denis Emul and Ta-Seen Monzoor

Sportsperson of the Year

Ms Kaitlin Nobbs

Customer Service



During the year,

40,605 calls were received
by the Customer Service call centre at an

average service level of **80.7%**.
The Customer Service counter staff served

12,470 customers with an
average of **75%** attended to within
five minutes of arriving at Council.



In response to feedback,
customers are now able to
receive bond refunds by EFT
(electronic funds transfer)
directly into their bank
accounts.



Council issued **3,658**
Residential Parking Permits
under the RPS (Residential
Parking Scheme) in addition to
502 2P Prime Parking Permits.



Over **10,139** customer requests were
lodged in the Customer Request Management
system (CRM), with an acknowledgement letter
with the CRM number mailed to the resident to
enable them to track their request.



Council continues to improve service interactions with
customers by introducing MyDigital mailbox through
Australia Post. Residents can now request to receive
their rates notices electronically.

Records

In an effort to preserve important historical records, Council arranged digital scanning of Committee and Council Meeting Minutes from 1950's to 1989, Rate and Valuation Books from 1876 to 1964 and placed in Council's Electronic Document Management System. This will assist Council Officers researching past resolutions of Council, reduce contract costs and reduce the requirement for storage.

In addition, Complying Development files are now processed and stored electronically in Council's Electronic Document Management System.

3

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 seven workshops hosted by Council. Topics included Australian Animals Display, Declutter: Living with Less, Floral Art & Craft from the Garden, Healthy Garden, Healthy Soil and Compost Revolution: Worm Farming and Composting for Kids. Council provided 40 free presentations to primary schools in the LGA on a range of topics including recycling and resource management with 755 students receiving the presentations. Childcare centres in the LGA also benefited on a range of topics with 263 children attending the presentations. The presentations included Better Get it Sorted, The3R's – RU Ready, Recycling It Won't Cost the Earth, Litter Litter Everywhere and it's a Wormy World.

Recycling

Council continued to deliver its successful kerbside recycling program. A Bin Inspection Program (BIP) was undertaken throughout November 2015 to address the issue of contamination in recycling bins. Over the one-month period, four areas were inspected with 400 bins checked. Prizes were awarded 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 showed 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.



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.

Fleet Management

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

Safe and Clean Team

Council's Safe and Clean Team operates on a daily basis between the hours of 10am to 6pm. The Safe and Clean Team patrol all main business streets in the Burwood Local Government Area including; Burwood Road, Liverpool Road, The Boulevard, The Strand and Georges River Road. The team focus on removing small waste and cleaning infrastructure as well as reporting all crime activity and local law breaches.

In 2015–2016 the Safe and Clean Team:

- Removed **25,683** litres of rubbish from roadway
- Reported and removed **4125** shopping trolleys from main streets and high traffic areas
- Removed **1240** advertising posters
- Reported **123** incidents of graffiti on council property

Sustainable Events Management Plan

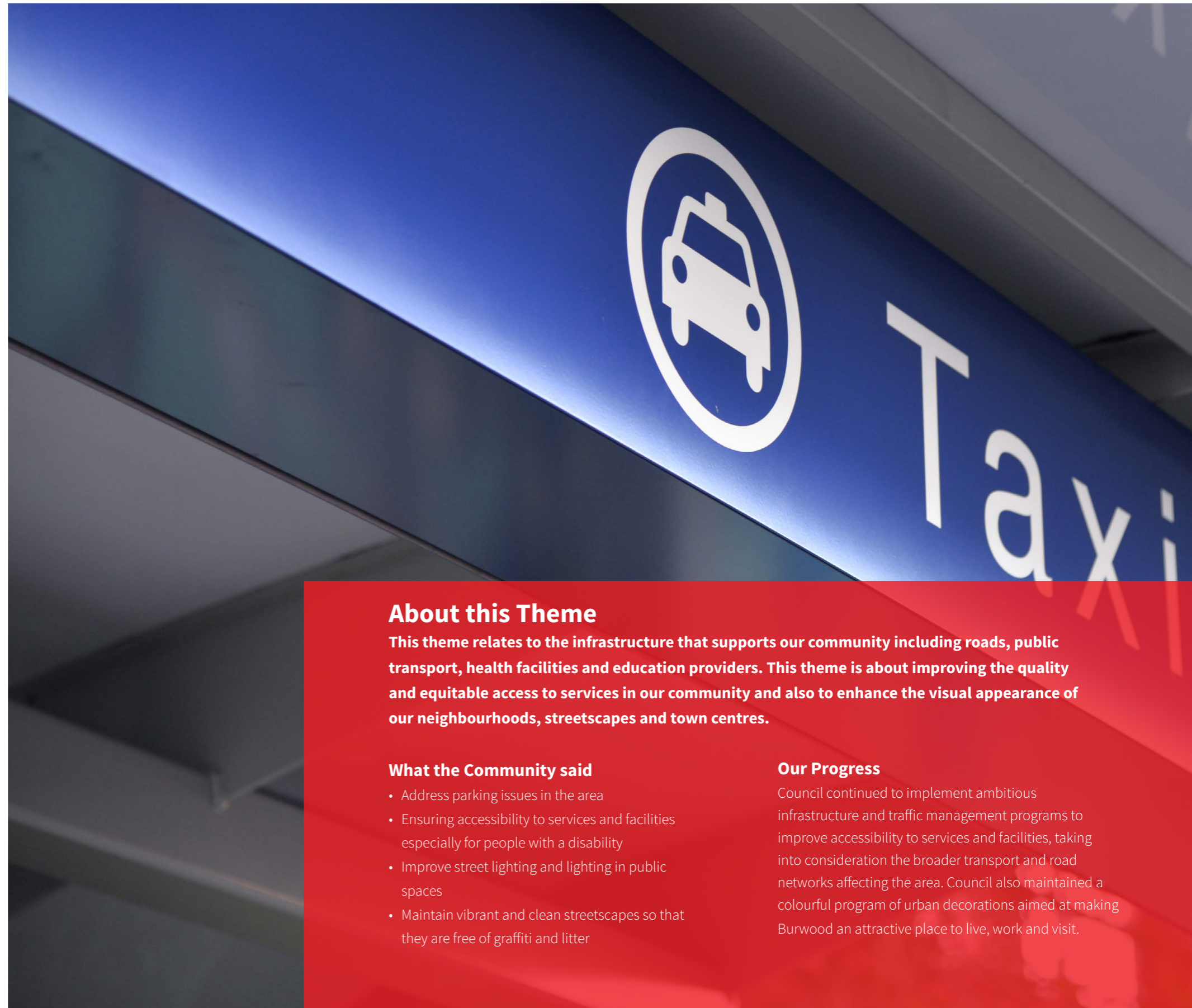
The plan applied to all Council hosted events and events held in the Burwood LGA. The plan outlined requirements and expectations as to how events would be conducted and staged in relation to environmental and sustainability considerations. Sustainability guidelines are sent to all stallholders involved 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.

E-waste collection

Council continued regular Saturday morning electronic waste (e-waste) drop-off days at the Council Depot in Enfield. During 2015/16 nineteen e-waste drop-off days occurred.

4

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
- Ensuring 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

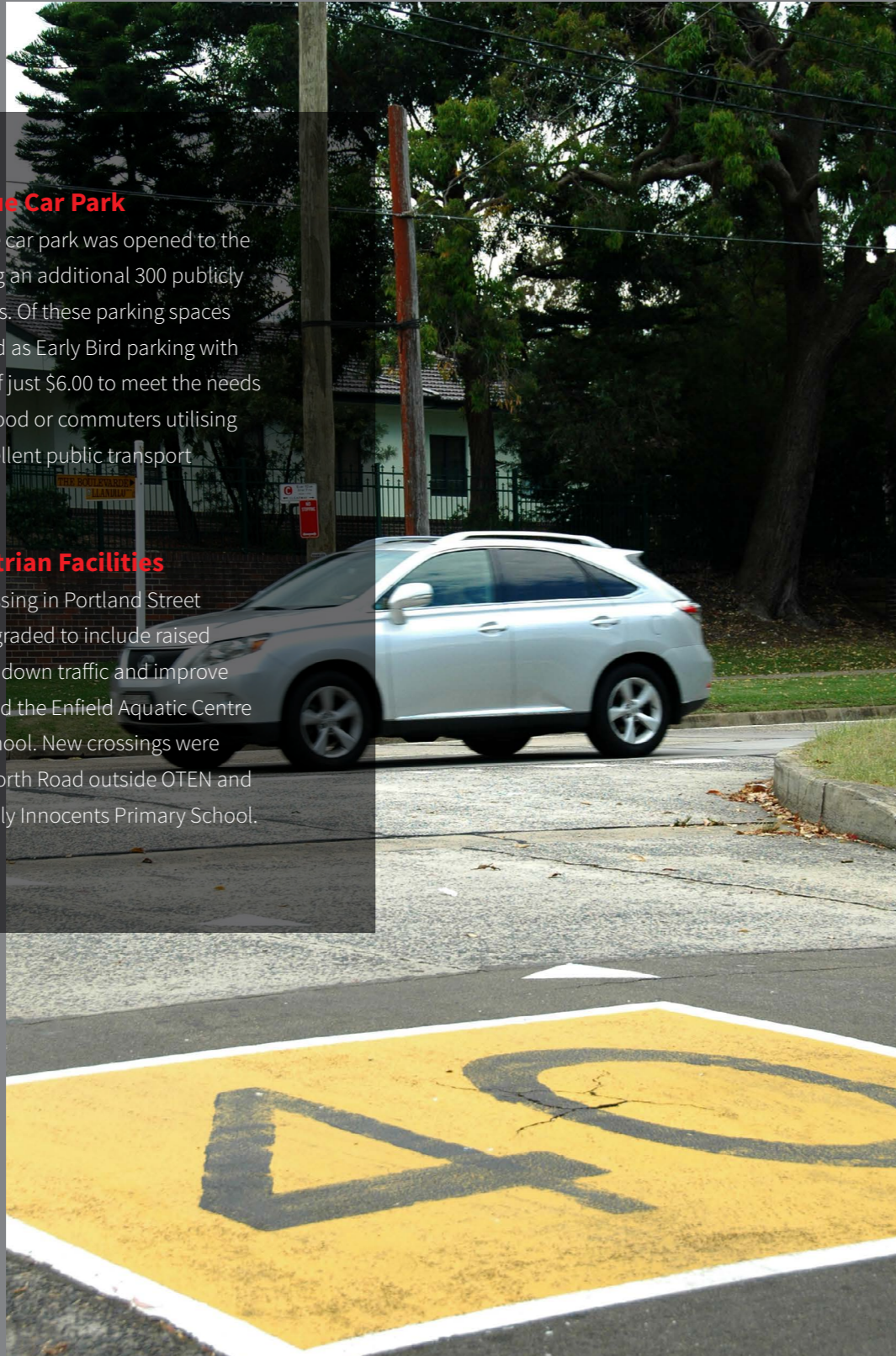
Council continued to implement ambitious infrastructure and traffic management programs to improve accessibility to services and facilities, taking into consideration the broader transport and road networks affecting the area. Council also maintained a colourful program of urban decorations aimed at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

New Wynne Avenue Car Park

The new Wynne Avenue car park was opened to the public in June providing an additional 300 publicly available parking spaces. Of these parking spaces 115 have been allocated as Early Bird parking with an all-day parking fee of just \$6.00 to meet the needs of workers within Burwood or commuters utilising Burwood Council's excellent public transport connections.

Upgrade of Pedestrian Facilities

Existing pedestrian crossing in Portland Street and Plymouth were upgraded to include raised thresholds to help slow down traffic and improve pedestrian safety around the Enfield Aquatic Centre and Enfield Primary School. New crossings were also installed in Wentworth Road outside OTEN and Webb Street outside Holy Innocents Primary School.



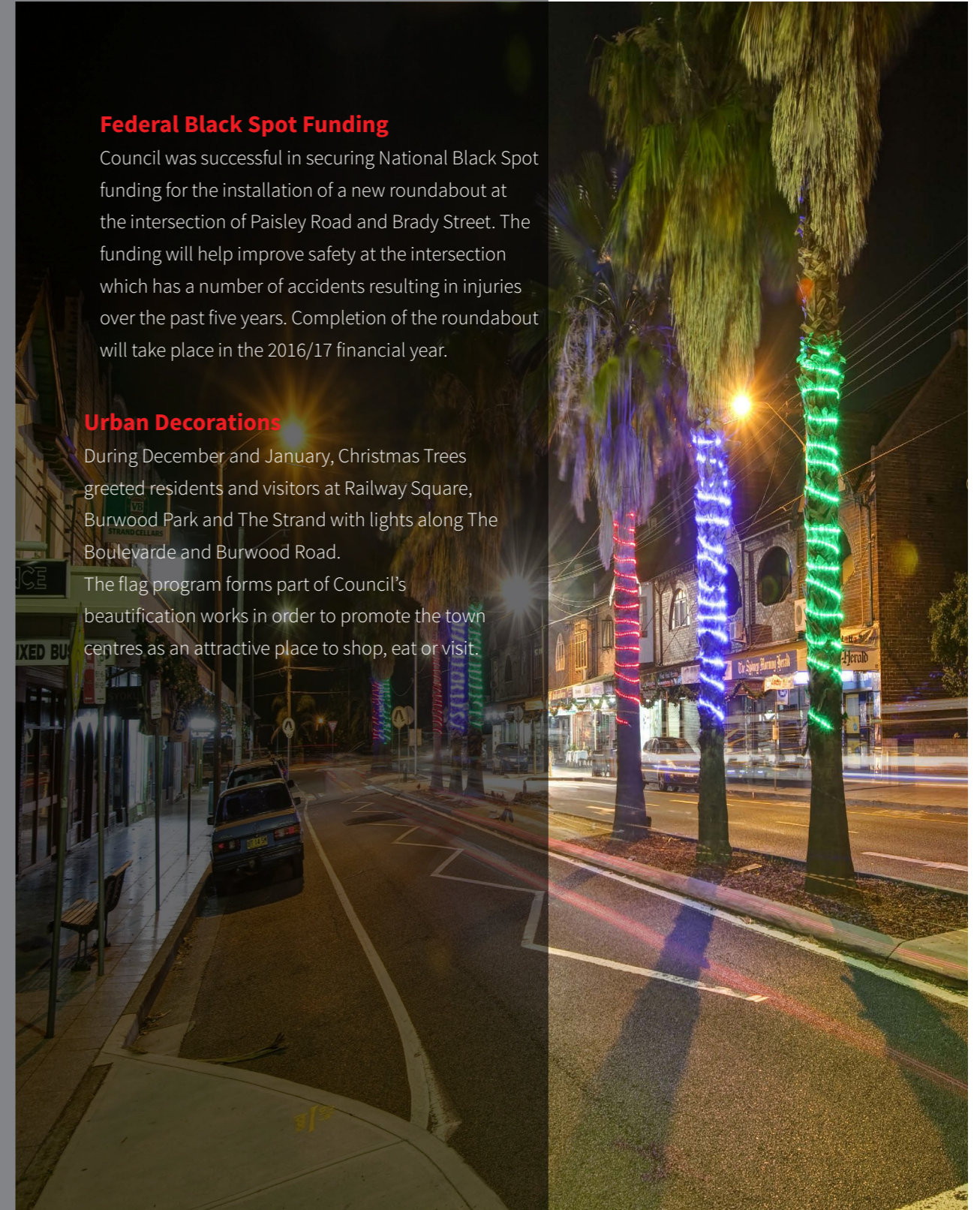
Federal Black Spot Funding

Council was successful in securing National Black Spot funding for the installation of a new roundabout at the intersection of Paisley Road and Brady Street. The funding will help improve safety at the intersection which has a number of accidents resulting in injuries over the past five years. Completion of the roundabout will take place in the 2016/17 financial year.

Urban Decorations

During December and January, Christmas Trees greeted residents and visitors at Railway Square, Burwood Park and The Strand with lights along The Boulevard and Burwood Road.

The flag program forms part of Council's beautification works in order to promote the town centres as an attractive place to shop, eat or visit.





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.

Compliance

The Compliance Team performed various patrols for specific offences. Some proactive patrols included park surveillance, school parking enforcement and building site management. These patrols have seen numerous offences observed and formal action commenced against offending parties.

Graffiti Management Strategy

Council completed the actions detailed in the Graffiti Management Strategy 2011-2015, including meeting rapid removal timeframes and developing strategies to tackle graffiti within view of the public.

A survey was completed with over 100 respondents from the local community. The survey identified community attitudes to graffiti and will result in the development of new strategies in the next version of the Graffiti Management Strategy.

Council has also continued to roll out and promote the use of Vandaltrak, the software used to report, track and prosecute graffiti vandalism, and the Graffiti hotline.

Building and Development

The trend for major development applications being lodged in Burwood LGA has continued with determinations on developments worth more than \$260 million being made over the past financial year. Legal proceedings in the Land & Environment Court of NSW were reduced with 2 appeals being received.

During the last financial year Council determined:

208 Development Applications (DAs) and Section 96 modifications

6 Complying Development Certificates

1136 Planning Certificates

15 Construction Certificates

96 Outstanding Notices

44 Pre-DA Applications

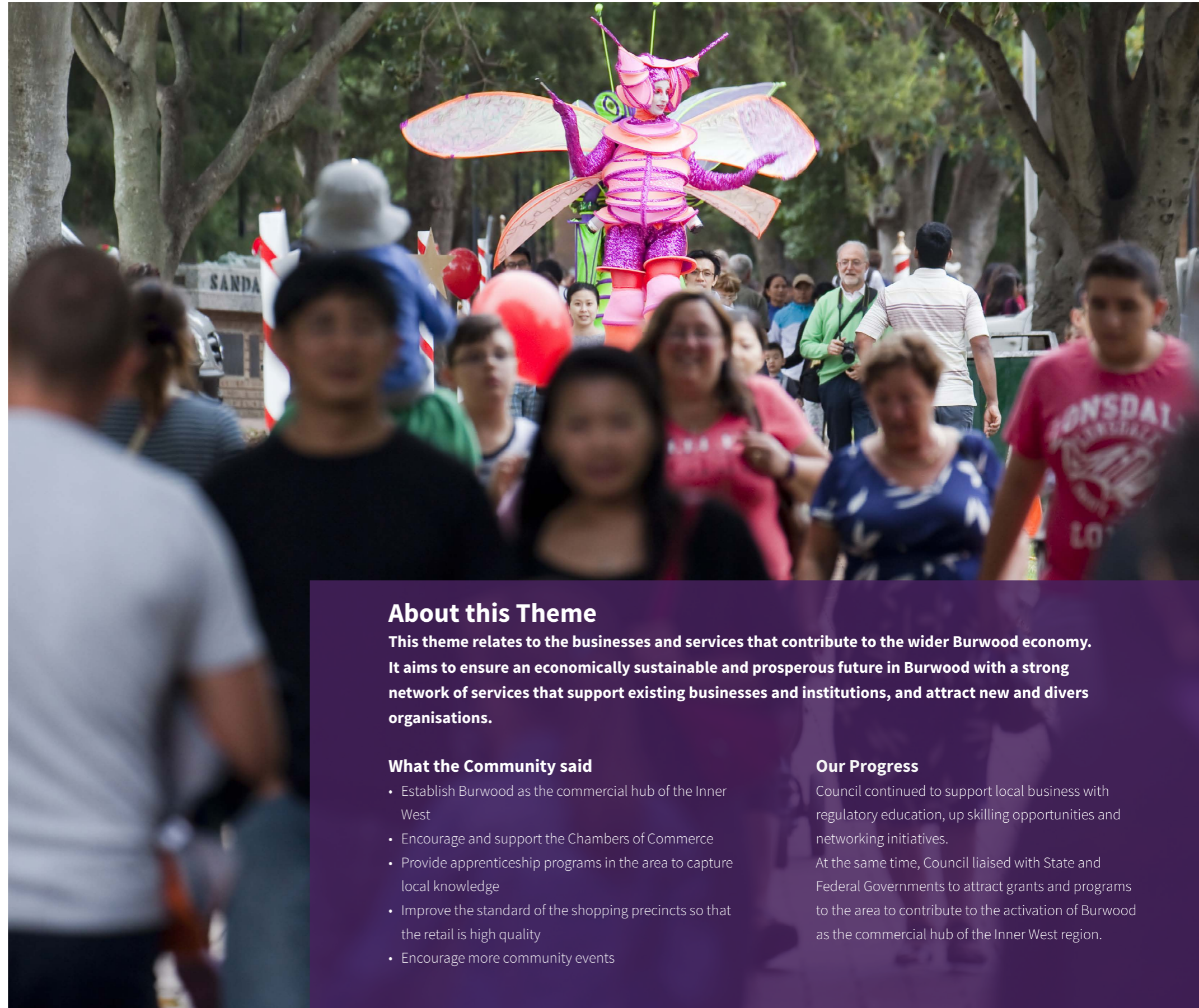
Accessibility

Council upgraded **57** pram ramps, upgraded

7,600 square metres of footpath pavement, improving the overall accessibility of the area.

5

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:

- Managed and supported the activities of the 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



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 in Council Chambers, SmallBiz offers support to local business in the inner west
- Sponsored the Inner West Small Business Awards
- Council joined the Small Business Friendly Council program to foster and support small business in the area
- Council presented ten free lunchtime and evening events for business owners covering marketing, time management and customer engagement
- Council produced a bimonthly electronic newsletter that provides the latest news and information to small businesses



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:

- 21st Annual Sandakan Remembrance Service
- Burwood Festival
- Carols in the Park
- Australia Day
- Lunar New Year Night Market
- Easter in the Park
- Heritage Week
- Anzac Day Centenary Service 2015
- 9th National Servicemen’s Memorial Service

- Local Government Week
- Citizenship Ceremonies
- Railway Square opening
- Business Event Program
- National Aborigines and Islanders Day Observance Committee (NAIDOC) Week



Regulatory Inspections

In an effort to support small businesses, Council continued to carry out a comprehensive program of public health 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 including hairdressers, beauticians, boarding houses and restricted premises.

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 381 inspections during the reporting year.

In addition, targeted workshops were conducted 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.

In May of 2016 NSW Health advised Council of 3 cases of Legionnaires disease which could be traced back to the Burwood Local Government Area. A task force was set up made of Council officers and NSW Health Officers to investigate and identify the source of the disease.

All potential sources were investigated and it was confirmed that all the cooling towers and water sources in the Burwood LGA tested negative to the presence of the Legionella Bacteria.



Statutory Requirements

ELECTED REPRESENTATIVES

During 2015 - 2016 an amount of \$294,275 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:

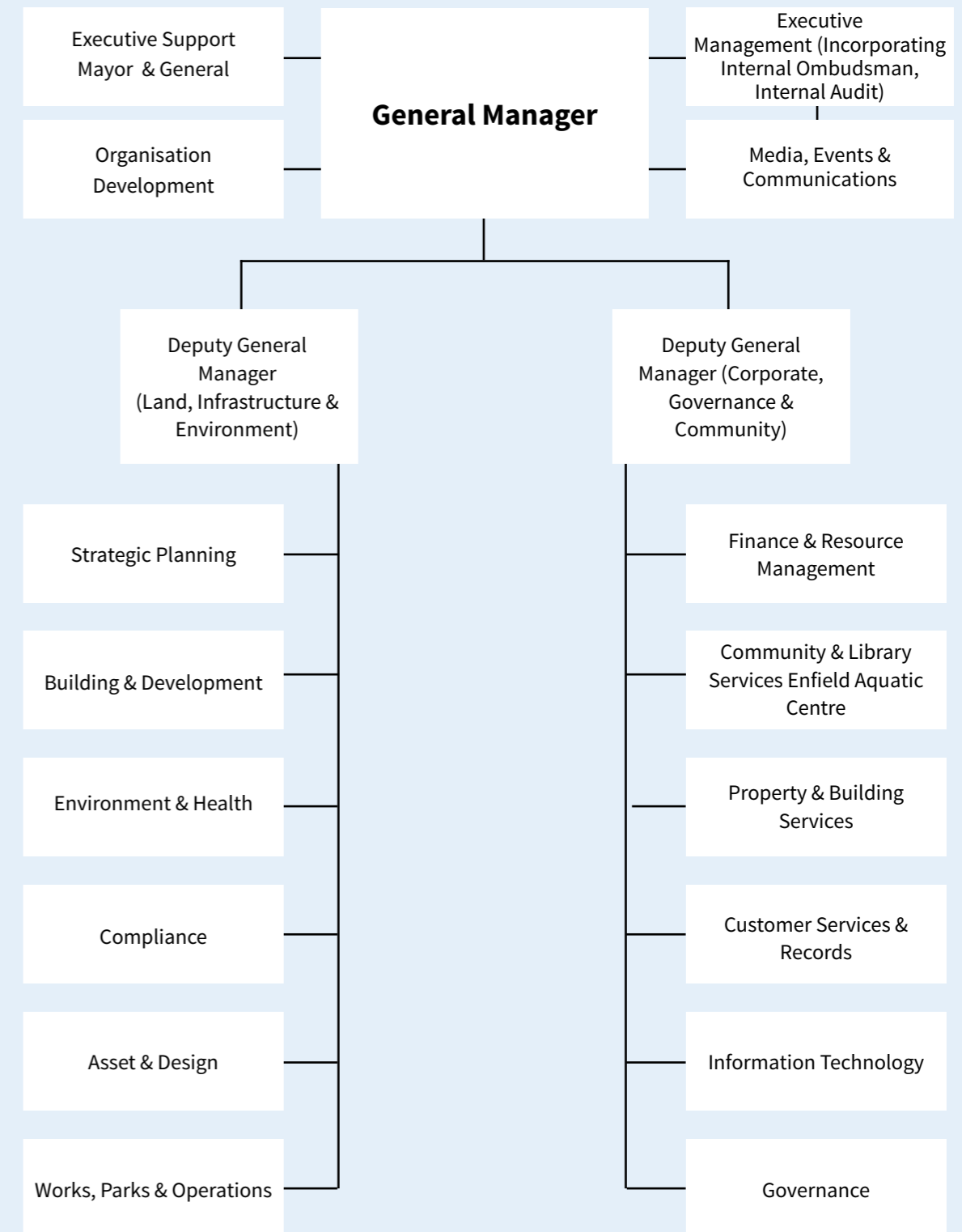
Mayoral & Councillors' Fees 2015 – 2016

Mayoral Allowance.....	40,090
Councillors' Fees.....	110,280
TOTAL.....	150,370

Payment of Expenses and Provision of Facilities for Councillors

Travelling Expense (Mayoral Vehicle).....	17,011
Care & Other Related Expenses.....	120
Conferences & Seminars.....	12,367
Travel Expenses.....	2,241
Mayoral Publications (Advertising).....	47,083
Mayoral Receptions/Civic Functions.....	18,080
Grants, Donations.....	11,045
Councillors Civic Expenses.....	3,526
Laptop Computers, Mobile Phone & Accessories (Capitalised).....	1,135
Telecommunication Expense.....	7,338
Printing Cost & Stationery.....	4,208
Miscellaneous.....	19,751
Total.....	143,905

ORGANISATIONAL STRUCTURE



SENIOR STAFF

Employee	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	FBT	Non Cash Benefit (Leave)
Michael McMahon	\$270,974	\$28,022	\$13,069	\$24,219	\$10,920
Bruce MacDonnell	\$198,946	\$21,333	\$10,833	\$14,781	\$-
Ian McCallum	\$193,651	\$20,133	\$10,478	\$-	\$-

DETAILS OF CONTRACTS AWARDED

This section lists contracts awarded by Council.

Provision of Civil Works

Council awarded a contract for the Provision of Civil Works which began on 1 March 2016 and will continue until 28 February 2018. The aim of establishing a panel of Civil Works companies assists Council in a broad range of Civil Engineering Works. The companies chosen for the panel are as follows:

- Ally Civil
- Civeco
- D and M Excavations and Asphaltting Pty Ltd
- Dandolo Group (Safeway Traffic Management Solutions)
- DT Road Control Pty Ltd (Safe on Site)
- Mack Civil Engineering
- Pavelink
- Sam the Paving Man
- Stateline Asphalt

Provision of Supply of Agricultural Products

SSROC entered into a contract for the supply of Agricultural Products to member Councils. Burwood Council was a participating Council for this scope. The duration of this contract is 3 + 1 + 1 commencing on 1 July 2016. This contract was awarded to Globe Australia.

Provision of Supply of Sodium Hypochlorite

SSROC entered into a contract for the supply of Sodium Hypochlorite to member Councils. Burwood Council was a participating Council for this scope. The duration of this contract is 3 + 1 + 1 commencing on 01/08/16. This contract was awarded to xom Operations Pty Ltd (formerly Orica)

Provision of Supply and Installation of Shade Structure for Burwood Pavillion

Burwood Council entered into a contract for the supply and installation of a Shade Structure at Burwood Park Pavillion. This was awarded to Makmax Australia.

Provision of Supply of Stationary

SSROC entered into a contract for the supply of Stationary products and associated services to member Councils. Burwood Council was a participating Council for this scope. The duration of this contract is 3 + 1 + 1 commencing on 10 August 2015. This contract was awarded to the following Staples Australia.

LEGAL COSTS – PROCEEDINGS AND SERVICES

During 2015-2016, Council incurred expenses in the amount of \$1,568,490 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 2015-2016 are as follows:

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered \$	Fines \$
Legal Proceedings						
Appeal, Land & Environment Court - 1-3 Elizabeth Street		-	Finalised	36,827		
Appeal, Land & Environment Court - 1 Railway Parade	-		Finalised	1,229,998		
Appeal, Land & Environment Court - 10 Gladstone Street		-	Finalised	11,746	12,500	
Appeal, Land & Environment Court - 22-24 Grosvenor Street		-	Finalised	1,742		
Appeal, Land & Environment Court - 428-430 Parramatta Road		-	Finalised	3,100	1,000	
Appeal, Land & Environment Court - 2 Boronia Avenue		-	Finalised	11,085		
Appeal, Land & Environment Court - 46 Brighton Street		-	Finalised	7,652		
Appeal, Land & Environment Court - 7B-9 Church Street		-	Finalised	15,024		
Appeal, Land & Environment Court - 30 Beaumaris Street		-	Finalised	13,693		
Appeal, Land & Environment Court - 14A Grosvenor Street		-	Finalised	2,049		
Weigh Bridge / Crane Recovery - 1 Railway Parade	-		Finalised	62,950	130,000	6,000
Companion Animal Offence - 57A Park Road		-	Finalised	2,949		
Environmental Planning and Assessment Act - 352-354 Parramatta Road	-		Finalised	1,530		
Failure to Comply, Environmental Planning and Assessment Act - 316 Parramatta Road		-	Finalised	3,202		
Environmental Planning and Assessment Act - 248-250 Liverpool Road	-		Ongoing	10,477		
Illegal Building Works - 2 Culdees Road		-	Finalised	15,028		
SUB TOTAL				1,429,054	143,500	6,000
Legal Services						
Legal Advice - Miscellaneous Matters				57,128	29,297	15,079
Property Sales / Acquisitions				43,403		
Rates Debts Recovery Actions				28,349	23,612	
Voluntary Planning Agreements				10,556	3,175	
GRAND TOTAL				1,568,490	199,584	21,079

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 \$28,349 the period 2015-2016, of which the majority is recoverable from the ratepayer or trade debtor.

Details of work carried out on private land

Council arranged for the clean up of the property at 34 Lily Street Burwood.

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

Regional Recycling Materials Contract

The regional recycling materials contract for the receiving, sorting and marketing of dry recyclables was established between six Councils including Burwood, Strathfield, Ashfield, CanadaBay, Leichhardt and Auburn, continued during the reporting year. The contract resulted in an additional income stream for Council.

The new contract commenced on 1 October 2013 and is for a seven (7) year period.

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.

SSROC Waste Disposal Contract

Burwood Council along with seven (7) other SSROC Councils has entered into an agreement with Veolia Environmental Services for a long term waste disposal contract. The contract is scheduled to commence in July 2016 and a prime focus will be the recovery of recyclable and reusable material from the domestic stream resulting

Companies in which Council held a controlling interest

Council does not hold a controlling interest in any companies.

in a reduction in the quantities of waste material that is disposed of to landfill.

Burwood Leichhardt Green Waste and Clean up material contract

Burwood Council along with Leichhardt Council called for tenders for the receipt and processing of green waste material and clean up material which is collected from residential properties.

The Councils awarded the contract to Veolia Environmental Services for a period of three (3) years commencing 1 July 2014.

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

Council 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 lectures and a Dog Day Out Event.

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 Division of Local Government at the end of the financial period
- The immediate notification to the Division 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 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 better defined areas. Council is creating a new off leash area at

Blair Park and this will take our total off leash areas to four.

- Council conducted a Dog Day Out Event in September 2015 targeting education on responsible pet ownership as part of the Burwood Festival Program.

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

During the reporting year there were two Corporate Inductions undertaken for 15 staff. In addition Organisation Development conducted 70 Mini "one on one" on-line inductions as an orientation into Council for a range of contract, agency, casual staff, volunteers and work experience students.

The following Corporate Practices were approved by the General Manager and implemented:

- Sick Leave Management Corporate Practice
- Dress Standard Corporate Practice

Council updated its on-line ePerform Performance Management System during 2015/2016 to capture the information from all Competency and Performance (CaP) plans. Training and induction into the system was undertaken during July/August 2015 and further refresher training provided in June 2016.

The 2015/2019 Workforce Management Plan was approved by the General Manager in June 2015 and was implemented on 1 July 2015.

The 2015/2019 Workforce Management Plan is Council's second workforce management plan and addresses, prioritises and manages the human resources required to achieve the activities of Council's Delivery Program while at the same time identifying and forecasting capacity and capability in a time of significant change i.e. NSW Governments "Fit for the Future" reform program; an aging and multigenerational workforce; attraction and retention capacity in maintaining a skilled, trained and flexible workforce and delivering on increased community expectations in service and delivery.

Council's Succession Plan was reviewed and updated in July 2015 and March 2016.

Council continues to provide a wide range of comprehensive industry related professional and personnel learning and development opportunities to staff through the facilitation and/or delivery of over 100 individual or collective programs attended by over 330 staff throughout the reporting year.

In September 2015, Council participated in the Federal/State Government funded Sageco Envisage Program, established to assist mature age workers with advice and strategies on career options, health and wellbeing, financial choices and relationships. Phase 2 of the Leaders@Work program commenced in June 2016.

Over the reporting year Organisation Development have been reviewing all of Council's human resources/organisation development programs, policies, systems, documentation and procedures in anticipation of the State Governments Local Government reform agenda in preparedness for any amalgamation decision.

Also the team was actively involved in supporting the Unification Review Group established in February 2016 to undertake preliminary analysis of data and information of the functions of Council to obtain an up to date and consistent view of business operations.

To assist our staff in dealing with any amalgamation decisions the following programs were provided:

- Managing self and others through change – November/

December 2015 and February 2016

- LG Super Financial Planning seminars – December 2015
- Managing change and building resilience – December 2015 and February 2016
- Positive management of difficult encounters – March/April 2016

Enterprise Risk Management and Insurance

The Risk Management Committee met on 6 occasions during the reporting year and its focus was on the implications of amalgamation of Council from an enterprise risk perspective and updating in September 2105 and testing the Business Continuity Plan (BCP) in April 2016.

Council continues to be a pro-active member of both United Independent Pools (UIP) and Metro Pool Mutual for all of our insurance covers (excluding workers compensation) and continues to maintain significant premium savings through strong claims and premium management practices. A review of the Motor Vehicle excess achieved a premium saving of \$18,000 for 2015/2016.

Over the reporting year, a review was undertaken of Council's insurance cover, enterprise risk programs, policies, systems, documentation and procedures in anticipation of the State Governments Local Government reform agenda in preparedness for any amalgamation decision.

As part of Council's membership to Metro Pool and UIP, CGU Risk Engineering undertook a review of Woodstock Community Centre in May 2016, 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 three star rating for the Woodstock Community Centre and CGU was provided with additional information in June 2016 and CGU have indicated that they will increase the score to four stars early in the next reporting year.

Work Health and Safety

During the reporting year, Council received the results of the 2014/2015 of the StateCover Work Health and Safety (WH&S)

Audit and obtained an overall WH&S performance score of 92.6%, an improved increase of 4.9% from 87.7% achieved in 2013/2014.

Major work health and safety initiatives conducted during the reporting year were:

- Fire and Emergency Evacuation Training for Library and Community Hub staff – April 2016
- Fire Warden and Evacuation Training – Depot staff – August 2015
- Fire Warden Training and Evacuation undertaken – Elsie Street – April 2016
- Influenza vaccinations – March 2016
- All First Aid Kits were audited and restocked every 6 months
- Installation of Automatic Defibrillator for Woodstock Community Centre – May 2016
- Light Vehicle Driver Training – August/September 2015
- Chemical Audits of all Council worksites undertaken – March/May 2016

The Work Health and Safety Committee met on 6 occasions during the reporting year and the focus of the Committee implementation and training of outdoor staff in the new Safe Work Method Statements and Standard Operating Procedures; Driver Education and Awareness; ChemWatch software training and the implications of amalgamation of Council from a work health and safety and workers compensation perspective.

Over the reporting year, Council conducted a review of Council's work health and safety programs, policies, systems, documentation and procedures in anticipation of the State Governments Local Government reform agenda in preparedness for any amalgamation decision.

Council and StateCover conduct quarterly workers compensation claim reviews. Due to effective claims management and pro-active return to work programs, Council's forecasted workers compensation premium is to be reduced by a further \$15,000 in 2016/2017 from the 2015/2016 premium.

All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame and as at 30 June 2016, there were only 3 active claims and Council recorded only 1 lost time injury claim for the period 1 August 2015 until the 30 June 2016.

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.

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 2015 – Jun 2016
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 2015-2016 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
- Reminders on PID framework circulated through staff bulletins
- Brief introduction to PID legislation included in all new staff inductions
- Regular training sessions for new staff carried out by Council's Internal Ombudsman
- Video interviews with staff who have reported are circulate to staff and shown at induction
- Creation of "Line in the Sand" e-newsletter about reporting and ethical conduct

For the 2015-2016 period Council received 261 informal access to information applications and eight 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

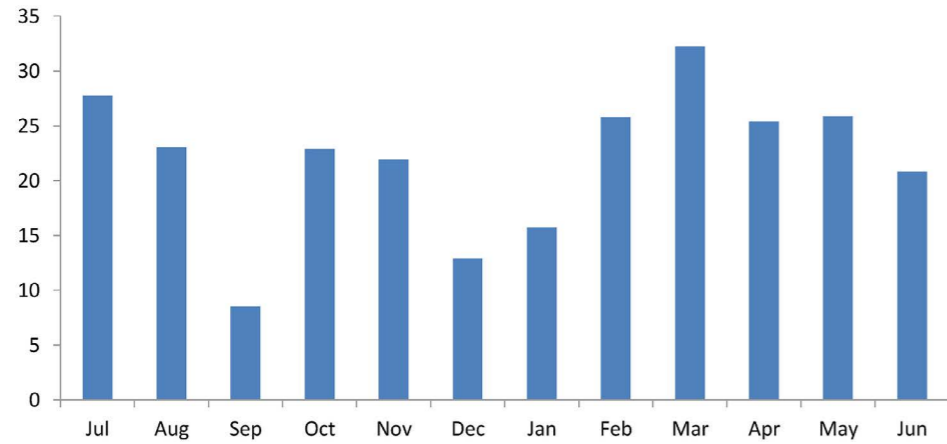
Internal Reporting Policy

Burwood Council's Public Interest Disclosures Act 1994 - Internal Reporting Policy was adopted by Council on 23 March 2015.

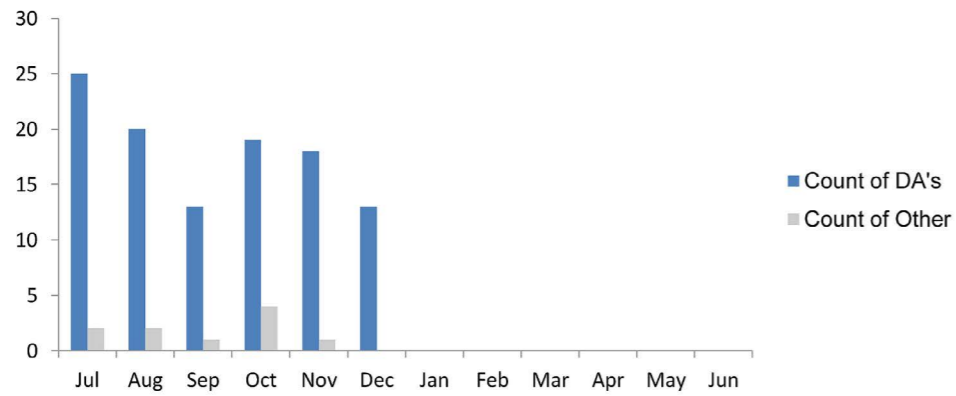
The Policy is accompanied by a PID - Procedure for assessing disclosures and investigations.

GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT STATISTICS

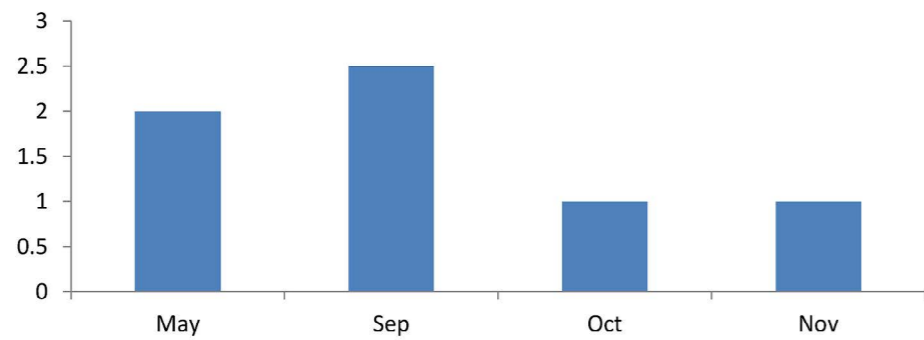
Monthly Informal GIPA Processing Time 2015/16



Types of Informal GIPA Applications Received 2015/16



Monthly Formal GIPA Processing Time 2015/16



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 2015-2016 financial year as identified in the Burwood Council Community Strategic Plan.

Strategic Goal: Improved Waste Management

Action	Service	2015-16 Assessment Measures
Better promote existing recycling services	Education	<ul style="list-style-type: none"> 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
		<ul style="list-style-type: none"> A Bin Inspection Program (BIP) in Single Unit Dwellings (SUDs) was undertaken in November 2015 with 400 recycling bins inspected, to determine the most common contaminant in the kerbside recycling bins. Awards were presented to the most consistent and most improved recyclers in the inspected areas
		<ul style="list-style-type: none"> Free bin bay signage (18 signs distributed), flyers and noticeboard posters were provided to Multi Unit Dwellings (MUDs) to promote correct recycling practices
		<ul style="list-style-type: none"> Recycling information was provided to MUDs, as requested by the body corporate, in multi lingual pamphlets
Encourage a reduction in waste generation through the community education	Education	<ul style="list-style-type: none"> 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 send out with resources to promote and use on the day of their sale. A total of seventy (70) garage sales were held during 2015-16
		<ul style="list-style-type: none"> Council promoted the diversion of organic material from landfill through the promotion of the Compost Revolution program, which allows Burwood Council residents to purchase worm farms or compost bins at 50% off with free delivery. The Compost Revolution program promotes how easy it is to recycle food and organic waste at home along with online how-to guides

		<ul style="list-style-type: none"> 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 124.72kg of mobile phones and accessories were collected for recycling. Placing Council in the top recyclers for NSW 																
		<ul style="list-style-type: none"> Council, through the Providing the Links program, undertook 40 free presentations to primary schools in the LGA on a range of topics including recycling and resource management with 755 students receiving the presentations. Childcare centres in the LGA also benefited on a range of topics including recycling and worm farming. With 263 children attending the presentations 																
		<ul style="list-style-type: none"> 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 																
		<ul style="list-style-type: none"> Council continued to offer regular free electronic waste (e-waste) drop-off days at the Council Depot. During the reporting period nineteen drop-off days occurred 																
		<ul style="list-style-type: none"> 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 																
		<table border="1"> <thead> <tr> <th></th> <th>Residential Waste</th> <th>Recycling</th> <th>Green Waste</th> </tr> </thead> <tbody> <tr> <td>2013-14</td> <td>7465</td> <td>2708</td> <td>2199</td> </tr> <tr> <td>2014-15</td> <td>7553</td> <td>2646</td> <td>2369</td> </tr> <tr> <td>2015-16</td> <td>7374</td> <td>2638</td> <td>2562</td> </tr> </tbody> </table>		Residential Waste	Recycling	Green Waste	2013-14	7465	2708	2199	2014-15	7553	2646	2369	2015-16	7374	2638	2562
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Establish clear targets for recycling and reducing waste to landfill	Waste	<p>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.</p> <p>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.</p>																

Strategic Goal: Reduce Impacts of Population Growth on the Environment

Action	Service	2015-16 Assessment Measure
Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages	Workshops	Council's Treading Lightly free workshop program continued with six workshops hosted by Council throughout the reporting year. Workshop topics ranged from Australian Animals Display, Declutter: Living with Less, Floral Art & Craft from the Garden, Healthy Garden, Healthy Soil and Compost Revolution: Worm Farming and Composting for Kids
Seek community interest and support the establishment of community gardens in neighbourhoods to use as education tools	Community Gardens	Council has considered the possibility of establishing a community garden however has decided at this time to defer any further action.
Educate the community on native plants and animals	Education	Council identified species of local native flora and fauna and the information is available on Council's website.

Strategic Goal: Reduced Impacts of Population Growth on the Environment

Action	Service	2015-16 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	2015-16 Assessment Measure
Promote Burwood as a Tidy Town and encourage community ownership	Promote Burwood as a Tidy Town	<ul style="list-style-type: none"> The Dobina 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
		<ul style="list-style-type: none"> Council continued trialling the use of mobile CCTV cameras to further reduce the incidence of dumped rubbish and graffiti throughout the LGA
		<ul style="list-style-type: none"> Information on waste transfer stations and self-haul disposal options is on Council's website
		<ul style="list-style-type: none"> Council assisted with the Clean Up Australia event held on 6 March 2016 collecting ten bags of waste from a registered clean up site
Promote greater use of more efficient green technologies and alternative energy sources	Green Technologies and Alternative Energy Sources	<ul style="list-style-type: none"> Council continues to promote sustainability and energy conservation through the Treading lightly workshops Council promoted and participated in the Earth Hour event which was held on 19 March 2016

Strategic Goal: Community Educated on Sustainable Practices

Action	Service	2015-16 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"> - Green Action Plan - Sustainability Action Plan - Water Savings Action Plan - Strategic Waste Action Plan - Litter and Illegal Dumping Prevention Plan - Sustainable Event Management Plan - Waste Less Recycle More (WLRM) program <p>A report was submitted to Council advising of the progress and action taken in relation to each of the plans</p>

Looking Forward: The Future

The diversion of waste from landfill remains a priority for Burwood Council. Council has joined with other Southern Sydney Regional Organisation of Councils (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

heritage • progress • pride

If you have a comment or a question about the Annual Report 2015-16 and the State of the Environment Report please Contact us:

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Mail: General Manager
Burwood Council
PO Box 240
Burwood NSW 1805

**A Sense of
Community**

**Leadership
Through
Innovation**

**A Sustainable
Natural
Environment**

**Accessible
Services and
Facilities**

**A Vibrant
Economic
Community**